

Resume Guide

U n i v e r s i t y C a r e e r C e n t e r



c a r e e r . u n c c . e d u



Writing a Resume

A resume is a tailored marketing document designed to showcase your relevant education, experience, and skills as they relate to your targeted industry. While writing a resume is a subjective process, this handout presents guidelines that are applicable to most situations. Talk to a Career Team member about your own particular situation to help create an even more effective marketing piece for you.

HIRE-A-NINER

Make your appointment!



Walk in to speak with our Peer Career Ambassadors -

No appointment needed!

Your goal in writing this document is to advance to the next stage in the process – the interview. The employer will only spend about 10-20 seconds examining your resume, so make it count!

Objectives and Profiles

Many people choose to start their resume with an introductory statement – either an Objective or Profile – in order to position them toward a certain type of opportunity or career direction.

- This statement should be positioned below the contact information.
- Do not use first person (“I”), and concentrate on the knowledge, skills, and experience you provide the employer.
- Use keywords that appear in the job description or from the targeted industry.

The Objective Statement:

You should only use an objective if you are very clear about the job you seek; otherwise do not include one. State your objective clearly and specifically in a phrase such as “seeking a drafting position in a supervisory capacity with a manufacturer of mechanical or electrical products.” It is possible to have two or more resumes with different job objectives, or you may use the cover letter accompanying your resume to state your career goals.

Example:

- Desire a position as a financial analyst intern.

The Profile Statement:

Similar to an objective statement, a profile will go into more depth about your knowledge, skills, and experience as they relate to the job description and industry. These are used to spell out why you qualify for a particular position or to help redirect your career towards another direction. Transferrable skills and experiences are often described in a profile statement.

Example:

- Athlete with strong team leadership skills, ability to multitask, and self-motivation. Excellent customer service skills with 3+ years of direct experience.

Section Header Examples

Aside from your introductory statement and the education section, your resume will incorporate additional sections to help an employer understand what you are marketing. Below are some suggestions to get you started. Make sure to talk with a Career Team member for more options as they relate to your profile.

- Experience
- Relevant Projects
- Publications
- Presentations
- Awards/Honors
- Volunteer Experience
- Certifications
- Skills
- International Experiences
- Internship Experiences
- Leadership
- Campus Activities
- Memberships & Affiliations
- Relevant Coursework
- Research
- Accomplishments

Styles of Resume

Chronological: List your employment in reverse chronological order. Give position held, employer, and dates of employment. Describe each position according to job duties: list tasks performed, emphasizing those requiring the highest level of skill, responsibility and judgement. Begin each phrase with an action verb. Quantify and qualify your accomplishments, i.e. "Surpassed sales quota by 15%," "trained and supervised 5 employees," "maintained average caseload of 85 clients."

Functional: Group your work accomplishments, responsibilities, and duties into 2 to 5 categories according to functional skill areas such as "Teaching and Training," "Managerial Skills," or "Sales." Choose your skill headings according to your job objective and briefly describe, using action statements, the work you did in each of the broad categories you identify.

Combined: Both functional and chronological features appear in a combined resume. Functional skills should be highlighted at the top. Work experience should be described briefly in reverse chronological order.

Action Verbs

Communication: advised, advocated, authored, consulted, counseled, edited, guided, marketed, published, wrote

Administration: appointed, contracted, delegated, completed, initiated, launched, offered, distributed, recruited

Management: administered, assigned, chaired, coordinated, contracted, managed, organized, planned, organized

Teaching: adapted, addressed, clarified, coached, communicated, enabled, guided, instructed

Research: assessed, analyzed, classified, documented, examined, identified, inspected, observed, reviewed

Technical: calculated, computed, constructed, designed, fabricated, gathered, input, maintained, modified

Resume Approval Process in Hire-A-Niner

Before you can begin applying for positions in Hire-A-Niner, they must have an approved resume in the system. The first time you add a resume to your Hire-A-Niner account, the document will be “pending” until a Career Center staff member reviews the resume. The criteria we use to review resume is listed below in the Resume Approval Checklist. *Resume reviews take 1-2 business days.*

Once we have reviewed your resume, you will receive an email letting you know one of two things:

- **Resume is approved** – your resume has met our basic requirements, and you are welcome to apply for jobs and upload more documents (which will not have to go through the approval process). In your approval email, you may receive comments from our staff with suggestions for improvement.
Even if your resume is approved, you are encouraged to tailor and strengthen your resume using the *information provided in this guide or through working with our Career Team.*
- **Changes Requested** – your resume doesn’t meet the requirements for approval. In your email, you will receive comments from our staff about what needs to be changed. In addition, please review the Resume Approval Checklist. Once you have made changes to your resume, you can resubmit it for review.

Resume Approval Checklist

For approval on Hire-A-Niner, your resume must consist of the following elements:

REQUIRED

Heading/Contact Info:

- Contact Info: Email, Phone
- Contact information is listed at the top of the document
- Email Address is professional

Education:

- Full name of institution is listed (i.e. the University of North Carolina at Charlotte or UNC Charlotte)
- Title of your degree is spelled out (i.e. Bachelor of Science); major is included if declared
- Your expected graduation date is included

Experience:

- Job title, company/organization name, city, state and date range are present for each responsibility/activity
- A bulleted description of responsibilities, accomplishments and/or transferable skills are incorporated for each experience provided
- Experiences are listed in reverse chronological order in each section

Formatting:

- Resume is one page (if you have significant professional or leadership experience, or you are a graduate student, two pages can be appropriate)
- Document is free of spelling errors and grammatical issues
- Easy-to-read, professional looking font is used
- Font size is in the 10-12 pt. range (headers can be 14-16pt font)
- Consistency is present throughout the resume; headers and font styles are the same across the document

Norm J. Niner

123 University Drive

Charlotte, NC 28207

(704) 555-5555

normjniner@email.com

OBJECTIVE:

To obtain an internship in the area of public relations where coursework in business marketing and communication skills may be utilized

EDUCATION:

Bachelor of Science in Business Administration

May 2018

The University of North Carolina at Charlotte, Charlotte, NC

Major: Marketing Minor: Communication Studies

GPA 3.3/4.0

RELATED COURSEWORK:

Business Writing

Technical Writing

Media Relations

Public Speaking

Marketing Strategies

Journalism

WORK EXPERIENCE:

Retail Associate

May 2015-Present

Kohl's Department Store, Pineville, NC

- Promote apparel and home décor products to existing and new clientele
- Assist with visual marketing displays and restock items as needed to upkeep store organization
- Develop communication and customer service skills in a high volume retail environment

Server

June 2013-May 2014

Red Lobster Restaurant, Charlotte, NC

- Ensured customer satisfaction by delivering food and beverages to customers in a timely manner
- Promoted from hostess to server within 3 months
- Assisted management in training of 10+ new servers

COMPUTER SKILLS:

- Proficient in FrontPage and Microsoft Office (Word, Excel, Publisher, PowerPoint)

COMMUNITY INVOLVMENT:

Member, American Marketing Association

May 2015-Present

Volunteer, Humane Society of Charlotte

October 2015-Present

Publicity Chair, UNC Charlotte Student Government (SGA)

September 2015-August 2016

- Managed the SGA social media accounts; grew Twitter followers by 140%

- Use this as an example to get started. Tailor your resume more specifically as it relates to your target.
- Get this reviewed by our Career Team

PAUL M. LEONE

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(704) 321-9872

pleone@uncc.edu

CAREER OBJECTIVE

To obtain an entry-level position as a webmaster utilizing strong problem solving and analytical skills, as well as effective communication of technical concepts to both technical and non-technical staff members.

EDUCATION

Bachelor of Science in Computer Science

Graduation: May 2017

University of North Carolina Charlotte, Charlotte, North Carolina

College of Computing and Informatics

3.25/4.00 GPA

Responsible for 60% of college expenses.

TECHNICAL SKILLS

Programming:

C++, Java, Servlets, XML, PHP

Operating Systems:

Unix, Mac OS and Windows

Network Technologies:

TCP/IP, SS7 protocol stack

CAREER-RELATED EXPERIENCE

TransGlobe Communications, Los Angeles, California

May 2015 – August 2016

Assistant Webmaster 49ership (Served two semesters – part-time/full-time summers)

- In concert with the webmaster, orchestrated design, development and launch of TransGlobe website (www.transglobe.org). Helped perform the development from concept through full-scale global implementation and all subsequent website upgrades and enhancements.
- Created and launched first-ever TransGlobe Communications Webcast (viewed by 2,000+ members live and archived).
- Developed and published electronic newsletter “E-Lines” with 4000 subscribers world-wide.
- Designed and currently maintain the online Discussion Board with 1300 registered users.
- Write articles and submit photographs for publication in quarterly newsletter, “Union Update.”
- Consult/advise 20 Local Council Presidents on a variety of communication issues (e.g., member communications, crisis communications, industry information, national union affairs).

OTHER EMPLOYMENT

Best Buy, Inc., Charlotte, North Carolina

(Part-time/Seasonal), September 2013 – present

Sales Associates

- Responsible for customer service, merchandise display, inventory, and training of new associates.
- Continually demonstrated outstanding selling ability and product knowledge by establishing and maintaining an excellent productivity record.

McDonald's Restaurants, Charlotte, North Carolina.

(Summer/Part-Time), June 2012 - August 2013

Customer Service Representative

- Efficiently organized food preparation activities for a staff of three.
- Other duties entailed accurate accounting of cash register receipts, inventory control.
- Gained valuable experience from relating to the public.

HONORS AND AFFILIATIONS

President, Association for Computing Machinery (ACM), UNC Charlotte, Charlotte, NC, August 2013 - May 2014

Relay For Life (Volunteer Recruitment Committee Member), UNC Charlotte, Charlotte, NC, December 2012-Present.

- Notice the Technical Skills section that is towards the top of the resume – these skills are very relevant.
- Creating two Experience sections allows you to highlight your most relevant experience earlier in the resume.

First & Last Name

Address • Phone • email@uncc.edu

LinkedIn URL

(Optional) SUMMARY

List a few hard-hitting sentences spotlighting your most marketable qualifications.

EDUCATION

Bachelor of Science in _____ Engineering

May 20XX

University of North Carolina at Charlotte, Charlotte, NC

- Other information to include may be your major(s), minor(s), GPA (overall and/or major, if favorable), relevant courses, certifications, dean's list, scholarships

COMPUTER SKILLS

Applications: Microsoft Word, Excel, PowerPoint, MathCAD, Matlab, Pro-Engineer

Languages: C++, JavaScript, HTML

PROJECTS

Motorola 68000 Microprocessor, Senior Design Project, UNC Charlotte

Fall 20XX

- Created and designed a multistage monitoring system and a computer controlled wave form generator using single board computer with Motorola 68000 processor.

Closed Loop Control, Junior Design Project, UNC Charlotte

Spring 20XX

- Designed and built a closed loop control for a small vehicle which will follow a given trajectory.

RELATED ENGINEERING EXPERIENCE

Position Title

June 20XX – Present

Name of Business or Organization, City, State

- Related experience is anything you have done related to your job objective
- Examine your experiences in their entirety including full or part-time work, volunteer work, internships, student teaching, assistantships, other experiences to determine a strategic order for the presentation of your information
- Organize headings to focus on certain types of experiences or skills, for example, "Sales Experience" or "Experience Working with Youth"; list first what is most attractive to your target reader or choose to have one large heading "Related Experience"
- Categorize less related experiences together in a heading "Selected Work Experience" or "Additional Experience"; see next section
- List your experiences in reverse chronological order within each heading. (most recent first.)

Position Title

May 20XX – August 20XX

Name of Business or Organization, City, State

- Describe in detail starting each phrase with a power word, what you did, why you did it, who you did it with, what equipment you used, the results, and what supervision you had or provided to others
- Arrange descriptive phrases in order of relevance to the position for which you are applying
- Quantify your results, if possible. Identify personal strengths and skills used to achieve your accomplishments
- Use terminology that is common to the field you are pursuing
- Always write out or explain technical terminology and abbreviations; do not leave anything to the employer's imagination or interpretation
- Avoid using diluted phrases such as "responsible for" or "in charge of"

OTHER EXPERIENCE

Position Title

Summers 20XX - 20XX

Name of Business or Organization, City, State

LEADERSHIP EXPERIENCE or EXTRACURRICULAR ACTIVITIES or VOLUNTEER EXPERIENCE

Position Title

Fall 20XX - Spring 20XX

Name of Business or Organization, City, State

- List and describe organizations, position(s) held, volunteer work or other leadership and involvement or other experience of value to the prospect employer

- The profile statement helps to summarize the deep experience level of the candidate
- Notice the additional experience and project experience sections. Great way to show depth towards new target

GRADUATE STUDENT RESUME/CV

Your header should begin with your full name (first name first, last name second). You should also include your Address, the best phone number for employers to contact you, and an email address (remove the hyperlink)

Full Name

Street Address, City, State, Zip Code • (area code) phone number • email address

EDUCATION

Spell out the full name of each degree & specify what area it is in (in bold)

← Master of Science in Mental Health Counseling

Month Year → of expected graduation

The University of North Carolina at Charlotte

← Bachelor of Science in Business Administration

Month Year → of expected graduation

Nova Southeastern University, Fort Lauderdale, Florida → Name of the institution (followed by city & state)

PROFESSIONAL EXPERIENCE

Job Title → This should be your most recently held position...listed in bold

Month Year – Month Year →

Name of Company/Organization, City, State

- Describing your position according to job duties: list tasks performed, emphasizing those requiring the highest level of skill, responsibility and judgment. Begin each bullet with an action verb
- Same as above
- Same as above

List the month & year you began the position, followed by the month & year you ended your job there.

Job Title → This should be your next recent position...listed in bold

Month Year – Month Year →

Name of Company/Organization, City, State

- Describing your position according to job duties: list tasks performed, emphasizing those requiring the highest level of skill, responsibility and judgment. Begin each bullet with an action verb
- Same as above
- Same as above

List the month & year you began the position, followed by the month & year you ended your job there.

Publications

Author. Date. Title of publication. *Journal*, Vol. (Issue), Page number.

Presentations

Presentation Title

Month, Year

Location, City, State

- A description of the presentation, who attended, what was the purpose.

Certifications

Title

Month Year

Affiliations

Association

Month Year

SKILLS

Computers:

Languages:

_____, _____, _____, _____, _____, and _____
English, _____, and _____

- This sample provides an example of a CV. It includes presentations, publications, and can be expanded to research
- Experience section allows you to go more in depth with what knowledge and skills you have

BETH

234 Street Name, Charlotte, NC 28277
beth.designer@gmail.com | beth-designs.com

DESIGNER

OBJECTIVE

To obtain a graphic design internship with organization's name

SKILLS

- Adobe Photoshop
- Adobe Illustrator
- Adobe InDesign
- Flash
- Acrobat
- Dreamweaver
- Distiller
- Final Cut Pro
- LightWave
- Microsoft Office Suite
- Basic HTML writing

CAMPUS INVOLVEMENT

BRIDGE: Connecting the Arts | UNCC

Member | Aug 2016 – Present

- Participate in group, which focuses on interdisciplinary connection and collaboration among art concentration majors

Digital Art Mob | UNCC

Member | Jan 2015 – Present

- Assist group members organize meetings where digital design methods are discussed for further learning and development of techniques

PROFESSIONAL AFFILIATIONS

American Institute of Graphic Arts (AIGA)

National Association of Photoshop Professionals

ArtYears

EDUCATION

The University of North Carolina at Charlotte | Charlotte, NC

Bachelor of Fine Arts: Graphic Design | May 2017

GPA: 3.45/4.0

DESIGN EXPERIENCE

Design Essentials | Charlotte, NC

Graphic Design Intern | Jan 2016 – May 2016

- Collaborated with marketing and sales team on all projects, maintaining excellent communication
- Created 15+ infographics and 30+ logos, which were utilized on the website
- Created organization's Instagram account and oversaw its growth from 0 – 600+ followers in 5 months

Shade Escapes | Huntersville, NC

Photography Intern | Aug 2015 – Dec 2015

- Coordinated shoots with clients through database
- Edited images in Adobe Photoshop
- Prepared photos for use on organization's social media

PROJECT EXPERIENCE

Digital Media | Aug 2015 – Dec 2015

- Prepared graphical content meant for a company's social media platforms
- Researched company's website to gather appropriate content for design development

Graphic Design 1 | Jan 2015 – May 2015

- Designed logo prototypes and publication-ready advertisements for a client in the community
- Developed skills around layout design and concept development

Graphic Design Methods | Aug 2014 – Dec 2014

- Coordinated with a 4-member team to develop two logos for a real client in the community
- Utilized Adobe Creative Suite to develop logos, posters, and page layouts

- Design resumes often have a style or some graphical elements to them.
- Include a link to an online portfolio of work (if applicable).

JOHNNY FORRESTER DAVIS

1111 Wayland Avenue Charlotte, NC 28227 (704) 555-0000 Jforrester3@uncc.edu

EDUCATION

Bachelor of Science in Nursing; minor in Sociology, UNC Charlotte December 2016
GPA: 3.9/4.0
Sigma Theta Tau Honor Society of Nursing 2015 - Present
Association of Nursing Students 2013 - Present

CLINICAL TRAINING:

Craven Correctional Institution, Vanceboro, NC 2016
Maternity & Emergency Room, Women's Hospital, Greensboro, NC 2016
Medical-Surgical & Operating Room, Carolinas Medical Center, Charlotte, NC 2015
Psychiatrics, Duke University Hospital, Durham, NC 2015
Medical-Surgical & Pediatrics, Presbyterian Hospital, Charlotte, NC 2015

- Monitored assigned patients (newborn to geriatrics), charted patient data, assessed patients' condition
- Performed procedures such as bladder irrigation and enemas, applying catheters and IVs, immunizing patients, supervising pain management, managing tube feedings, evaluating wounds
- Implemented treatment plans, conducted sick call assessments, transcribed MD/PA orders, provided patient education
- Assisted in Labor and Delivery and provided newborn baby care
- Communicated with hospitalists, surgeons, occupational therapists, social workers, nurse managers, and other medical personnel in a team-based setting for collaborative care

RELATED EMPLOYMENT

Nursing Extern, Carolina East Health System, New Bern, NC 2014

- Performed emergency medical procedures and provided nursing care under the supervision of Registered Nurses in **Emergency Services and Critical Care Nursing**
- Demonstrated skills in medical teamwork, observation, judgment, and working under pressure

Certified Nurse Assistant I, Cypress Homes, Charlotte, NC 2012 - 2015

- Assisted patients with activities of daily living, ambulation, and transfers from bed to chair
- Administered medications, monitored vital signs, fluid intake/output, and social interaction and reported observations to nursing supervisor
- Responded to patient call lights and requests; completed corresponding logs, reports, and forms

RELEVANT ACTIVITIES

Hospice & Palliative Care Volunteer, Charlotte Region 2015 - Present
Blood Drive Coordinator, American Red Cross, Charlotte, NC 2016, 2015

CERTIFICATIONS/RELATED COURSEWORK/LANGUAGE PROFICIENCY

- Nurse Aide I Registry (North Carolina) 2012 - Present
- Basic Life Support (BLS), certified by the American Heart Association 2012 - Present
- Sociology of Mental Health and Illness; Health and the Aging Process; Culture, Health and Disease; Sociology of Dying, Death, and Bereavement; Comparative Healthcare Systems
- Spanish, English, American Sign Language

- Notice the clinical rotations on this document. You can add those you anticipate finishing over the next semester
- Health-related volunteer experience and work experience is highly valued.

Mark Smith

1212 Washington Rd, Charlotte, NC 28202 • student@uncc.edu • (704) 222-3344

Education

University of North Carolina at Charlotte

Bachelor of Arts in Elementary Education

May 2017

Minor: Children's Literature & Childhood Studies

GPA: 3.35/4.00

Licensure

- North Carolina Teaching License, K-6, anticipated May 2017

Teaching Experience

Student Teacher, Albemarle Road Elementary School, Charlotte, NC

August 2014 – present

Year-long internship in a classroom of 24 first graders

- Utilize children's literature to teach and reinforce reading, writing, grammar, and phonics
- Coordinate and teach math lessons and activities
- Collaborate with teacher in planning, preparing, and organizing thematic units
- Employ a variety of teaching techniques to meet the needs of visual, kinesthetic, and auditory learners for all subject areas
- Assist in quarterly grading; observe parent-teacher conferences

Classroom Intern, Glenwood Elementary School, Charlotte, NC

January 2014-May 2014

150-hour internship in a classroom of 17 fourth graders

- Administered diagnostic reading tests and implemented corrective reading strategies on one child
- Constructed and executed weekly Reading Recovery lessons
- Tutored small groups of students needing additional assistance in reading, math, and spelling

Classroom & Tutoring Experience

Buddy Reader, America Reads Program, , Charlotte, NC

January 2014-May 2014

- Worked individually with two students who were three grade levels behind in reading
- Implemented and adapted verbal and written communication to accommodate individual reading and comprehension needs

Tutor, After School Program, Charlotte, NC

August 2011-May 2013

- Conducted weekly small group tutoring sessions on remedial English and math
- Developed lessons, exercises, and activities to encourage learning and retention of material

Leadership & Campus Experience

Committee Chair for Marketing, Campus Activities Board

May 2013- present

- Lead a team of seven members responsible for marketing 30+ events; conducted committee meetings
- Raised \$1,200 in event funding through partnerships with local businesses

Member, Urban Educators for Change

May 2012- present

- Attend meetings and raise awareness about the need for strong educators to work in urban school settings

Resident Assistant, University of North Carolina at Charlotte

July 2012-May 2013

- Organized and executed hall programs for resident students, including discussion roundtables and school spirit projects to unite residents and create a connected student body
- Provided counseling, advising, and mediation on a floor of 45 freshmen, sophomore, and international students

- Certifications are important for this industry. Make sure they are clearly seen in the resume.
- Make sure to show all your relevant experience in working with children.

Michele Browne

111 Resume Success Drive

Charlotte, NC 28227

Cell: (704) 555- 5555

Michelebro@xxx.xxx

CAREER INTERESTS

Animal behavior and welfare, genetics, biomedical research, and biotechnology

RELATED SKILLS AND INSTRUMENTATION

Processing and storage of DNA, chromatography, liquid handling, filtration and separation, imaging, powder and solids testing, sample preparation and wet chemical analysis, working with E. coli, laboratory records management, dissection, sterile techniques, pH meters, spectrophotometers, micropipettes, autoclave operation, thermal processing, and disposal of buffers and chemicals

EDUCATION

Bachelor of Science in Biology, May 2009 **Minor: Chemistry**

The University of North Carolina at Charlotte, Charlotte, NC

Relevant Courses:

Genetics

Animal Physiology

Evolution

Cell & Molecular Biology

Zoology

Anatomy

Comparative Biology

Pharmacology

RELATED EXPERIENCE

Farm Assistant, May-August 1998-present

We are the Browne's Family Farm, Fayetteville, NC

- Assist with the production and distribution of corn, eggs, and milk
- Assist with animal care, health, and breeding: Poultry, cattle, and swine

Animal Health Technician Intern, January- May 2008

The Healthy Animal Clinic, Charlotte, NC

- Collected, stored, and properly disposed of biological samples
- Performed and documented diagnostic laboratory procedures
- Provided pre- and post operative care to animals
- Assisted with maintaining and tracking medical supplies and equipment
- Ordered and processed food and bedding supplies
- Observed veterinarian and pet-parent consultations

Cage Washer, September -December 2007

Charlotte Animal Behavior Labs, Charlotte, NC

- Cleaned and sanitized animal cages and equipment
- Assisted with preventative caging equipment maintenance
- Maintained cage service records
- Scrubbed hallways and washrooms

PROFESSIONAL ACTIVITIES

National Pork Producer Council's Conference, 2006- present

National Dairy Herd Improvement Association meetings, 2004- present

RESEARCH TOPICS

Mammalian endocrinology, immune function in heifers, lactation biology of dairy cows, and food microbiology

LANGUAGES

Fluent in Spanish, Sign Language

COMPUTER LITERACY

Microsoft Word, Outlook, PowerPoint, Excel, Access, and Publisher

- Research and Laboratory section is a great way to demonstrate your experience from your academic program.
- If you were a part of any publications, this would be a good place to put them.

Norma J. Niner

123 University Drive Charlotte, NC 28207
(704) 555-5555 norma.niner@uncc.edu

OBJECTIVE:

To obtain a full-time position as a caseworker for children and families where communication, organization, and people skills may be utilized

EDUCATION:

Bachelor of Arts in Psychology

August 2017

The University of North Carolina at Charlotte, Charlotte, NC

Minor: Sociology

GPA 3.2/4.0

HONORS:

Dean's List, Fall 2015 & Spring 2016

Psi Chi, Psychology Honor Society

Bonnie E. Cone Scholarship for Merit Recipient: Selected out of 1700 freshman based on academic achievement and high moral character

RELEVANT EXPERIENCE:

Casework Intern

May 2016-August 2016

Charlotte Rescue Mission, Charlotte, NC

- Supervised women in rehabilitation program, homeless guests, and their children
- Collaborated with other caseworkers and program director on client and organization concerns
- Created and implemented a new intake system to improve screening and safety concerns of the organization

Support Group Facilitator

September 2015-May 2015

Kindermorn, Charlotte, NC

- Volunteered as a grief and loss group leader for middle school children
- Planned activities for weekly group and helped children process grief related activities

Mentor

September 2014-May 2015

Youth at Risk Program, Charlotte, NC

- Volunteered to work weekly one-on-one with a local fourth grade student
- Assisted student in improving grades, assignment completion, and attendance while being a positive role model

Volunteer Participant

April 2014

Relay for Life, Charlotte, NC

- Raised over \$700 individually and contributed to team fundraising of over \$3,500
- Participated in 24 hour walk-a-thon to raise money and recognize those who have experienced cancer

ADDITIONAL EXPERIENCE:

Customer Service Representative, Best Buy, Pineville, NC

August 2013-August 2015

COMPUTER SKILLS:

Proficient in Microsoft Word, Microsoft Excel, Microsoft PowerPoint

- Relevant experience may be paid, unpaid, full-time, or part-time. What's most important is the skills you gained.
- For honor societies and scholarships that aren't well-known, give a brief description (see the Honors section here).

JANE DOE

555 Charlotte Drive, Charlotte, NC 28211
(704) 555-5555 ♦ jane.doe@gmail.com

OBJECTIVE

Analytical student leader seeking full-time employment in the financial industry with an emphasis in financial planning and investing

EDUCATION

University of North Carolina at Charlotte May 2015
B.S.B.A. in Finance GPA: 3.96
Minor in Management Information Systems
Thesis in-progress: *The Valuation of Disruptive Technology using Real Option Analysis*

INTERNSHIP EXPERIENCE

Reporting and Analytics, Finance Management Associate Program June 2014 – August 2014
Bank of America Charlotte, NC

- Compiled accounting reports for Bank of America National Association (makes \$3.2 billion in annual revenue), confirmed all numbers were correct, and researched any variances.
- Co-created and managed an Excel workbook for the Investment Administration team that proved foreign investments were compliant with the Federal Reserve's Regulation K policy limits.
- Remediated reports from Insight to SAP/eLedger using Essbase and EPM systems.

Risk and Reporting Analyst Intern April 2013 – May 2014
SABIC Innovative Plastics Charlotte, NC

- Evaluated customers credit lines, internal history, and external information; recommended credit limits to the portfolio manager; reviewed financials in 5 different languages and up to \$15 million in credit.
- Discovered \$62,000 in unclaimed property accrued through acquisition and gathered the paperwork to add cash value to the company.
- Improved the standard operating procedure manual by creating 70-pages of task instructions for new hires.

Contract Paralegal June 2013 – December 2013
Eric M. Newman Attorney at Law Huntersville, NC

- Calculated percentage changes from securities transfers between LLC managers and members, and created Excel tables to show clients the effects of transfers.
- Drafted amendments and promissory notes; cross-referenced documents including disclosure documents and operating agreements.
- Examined franchise disclosure documents in order to create summary tables that aided franchisers and franchisees.

LEADERSHIP AND VOLUNTEER EXPERIENCE

Chief Administrator, Industrials Analyst, Student Managed Investment Fund August 2014 – May 2015

- Lead and planned weekly class meetings in which analysis, debate, and voting occurred among 13 undergraduate and graduate students.
- Determined which industrial securities to add to the \$300,000 fund through the use of Bloomberg Terminal.

Collections Department Volunteer, The Discovery Place October 2012 – November 2012

- Revamped filing system to make it more functional by included managing donor forms, transfer files, damage reports and significant donor acquisition folders.
- Integrated old hard copy filing system into Microsoft Access database.

HONORS AND ACTIVITIES

Business Honors Program Scholastic Awards (2014, 2013, 2012)
Belk College Alumni Council Delegate (Fall 2014)

- Pay attention to industry terms, software, and techniques that are important to showcase in your resume.
- Your bullets should include specific skills used, experience gained, and any results found from doing the work.