

*a reference guide to suggested resume and
cover letter formatting and content*

**quick guide:
resumes &
cover letters**

CAREER SERVICES

EXPERIENTIAL LEARNING & CAREER MANAGEMENT

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RESUME FORMATTING

Resume formatting and layout should be consistent throughout the entire resume.

STRUCTURE

- Utilize Microsoft Word to create and edit your resume. This will also allow conversion to the formatting required by employers, which is typically submitted as a PDF file.
- Do NOT use a template or tables when creating a resume, as this complicates editing and revision. Keep it simple with normal margins and consistent bullet points.

LENGTH

- One- page resumes are standard, however extensive relevant experience or certain majors may require a second page.
- The second page of a resume, if needed, will include your first and last name and contact information, as well as "Page 2". *(See example on page 19)*

MARGINS

- Margins should be consistent and between 0.5" and 1.0" on each side, depending on the need to condense length.
- Headings should be consistent and justified to the left or aligned in the center of the document.
- Bullet points can align on the left margin of the page
- Dates can immediately follow after the position titles or justified to the right margin of the page.

FONT

- Standard sans serif and serif fonts like Times New Roman, Arial, and Helvetica, should be used to ensure ease of reading.
- Black font color is advised to be used at all times.
- Only one size font (11-12 points) for copy text is advised. For name and section headings, a larger font or all caps can be used.
- Bold text can be used for effect on headings, position titles, and degree names, but not be overused.
- Italics and underlines are advised to NOT be used except for when citing a thesis or research.

SECTION FORMATTING

- Section headers can be used to organize a resume in relevant order to the applicant's experiences and the position.
- All sections are typically formatted in a similar manner to ensure consistency and ease of reading.
- Include a line of white space between sections to separate text and allow for easier reading.

Sections are listed in order of importance, following is a typical order:

Identification Section

- This section tells employers whose resume it is, as well as the contact information they will use to reach them.
- Do not include a header for this section, as it is at the top of the resume.

Education Section

- This section shows earned or anticipated universities and degrees.
- Typically, recent graduates will list the Education section after their information section, as it is most important for employers to see.

Experience Section

- This section can be divided into multiple sections to fit the desired position (e.g., Classroom Experience, Internship Experience, Research Experience, Other Experience).
- Students with extensive professional experience, individuals who are re-careering, or alumni who have relevant professional experience may list their Experience section before their education section.

Leadership and/or Activities Section

- This includes involvement and leadership in clubs, athletics, or organizations and relevant leadership positions.

Honors and Awards Section

- This includes earned scholarships, academic awards, honor societies, and other notable achievements.

Skills Section

- Technical skills, including digital or computer skills, lab equipment, or language skills should be listed in this section.

RESUME CONTENT

The content of a resume is targeted and tailored specifically to the desired position description. This means that no resume is exactly alike and is altered with each position applied for. All resume content contains honest information and does not exaggerate any experiences or include anything you would not want to discuss in an interview.

PUNCTUATION

- Be consistent when using punctuation throughout the entire document. For instance, utilize periods at the end of statements or do not utilize periods.

TENSE & TIMELINE

- Avoid using the word "I" or other first-person pronouns.
- Use past tense in describing past positions and use present tense for current positions.
- All positions are listed in reverse chronological order (most recent first).
- Dates can be listed as "Month 20XX - Month 20XX" but can also be listed as "Spring 20XX" or "Summers 20XX" if more applicable to the position.
- Listed positions typically do not date back more than ten years unless they are relevant to the position. (This may not apply to individuals who are re-careering.)

SECTION CONTENT

Identification Section

- A full name is typically listed at the top of a resume in a larger font size or all caps to stand out to employers.
- A professional email address and phone number.
 - Use a school email if applying for internships, campus positions, or scholarships and awards, but it will not be valid after graduation.
- A LinkedIn profile URL may be listed if the profile is complete and accurate.
- Do NOT include street address, birth date, headshots, or any personal information to protect your identity.

Identification is listed at the top of the resume with no header and formatted as shown:

First and Last Name
Phone Number Email Address LinkedIn URL

First and Last Name
Phone Number
Email Address
LinkedIn URL

Education Section

- Beginning with the most recent, list colleges attended with the full name of the university, city, state abbreviation, month and year of graduation, degree and any major/minor concentrations or relevant certifications.
- GPA (only if 3.0 or higher) and honors recognition (dean's list or graduation honors) can be listed.
- Use "Expected Graduation: Month 20XX" (or "Month 20XX" if it is your last semester)
- High School diplomas or honors are NOT typically listed, as employers understand the qualifications of being enrolled in college.

Colleges attended or are attending are listed under an "Education" header and formatted as shown:

EDUCATION

University Name, City, State

Degree Title and Major, Expected Graduation: Month 20XX

Minor or Relevant Certifications

GPA: X.X/4.0 Dean's List: X/X Semesters

EDUCATION

University Name, City, State

Degree Title and Major

Earned: Month 20XX

GPA: X.X/4.0 Dean's List: X/X Semesters Cum Laude

EDUCATION

University Name, City, State

Degree Title and Major, Month 20XX

Minor:

Certification:

GPA: X.X/4.0

Experience Section

- This section of a resume efficiently shows employers the paid or unpaid work that has been performed and how the value of your skills and experiences makes you a great addition to the organization.
- These experiences can be listed under various headers, including Relevant Experience, Professional Experience, Classroom Experience, and Other Experience.
- Positions are listed beginning with the most recent and includes the organization name, location, position title, and dates of employment.
- Concise bullet-pointed statements are typically utilized and vary in amount based on the amount of experience relevant to the employer's posted job requirements
- Power verbs like "directed, examined, implemented, supervised, operated, and participated" will begin each position responsibility and should be different for each bullet. (See page 27 for a list of power verbs)
- Justify actions and quantify them with numbers and statistics to inform employers of the quality and benefit of your experiences.

What, How, and Why Method

- Rather than just listing the responsibilities held in a position, you will show WHAT you have done, HOW you have done it, and WHY these actions benefit employers.
- This method helps to not only add value to your related experiences, but also showcase the developed competencies and transferable skills that are relevant to the position. (See page 29 to review the NACE Career Readiness Competencies)
- These qualities include and are not limited to: teamwork, leadership, written and verbal communication, inclusivity, critical thinking, time management and organizational skills.
- Applying this method to develop your bullet points can be seen below:
 - *The WHAT:* Showed new employees how to file
 - *The HOW:* Instructed new employees on basic administrative tasks
 - *The WHY:* Mentored 12 new employees during their training period for six months and provided comprehensive instruction on administrative duties

Experiences are listed under the appropriate header and formatted the same as your education section:

EXPERIENCE

Organization Name, State, City

Position Title

Month 20XX - Present

RELATED EXPERIENCE

Organization Name, City, State

Position Title, Month 20XX - Month 20XX

Leadership/Organizations Section

- This section of a resume efficiently portrays involvement and leadership positions held to maximize the effect of a resume.
- Typically, this section includes professional associations related to the desired job position, honor societies, fraternity/sorority membership, volunteering and collegiate athletics or clubs. (If there is extensive volunteer experience, a separate "Volunteer Experience" section can be created.)
- This section will follow the same formatting and layout as your education and experience sections.
- Bullet points are not necessary in this section because these positions are typically service/community oriented, not paid/professional positions like those in the experience position.
- Similar to previous sections, these positions/memberships can be listed in reverse chronological order (from most recent to least recent) and should not extend to high school or ten years prior.

Leadership and organizational experiences will be listed under the appropriate header and formatted the same as previous sections:

LEADERSHIP EXPERIENCE

Organization Name, State, City

Position Title

Month 20XX - Present

ORGANIZATIONS/MEMBERSHIPS

Organization Name, City, State, Month 20XX - Month 20XX

LEADERSHIP EXPERIENCE

Position Title, Organization Name, State, City

Month 20XX - Present

Position Title, Organization Name, State, City

Month 20XX - Month 20XX

Awards, Honors and Achievements Section

- This optional section efficiently displays college scholarships, special honors, academic/community awards to give employers a sense of your achievements.
- This does not include high school awards.
- List the name of the award and the year received with no descriptions.
- GPA, Dean's List, and graduation honors awards are listed under the degree title in the Education section.
- Similar to previous sections, these are listed in reverse chronological order (from most recent to least recent) and should not extend to high school.

Awards, Honors and Achievements are listed under the appropriate header and will follow the same structure and formatting as previous sections:

AWARDS/ACHIEVEMENTS

Recipient, Award Title, Month 20XX

Recipient, Award Title, Month 20XX

AWARDS, HONORS, AND ACHIEVEMENTS

Award Title Recipient

Month 20XX

Scholarship Title Recipient

Month 20XX

Skills Section

- This optional section includes any specific software or technical skills, language skills, laboratory skills, or any other abilities that relate to the position.
- This section does not highlight soft skills and competencies that should be reflected in your experience section.
- Highlight skills that were not previously mentioned in other sections and can be listed in bullet form or similar to other listings.

Skills are listed under the appropriate header and can follow the same structure and formatting as previous sections:

SKILLS

Skill Name (Language): Descriptor (Fluent in Spanish)

Skill Name (Computer): Descriptor (Windows and Microsoft Office Suite)

TECHNICAL SKILLS

- Skill Name (Pro Tools and Adobe InDesign)
- Skill Name (MS, Access, SQL, Visual Basic, C++)

CURRICULUM VITAE

Similar to a résumé, a CV is used in the field of education when applying for graduate school, research opportunities or higher-education teaching positions. Use a CV to detail your academic history and list major works and research projects (i.e., dissertations, capstone projects, conference presentations), as well as any honors and awards you have received. List your history of publication in academic journals, if applicable. CVs are often more than 2 pages.

Items included in a CV

- Summary of qualifications
- Professional licenses or certifications
- Education
- Relevant courses that match career or academic objectives
- Professional honors or awards
- Research thesis/dissertations
- Publications
- Academic or professional presentations
- Professional and association memberships
- Technical and specialized skills

REFERENCES

Listing references on your resume is no longer advised; instead create a reference page. You will have three to five professional references who can speak to the quality of your work; understanding and ability to apply relevant theory; and your ability to work in a team.

These references are often supervisors/managers, faculty members, committee chairs and mentors, **Do not** use personal references. Contact information mirrors your resume.

You can center your references on the page or left justify the list. Include the following information:

Mx or Dr. Full Name, Title
Organization
Street Address
City, State & Zip Code
Email Address
Phone Number
Relationship i.e. Faculty, Supervisor, Mentor

COVER LETTER FORMATTING

Cover letters are a crucial part of an application process, as it accompanies your resume and is used to further explain experiences mentioned in a resume. The cover letter will be crafted to:

- *entice potential employers to read your resume*
- *convey enthusiasm and interest in the position and organization*
- *demonstrate your thorough research of the organization*
- *highlight specific skills and achievements*
- *provide the reader with a professional example of your writing ability*

STRUCTURE & MARGINS

- Depending on how the cover letter is being submitted to employers, the structure of the contact information and closing signature will differ.
- Using 1-inch margins, sections are aligned to the left margin of the page with the exception of the personal information section, which can also be centered.

PDF Cover Letters

- When submitting a PDF document on online application platforms, your cover letter will include information at the top and bottom of the document.

The suggested formatting for the heading and closing sections of a pdf cover letters:

Street Address
City, State & Zip Code
Email Address
Phone Number

Date

Hiring Employer Name, Position Title
Organization Name
Street Address
City, State & Zip Code

Dear Mx. XYZ:

Sincerely,

Insert Signature

Full Printed Name

Email Cover Letters

- Position title can be listed in the subject line of the email to quickly inform employers what position is being applied to.
- The personal contact information section can be listed as an email signature and includes the applicant's full name, full address, phone number, email address, and LinkedIn profile URL.

The suggested formatting of the heading and closing sections for email cover letters:

Date

Hiring Employer Name, Position Title

Organization Name

Street Address

City, State & Zip Code

Dear Mx. XYZ,

Sincerely,

Insert Signature

First and Last Name

Street Address

City, State & Zip Code

Email Address

Phone Number

LinkedIn URL

LENGTH

- Cover letters typically range from a half page to one page in length, as they contain very selective information within the sections and paragraphs.
- Exceeding one page length in your cover letter may indicate wasted space or inefficient or irrelevant content.

FONT

- Utilize general fonts, like Times New Roman or Calibri, in size 12 font.
- Do not utilize any other colored font on a cover letter than black.

COVER LETTER CONTENT

Cover letters efficiently allow employers to see that you are the solution to their employment problem and should answer the following questions for the employer:

- *What can you do for the employer?*
- *Is your experience relevant to the position?*
- *Does it show examples of how you applied your skills?*

Tailor Content to Job Description

- Before writing a cover letter, utilize the job description and outline the most important qualifications and determine what experiences on your resume meet these criteria.
- Do not repeat your resume in your cover letter but expand on the relevant experiences you have.

Display Effective Writing Skills

- Ensure the cover letter is free from grammatical and spelling errors by proofreading the content several times.
- Refrain from using the word "I" too much within the content.

COVER LETTER ANATOMY

- Cover letters typically contain multiple paragraphs that are organized to quickly show employers your experience and its relevance to position.

First Paragraph

The introductory paragraph is brief and to the point.

- If you are not given the contact information of the recruiter/hiring manager, research the organization .
 - If still unknown, write Dear Recruiter/Hiring Manager/Internship Coordinator or something similar that is applicable to the position.
- In the first sentence, tell the employer you are writing to apply for the specific position and why you are interested in it.
 - Write the position name and organization name in its entirety to ensure hiring manager knows what position is being applied for.
- Try to make a connection to the organization through shared values or experiences as well as a shared mutual contact/current employee.

Dear Mx. Employer Name:

I am writing to apply for the XYZ position for XYZ company. After seeing the impact of XYZ's emphasis on I feel confident that my skills and knowledge from my education and various experiences in would help me positively impact this organization.

Middle Paragraphs

- The middle paragraphs usually range from one to four paragraphs in length.
- Begin with a topic sentence that summarizes the main point of each paragraph.
- Clearly outline ways you meet the qualifications of the listing and list examples that show why you are the ideal candidate for the position.
 - Highlight key accomplishments and how they support your candidacy.
 - Stick to relevant skills and experiences using the job description as a guide.
- Demonstrate a connection between your skill set and the needs of the organization that are listed in the job listing.
 - Use keywords that are included in the listing and apply them to previous achievements and skills.

As the xyz intern for Company A, my responsibilities included creating and maintaining the marketing plan. In this role, I led a three-member team as the project manager to develop a strategic plan that identified key marketing initiatives to increase digital presence through various media platforms. The strategic plan included marketing initiatives that included measurable goals for the effectiveness of the social-media campaigns; as a result of these media initiatives, client access increased by 40% in under six months.

Closing Paragraph

- Reaffirm your interest in the position and summarize the main points of your body paragraphs.
- Tell the employer that you are wanting to meet with them to discuss your candidacy and include your contact information for their convenience.
- Do not forget to thank them for their time and consideration before signing your name.

I look forward to meeting with you to further discuss my candidacy and qualifications. Please feel free to contact me at (email address) or (phone number) if you have any questions and to arrange an interview.

Sincerely,

**RESUME SAMPLES
UNDERGRADUATE LEVEL**

First & Last Name

name@site.com 717.555.5555 LinkedIn URL

EDUCATION

Bachelor of Science: Environmental Chemistry, December 20XX

Millersville University, Millersville, PA

Cumulative GPA:3.95/4.0 Dean's List 8/8 Semesters Summa Cum Laude

RESEARCH

Independent Research, Millersville University Chemistry Department, Millersville, PA, Fall 20XX

- Performed pH, temperature, turbidity, DO, and nitrate tests on primary streams
- Compared data on rain days and non-rain days to draw conclusions about weather events and water quality across varied land use
- Used MiniTab to perform Kruskal-Wallis and Mann-Whitney tests

LABORATORY EXPERIENCE

Laboratory Technician, Eurofins Lancaster Laboratories Inc., Lancaster, PA, January 20XX – Present

- Check water sample PH and residual Chlorine and enter/upload results to computer database or assembling data packages
- Maintain chemical inventory and supplies

Laboratory Assistant, Chemistry Department, Millersville University, Millersville, PA, Spring 20XX

- Monitored lab safety for proper handling of materials and chemical contamination
- Answered students' questions and assisted with general questions concerning laboratory or lecture material

PRESENTATIONS

Platform Presentation, "Title," 20XX Conference, National University Scientists, Philadelphia, PA, April 20XX

Poster Presentation, "Title," Made in Millersville, Millersville University, Millersville, PA, March 20XX

Poster Presentation, "Title," Student Research Symposium, Millersville University, Millersville, PA, March 20XX

EXPERIENCE

Instructor, Lancaster Science Factory, Lancaster, PA, June 20XX – Present

- Conduct experiments and demonstrations while discussing the scientific significance to groups of children from ages 5-10 years old

Peer Advisor, American Chemical Society, Millersville University, Millersville, PA, August 20XX – May 20XX

- Engaged in outreach activities such as experiment demonstrations and community volunteer opportunities

FIRST & LAST NAME

717-871-1111

name@site.com

LinkedIn Profile URL

EDUCATION

Millersville University, Millersville, PA

Bachelor of Science in Geology, December 20XX

GPA: 3.3/4.0 Dean's List 3/5 Semesters

Harrisburg Area Community College, Lancaster, PA

Completed 30 Credit Hours

RELATED EXPERIENCE

Field Geologist/Education Specialist Intern, Best National Forest, City, ST, Spring 20XX

- Developed and presented interpretive geology programs to children and adults
- Monitored karst systems for biologic, geologic, hydrologic and cultural resources
- Researched mining activities of active and abandoned mines to create GIS monitoring systems
- Compiled and organized geology data, publications and literature for ongoing forest plan research

President, Geology Club, Millersville University, Millersville, PA, August 20XX – May 20XX

- Liaison to the faculty advisor updating them on planned activities, membership, and budgets
- Worked with the Executive Board to plan educational trips for 30 members
- Represented the organization at local and regional professional meetings
- Presented and successfully received 100% of proposed budget to Student Senate's Allocation Committee

Featured Writer, The Snapper (student newspaper), Millersville University, Millersville, PA, Fall 20XX

- Wrote and edited news articles on environmental issues
- Collaborated with the editor as well as the other staff writers
- Worked independently and as part of a team to identify feature articles related to the environment

EXPERIENCE

Installer, Invisible Fence, Lancaster PA, Summers 20XX – 20XX

Student Worker, Academic Advisement, Millersville University Millersville PA, Fall 20XX

Server, Denny's Restaurant, Mount Joy PA, September 20XX – February 20XX

ACTIVITIES

Millersville University NCAA DII Wrestling Team, Millersville, PA, 20XX – Present

- Four-year starter and scholarship recipient

Millersville University Geography Club, Millersville, PA, August 20XX – Present

Special Olympics Field Day, Millersville, PA, July 20XX

FIRST & LAST NAME

name@site.com

717-555-5555

LinkedIn Profile URL

EXPERIENCE

Assistant Project Manager, Right Construction, Mount Joy, PA, Month 20XX – Present

- Maintain detailed monthly cost control records and schedules for 9-12 projects
- Develop cost estimates for change orders associated with projects
- Assist in the design to build construction projects with costs averaging \$8-\$10 million
- Coordinate resources to achieve project objectives and identify and communicate where corrective actions are needed
- Evaluate reports, records and logs to confirm adequacy of information and ensure that uniform monitoring and recordkeeping are performed
- Review all sales contracts with Project Manager to identify and assess risks during the bid stage prior to advising suitable actions that can be implemented to optimize the risk

Field Manager, Great Construction, LLC, Dover DE, Month 20XX – Month 20XX

- Managed new construction, remodeling, medical, institutional and multifamily projects
- Supervised 5-10 subcontractors and material suppliers
- Followed State and Federal safety regulations to maintain a safe jobsite
- Read and interpreted construction design blueprints and specification manuals
- Assisted Project Manager in estimating construction costs and procurement process
- Maintained document databases to ensure compliance with management objectives
- Participated in site meetings

Builder Assistant, Resort Builders, Swanberry PA, Summer 20XX

TECHNICAL SKILLS

Autodesk AutoCAD Mechanical, Autodesk Inventor Professional, SolidWorks, SoftPlan, RISA 2D, Microsoft Office Suite, Adobe Creative Suite, Microsoft Windows OS, Apple Mac OSX

EDUCATION

Millersville University, Millersville, PA

Bachelor of Science in Applied Engineering and Technology Management, May 20XX

Concentration: Construction Technology Minor: Occupational Safety

CERTIFICATIONS

Certified Technology Manager, CTM, ATMAE

IS-00100.b "Introduction to the Incident Command"

IS-00546.12 "Continuity of Operations Awareness"

ORGANIZATIONS

Lancaster Young Professionals

Lancaster Chamber of Commerce

Construction Management Association of America

FIRST & LAST NAME

name@site.com

(717) 555-0000

LinkedIn Profile URL

EDUCATION

Millersville University Millersville PA

Bachelor of Arts in Psychology, May 20XX

AGENCY EXPERIENCE

Children & Youth Agency, Lancaster PA

Case Worker Intern, January 20XX – Present

- Conduct intake interviews with children and families to determine their needs
- Complete accurate, timely, and confidential case notes for clients
- Co-lead adult education seminar on parenting skills
- Refer families to community resources for employment, housing, addiction, abuse, food, clothing, education, counseling, and legal services

Domestic Violence Services of Lancaster, Lancaster PA

Children's Advocate Directed Project, Fall 20XX

- Planned and implemented recreational/educational group activities for children
- Assisted with ongoing development of Domestic Violence Curriculum for volunteers and staff
- Co-facilitated student groups designed to process domestic violence in families

RELATED EXPERIENCE

Red Robin, Lancaster PA

Server & Trainer, August 20XX – December 20XX

- Trained new hires on company procedures
- Received Employee of the Month Award for March 20XX and May 20XX

Boys & Girls Club of Lancaster, Lancaster PA

Camp Counselor, Summer 20XX

- Assured the safety and well-being of 12 girls in 3rd and 4th grades during week-long day camp
- Organized and led campers in games designed to teach team building and conflict resolution skills
- Hosted the end-of-week talent show and helped participants to prepare their acts

VOLUNTEER WORK

Water Street Rescue Mission, 20XX

Habitat for Humanity, 20XX- 20XX

United Way Day of Caring, 20XX

Youth With A Mission, Mexico City Homebuilding Project, 20XX

ACTIVITIES/HONORS

Psi Chi National Honor Society in Psychology, 20XX – Present

President, Millersville University Psychology Club, 20XX – Present

American Business Women's Association Scholarship, 20XX

FIRST & LAST NAME

Student@site.com (717) 555-0000 LinkedIn Profile URL

EDUCATION

Millersville University, Millersville PA

Bachelor of Science in Education – Early Childhood Education, May 20XX

Minor: Integrative STEM Education

Certification: PreK-4

GPA: 3.3/4.0

CLASSROOM EXPERIENCE

Neff Elementary School, Lancaster PA

Kindergarten Student Teacher, Fall 20XX

- Assisted in morning classroom preparation and setup to establish a safe, stimulating, and exciting learning environment for 15 kindergarteners
- Provided one-on-one educational support to 3 low-level learners during classroom instruction
- Implemented and presented a lesson on shapes and colors utilizing participatory technology
- Created educational projects and classroom curricula aimed at STEM content
- Designed lessons aligned with state and national standards while meeting the school district's curriculum
- Attended IEP meetings to witness the development of individualized education plans for 2 students

Bart Colerain, Lancaster PA

Kindergarten Assistant Teacher, August 20XX – December 20XX

- Monitored classroom management and instruction of 25 students in a 1st-grade classroom
- Assessed the understanding of students on two dimensional shapes through identification and sorting of shapes

EXPERIENCE

Millersville University Office of Admissions, Millersville PA

Student Ambassador, August 20XX – Present

- Provide tours to groups of approximately 20-30 prospective students and their families while detailing all the university has to offer academically, professionally, and socially
- Assist with university Accepted Student Expos, Open Houses, and all other Admissions special events
- Ensure exemplary customer service is provided to prospective and current students, their families, and any other individual contacting the Admissions Office by accurately directing calls, answering questions, and taking detailed messages

South Mountain YMCA, Reinhold PA

Camp Counselor, Summers 20XX & 20XX

- Designed and implemented a daily schedule of activities for children ages 11-14
- Provided leadership to campers and acted as a role model on positive sportsmanship during camp activities

Name, Page 2

(717) 555-0000, Student@site.com

Millersville University Office of Learning Services, Millersville PA

Tutor, January 20XX – December 20XX

- Provided additional one on one instruction to 3 students struggling in English Literature.
- Assisted students in learning new study methods, test taking strategies, and ways to maximize focus and concentration during class.

McDonald's, Reading PA

Crew Member, September 20XX – August 20XX

VOLUNTEER WORK

The Mix at Arbor Place, 20XX

After School Corps, 20XX – 20XX

Study Buddies 20XX – 20XX

ACTIVITIES/HONORS

Pennsylvania State Education Association, 20XX – Present

President, Alpha Sigma Alpha, Millersville University, 20XX – 20XX

Anne E. Beyer Award

John and Renee Genbauffe O'Leary Endowment in Science Education

FIRST & LAST NAME

717-555-1212 name@site.com LinkedIn Profile URL

EDUCATION

Bachelor of Science in Speech Communication: Theatre, December 20XX

Millersville University, Millersville, PA

GPA: 3.5/4.0 Dean's List: 6/8 Semesters Cum Laude

London Theatre Tour, London England, Summer 20XX

SCHOLARSHIPS

Elva W. Biemesderfer Scholarship

Edward J. Laucks Memorial Sertoma Award

John David Neider Memorial Scholarship

STAGE MANAGEMENT EXPERIENCE

Citamard Millersville University Theatre, Millersville, PA

- Assistant Production Stage Manager, Legally Blond, Spring 20XX
- Stage Manager, The Pirates of Penzance, Fall 20XX
- Stage Manager, Proof, Fall 20XX
- Stage Manager, Charley's Aunt, Spring 20XX
- Assistant Stage Manager, Woman in Black, Summer 20XX

Fulton Theatre, Lancaster, PA

- Production Stage Manager, Witness for the Prosecution, Summer 20XX
- Stage Manager, King Lear, Summer 20XX
- Stage Manager, The Birds, Spring 20XX
- Assistant Stage Manager, Carousel, Fall 20XX

ACTING EXPERIENCE

Citamard Millersville University Theatre, Millersville, PA

- Louise, Gypsy, Fall 20XX
- Ensemble, A Chorus Line, Spring 20XX

Mount Joy Theatre, Mount Joy, PA

- Lina Lamoont, Singin' in the Rain, Spring 20XX
- Ensemble, Dreamgirls, Summer 20XX

EXPERIENCE

Clerk, Millersville University Costume Shop, Millersville, PA, Spring 20XX

Wait Staff, Applebee's, Elizabethtown, PA, Summers 20XX – 20XX

Retail Associate, Home Depot, Lancaster, PA, September 20XX – August 20XX

**RESUME SAMPLES
GRADUATE LEVEL**

FIRST & LAST NAME

(555) 545.5469 ▪ name@site.com ▪ LinkedIn Profile URL

EDUCATION

Millersville University, Millersville, PA

Master of Education in School Counseling (Secondary Certification), May 20XX

GPA: 3.9/4.0

Bachelor of Arts in Psychology, May 20XX

GPA: 3.8/4.0 Dean's List 8/8 Semesters

INTERNSHIP EXPERIENCE

School Counseling Intern, Fall 20XX

Eastern York High School, Eastern York School District, York, PA

- Counseled students in grades 9 through 12, using solution-focused and person-centered approaches, to address anxiety, self-esteem, poor academic performance, attendance, and a variety of other issues
- Advised students regularly in accordance with IEPs to meet specific goals
- Led mixed groups weekly on topics such as conflict resolution, relationships, time management, and high school transitions
- Taught and co-taught classes on résumé development, interview training, and job-search skills
- Participated in weekly meetings on student classroom performance and behavior to provide input on student counseling needs

RELATED EXPERIENCE

Therapeutic Support Staff, June 20XX – Present

TEAMCare Behavioral Health, LLC, Lancaster, PA

- Provide one-on-one strength-based interventions to children and adolescents of all ages with behavioral and social issues in home, school, and community settings
- Follow treatment plans developed by Behavioral Specialists and participate in weekly supervision meetings to discuss progress
- Provide guidance and support to families in developing, accomplishing, and monitoring the goals of treatment plans

Basketball Coach, September 20XX – Present

Lancaster Catholic Youth Services Organization, Lancaster, PA

- Attend biweekly practices and weekly games
- Instruct small groups of players on basic skills, such as dribbling, passing, and shooting

Writing Tutor, September 20XX – May 20XX

Millersville Honors Program, Millersville, PA

- Reviewed and edited papers for 30 students in Honors English courses
- Met with students individually to explain feedback and check for understanding
- Consulted with faculty members to review course expectations and syllabus requirements

Student Worker, June 20XX – May 20XX

International Programs & Services, Millersville University, Millersville, PA

- Assisted with programming of global education activities for study-abroad programs
- Maintained an Access database of contacts including students, faculty, and program coordinators
- Represented the office at various University events, such as Freshman Orientation, Career Week, and the Wellness Fair

INVOLVEMENT

American School Counselor Association, 20XX

Lancaster County School Counselor Association, 20XX

Millersville University Peer Tutoring Program, 20XX – 20XX

FIRST & LAST NAME

(555) 323-3423 | Name@site.com | LinkedIn Profile URL

EDUCATION

Millersville University of Pennsylvania, Millersville, PA

Master of Arts in English, May 20XX

GPA 3.76/4.0

Thesis: “Encouraging Voice to the Victims of Rape in Contemporary Popular Literature”

University at Albany, State University of New York, Albany, NY

Bachelor of Arts in English and Women’s Studies, December 20XX

Major GPA 3.56/4.0

PROFESSIONAL EXPERIENCE

Experiential Learning and Career Management, Millersville University, Millersville, PA

Graduate Assistant, August 20XX – May 20XX

- Critiqued and edited student résumés and cover letters for approximately 15 students a week
- Contributed to department’s biweekly newsletter by writing articles covering events on campus as well as offered services from the office
- Attended conferences and forums that cover branding, development, and leadership
- Assisted and guided undergraduate and graduate students in searching for internships, volunteer opportunities, graduate school, or post-graduation full-time employment
- Facilitated workshops for résumé production and interviewing skills for student teachers and undergraduate and graduate students

Sargent’s Court Reporting Service, Inc., Harrisburg, PA

Court Reporter, December 20XX – May 20XX

- Proofed and edited transcripts before presentation to law firm or other legal contract
- Maintained different guidelines and deadlines expected of each specific contract
- Recorded and transcribed accurate court proceedings, depositions, and board meetings throughout the states of Pennsylvania, Maryland, and West Virginia
- Administered oath as a Pennsylvania and West Virginia certified notary public
- Interacted with judges, hearing officers, attorneys, defendants, and witnesses
- Adhered to proper legal proceedings concerning redaction and privacy guidelines

RELATED EXPERIENCE

WAMC 515, Albany, NY

Intern, Spring 20XX

- Revised and edited features and information for weekly broadcasts
- Researched topics for upcoming featured radio shows
- Conducted interviews of crucial members of the current wave of the women’s movement, such as Amy Richards and Jennifer Baumgardner

ACTIVITIES/HONORS

7th Annual PA State System of Higher Education Graduate Research Symposium, April 20XX

Thinking Gender Conference at UCLA, February 20XX

Middle Atlantic Career Counseling Association, December 20XX – Present

Millersville University Safe Zone Program, October 20XX – Present

Millersville University Graduate Student Association, September 20XX – May 20XX

United Way Day of Caring, September 20XX

PUBLICATIONS

Signet, Millersville University Literary Academic Journal, Poetry, Spring 20XX

The Patriot News, Central Pennsylvania Newspaper, Poetry, March 20XX

COVER LETTER SAMPLES

First & Last Name
Address
City, State, Zip Code
Phone Number
Email Address

Date

Employer Name, Title
Organization
Address
City, State, Zip Code

Dear Mr./Ms./Mx. Employer Name:

Suzanne Smith, a regional sales manager at Major Max Company, suggested I write to you regarding the marketing assistant position in your sales department. I have heard a great deal about Major Max over the years and know it is a well-respected and innovative leader in the retail industry. I would love the opportunity to begin my professional career at such an organization.

One of my strengths is my ability to work with a team to develop effective marketing plans. As an intern at Fabulous Shoe Company, I led a team of three marketing interns. Our team researched the buying and shopping habits of our targeted group of 20-to 30-year-olds and developed a marketing plan to meet our consumers' buying needs. Based on our study, the Fabulous Shoe Company increased their market share by 15% and our team was recognized as having the top innovative marketing plan for 20XX. In addition to this internship experience,

I also worked for the Best Dressed Corporation from 20XX – 20XX. During this two-year period, I exceeded my sales goals by 49% and received the “Top Salesperson of the Month” award eight times. As a result of these experiences, I have developed the skills necessary to succeed at Major Max Company.

I look forward to meeting you to discuss in detail my qualifications. The number I can be reached is 717-XXX-XXXX, or email me at _____@____.

Thank you for your time and consideration.

Sincerely,

Sign in Black Ink

Name

Your Address
Your City, State, Zip Code
Your Phone Number
Your Email Address

Date

Employer Name
Title
Company
Address
City, State, Zip Code

Dear Mr./Ms./Mx. Employer Name:

Dr. Smith alerted me to the math teacher position that has become available at XYZ High School. Please accept this letter and accompanying résumé as evidence of my interest in applying for this position.

My education at Millersville University has given me a strong background in teaching high school students with varied math aptitudes. My experiences as a student teacher at Penn Manor High School allowed me to partner with my cooperative teacher to study the impact of using learning- style technology in the classroom. The technology illustrates mathematics concepts for varied learning styles, which include visual, auditory and sensory learners. As part of this study, I was able to compare past student Mastery scores with my class. The results of this study found that students who were exposed to technology-based learning increased their Mastery scores by 32%.

I am confident that my skills as an effective teacher, along with my ability to measure student learning, make me an ideal candidate for this position.

Thank you for taking the time to review my credentials. If you have further questions or would like to schedule an interview, please contact me at ___@___ or 717-xxx-xxxx.

Sincerely,

Sign in Black Ink

Name

POWER VERBS

Avoid using generic terms when describing your skills and experiences. Instead, use this list to find the right words to appropriately explain why you are the ideal candidate for the job for which you are applying.

accelerated	computed	drew	imagined
accomplished	conceived	drove edited	implemented
achieved	conceptualized	effected	improved
acted	condensed	eliminated	improvised
activated	conducted	emphasized	incorporated
adapted	conserved	employed	increased
addressed	consolidated	enforced	influenced
administered	constructed	engaged	informed
advised	consulted	established	initiated
allocated	controlled	estimated	innovated
analyzed	cooperated	evaluated	inspected
answered	coordinated	examined	inspired
anticipated	corresponded	expanded	installed
appointed	counseled	expedited	instituted
appraised	created	experimented	instructed
approved	decided	explained	integrated
arbitrated	defined	expressed	interpreted
arranged	delegated	extended	interviewed
ascertained	delivered	extracted	introduced
assembled	demonstrated	fabricated	invested
assessed	derived	financed	inventoried
attained	designed	fixed	investigated
audited	detailed	focused	judged
augmented	detected	followed	launched
awarded	determined	forecasted	learned
broadened	developed	formulated	lectured
budgeted	devised	fortified	led
built	devoted	forwarded	lifted
calculated	diagnosed	founded	listed
cataloged	diagrammed	gathered	listened
certified	directed	guided	logged
charted	discovered	handled	made
classified	dispensed	harmonized	maintained
coached	displayed	headed	managed
collected	disproved	heightened	manipulated
communicated	dissected	helped	mediated
compiled	distributed	hypothesized	memorized
completed	diverted	identified	mentored
composed	dramatized	illustrated	met

modeled
modified
monitored
motivated
navigated
negotiated
obtained
offered
officiated
operated
ordered
organized
oriented
overhead
overhauled
oversaw
painted
participated
perceived
performed
persuaded
photographed
piloted
pinpointed
planned
played
predicted
prepared
prescribed
presented
preserved
problem-
solved
processed
produced
programmed
projected
promoted
proofread
proposed
protected
proved
provided
publicized

raised
realized
reasoned
received
recommended
reconciled
recruited
rectified
reduced
reestablished
referred
regulated
rehabilitated
rehearsed
reinforced
related
remembered
rendered
reorganized
repaired
reported
represented
researched
reshaped
resolved
responded
restituted
restored
retrieved
revamped
reviewed
revised
risked
scheduled
selected
sensed
separated
served sewed
shaped
sketched
sold
solved
sought
specialized

spoke
streamlined
structured
studied
substituted
suggested
summarized
supervised
supplied
supported
symbolized
synergized
systematized
tailored
talked
taught
team-built
team-taught
tended
tested
trained
transcribed
translated
transformed
treated
tutored
typed
umpired
understood
understudied
undertook
unified
united
upgraded
used
utilized
verbalized
verified

CAREER READINESS COMPETENCIES

The National Association of Colleges and Employers lists eight career readiness competencies that broadly prepare the college educated for success in the workplace and lifelong career management. Below are the eight competencies listed by NACE and behaviors that display each to employers. For more information on this initiative, visit naceweb.org/career-readiness-competencies.

Career & Self-Development

Proactively develop oneself and one's career through continual personal and professional learning, awareness of one's strengths and weaknesses, navigation of career opportunities, and networking to build relationships with and without one's organization.

Sample Behaviors:

- Show an awareness of own strengths and areas for development.
- Identify areas for continual growth while pursuing and applying feedback.
- Develop plans and goals for one's future career.
- Professionally advocate for oneself and others.
- Display curiosity; seek out opportunities to learn.
- Assume duties or positions that will help one progress professionally.
- Establish, maintain, and/or leverage relationships with people who can help one professionally.
- Seek and embrace development opportunities.
- Voluntarily participate in further education, training, or other events to support one's career.

Communication

Clearly and effectively exchange information, ideas, facts, and perspectives with persons inside and outside of an organization.

Sample Behaviors:

- Understand the importance of and demonstrate verbal, written, and non-verbal/body language, abilities.
- Employ active listening, persuasion, and influencing skills.
- Communicate in a clear and organized manner so that others can effectively understand.
- Frame communication with respect to diversity of learning styles, varied individual communication abilities, and cultural differences.
- Ask appropriate questions for specific information from supervisors, specialists, and others.
- Promptly inform relevant others when needing guidance with assigned tasks.

Critical Thinking

Identify and respond to needs based upon an understanding of situational context and logical analysis of relevant information.

Sample Behaviors:

- Make decisions and solve problems using sound, inclusive reasoning and judgment.
- Gather and analyze information from a diverse set of sources and individuals to fully understand a problem.
- Proactively anticipate needs and prioritize action steps.
- Accurately summarize and interpret data with an awareness of personal biases that may impact outcomes.
- Effectively communicate actions and rationale, recognizing the diverse perspectives and lived experiences of stakeholders.

Equity & Inclusion

Demonstrate the awareness, attitude, knowledge, and skills required to equitably engage and include people from different local and global cultures. Engage in anti-racist practices that actively challenge the systems, structures, and policies of racism.

Sample Behaviors:

- Solicit and use feedback from multiple cultural perspectives to make inclusive and equity-minded decisions.
- Actively contribute to inclusive and equitable practices that influence individual and systemic change.
- Advocate for inclusion, equitable practices, justice, and empowerment for historically marginalized communities.
- Keep an open mind to diverse ideas and new ways of thinking.
- Demonstrate flexibility by adapting to diverse environments.
- Address systems of privilege that limit opportunities for members of historically marginalized communities.

Leadership

Recognize and capitalize on personal and team strengths to achieve organizational goals.

Sample Behaviors:

- Inspire, persuade, and motivate self and others under a shared vision.
- Seek out and leverage diverse resources and feedback from others to inform direction.
- Use innovative thinking to go beyond traditional methods.
- Serve as a role model to others by approaching tasks with confidence and a positive attitude.
- Motivate and inspire others by encouraging them and by building mutual trust.
- Plan, initiate, manage, complete, and evaluate projects.

Professionalism

Knowing work environments differ greatly, understand and demonstrate effective work habits, and act in the interest of the larger community and workplace.

Sample Behaviors:

- Act equitably with integrity and accountability to self, others, and the organization.
- Maintain a positive personal brand in alignment with organization and personal career values.
- Be present and prepared.
- Demonstrate dependability (e.g., report consistently for work or meetings).
- Prioritize and complete tasks to accomplish organizational goals.
- Consistently meet or exceed goals and expectations.
- Have an attention to detail, resulting in few if any errors in their work.
- Show a high level of dedication toward doing a good job

Teamwork

Build and maintain collaborative relationships to work effectively toward common goals, while appreciating diverse viewpoints and shared responsibilities.

Sample Behaviors:

- Listen carefully to others, taking time to understand and ask appropriate questions without interrupting.
- Effectively manage conflict, interact with and respect diverse personalities, and meet ambiguity with resilience.
- Be accountable for individual and team responsibilities and deliverables.
- Employ personal strengths, knowledge, and talents to complement those of others.
- Exercise the ability to compromise and be agile.
- Collaborate with others to achieve common goals.
- Build strong, positive working relationships with supervisor and team members/coworkers.

Technology

Understand and leverage technologies ethically to enhance efficiencies, complete tasks, and accomplish goals.

Sample Behaviors:

- Navigate change and be open to learning new technologies.
- Use technology to improve efficiency and productivity of their work.
- Identify appropriate technology for completing specific tasks.
- Manage technology to integrate information to support relevant, effective, and timely decision-making.
- Quickly adapt to new or unfamiliar technologies.
- Manipulate information, construct ideas, and use technology to achieve strategic goals.

DISPLAYING COMPETENCIES

To display the NACE Career Readiness Competencies to employers, it is important to show what you did and how you did this task as it relates to any of the eight competencies.

Below are examples of how to determine what competencies are displayed through various actions.

WHAT	HOW	COMPETENCY
Created a marketing team	Identified members to work on the team	Teamwork
Identified marketing software to use to create flyers and social media posts	Identified software to create public relations pieces	Critical Thinking
Posted flyers and blogs on various social media platforms	Researched social media platforms for targeted audience	External Communication

RESUME CHECKLIST

PROFESSIONALISM

- Uses one standard font** Use a standard font like Sans Serif, Serif, or Helvetica to ensure ease of reading and applicant tracking system compliance.
- Uses one size font** Use one size font (11-12 point) for ease of reading within the content and use a larger font to make your name stand out in the document.
- Uses professional email** Do not use your Millersville University email in your last semester.
- No personal pronouns** Resumes are not narratives and should avoid personal pronouns (I, me, my, etc.)
- Uses .5 to 1-inch margins** Maximize page space by adjusting margins to .5 to 1-inch margins to avoid running over the page.
- One page in length or two pages with extensive experience** Most students will only have a one page resume, but students with extensive experience in college require two pages (especially education and social work majors).
- Includes all relevant contact information** Name, phone number, email address, and customized LinkedIn URL are clearly listed.
- No references** Do not list references on your resume, as it is implied that you have references when applying.

ATTENTION TO DETAIL

- Consistent formatting** For example, list all dates to the same margin and bold all position titles.
- No spelling or grammar errors** Double check all spelling and grammar for errors.
- Correct verb tense** Each bullet point begins with an action verb that is present tense for current experiences and past tense for previous experiences.

EDUCATION & CREDENTIALS

- List university degrees in reverse chronological order** No high school should be listed.

- Lists university, city, state, degree name, graduation dates, and GPA (only above 3.0)** Millersville University of Pennsylvania, Millersville, PA
Bachelor of Science in Business Administration, Date
Concentration: Accounting Minor: Entrepreneurship
GPA: 3.3/4.0 Dean's List: 4/6 Semesters

- Includes relevant coursework/projects if related work experience is limited** List coursework/projects, research, or capstone projects that are unique to your major or course names completed that are directly related to the job listing

EXPERIENCE

- List position title, company, city, state, and dates for each position** Company, Location, Start & End Date
Job Title

- Experiences listed in reverse chronological order** You may have various heading sections including Research Experience, Professional Experience, Other Experience. This helps you list the most important experiences first while keeping them in chronological order.

- Displays competencies** Utilize the what, how and why method to display competencies to employers that are most relevant to the job listing.

- Uses a bulleted list of action verbs** Use action verbs to describe the experiences.