



Resume Guidelines

Your resume and cover letter have a single purpose: to obtain an interview. The resume is an advertising tool; it is an organized summary about your qualifications as a potential employee. Start the career planning process by taking a personal inventory of your skills, interests, accomplishments, and experiences. The DU Career Center can assist you with this process. For more information on designing your resume, please go to www.du.edu/studentlife/career and register with DU Careers Online to use the **Resume Builder**.

Since employers may spend as little as 30 seconds reviewing a resume, you must quickly convey a positive vision of who you are and what you can do for the employer. The resume must catch the reader's attention with an attractive, powerful summary.

STYLE

Although there is no absolutely "correct" way to present information on your resume, these guidelines will enhance your making the best impression possible:

- Put your most important information near the **top** and **left** to attract the reader's attention.
- List dates of employment in the **right margin**.
- Create a resume using key words that describe your skills, traits, and knowledge since some employers now scan resumes into their databases.
- If you have both related and unrelated experience, consider having two experience sections. For example, someone in the environmental field may have two sections, one labeled Environmental Experience and another labeled Other Experience.
- Choose the resume style that best suits the position you seek. Sample resumes for both chronological and functional styles are available at the end of this handout as well as on the DU Career Center website at <http://www.du.edu/studentlife/career/student/allhandouts.html>. Scroll to the bottom of the page.

Chronological

Best used by people whose work experience and history (internships or jobs) is clearly relevant to their job target and by people in fields where the chronological resume is very traditional.

- An outline of relevant information listed in reverse chronological order (most recent first).
- The easiest resume to prepare and often preferred by employers.

Functional

Best used by individuals without related paid work experience, career changers, and for people entering or re-entering the job market.

- Contains a work history section but emphasizes concrete (verifiable) skills where outcomes or quantifications (\$, %) may strengthen the accomplishments listed.
- Skills that are transferred from past experience (not limited to paid work experience) to a future job.
- What you actually can do, such as organizing, communicating, analyzing, and managing.
- Select those skill areas that most apply to the position you are seeking and then briefly describe the experiences that developed those skills. It is not enough just to say you have "strong analytical ability" without providing proof. Communicate what distinguishes you from other applicants with similar skills.

RESUME SECTIONS:

Contact Information

- Always placed at the top of the page since electronic databases scan for this information within the first few lines of the resume.
- Include your name, street address, city, state, zip code, home telephone number and an email address.
- If you feel comfortable, you may include your business telephone number.

Career Objective

Convince the employer to interview you by relating everything on your resume to the job objective.

- Use in most situations.
- Provide a concise statement of the position and/or the industry or field desired.
- If you do not include a job objective, be sure to describe your objective in the cover letter.
- Specifically name the job title and industry you want to target.
- Describe the skills you offer that relate to the position; focus on the **employer's needs**.

Education

- Any education-related information that enhances the employer's view of you.
- High school information is usually excluded unless it significantly contributes to the vision.
- For undergraduates and new graduates, Education should be listed before the Experience section.

Include the following information:

- Your degree (e.g. BS or Bachelor of Science), major, and minor. If you have more than one degree, list your most recent and relevant degree first. You may spell out the degree (Bachelor of Arts) or use abbreviations (BA) if commonly understood.
- The name of the college or university, city, state. Add your graduation date and GPA (optional) in the right margin.
- Similar information for any past degrees.

Optional items:

- A short list of relevant classes or projects completed.
- Add your study abroad college or university, city, country and date.
- High GPA, honors, awards, scholarships, special projects, and certifications.

Experience

- Include your most recent job title, employer, city, state, beginning and end dates of employment (month and year), a description of job accomplishments, and outcomes.
- Begin each statement with an action verb (see page 6) and describe your accomplishments and outcomes using bullets.
- Quantify accomplishments using numbers, percentages, time frames, and other specific details.
- Avoid using personal pronouns (ie: my, I, their, etc) and use a sentence fragment style.
- If you lack paid job experience, include relevant unpaid experience (internship or volunteer).

Accomplishments

Employers want to learn about your accomplishments and results in the following areas:

- Saving time or money
- Solving problems
- Enhancing performance
- Improving products or services
- Managing a crisis
- Increasing profits or services

References

- The names, addresses, and phone numbers of references **ARE NOT** listed on your resume.
- References are usually former employers who can speak about the quality of your work. College professors are appropriate to list if they can discuss your qualifications.
- Obtain permission from your potential references to use them as references.
- Give your references a resume and keep them informed of employers who may contact them.
- Consider coaching your references on your strengths as they relate to specific jobs.

Additional Headings

You can create headings to fit the skills you want to highlight. Foreign languages, computer languages, and hardware/software are also often included in a special section. Include a heading if it is relevant in helping the employer get the best possible impression of you and if it relates to the job.

Sample Headings

| | |
|----------------------------|-----------------------------|
| Leadership Experience | Professional Associations |
| Honors and Awards | Publications |
| Extracurricular Activities | Volunteer/Service Work |
| Computer Skills | Foreign Languages |
| International Experience | Presentations |
| Research Projects | Certifications and Licenses |

SUGGESTIONS FOR THOSE WITH EXTENSIVE PROFESSIONAL EXPERIENCE

A Summary of Qualifications section highlights your skills, relevant accomplishments, and educational background in either a paragraph or bulleted format at the top of the resume (below the contact information). The summary may be used in place of, or in addition to, a career objective.

Sample of Summary of Qualification—in paragraph format:

Over six years experience teaching young children. Bachelor of Arts Degree in Psychology. Certificate in Elementary Education. Successfully organized early childhood programs. Bilingual in Spanish and English.

Sample of Summary of Qualifications—with bullets:

- Sixteen years of CIS and Telecommunications consulting experience with Fortune 100 companies.
- Comprehensive expertise in frame relay fiber optics, computer networks, ATM's and telephony.
- Master in Telecommunications and Bachelor of Science in CIS from the University of Denver.
- Six years experience in Project Management with cross functional teams of up to 40 people.

SPECIAL SITUATIONS

Some people have individual situations or concerns that may impact their resumes. If you are unsure of how to best present yourself on a resume, please schedule a meeting with a Career Counselor at the DU Career Center, 303-871-2150, to discuss your concerns.

Special situations may include:

- Gaps in employment history
- Being downsized or laid off
- Involvement in controversial organizations
- Termination from a job

AN ADDITIONAL OPPORTUNITY: DU CAREERS ONLINE

Be sure to register with DU Careers Online. Upload and “**Opt-in**” your resume to advertise yourself to employers.

1. If you have not already done so, go to www.du.edu/studentlife/career to register for DU Careers Online and complete the **Profile** tab. Please complete your profile with as much information as possible. If you choose to “opt-in” to the Resume Referral program, we use this information to search for applicants. Go to the **Privacy Tab** and select **Yes** next to **Include in Resume Books**.
2. After you complete your profile, click on the **Documents/Opt-in Resume Books** tab and upload your resume(s). Use this tab to upload your resumes, cover letters and any other job/internship search documents.
3. Employers contact the Career Center when looking for qualified candidates to fill positions. With our Resume Referral Service, we can give employers access to resumes or email resumes directly to employers.
4. If you would like to be a part of the Resume Referral program, be sure to have a “Default” resume and check “Yes” next to the “Include in Resume Books” section on the Privacy tab in your Profile
5. In addition, students and alumni can apply online for Interviews/On-Campus Recruiting as well as search jobs, internships, employers and career-related events.

KEYS TO AN EFFECTIVE RESUME

- Customize:** If you are seeking more than one type of job, you may want several resumes with different career objectives or job targets.
- Length:** Unless you have extensive, relevant experience, limit yourself to one page.
- Specific:** Concise, detailed, results-oriented phrases get maximum interest, e.g., "Trained and managed three sales clerks in women's clothing section, averaging highest weekly sales out of six departments." Concisely describe your career objective, skills/qualifications, education, work history, and interests. Think of the job or internship as an unmet need of an employer. Research the key skills for the type of position that interests you. Write statements that reflect these skills.
- Language:** When possible, use the terminology or jargon of the employer.
- Quantify:** Describe your duties and accomplishments with measurable data, e.g. dollars, percents, numbers, and frequency. Use adjectives and adverbs to describe your actions and results with detailed descriptions. Be specific about your skills and competencies; emphasize those skills most related to the position.
- Design:** Make the resume inviting to read with attractive headings, a good balance of black and white, wide margins, and a limited selection of font sizes and styles. Do not use less than 10-point font. Bullets and columns can make it easier for employers to quickly review your resume. Do not use margins smaller than .5". Avoid using open bullets and italics when electronic scanning software may be used such as by larger organizations.
- Highlight:** The reader's eye goes first to the top, left side of the resume and this is where to place your most important information. Headings and important details can be given extra emphasis by careful use of indenting, underlining, or bolding.
- Proofread:** Have your resume critiqued by several people, including a professional in your field and a Career Counselor at the DU Career Center. Grammar, spelling, or typographical errors are unacceptable.
- Consistency:** It is critical to provide information in a consistent format within each section of your resume. For example, present each of your jobs consistently with job titles, employer name, location, and dates in the same order.

Printing: Laser quality print on 24# weight laser-compatible paper is suggested. If you fax or scan your resume, always use white paper.

SPECIAL CAUTIONS FOR AN ONLINE JOB SEARCH

In the age of identity theft, there are steps you can take to protect yourself during an online job search.

- Select the option to post an “identity-suppressed resume” that are available on reputable job posting sites.
- Set up a separate, anonymous email address just for your job search.
- Read the job posting site’s privacy statement and your ability to delete your resume after you find a job. Find out if your resume will be shared with other job sites. Avoid using sites that do not give you information on how your data will be used, shared, or stored.
- Be wary of employer’s requests for copies of driver’s licenses or other personal information. Call the employer directly (find the number on your own) and verify the information they are seeking.
- Keep track of everything you post online to make it easier to delete and prove exactly what you posted and where you posted it.
- If it sounds too good to be true, then it probably is!

ACTION VERB SAMPLE LIST

| | | |
|----------------|--------------|----------------|
| Accomplished | Developed | Obtained |
| Achieved | Devised | Organized |
| Administered | Directed | Oversaw |
| Advised | Discovered | Participated |
| Analyzed | Edited | Performed |
| Appraised | Eliminated | Persuaded |
| Arbitrated | Ensured | Piloted |
| Arranged | Equipped | Prepared |
| Assessed | Established | Presented |
| Assisted | Evaluated | Produced |
| Audited | Examined | Programmed |
| Bought | Expanded | Projected |
| Briefed | Financed | Promoted |
| Brought | Forecast | Publicized |
| Budgeted | Formulated | Purchased |
| Built | Founded | Qualified |
| Calculated | Generated | Questioned |
| Changed | Governed | Raised profits |
| Chaired | Graded | Recommended |
| Collected | Guided | Recorded |
| Communicated | Handled | Reduced |
| Completed | Hypothesized | Researched |
| Conceptualized | Implemented | Reviewed |
| Conducted | Improved | Selected |
| Consolidated | Initiated | Solved |
| Constructed | Instituted | Specified |
| Controlled | Introduced | Structured |
| Coordinated | Investigated | Summarized |
| Counseled | Maintained | Supervised |
| Created | Managed | Systematized |
| Critiqued | Modified | Tested |
| Delivered | Monitored | Trained |
| Demonstrated | Negotiated | Translated |
| Designed | Observed | Wrote |
| Determined | | |

RESUME CHECKLIST

General:

- Always include a cover letter. A well-written cover letter can only increase your chance for an interview.
- Write your resume yourself. If you cannot effectively write about yourself, you may be ineffective in selling yourself during an interview.
- Proofread for typographical, spelling, and grammar errors.
- Ask a DU Career Counselor to critique your resume.
- Use quality paper and a quality laser printer.
- Understand the impact of potentially controversial information such as inclusion of your religious or political affiliations, your sexual orientation, or detailed, personal information. Is there a compelling reason for including the information? Does it relate to the job?
- Keep your resume focused and targeted to a specific job.
- Prioritize experience and education sections depending upon the employer's needs.
- Focus on higher level and transferable skills.
- Include specific examples of significant accomplishments and results.

Language:

- Avoid vague objectives such as "Seeking a challenging position."
- Find appropriate synonyms rather than using the same words repeatedly.
- Describe the positive results or outcomes of your actions or duties.
- Exclude abbreviations that the employer is not likely to understand.
- Speak positively about your background and skills, persuasively relating them to your job objective.
- Be consistent with verb tenses. Use past tense verbs with jobs in the past, and present tense verbs for current positions.
- Use action verbs to start the phrases in the experience section of your resume.
- Use key words (nouns and short phrases) when you know your resume will be scanned into a database.
- Eliminate extraneous information.

SHAYMIA DUNES

2589 S. Torreyes Road, Denver, CO 80220

email: sdunes@du.edu

(303) 555-8686

OBJECTIVE

A managerial track in the high-tech or consulting sector utilizing my financial, analytical, and communication skills.

EDUCATION

BS, Business Administration in Finance and Management June 20xx
University of Denver, Daniels College of Business Denver, CO G.P.A. 3.6/4.0

Relevant Courses: Advanced Management Concepts, Financial Analysis I-III,
Business Communication, Business Decision Making

Institute for Shipboard Education, University of Pittsburgh Summer 20xx

EXPERIENCE

Assistant Night Manager

MTC Trucking Company Denver, CO Fall 20xx-present

- Supervised ten delivery drivers and warehouse workers
- Calculated and presented bids for four contracts
 - Increased contracted miles by 32%
 - Boosted revenue by 10% in six months

Finance Analyst Intern

GBI Business Services Denver, CO Summer 20xx

- Developed and maintained company's relationship with potential clients
- Researched and determined potential acquisitions for clients
- Maintained database on target companies

Assistant Manager/Staff Instructor

Paradise Rock Gym Westminster, CO 20xx-20xx

- Hired, trained, and scheduled 14 employees
- Assisted customers with purchases and provided excellent service
- Instructed clients in technical rock climbing skills

SKILLS

Languages: Working knowledge of Spanish

Computer: MS Word, Excel, PowerPoint, MS Access, Internet research

LEADERSHIP/EXTRACURRICULAR ACTIVITIES

Treasurer, DU Alpine Club 20xx-present

Member, Alpha Gamma Pi, DU Finance Club 20xx-present

Social Chair, Delta Delta Delta Sorority 20xx-20xx

Team Member, DU Women's Club Lacrosse 20xx-20xx

Jessica V. Martinez

256 S. Peach Drive, #32 Denver, CO 80215 303.888.1234 jvm@myemail.com

OBJECTIVE

To contribute to the Marketing arena in an entry-level position where my research, leadership, and communication skills can be utilized.

EDUCATION

University of Denver, Denver, CO

B.A. in English

Minors in Business and Leadership

GPA: 3.6, Graduation: March 20xx

Study Abroad, London, England Fall 20xx

Additional travels to: Switzerland, France, Italy, Ireland, and Scotland

AWARDS

Chancellor's Scholarship (highest award), 20xx-20xx

Summer Internship Scholarship, Summer 20xx

Cherrington Global Scholars, Fall 20xx

WORK EXPERIENCE

Ashe Communications

Denver, CO

Marketing Coordinator

May-December 20xx

- Coordinated and compiled newspaper and magazine ads, collateral material and website updates for the 20xx Cherry Creek Arts Festival.
- Managed national public relations campaign for Hunter S. Thompson Tribute beer.
- Created and distributed monthly press releases for Denver's branch of "It's Just Lunch," a dating service for business professionals.
- Communicated with clients managing overall campaigns – advertising for print, direct marketing via mail and email, public relations, and tradeshow.

Adelea Staffing

Greenwood Village, CO

Administrative Assistant

September 20xx-March 20xx

- Managed phone calls for a mortgage company with over 1000 employees.
- Learned multiple data system programs to update client records.
- Updated and increased skills in Microsoft Excel, Word, PowerPoint, and Outlook.

Henry Gill Advertising

Denver, CO

Account Services Intern

January-March 20xx

- Assisted Dairy Queen managers in determining ad dollars for local advertising campaigns and scheduling monthly management meetings.
- Researched and wrote advertising copy for career development tips for University of Phoenix radio spots.

Commotion Advertising Agency

Golden, CO

Account Executive Intern

September-December 20xx

- Brainstormed with creative team to create advertising proposals for new clients including print, email, trade show advertising, and brochures.
- Researched and compiled new business reports and proposals for alternative advertising.

ACTIVITIES

Pi Lambda Chi Latina Sorority 20xx-present

President, Scholarship Chair and Vice President of Membership

Sean Sullivan

3389 Carson Lane, #21, Denver, CO 80245

303-333-4455

ssullivan49@yahoo.com

OBJECTIVE: Assistant Food and Beverage Manager at a large resort hotel.

EDUCATION

BSBA - Hotel, Restaurant and Tourism Management

University of Denver, Denver, CO

June, 20xx

-GPA 3.45. Selected four times for the Dean's List.

-Studied abroad at the University of Salamanca, Spain

Summer, 20xx

EXPERIENCE

Assistant to Manager-F&B Dept., Marriott Hotel, Englewood, CO Mar 20xx- Present

- Inventory stockroom of bar products and prepare weekly order for supervisor's approval.
- Prepare monthly employee work schedule and resolve scheduling conflicts with staff.
- Train new, entry-level F&B staff in providing the highest level of service to customers.

Management Trainee, Marriott Hotel Tech Center, Englewood, CO Nov 20xx – Feb 20xx

- Rotated (two week periods) through several departments of the hotel.
- Assisted in developing questionnaire to assess guest satisfaction with room service.
- Promoted, based on outstanding performance, to Assistant to Manager – Food & Beverage.

Front Desk Intern, Residence Inn Suites, Denver, CO Jan 20xx – June 20xx

- Conducted check-in/checkout; answered guests' questions in a pleasant and timely manner.
- Reconciled daily credit card charges; resolved occasional room booking discrepancies.

Customer Sales Representative, The Gap, Denver, CO Holiday Seasons, 2002 - 2004

- Heavy retail customer service work in an often hectic work environment.
- Asked to work three successive holiday seasons based on excellent customer service skills.

LEADERSHIP

- Graduate of 10-day winter survival skills class at the National Outdoor Leadership School.
- Vice-President of the Alpine Club at the University of Denver.

SKILLS

- Solid spoken and written Spanish language skills.
- Excellent communication skills; thrive in fast-paced customer service environments.
- Certified Microsoft Office Specialist

600 Brighton Road

303.345.9876

Nicole Nelson

Denver, CO 80204

nnelson55@gmail.com

Objective

Part-time internship in the Public Relations Department of New Hope Hospital.

Education

B.A. Communications Minor in Public Relations

University of Denver Denver, CO

Graduation: June 20xx GPA: 3.7/4.0

Selected to the Dean's List six times

- Recipient of the Provost's Scholarship
- Active member of campus Public Relations Club for two years

Public Relations Experience

- Public Relations Intern Sept 20xx – June 20xx
University of Denver Office of Communications and Marketing, Denver, CO
Completed a variety of PR projects assisting in the annual updating of University publications resulting in an outstanding performance review.
- Public Relations Volunteer Summer 20xx
Campaign for Senator Herb Kohl, Madison, WI
Wrote press releases, planned, created and set-up campaign displays prior to speeches as part of the public relations team.

Other Experience

Lifeguard Summers 20x-20xx
Lakewood Municipal Swimming Pool, Madison, WI
Increased responsibilities based on performance.

Volunteer 200xx-present
Big Sisters Program, Denver, CO
Demonstrated solid interpersonal and communication skills.

Sales Associate Winter Breaks 20xx, 20xx
Marshall Fields and Yosts, Madison, WI
Exceeded sales goals with both employers.

Computer Skills

- Substantial experience using MS Word and Excel in both PC and Mac environments
- Skilled in PowerPoint presentations

Activities

- Public Speaking – One of ten finalists (over 800 participants) in 20xx statewide debate contest.
- Tutoring – Teach reading skills to at-risk 7th graders as part of The Center for Civic Engagement and Service Learning at DU.

John Ouray

350 South Telluride Street
Denver, CO 80210
(303) 555-9898
jouray@mymail.edu

OBJECTIVE

Marketing Coordinator in the recreation sports industry.

EDUCATION

BS, Business Administration in Marketing
University of Denver, Denver, CO
June 20xx
GPA: 3.65/4.0

RELEVANT EXPERIENCE

Marketing, Sales, and Public Relations

- Created sales and marketing materials for technology trade shows.
- Developed a consistent pattern of repeat sales and customer loyalty; identified customer needs.
- Researched and developed a public relations campaign; created a database for 1,000 media contacts.

Communication

- Wrote a weekly entertainment column for the University of Denver newspaper, 'The Clarion.'
- Presented group research results to bank executives and sales team.
- Developed an efficient system to generate weekly sales reports using Excel and presented the reports to the sales manager.

Administration and Organization

- Maintained the University of Denver Alumni Contact database.
- Processed numerous direct mail marketing projects under budget and on time.
- Assisted with organizing and planning the 50th Reunion for the Class of 19xx.

RESEARCH PROJECTS

"Market Research Analysis for TCF Bank" Fall, 20xx
Conducted customer satisfaction surveys and interviews. Researched demographics, market trends, and competitors. Developed an ad campaign and a customer loyalty program. Analyzed data and made recommendations for improvements for the Denver branches.

"Business Plan for Sports Equipment Rental Store" Spring, 20xx
Researched and developed a business plan for a start-up retail store. Estimated operating costs and developed a break-even point. Projected cash flow accounting for the net present value of money. Designed an information system and financial database for the business.

WORK EXPERIENCE

| | | | |
|------------------------|----------------------------|------------|----------------|
| Marketing/Sales Intern | Bold Technologies | Golden, CO | 20xx – present |
| Sales Representative | REI | Denver, CO | 20xx – 20xx |
| Alumni Assistant | Office of Alumni Relations | Denver, CO | 20xx – 20xx |

Mary Mitchell, PHR

1010 Circle Drive
Denver, CO 80208

Home: (303) 871-9000
Email: mmitchell@mymail.edu

SUMMARY

Hard-working and customer-focused Human Resource professional with experience in multiple industries. Demonstrated strengths include strong problem-solving skills and the ability to produce quality results.

Key areas of experience:

- ◆ Benefits/Payroll Administration
- ◆ Employee Relations/Recognition
- ◆ Occupational Health and Safety
- ◆ Performance Management
- ◆ Recruiting and Employment
- ◆ Training and Development

PROFESSIONAL EXPERIENCE

Executive Travel Firm – FMLA Specialist (Denver, CO) 20xx-present

- ◆ Administered FMLA leaves of absence across multiple call center locations for a company of 4,000+ employees. Determined employee eligibility, provided notification of FMLA rights, obtained medical certifications, monitored block/intermittent leave time, administered payment of insurance premiums, and ensured compliance with company policy and applicable state and federal laws.
- ◆ Reviewed and revised internal policies and procedures, created communications, and redesigned workflow to increase efficiency of FMLA administration. Conducted audits of existing FMLA files and monitored employee usage of FMLA time to ensure compliance with medical certifications.
- ◆ Coordinated FMLA with short-term disability and long-term disability plans, workers compensation claims, and personal leaves of absence in accordance with company policy.

Holmes Homebuilders, Inc. – HR/Benefits Administrator (Denver, CO) 20xx-20xx

- ◆ Managed medical, dental, vision, disability, flex plans, and life insurance plans for 300+ employees and dependents at two locations. Determined employee benefit eligibility. Resolved claims and benefits issues through strong analytical skills and vendor relationships. Prepared monthly billings and conducted benefit audits. Coordinated FMLA, military, medical and personal leaves. Administered preparation of Form 5500 and Section 125 annual tax filings by required deadlines.
- ◆ Coordinated human resource and payroll functions to ensure accurate and timely processing of employee transactions on HRIS and payroll systems.
- ◆ Conducted interviews and investigations of employee relations issues and ensured timely resolution of employee complaints. Coordinated outplacement services for employee layoffs and reorganizations.
- ◆ Developed and administered employee reward and recognition programs to align with organizational goals and objectives. Developed and distributed bi-monthly company newsletter.
- ◆ Conducted OSHA-mandated safety training, testing and recordkeeping. Served on company safety committee and conducted plant safety inspections as needed.
- ◆ Monitored performance management process for nonexempt plant and office personnel to ensure 100% on time completion and processing of employee reviews and merit increases. Counseled supervisory and management staff on employee performance issues and disciplinary actions.

PROFESSIONAL EXPERIENCE (continued)

Holmes Homebuilders, Inc. (continued)

- ◆ Responded to applicant inquiries, conducted telephone screenings and interviews and created job descriptions. Assisted with job postings. Conducted employee exit interviews to identify turnover trends. Managed relationships with employment agencies to obtain temporary personnel and monitored transition to employment.
- ◆ Developed and conducted training programs for new hire and benefit orientations, sexual harassment, occupational health and safety, HIPAA, workplace violence, management development and employee coaching for division personnel. Cross-trained human resource personnel and developed and maintained department procedures manual for HRIS system.

Mail Place – HR/Project Analyst (Greenwood Village, CO)

20xx-20xx

- ◆ Established and maintained personnel files and ensured timely completion of new hire forms, I-9s, and drug tests.
- ◆ Maintained and distributed benefit enrollment materials. Responded to benefits questions and assisted with open enrollment meetings. Resolved employee benefits issues through strong vendor relationships.
- ◆ Monitored employee relations hot line and resolved and referred issues as appropriate.
- ◆ Assisted with the development of employee policies, handbooks, new hire and benefits materials.

Thomason Funds, Inc. – HR Training & Development Specialist (Denver, CO)

20xx-20xx

- ◆ Developed and conducted department/corporate-level technical and professional development programs.
- ◆ Conducted needs assessments, established learning objectives, developed manuals, facilitated training programs, administered course evaluations, and ensured transfer of training to work.

Office Space, Inc. – Office Manager (Englewood, CO)

20xx-20xx

- ◆ Managed two members of facilities staff and daily administrative functions of start up organization.
- ◆ Coordinated office planning efforts, identified vendors/service providers, negotiated rates and established corporate accounts, developed and maintained supplier relationships, monitored office expenses, and established purchasing controls.

Johnson Hospitality Services, Inc. – Executive Assistant (Greenwood Village, CO)

20xx-20xx

- ◆ Developed communications and coordinated a variety of projects for the Office of the President/CEO.
- ◆ Interfaced with corporate executives, general managers, and property personnel on variety of issues and customer needs.

EDUCATION & CERTIFICATIONS

Professional in Human Resources Certification (PHR)
M. A. Human Resources Administration, University of Denver, Denver, CO
B. A. Education, Webster University – St. Louis, MO

PROFESSIONAL ASSOCIATIONS

Society for Human Resource Management (SHRM) – Member
Colorado Human Resource Association (CHRA) – Membership Committee

Isabella Green

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Denver, CO 80218
(802) 339-1988 bellagreen@mymail.net

EDUCATION

University of Denver, School of Engineering and Computer Science November 20xx
B.S. Computer Engineering
Minor in Physics
GPA: 3.97/4.00
Dean's List (8 quarters)

Study Abroad

Bocconi University, Milan, Italy July 20xx

TECHNICAL SKILLS

- C and C++ programming, VHDL, Verilog, Abel, Matlab, Labview, Multisim, HTML Web-Designing, Unigraphics NX CAD Package, Hands on lab experience-Soldering, Data Acquisition, Microsoft Word, Excel, Power Point.

RELEVANT COURSES

- Applied programming, Technical speaking, Microprocessor Systems, Computer Organization, HDL Modeling & Synthesis, Engineering Integration, Digital design, Electronics, Signals and Systems, Circuits, Mechanics, Thermodynamics

EMPLOYMENT HISTORY

Sun Microsystems, Broomfield, CO Mar 20xx-Present
Engineering Intern

- Lead and develop the Sun open source software community. Run Sun technology demo sessions. Promote Sun training events as well as platforms and development tools to professors and researchers.

Housing and Residential Education, University of Denver, Denver CO Sept 20xx-Present
Residential Technology Assistant

- Manage technology related issues in the residential halls. Provide technical support for all students and staff in residential halls including computer troubleshooting, network issues, cable and phone issues.

Montbello High School, Denver CO Aug 20xx-Mar 20xx
Tutor

- Tutored over sixty students. Answered students' questions on lecture and homework. Conducted private tutoring sessions for sophomore students in HTML class.

TeleTech, Denver CO Jan 20xx-July 20xx
Call Center Supervisor

- Supervised over 30 callers. Promoted within 3 months of employment for outstanding performance.

AWARDS AND HONORS

Hornbeck Scholar, University of Denver 20xx-20xx
Honors Program, University of Denver 20xx-20xx
Award for Overall Academic Excellence, University of Denver 20xx-20xx

RECENT ACTIVITIES

Society for Women Engineers (SWE), President 20xx-Present
National Society of Black Engineers (NSBE), Member 20xx-Present
Rotary International, Bridge Project Volunteer 20xx-Present

ANN REBNA

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605.889.3698 ann.rebna34@mymail.com

SUMMARY

Marketing and Communications Professional. Versatile, quick learner. Detail-oriented and organized, creative multi-tasker who thrives on new challenges. Emphasis in writing, copyediting, layout and design of communications collateral, website development, public relations and social media.

Significant experience with event planning, including high-profile non-profit fundraising and promotional events. Ability to coordinate events for 500+ guests. Proven ability to follow budgets, manage committees and volunteers and ensure proper risk management procedures are followed. Attentive listener with ability to resolve and mediate employee and client concerns. Demonstrate the following core competencies:

COMMUNICATIONS PROFICIENCY

Strong written and verbal communication skills
Extensive knowledge of AP Style
Italian language; intermediate speaking, advanced
Develop strong vendor and client relations
Skilled in modern social media tools and practices
(Facebook, Twitter, LinkedIn, YouTube, Blogs, etc.)

TECHNICAL PROFICIENCY

Advanced in all Microsoft Office programs; Word, Excel, PowerPoint, Outlook and Publisher
Advanced in Windows and Macintosh operating systems
Proficient in Adobe Photoshop, InDesign, Illustrator, Acrobat Professional and Dreamweaver
Basic HTML, CSS and JavaScript knowledge

PROFESSIONAL EXPERIENCE

LEGAL ASSISTANT/ COPYEDITOR, 20xx - PRESENT

Williams-Sonoma, San Francisco, CA

Assist with preparation, review, editing, proofreading and on-going updates of SEC and financial filings, including prospectuses, statements of additional information, supplements and annual and semiannual shareholder reports.

- Utilize attention to detail, proofreading, copyediting, organizational, prioritizing and project management abilities to assist legal disclosure team in meeting tight deadlines on multiple simultaneous projects
- Assisted in conceptualizing, strategizing and creating comprehensive style guide for all financial filing documents

EVENT COORDINATOR AND FRONT DOOR/ OFFICE MANAGER, 20xx – 20xx

Tante Louise, Denver, CO

Booked and coordinated all aspects of private dining, with accommodations for 8-85 guests. Planned and managed all special events, managed office administration and front-of-the-house operations.

- Oversaw all reservation bookings, planning and seating of up to 200 guests in dining room
- Coordinated and managed private dinner events in three private dining rooms and occasional restaurant buyouts, for an average of three events per night and 750 events per year, with budgets of up to \$20,000
- Facilitated communication between guests and restaurant; Utilized critical thinking skills to resolve conflicts,
- implemented and managed customer e-mail list, created, wrote, designed and sent newsletter updates with
- Constant Contact, updated and wrote website content, established and maintained relationships with vendors
- Managed charitable giving and in-kind donations
- Used Italian language skills to communicate with Italian guests and vendors and to translate/write menu descriptions
- Directly managed two hostesses, assisted in managing a staff of 15 servers and 5 valets

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COMMUNICATIONS ASSOCIATE, 20xx – 20xx

The Child Advocacy Foundation, Denver, CO

Assisted with marketing and public relations efforts to raise awareness and funds to increase advocacy, training, education, treatment and research for the protection and treatment of abused children. Specific campaigns included Child Abuse Prevention Month, Post-Partum Depression Intervention and Shaken Baby Syndrome awareness.

- Facilitated, wrote, designed and coordinated printing of over 20 pieces of marketing communications collateral
- Assisted with planning, coordination and promotion for, and media coverage of 1500+ guest annual benefit concert and related sponsor events; communicated with over 50 high-level business and individual sponsors
- Edited and wrote copy for websites, managed media contact database, photo library and event calendars.
- Compiled news clips and performed administrative duties to support communications department

FEATURE WRITER/ COPYEDITOR, 20xx – 20xx

The Clarion, University of Denver

Performed feature writing and copyediting duties for the University of Denver's student newspaper.

- Pitched story ideas, interviewed sources, researched, reported and wrote weekly news feature articles
- Utilized AP Style, spelling and grammar skills and attention to detail as staff copyeditor
- Responsible for submitting corrections to department editors in a deadline-driven environment and providing the final set of eyes to ensure accuracy in every story, caption and headline before newspaper went to print

EDUCATION

MASTER OF PROFESSIONAL STUDIES, University of Denver, Denver, CO, 20xx

Organizational and Professional Communication

Emphasis in Public Relations and Marketing

BACHELOR OF ARTS, University of Denver, Denver, CO, 20xx

Journalism Studies

Minors in Italian and International Studies (emphasis in Gender Studies, Health & Human Rights)

COMMUNITY INVOLVEMENT

MEMBER, 20xx - PRESENT

Young Non-Profit Professionals Network, Denver, CO

Inaugural member of a donor-advised fund comprised of young professionals with a desire to make a substantial an collective impact on the non-profit sector. Our mission is to build a community of philanthropists that engages and empowers individuals to impact society through collective grant making.

PUBLIC RELATIONS INTERN, 20xx

Casa Delle Donne Per Non Subire Violenza, Bologna, Italy

Completed volunteer internship at "The Center for Women Against Violence," an internationally renowned women's domestic violence center. Assisted with public relations for the center's programs and services to support survivors, eliminate stereotypes and promote a culture where violence against women will not be tolerated.

- Assisted operations team with promotion for center's international conference addressing forced prostitution and trafficking of women as global epidemics
- Translated conference program and materials into English, utilized Italian language skills to communicate with staff
- Trusted with confidential location of emergency shelter

ANDREW JOVANSKY

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OBJECTIVE

Focused, hard working, organized student seeking a full-time position in social media marketing, advertising or SEO.

EDUCATION

University of Denver, Daniels College of Business, Denver, Colorado 20xx-Present
BSBA in Marketing, Real Estate Minor (Current GPA 3.84)
Graduation: June 20xx
Related Coursework: Marketing Strategies, Digital Marketing, Intro to Advertising, Consumer Behavior, Marketing Research, International Marketing, Services Marketing, Innovation Strategies, Integrative Marketing Strategy
Honors & Activities

- 4.0 GPA in Marketing related coursework
- Dean's List (20xx-Present)
- Hornbeck Scholar (4.0 GPA in a quarter, Fall 20xx)
- Cherrington Global Scholar
- Mu Kappa Tau, Marketing Honor Society
- Golden Key International Honor Society

PROFESSIONAL EXPERIENCE

Cactus Communications, Intern, Denver, CO 20xx-Present

- Learn how to strategize, create and execute digital marketing campaigns
- Gain proficiency in Google AdWords
- Help run and maintain social media accounts for clients
- Research and compiling mobile marketing best practices
- Improve SEO skills

Office of Campus Life, Front Desk Assistant, University of Denver 20xx-Present

- Assist students and staff in a busy, fast-paced environment
- Improve multi-tasking, marketing and promotional skills
- Expand customer service, problem solving and communication skills

Independent Marketing Consultant, Centennial, CO 20xx-20xx

- Designed and produced marketing documents for clients in the banking and entertainment industry
- Improved copywriting/editing, and promotional skills

Keller Williams, Intern, Denver, CO 20xx-20xx

- Assisted Vice Presidents and Liaison for ACC/DCC Committees
- Worked with covenant, leasing, development, and special districts departments
- Expanded administrative/staff support skills and Microsoft Office Suite skills
- Obtained and practiced customer service skills
- Developed and organized new filing system, assisted with marketing tasks

COMMUNITY INVOLVEMENT

St. Thomas More Youth Group, Mentor 20xx-20xx
RMTEC (Rocky Mountain Teens Encounter Christ) Retreat Program, Team Leader

INTERNATIONAL EXPERIENCE

John Cabot University, Rome, Italy; Student Fall 20xx