

THE CENTER FOR LIFE'S WORK

General Tips for a Successful Resume:

1. Consistency – this is an excellent way to show attention to detail. Make sure that everything is correct and consistent
2. Language – use language taken directly from the position description and/or the company's website. This demonstrates that you are comfortable with the preferred language of the sector, and also helps you pass the first round of screening.
3. Show, don't tell – your bullet points should provide concrete examples of how/when you have demonstrated a specific skill. See below for tips for bullet points
4. Format – make it look clean, easy to read and well-organized. Remember that this is the first impression you are making on your potential employer, and reflects the quality of work they will expect from you as an employee.

Tips for Good Bullet Points:

1. Itemize and specify your tasks
2. Quantify your actions
3. Describe what you learned
4. Credit your impact and contributions, even if you were a small part of a large undertaking, i.e., Contributed to; was part of a team that; had role in ____ etc.

“Good to Great” Resume Bullet Examples:

GOOD: Completed general office duties as assigned.

GREAT:

- Maintain and update information for 2,000 clients in Donor Perfect utilizing strong attention to detail.

GOOD: Handled social media

GREAT:

- Developed and marketed organization's Facebook fan page, gaining more than 500 fans in eight weeks.

GOOD: Managed employees.

GREAT:

- Provided leadership and trained 5 new interns on policies and procedures across diverse functional areas.

GOOD: Worked in client sales.

GREAT:

- Developed and maintained relationships with 100+ clients utilizing excellent interpersonal skills.

GOOD: Coordinated community project.

GREAT:

- Initiated an innovative community service project to aid 20 elementary students in developing social skills.

Global/Intercultural Competency



Communication



Career Management



Leadership



**Professionalism/
Work Ethic**



**Problem Solving/
Critical Thinking**



**Teamwork/
Collaboration**



Information Technology Application



Oral/Written Communication

Articulate thoughts and ideas clearly and effectively in written and oral forms to persons inside and outside of the organization. The individual has public speaking skills; is able to express ideas to others; and can write/edit memos, letters, and complex technical reports clearly and effectively.



Leadership

Leverage the strengths of others to achieve common goals, and use interpersonal skills to coach and develop others. The individual is able to assess and manage his/her emotions and those of others; use empathetic skills to guide and motivate; and organize, prioritize, and delegate work.



Critical Thinking/Problem Solving

Exercise sound reasoning to analyze issues, make decisions, and overcome problems. The individual is able to obtain, interpret, and use knowledge, facts, and data in this process, and may demonstrate originality and inventiveness.



Professionalism/Work Ethic

Demonstrate personal accountability and effective work habits, e.g., punctuality, working productively with others, and time workload management, and understand the impact of non-verbal communication on professional work image. The individual demonstrates integrity and ethical behavior, acts responsibly with the interests of the larger



Global/Intercultural Competency

Value, respect, and learn from diverse cultures, races, ages, genders, sexual orientations, and religions. The individual demonstrates openness, inclusiveness, sensitivity, and the ability to interact respectfully with all people and understand



Career Management

Identify and articulate one's skills, strengths, knowledge, and experiences relevant to the position desired and career goals, and identify areas necessary for professional growth. The individual is able to navigate and explore job options, understands and can take the steps necessary to pursue opportunities, and understands how to self-advocate



Teamwork/Collaboration

Build collaborative relationships with colleagues and customers representing diverse cultures, races, ages, genders, religions, lifestyles, and viewpoints. The individual is able to work within a team structure, and can negotiate and manage conflict.



Information Technology Application

Leverage existing digital technologies ethically and efficiently to solve problems, complete tasks, and accomplish goals. The individual demonstrates effective adaptability to new and emerging technologies.

Ben Travelling

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Education

NAZARETH COLLEGE

Bachelor of Science Degree, History

Minor in Psychology

- Dean's List and Dean's Scholarship Recipient.

ROCHESTER, NY
Anticipated May 2019

UNIVERSITA DEGLI STUDI D'ANNUNZIO

PESCARA, ITALY
SPRING 2018

- Completion of Liberal Arts coursework.
- Gilman Scholarship Recipient.

Selected College and International Courses

NAZARETH COLLEGE

American Republic II, Historical Research Methods, Atlantic World History

ROCHESTER, NY

UNIVERSITA DEGLI STUDI D'ANNUNZIO

ITALIAN RENAISSANCE, EUROPEAN HISTORY II, ITALIAN III

PESCARA, ITALY

International Experience

PESCARA, ITALY

SPRING 2018

- Engaged in a semester-long experience living with a host family, full-immersed in the Italian language.
- Completed 16 credits of academic coursework, taught primarily in Italian.
- Developed critical thinking and extensive writing skills by engaging in Italian seminars.
- Gained Italian fluency by participating in college-sponsored day-trip excursions and experiences.

Work Experience

STARBUCKS

Barista

ROCHESTER, NY
SPRING 2016-PRESENT

- Rotated through various positions and duties from making specialty drinks to handling money.
- Provided excellent customer service in a fast-paced environment.
- Received 98% positive feedback from customer service satisfaction survey.

Skills and Languages

- Expertise using WordPress, Final Cut Pro X, and Adobe Photoshop.
- Fluency in Italian.

College Involvement

ITALIAN CLUB
CHESS CLUB

FALL 2019-SPRING 2021
FALL 2018-SPRING 2019

French Student

111 Address Street • Fairport, NY 14450 • (585) 555-5555
fstudent8@naz.edu

EDUCATION

Nazareth College

Rochester, New York

Bachelor of Arts, double major in Legal Studies and International Studies

Anticipated 08/17

- HEOP/EXCEL scholarship

Relevant Coursework: International Politics, International Business Economics, Natural Disaster, Francophone World II, Advanced French Grammar and Stylistics

Université Rennes 2

Rennes, France

Study Abroad Semester

01/17-05/17

- Completed 15 credits of course work: American Intelligence, Comparative European Analysis, African Studies, French Writing, French Speaking.
- Studied with a group of multinational students from diverse countries such as Spain, France, Greece, China, Italy, USA, Brazil, Vietnam, Egypt, Morocco, Ecuador, Columbia, Mexico, and India.

INTERNATIONAL WORK EXPERIENCE

Institut Franco Américain,

Rennes, France

Intern

01/17-05/17

- Collaborated with individuals from various cultural backgrounds using English, French and Arabic.
- Conducted academic discussion groups in French with diverse learners
- Mentored French high school students in a high school library.
- Researched and prepared a pedagogical file on Chicago, USA.

CUSTOMER SERVICE EXPERIENCE

HEOP/EXCEL, Office, Nazareth College

Rochester, NY

Student Assistant

9/16-Present

- Greet students as they enter the office and direct students to correct staff member.
- Maintain office calendar, answer phone calls and take messages for staff members.
- Gather paperwork to drop off at different offices on campus.

Catholic Family Center

Rochester NY

Immigration Specialist

05/16-06/16

- Assisted clients with their Naturalization applications
- Attended to non-English speaking clients during appointments
- Developed a Green Card Service
- Created flyers in different languages.

SPECIAL CERTIFICATION & AWARDS

- **Nazareth College Spring Dean's List** 05/16
- **Community Emergency Response Team, Monroe County Emergency Management** 04/11

LANGUAGES

- Speak, read and write English and Arabic Fluently.
- Ability to comprehend and speak French Fluently.
- Able and willing to travel within the U.S. and overseas for assignments.

SAMPLE ACTION VERBS

Accumulated	Copied	Focused	Mapped	Read	Supervised
Achieved	Corresponded	Formulated	Measured	Realized	Supplied
Adapted	Counseled	Found	Mediated	Reasoned	Supported
Addressed	Created	Gathered	Memorized	Reassured	Symbolized
Administered	Dealt with	Generated	Mentored	Received	Systematized
Advised	Decided	Governed	Met	Recommended	Synthesized
Analyzed	Defined	Grouped	Moderated	Recorded	Talked
Answered	Delegated	Guided	Modified	Recruited	Taught
Anticipated	Delivered	Handled	Monitored	Rectified	Tested
Appraised	Demonstrated	Harmonized	Motivated	Reduced	Timed
Approved	Derived	Headed	Moved	Referred	Took
Arbitrated	Designed	Heightened	Navigated	Regulated	Trained
Arranged	Detailed	Helped	Negotiated	Rehabilitated	Transcribed
Ascertained	Detected	Hurried	Observed	Related	Translated
Assembled	Determined	Hypothesized	Obtained	Rendered	Treated
Assessed	Developed	Identified	Offered	Reorganized	Trouble-shot
Assigned	Devised	Illustrated	Operated	Repaired	Tutored
Assisted	Diagnosed	Imagined	Ordered	Repeated	Typed
Attained	Directed	Implemented	Oriented	Reported	Undertook
Audited	Disapproved	Improved	Organized	Represented	Unified
Began	Discovered	Improvised	Outlined	Researched	United
Bought	Dispensed	Increased	Oversaw	Reshaped	Updated
Brought	Displayed	Indexed	Participated	Resolved	Upgraded
Built	Disproved	Influenced	Perceived	Responded	Used
Budgeted	Dissected	Informed	Performed	Restored	Utilized
Calculated	Distributed	Initiated	Persuaded	Retrieved	Verbalized
Cared for	Diverted	Innovated	Photographed	Reviewed	Verified
Catalogued	Dramatized	Inspected	Piloted	Revised	Volunteer
Categorized	Edited	Inspired	Placed	Risked	Worked
Charted	Effectuated	Installed	Planned	Scheduled	Wrote
Checked	Empathized	Instituted	Predicted	Searched	
Classified	Encouraged	Instructed	Prepared	Selected	
Coached	Endured	Integrated	Prescribed	Sensed	
Coded	Enhanced	Interacted	Presented	Separated	
Collected	Enlarged	Interpreted	Presided	Served	
Communicated	Entertained	Interviewed	Printed	Set-up	
Compiled	Equipped	Introduced	Problem-Solved	Shaped	
Completed	Established	Intuited	Processed	Showed	
Composed	Estimated	Invented	Produced	Simplified	
Computed	Evaluated	Inventoried	Programmed	Sketched	
Conceived	Examined	Investigated	Projected	Sold	
Conceptualized	Exhibited	Kept	Promoted	Solved	
Conducted	Expanded	Lectured	Proof-read	Sorted	
Confronted	Experimented	Learned	Proposed	Sought	
Consolidated	Explained	Led	Protected	Spoke	
Conserved	Expressed	Listened	Proved	Straightened	
Constructed	Extracted	Located	Provided	Streamlined	
Contracted	Facilitated	Logged	Publicized	Strengthened	
Contributed	Filed	Made	Purchased	Studied	
Controlled	Financed	Maintained	Questioned	Succeeded	
Coordinated	Fixed	Managed	Raised	Summarized	

Creating Resume Bullet Points using NACE Competencies

For each competency, brainstorm 1-2 activities that you completed while studying abroad. Remember to:

- Itemize and specify your tasks
- Quantify your actions
- Describe what you learned
- Credit your impact and contributions, even if you were a small part of a large undertaking

Critical Thinking/Problem Solving:

Task: _____

Bullet Point: _____

Task: _____

Bullet Point: _____

Oral/Written Communications:

Task: _____

Bullet Point: _____

Task: _____

Bullet Point: _____

Teamwork/Collaboration:

Task: _____

Bullet Point: _____

Task: _____

Bullet Point: _____

Digital Technology:

Task: _____

Bullet Point: _____

Task: _____

Bullet Point: _____

Leadership:

Task: _____

Bullet Point: _____

Task: _____

Bullet Point: _____

Professionalism/Work Ethic:

Task: _____

Bullet Point: _____

Task: _____

Bullet Point: _____

Career Management:

Task: _____

Bullet Point: _____

Task: _____

Bullet Point: _____

Global/Intercultural Fluency:

Task: _____

Bullet Point: _____

Task: _____

Bullet Point: _____
