



An excellent resume reflects your unique experience and style. Be descriptive and focused in communicating what makes you stand out as the best candidate for the position. Remember, resumes read almost like a newspaper. The information should be concise, easy to read, and contain the most relevant info up top. Don't underestimate the power of a well-formatted, high quality resume!

Sections

• **Contact Information**

Include your professional email address, only one telephone number and an address local to the job when possible

• **Objective**

Keep it short and tailor it to the job to which you are applying using the company name and title of the position

• **Education**

Include your anticipated graduation date, a GPA (if above 3.5), check into your "Major GPA", bold your major/minor, and generally omit community college information

• **Experience**

Use words in your headings that are used in the position description, i.e., for a non-profit management internship position, title your first heading "Management Experience"

• **Class projects**

If substantial and relevant, describe group projects, significant research papers, or class required community involvement in the same way you would describe work experience

• **Miscellaneous categories unique to your resume**

Foreign Languages, Laboratory Skills, Athletic Accomplishments, International Experience, Honors, Research, Publications, Military Experience

• **Leadership Involvement**

Campus organizations, clubs, professional affiliations

• **Skills**

Computer/Technical/Language/Presentation/Certifications such as CPR/First Aid

• **Community Involvement**

Church and volunteer experience, one-day or on-going projects

Tips

- Customize your resume to match the job and employer. This will make it easy for the employer to see that your experience is relevant to the position that they have open.
- Use specific examples of your accomplishments, skills, and results to paint a clear picture of your value as an employee.
- Describe your experiences using action verbs. Avoid passive descriptions, such as "Responsible for..." or "Duties included...".
- Quantify results whenever possible (e.g., "increased sales by 10%", "served 100 customers"), or "presented weekly at team meetings".
- Proofread carefully for grammatical and spelling errors. Check for consistent spacing, punctuation, and font selection throughout your resume.
- Be clear and concise. Most resumes for recent college graduates should be a single page. Once you have 3-5 years' experience after graduation, you can consider 2 pages.
- Make an appointment with Career Services to get feedback on your resume!

Editable Resume Outline

A *Word Editable Resume Outline* is available on the Career Services website: <http://www.vanguard.edu/career/>.

Samples

Use the samples on the following pages to help create your own unique resume and make an outstanding impression on employers.

Resume

After creating a draft, students and alumni may receive free resume review assistance by scheduling an appointment via LionsLink: <http://www.vanguard.edu/lionslink/>.



Mock Student

firstlastname@vanguard.edu • 555.555.5555 • 555 Street Name, City, ST ZIP CODE

Objective

Obtain Community Counselor position with Costa Mesa Unified School District

Education

Vanguard University of Southern California, Costa Mesa, CA Expected June 2017
Bachelor of Arts in Psychology GPA: 3.7

Counseling Experience

Flowers Elementary, Costa Mesa, CA January 2015 – Present

Guidance Intern

- Counsel K-6th grade students individually and in groups based on teacher referral and observed behavioral or academic issues.
• Perform behavior modification exercises and group activities to improve behavior and encourage learning.

Vista West Continuation High School, Irvine, CA June 2014 - January 2015

Intervention Intern

- Observed weekly group counseling sessions alongside Intervention Specialist.
• Advised self-referring students on issues concerning schedules and difficulties with classmates.

California State University, Long Beach, CA January – June 2013

Alcohol and Drug Education Committee Intern

- Completed Certified Peer Educator training and applied the training to educate peers regarding the consequences of alcohol and drug abuse.
• Gathered data using a student alcohol screening test for use in the Department Effectiveness Evaluation.

Work Experience

Admissions Dept: Brethren Christian High School, Huntington Beach, CA August 2014 - August 2015

Office Support Staff

- Assisted with processing financial aid paperwork for 400 students, ensuring accuracy, confidentiality, and excellent customer service.
• Designed campus and community publications including postcards, flyers, mailings, using Photoshop and Publisher.
• Advised ASB students who were responsible for planning of weekly school-wide events.

Vanguard University, Costa Mesa, CA March 2014 – July 2014

Academic Records Coordinator

- Managed 650 student degree audits, grades, transcripts, and enrollment verifications.
• Assisted in developing and maintaining policies, procedure, and desk manuals.
• Coordinated a timely flow of information to students, faculty, administration, and general public.
• Contributed event feedback during weekly team meetings, leading to program restructure.

Professional Experience

- Vanguard University Psychological Counseling Association, Member 2014-Present
• Chi Sigma Iota, International Honors Society for Counseling Professionals September 2014-Present
• Psychological Counseling Association, Membership Chair August 2015- August 2016

Sampson T. Lion

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OBJECTIVE Seeking Intern position with CIP Real Estate

SUMMARY

- 3 years experience providing quality customer service
• Extensive use of Microsoft Word, Excel, Access and PowerPoint
• Proven ability to establish rapport with customers and co-workers
• Financed 100% of college expenses
• Fluent in Spanish

EDUCATION

Vanguard University Expected 5/18
Bachelor of Science: Business Administration
Concentration: Marketing Minor: Spanish GPA
Major GPA 3.5

University of Alicante, Spain - Study Abroad

MARKETING EXPERIENCE

Marketing Intern 1/15 - 5/15

Clear Channel Radio, San Luis Obispo, CA

- Contacted clients to ensure accuracy of contact information and maintained current relationships
• Performed market research to compare competitor prices, presenting summary at executive meeting
• Attended 5 sales calls per week, learning strategies to tailor communication to varied client base
• Developed and edited sales reports using Excel, processing 500 accounts per month

Summer Intern 5/13 - 8/13

Lucero and Dunne Advertising, Newport Beach, CA

- Assisted Media Buyer with trafficking of commercials, budgets and campaign proposals
• Organized co-op advertising for Account Executives
• Re-organized monthly billing process, resulting in improved efficiency and organization.
• Extensive use of software including Excel, Access, Word, and Smart Plus (media buying software)

Marketing Project: Marketing Career Day 5/13

- Collaborated with team of 10 students to coordinate first annual Marketing Career Day, resulting in attendance by 20 corporate representatives and 125 students
• Created prospecting letters, evaluation forms, and informational student packets
• Developed flyers and creative emails to market event to students, incorporating feedback from team members

WORK EXPERIENCE

Front Manager/Server 05/13 – Present

Tahoe Joe's Famous Steakhouse, San Luis Obispo, CA

- Train, schedule, and oversee 7 hostesses, utilizing leadership and motivation abilities
• Liaison between front staff and upper management, ensuring consistent communication and teamwork
• Open and close restaurant, including administering of daily cash receipts totalling \$6,000
• Awarded Employee Customer Service Award on 3 occasions, based on customer survey responses

LEADERSHIP/INVOLVEMENT

Vice President of Promotions/Advertising 03/13 – Present

American Marketing Association, Los Angeles, CA

- Worked closely with 13 board members in one of the largest clubs on campus
• Created all promotion and advertising for the club including posters, flyers and pens
• Facilitated and delegated responsibilities to 15 members of promotions committee



Sample A. Undergraduate

firstlastname@vanguard.edu
555 Street Name, City, ST ZIP CODE
(555) 555-5555

OBJECTIVE

A position in the Leadership Development Training Program at Enterprise Rent-A-Car

EDUCATION

Vanguard University of Southern California, Costa Mesa, CA Expected May 2019
Bachelor of Arts
Major: English Minor: Religion
Overall GPA: 3.6 Major GPA: 4.00

SUMMARY OF QUALIFICATIONS

Leadership: ASB Activities Director for 2 consecutive years; President of Creative Writing Club for 3 consecutive years
Communication: 1 Year Toastmasters member, 2 years leading club meetings
Interpersonal: Trained in conflict resolution and customer service
Computer Skills: Microsoft Word, Excel, Publisher, and PowerPoint and Mac applications

CUSTOMER SERVICE EXPERIENCE

Food Services, Lockheed Martin, Irvine CA May 2015 - August 2015
Summer Supervisor
Gained experience in food service aspects including planning, producing, and serving meals for 5,000 employees.
Trained and supervised new employees to ensure a high level of service throughout the department.
Named "Employee of the Month" for 2 months for excellent customer service.

Vanguard University of Southern California, Costa Mesa, CA August 2014 - May 2015
Resident Advisor
Assisted residents in developing a community environment that is conducive to learning and good study conditions.
Coordinated room assignments, complete check-in/out forms, report property damage, and housekeeping deficiencies to the Residence Director.
Served as a liaison and referral agent for University services such as health center, counselors, academic advisors, learning skills coordinator.

Event Relations Office Clerk September 2013- September 2014
Communicated with faculty, staff, student and off campus constituents to coordinate proper venue and scheduling.
Planned and organized 35 events per year, including facility reservation, menu selection, and decor.

COMMUNITY INVOLVEMENT

Calvary Chapel Church, Cypress, CA Summers 2013- 2015
Children's Ministry Volunteer
Prepared and instructed daily lessons for classroom of 15 students, grades 3rd to 5th.

Model Scholar

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OBJECTIVE

Seeking a Coordinator position with Big Brothers Big Sisters

EDUCATION

Vanguard University of Southern California, Costa Mesa, CA May 2015
Bachelor of Arts: International Business
GPA: 3.65

SUMMARY

- International non-profit community development experience in Uganda
Extensive administrative knowledge
Leadership and Counseling training
Strong written and verbal communication skills
Volunteer and cross-cultural experience

NON-PROFIT EXPERIENCE

Krochet Kids International, Costa Mesa, CA January 2014 - Present

Administrative Intern

- Created new accounting processes for events and daily functions
Designed and implemented accounting protocol for standard form use and trained staff to manage the new system
Facilitated administrative responsibilities raising \$50,000 in donations in one event
Arranged and organized schedules for office of 15 team members and 30 volunteers
Balanced account for all monies received in the Southern California branch, utilizing attention to detail and accuracy

Vanguard University, Costa Mesa, CA September 2012 - May 2013

Resident Assistant

- Acted as a resource person and referral agent for university services
Worked with team of 35 to plan and host 50 events per year, with budget of \$10,000
Oversaw fundraising campaign which raised \$2,000 for residential hall improvements, student events, and team training
Aided in organization of growth strategies for resident facilities during weekly team meetings
Facilitated the spiritual, academic, and social development of 50 undergraduate students

ADMINISTRATIVE EXPERIENCE

The Iron Bridge Wine Company, Columbia, MD May 2007- July 2012

Administrative Assistant

- Coordinated deliveries and sales efforts as well as technical responsibilities including inventory, financial recording, and internet updates
Streamlined the special orders process and mastered the customer familiarity concept
Developed relationships with repeated customers, distributors, and suppliers overtime and facilitated product deliveries and orders

COMPUTER SKILLS

Microsoft Word; Excel; PowerPoint; Quickbooks; Access; Google Docs; Skype

LEADERSHIP and INVOLVEMENT

Vanguard University Chorale Member, September 2011 - 2013
Beachside Community Church, Children's Ministry Volunteer, Summers 2011 and 2012
Serve Day volunteer, Garden Creek Assisted Living, Volunteer, February 2013

Action Verbs List

Use these verbs to describe what you have accomplished related to work.

Administrative/ Detail

Approved
Arranged
Catalogued
Classified
Collated
Collected
Compared
Compiled
Coordinated
Dispatched
Executed
Facilitated
Filed
Generated
Implemented
Inspected
Monitored
Operated
Organized
Prepared
Processed
Proofread
Purchased
Recorded
Responded
Retrieved
Screened
Specified
Systematized
Tabulated
Validated

Leadership/ Management

Administered
Analyzed
Assigned
Chaired
Contracted
Coordinated
Delegated
Developed
Directed
Evaluated
Executed
Facilitated
Hired
Implemented
Improved
Increased
Initiated
Led
Managed
Motivated
Organized
Oversaw
Performed
Planned
Prioritized
Produced
Recommended
Reviewed
Strengthened
Supervised

Communication

Addressed
Arbitrated
Authored
Collaborated
Convinced
Corresponded
Created
Developed
Directed
Drafted
Edited
Enlisted
Formulated
Influenced
Interpreted
Lectured
Led
Manipulated
Mediated
Motivated
Negotiated
Persuaded
Promoted
Read
Reasoned
Recruited
Sold
Spoke
Wrote

Research

Abstracted
Analyzed
Clarified
Collected
Compiled
Conducted
Critiqued
Diagnosed
Evaluated
Examined
Experimented
Extracted
Extrapolated
Gathered
Identified
Inspected
Interpreted
Interviewed
Investigated
Observed
Organized
Perceived
Researched
Reviewed
Studied
Summarized
Surveyed
Synthesized
Systematized
Theorized
Validated

Creative

Acted
Conceptualized
Created
Collaborated
Designed
Developed
Enhanced
Established
Founded
Generated
Illustrated
Imagined
Initiated
Innovated
Integrated
Introduced
Invented
Originated
Performed
Planned
Negotiated
Shaped
Visualized
Wrote

Results

Accelerated
Accomplished
Achieved
Attained
Awarded
Completed
Contributed
Decreased
Eliminated
Established
Expanded
Improved
Increased
Initiated
Introduced
Launched
Pioneered
Recognized as
Reduced
Resolved
Selected as
Succeeded

Financial

Administered
Allocated
Analyzed
Appraised
Audited
Balanced
Budgeted
Calculated
Computed
Controlled
Detailed
Developed
Forecasted
Managed
Planned
Prepared
Projected
Researched
Solved

Teaching/ Training

Adapted
Adopted
Advised
Briefed
Clarified
Coached
Communicated
Coordinated
Counseled
Developed
Encouraged
Enlightened
Evaluated
Explained
Facilitated
Guided
Helped
Influenced
Informed
Initiated
Instructed
Mentored
Persuaded
Stimulated
Trained
Valued

Helping

Advised
Assessed
Assisted
Attended
Clarified
Coached
Counseled
Demonstrated
Diagnosed
Directed
Educated
Facilitated
Familiarized
Guided
Led
Listened
Mentored
Motivated
Perceived
Referred
Rehabilitated
Related
Represented
Spoke

Technical

Analyzed
Automated
Built
Calculated
Computed
Configured
Constructed
Converted
Designed
Diagnosed
Drafted
Engineered
Fabricated
Inspected
Installed
Invented
Maintained
Manufactured
Operated
Overhauled
Performed
Produced
Programmed
Remodeled
Repaired
Solved
Tested
Troubleshoot
Upgraded
Validated
Verified

FAQs

What if my GPA is below a 3.5?

Check to see if your major GPA is above a 3.5. If so, include that GPA only. If it is low for a reason such as working 20+ hours per week while in school, it is appropriate to state this in your resume's education section or supplemental cover letter.

Should I include a cover letter with my resume?

A cover letter is commonly overlooked in the job application process, and yet it is always appropriate and often necessary. It sets you apart from many other applicants and gives you the chance to show your communication skills, which will make a positive impression on the hiring manager. A cover letter should be brief. Use it to highlight any reasons why you are interested in the job or company (i.e. "I'm passionate about the brand, and feel that my experience in Social Media can contribute to the overall online presence.")

NOTE: Review the [Career Services Cover Letter](#) for more tips on preparing a cover letter.

Should I include my international experience?

Yes! These experiences teach you many transferable skills such as independence, resourcefulness, and multi-cultural communication. You might include it as its own section titled "International Involvement", or mention it in job experience if you worked or volunteered abroad. If you studied abroad, consider putting it in your education section.

Should I include references on my resume?

Not on a resume. It's good to have a separate reference list available if an employer asks for one. Just make sure to use the same heading and paper selection for this page as you did for your resume and cover letter.

My mom, dad, brother, professor, former employer etc. says...

There are lots of different opinions on resumes and a variety of acceptable approaches. Professional, very relevant, and well-organized are some of the underlying themes to a good resume. Consider these while working with a career professional and you will be able to create an effective resume for universal purposes.

What if my resume doesn't take up a whole page?

There are many things that are often mistakenly left off of resumes. Have you included your on-campus job, volunteering, R.A., Frontline, study abroad, summer or winter break seasonal work experience, significant academic projects or leadership positions at your church? Once these types of activities are all considered, you might have to decide what to take off your resume! You might also consider the "gaps" in your experiences, which would substantiate your resume. Choose some new work, volunteer or club experiences to start building your professional resume and setting you apart from other candidates!

CAREER SERVICES CONTACT INFO:

714-619-6474 careerservices@vanguard.edu