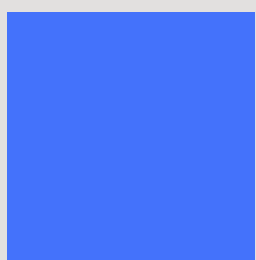
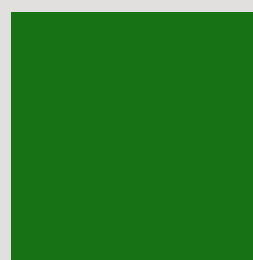
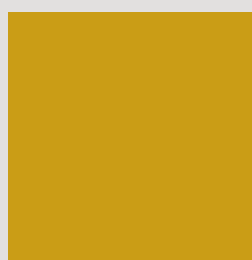
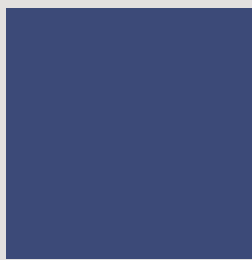
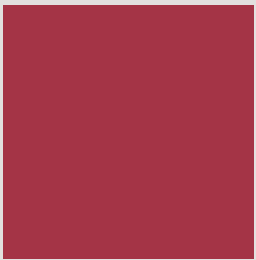








Resume & Cover Letter Guide

J. Eugene Smith Library, 1st Floor
860 - 465 - 4559
www.easternct.edu/career/



EASTERN CONNECTICUT STATE UNIVERSITY
The Office of Career Success
A Division of Academic Affairs

-  **Resume Basics**
-  **Content Sections**
-  **Tips & Advice**
-  **Sample Bullet Points**
-  **Action Verbs**
-  **Sample Resumes**

Resume Basics

Your resume is your most valuable marketing tool and its singular goal is to get you an interview. As a current student or recent graduate, your resume should typically be one page in length and highlight your educational background, experiences, skills and accomplishments.

Employers often use Applicant Tracking Systems (ATS) to prescreen resumes received electronically. To ensure your resume finds its way successfully through an ATS, keep your resume simple. No need for distracting fonts or graphics. Make it key word driven. Emphasize your skills and competencies—especially the ones recruiters are looking for.

Use this guide and the tips within it to help you write a strong resume. Invest the time to customize your resume for its intended purpose. Show why you are a top candidate for the job. You only have one chance to make a first impression!

Content Sections



Required



Recommended if applicable



Optional

Contact Information



Ellie Eastern
83 Windham Street, Willimantic, CT 06226
ellie.eastern@my.easternct.edu 860-465-1111
www.linkedin.com/in/ellie.eastern

- Recommend using when experience is not extensive or when experience does not match the purpose of resume. Use your statement to demonstrate your value to an employer.

Profile Statement



Enterprising Economics junior at Eastern Connecticut State University with experience in project management looking for a summer internship in which to apply knowledge of economic principles in a business setting. Offers well-developed problem resolution and analytical skills.

Education



- List in reverse chronological order starting with highest degree at the top
- May also include: areas of concentration, minor(s), Cumulative GPA (3.0+), honors, awards, study abroad programs, activities, relevant coursework

B.A., Economics, Eastern Connecticut State University, Willimantic, CT

May 2020

Minor: Business Administration

GPA: 3.38

Honors: Deans List

Activities: People Helping People, 2014 to present; Economics Club, 2014 to present

Relevant Coursework: Principles of Microeconomics and Macroeconomics, Econometrics, History of Economic Thinking, Corporate Finance, Real Estate, Interpersonal Communication.

- List relevant skills, qualifications or certifications
- Include computer skills, specialized knowledge and industry related skills

Skills



Computer: SAS, Microsoft Word, Excel, Outlook and PowerPoint

Laboratory: Spectrophotometry, Gel Electrophoresis, Microscopy (compound and dissecting)

Languages: Proficient in English and Spanish, Conversational in Portuguese

Certifications: AED/CPR exp. 08/2020, Lifeguard exp. 08/2020

Experience



- List experiences you have had, including paid positions, internships, practicums, clinical experiences, significant volunteer activity
- List in reverse chronological order based on your start date
- See sample resumes for content

- Activities to consider placing in this section would include: LEAP*, SGA,* CAB*
- Leadership roles within Clubs and Organizations
- Athletic leadership: SSAC Rep, Team Captain
- See sample resumes for content

*You should spell out these groups when listing on your resume

Leadership



Academic Projects



- List one or two projects where you demonstrated practical application of skills employers seek
- May include research, lab work, senior thesis or capstone projects
- See sample resumes for examples

- Observational and shadowing hours/experiences
- Conferences or professional events you have attended to expand your knowledge base
- Professional Memberships
- Educational Certifications

Professional Development



Presentations & Publications



- List any published works you have been involved with, including articles and research projects
- List presentations you have been part of, including poster presentations, at a local, regional or national level
- See sample resumes for content

Tips and Advice

- **Make an Applicant Tracking System (ATS) Friendly Resume**
 - Refrain from using templates
 - Do not use textboxes or tables
 - Do not place information in headers and footers
 - Do not use graphics, symbols or special characters
- **Formatting & Appearance**
 - Use professional-looking fonts: Arial, Times New Roman, Calibri, Helvetica, Cambria, Georgia
 - Be consistent with your formatting, especially with dates, locations, organization and position titles
 - Save your resume as a .doc, .docx OR the format requested by the employer
 - Never use larger than 12 pt. font within the body of your resume; never smaller than 10 pt.
 - Never use less than .50 margins and never larger than 1.0 inch
- **Content & Grammar**
 - Use proper grammar, spelling and punctuation
 - Utilize keywords from the job posting and industry specific language
 - Customize your resume to the specific job or opportunity
 - Do not rely on spellcheck to catch all your errors
 - Avoid using abbreviations, except for states
 - Avoid using personal pronouns (I, me, my, their)
 - Do not include personal information (photo, age, gender, hobbies, etc.)
 - No need to list references on your resume
- **ALWAYS have your resume reviewed by the Office of Career Success before using it.**

FULL NAME

City, ST zip

(###) ###-####

personalemail@gmail.com

linkedin.com/in/your-link

Graduating [major] senior ready to launch a [field or desired role] career with [type of organization].
[Include one sentence about why you are interested in this field and what you plan to accomplish].

SUMMARY OF QUALIFICATIONS:

- Field specific knowledge.
- Field specific knowledge / technical skills.
- Example of when you demonstrated leadership or maturity.
- Describe your communication and/or interpersonal skills.
- Illustrate your problem solving or critical thinking abilities.

EDUCATION:

Degree, major, minor, Eastern Connecticut State University, Willimantic, CT, year of graduation

GPA:

Internship:

Study Abroad:

Activities:

Capstone Project: [if relevant and significant]

Relevant Coursework: [list 6-8 most advanced and pertinent courses]

High school, location, year of graduation

GPA:

Honors and Awards:

Athletics / Clubs / Activities:

VOLUNTEER ACTIVITIES:

Organization name, role, start year to end year (or start year to Present)

Organization name, role, start year to end year (or start year to Present)

WORK EXPERIENCE:

Employer Name, City, ST

Year to Year

Job Title

- What you helped the company achieve
- Example of how well you did your job
- Soft skill or personal strength you demonstrated

Employer Name, City, ST

Year to Year

Job Title

- What you helped the company achieve
- Example of how well you did your job
- Soft skill or personal strength you demonstrated

HOW TO WRITE A PROFILE SUMMARY

Employers don't know who you are or the value you offer until you tell them. Your profile summary, also called a summary statement, is your introduction. It sets the tone for your resume and how the reader sees you. Include these pieces of information.

1. Major and year in college
2. Career aspirations
3. Where you might fit into their organization

SAMPLE PROFILE SUMMARIES

Graduating health sciences major ready to launch a public health career with a social service agency in the greater Hartford area. Committed to helping underserved populations lead healthier lives through educational workshops and community outreach.

Highly collaborative computer science junior eager to apply programming expertise to a Fall 2022 software engineering internship in application development, testing and debugging. Offers strong communication skills and technical proficiency in Java, JavaScript, Python, C# and UX design.

Able to start a conversation with anyone, recent college graduate is eager to apply psychology degree and strong interpersonal skills to a business development role. Demonstrated leadership abilities as captain of the Debate Club and team lead for semester-long class projects. Outgoing and confident, personality is ideally suited to achieving sales goals.

WHAT TO INCLUDE IN YOUR SUMMARY OF QUALIFICATIONS

Because you do not have a lot of experience at this point in your life, you will be hired primarily for your potential. In addition to role-related hard skills, employers look for these 5 soft skills on a resume:

- Problem Solving
- Analytical / Critical Thinking
- Collaboration / Working on a Team
- Verbal and Written Communication
- Flexibility / Adaptability
- Attention to Detail
- Leadership / Taking Initiative / Strong Work Ethic

If you have these qualities, highlight them on your resume by incorporating them into the phrases in your Summary of Qualifications section (as well as your job accomplishment bullets).

SAMPLE SUMMARY OF QUALIFICATIONS PHRASES

- Adaptable to changing priorities with proven decision-making capabilities
- Takes initiative to exceed expectations and thrives in collaborative environments
- Excels in meeting deadlines without sacrificing quality
- Technical skills include advanced Excel functions and WordPress website tools
- Builds trusting relationships with people of all ages, cultures and backgrounds
- Solid written and verbal communication skills
- Conscientiously follows through until completion
- Strong collaborator enjoys brainstorming with colleagues
- Creative problem solver considers multiple perspectives
- Logical decision maker analyzes options to determine best solution
- Applies strong time management skills to balance competing priorities
- Experienced working with the public in retail and service environments
- Comfortably gives and receives feedback
- Natural leader motivates others and keeps projects on track

Sample Bullet Points

Critical Thinking/Problem Solving

- Analyzed \$5+million supply expense budget spanning hundreds of retail stores and recommended cost reduction strategies resulting in 10% cost savings.
- Examined trends of various metrics, including assets under management, ROI, return on equity, discount rate and reported on findings.
- Recognized for ability to resolve problems creatively and think outside the box when necessary.
- Reduced late payments from vendors by 60% through restructuring accounts receivable policy.
- Hired and supervised a team of 4 to develop a software which was delivered 2 months ahead of schedule.

Oral and Written Communication

- Successfully read and interpreted office documents, identifying key points and developing targeted benchmark.
- Participate in weekly staff meetings; comfortable expressing thoughts and ideas clearly and articulately.
- Researched potential advertising opportunities and evaluated software applications; documented and presented findings.
- Poised public speaker with experience developing and facilitating presentations.
- Exceptional professional telephone skills with ability to express caring demeanor.
- Utilize active listening skills to assess complex issues and verbalize solutions.
- Writing skills include composition and editing of memos, letters, technical reports and other documents.

Teamwork/Collaboration

- Comfortable working in team environments with ability to adapt to change easily.
- Skilled in working cooperatively to achieve common goals and outcomes.
- Instinctive ability to collaborate and share ideas while working in a team environment.
- Able to assess individual needs and connect people to resources.
- Confident working with peers with a wide range of personalities, ages, nationalities and backgrounds.
- Recognized as an excellent problem solver with the ability to provide outstanding customer service.
- Proven customer service skills with ability to solve problems and enhance shopping experience.
- Easily assists customers, while offering friendly and efficient service.

Technical Skills/Digital Technology

- Skilled at writing well-designed, testable and efficient code using current best practices in Web development.
- Utilized Microsoft Excel to update client database, as well as create and maintain complex spreadsheets.
- Adobe Creative Cloud: Photoshop, Lightroom, Illustrator, InDesign, Experience Design, Premiere Pro, After Effects, Animate, Dreamweaver, Fuse, Adobe Muse, Acrobat Pro DC.
- Junior Web developer able to build a Web presence from the ground up -from concept, navigation, layout and programming to UX and SEO.
- Knowledge of coding and programming includes: Java, Python, PHP, C++.
- Social media experience includes analytics and usage stats, blogging, creating campaigns, SEO, Buffer, and Hootsuite.
- Industry specific technology includes: Access, Excel, QuickBooks and accounting software.

Leadership

- Successfully recruited team of 8 to participate in weekly community volunteer programs.
- Confident decision maker with ability to quickly and accurately solve problems.
- Known to lead by example and encourage group buy-in.
- Identified key components of group project and delegated tasks based on individual team member strengths.
- Approachable leader, able to motivate team members to achieve common goals.

Professionalism/Work Ethic

- Capable of maintaining composure in high stress situations.
- Accountable, reliable and trustworthy team member.
- Quick learner with strong attention for detail.
- Easily adapt to changing roles and responsibilities.
- Responsible team member capable of meeting goals and deadlines.
- Receptive to performance feedback with ability to adjust and improve performance.
- Able to maintain focus and manage multiple priorities effectively.

Global/Intercultural Fluency

- Comfortable functioning in diverse work environments.
- Relaxed working with, and able to adapt to, a wide range of personalities and people of all ages, nationalities and backgrounds.
- Familiar with multiple cultures from study abroad and global field course experiences.
- Gained valuable insight to new cultures and philosophies through international travel.
- Understands the global diversity of the work environment and feels at ease with colleagues of different race, ethnic, religious, and cultural origins.

How to Build Bullet Points

This is a quick tutorial on how to transition the tasks and responsibilities you complete in your job, internship, volunteer role, etc., into a skill-based bullet point.

Step 1: Develop your bullet points

Bullet points should be only one to two lines, highlighting your accomplishments, skills and knowledge. Utilizing action verbs and industry specific language will help the employer see the value you bring to them.

| What did you do? | How did you do it? | Why did you do it? |
|---|---|----------------------------------|
| Begin by brainstorming a list of every task you completed for an experience | Identify the skills you used the most to complete the tasks | Consider the end result/product: |

This example is from Sandi Sophomore resume sample:

| What did you do? | How did you do it? | Why did you do it? |
|---------------------|-----------------------------|------------------------------------|
| Waited on customers | Communicated with customers | Created pleasant dining experience |

Step 2: Build/Write your bullet point

It may take you several attempts to achieve a “4-star” bullet point. Start with your answers from the questions above and place it in the 2-star box. Continue revising until you feel you have reached a 4-star answer.

| | |
|---------|--|
| ★ ★ | Waited on customers and provided quality service |
| ★ ★ ★ | Effectively communicated with customers to provide quality experience |
| ★ ★ ★ ★ | Applied interpersonal and communication skills while engaging with patrons to provide a quality dining experience. |

Step 3: Try it out for yourself.....

| What did you do? | How did you do it? | Why did you do it? |
|------------------|--------------------|--------------------|
| | | |
| | | |

| | |
|---------|--|
| ★ ★ | |
| ★ ★ ★ | |
| ★ ★ ★ ★ | |

Sample Action Verbs

Analytical / Financial

Adjust, Allocate, Analyze, Appraise, Assess, Balance, Budget, Calculate, Compare, Compute, Estimate, Evaluate, Examine, Forecast, Inspect, Interpret, Investigate, Manage, Measure, Prepare, Quantify, Reconcile, Record, Reduce, Research, Survey

Creativity

Act, Compose, Conceptualize, Create, Design, Develop, Direct, Display, Draw, Entertain, Establish, Fashion, Formulate, Generate, Illustrate, Imagine, Improve, Initiate, Innovate, Introduce, Invent, Modify, Organize, Perform, Shape, Visualize

Adaptability / Flexibility

Acclimate, Adapt, Adjust, Alter, Anticipate, Change, Comply, Evolve, Learn, Modify

Detail

Arrange, Categorize, Classify, Compare, Examine, Inspect, Organize, Process, Record, Sort

Communication

Articulate, Author, Clarify, Compose, Convey, Convince, Define, Direct, Discuss, Draft, Edit, Explain, Express, Influence, Interact, Interpret, Listen, Present, Report

Helping

Administer, Advocate, Aid, Answer, Arrange, Assist, Clarify, Coach, Collaborate, Contribute, Cooperate, Educate, Encourage, Facilitate, Guide, Listen, Motivate, Refer, Serve, Support, Treat, Volunteer

Quantify

Appraise, Assess, Calculate, Decrease, Eliminate, Estimate, Increase, Lessen, Lower, Maximize, Minimize, Raise, Reduce, Tally

Research

Analyze, Clarify, Collect, Compare, Conduct, Critique, Detect, Evaluate, Find, Highlight, Persuade, Poll, Propose, Prove, Quantify, Study, Summarize, Survey, Test

Lead / Manage

Administer, Assign, Coordinate, Delegate, Develop, Direct, Evaluate, Facilitate, Hire, Initiate, Motivate, Multi-task, Organize, Oversee, Plan, Prioritize, Produce, Recommend, Review, Streamline, Supervise, Train

Improve / Achieve

Accomplish, Advance, Change, Correct, Enhance, Expedite, Further, Improve, Overhaul, Rectify, Repair, Resolve, Restore, Revamp, Secure, Solve, Strengthen, Systematize, Update, Upgrade

Teamwork

Assist, Collaborate, Contribute, Cooperate, Coordinate, Help, Involve, Participate, Partnership, Share, Support

Teaching

Advise, Assess, Coach, Communicate, Develop, Educate, Evaluate, Explain, Facilitate, Guide, Influence, Initiate, Inspire, Instruct, Monitor, Show, Teach, Tutor

PR/Advertising

Advertise, Communicate, Contact, Correspond, Elicit, Enlist, Influence, Involve, Market, Persuade, Present, Promote, Publicize, Recruit, Sell, Solicit

Initiative

Conceptualize, Create, Design, Develop, Establish, Founded, Generate, Implement, Innovate, Introduce, Led/Lead, Motivate, Produce, Propose, Set-up, Spearhead, Start

Technical

Apply, Assemble, Calculate, Compute, Conserve, Construct, Debug, Design, Develop, Fabricate, Install, Maintain, Operate, Overhaul, Program, Rectify, Regulate, Remodel, Repair, Restore, Solve, Standardize, Troubleshoot, Upgrade

Organizational

Arrange, Categorize, Collect, Compile, Coordinate, Distribute, Execute, File, Follow-through, Maintain, Monitor, Plan, Prepare, Prioritize, Process, Record, Review, Schedule, Submit, Supply, Update, Verify

Do You Know Your Degree Level?

Bachelor of Science B.S.

Accounting
Biochemistry
Biology
Business Administration
Business Information Systems
Communication
Computer Science
Early Childhood Education
Elementary Education
Environmental Earth Science
Health Sciences
Labor Relations and Human Resource
Management
Mathematics
Physical Education
Secondary Education
Sport and Leisure Management
General Studies (B.G.S.)
Individualized Major
Data Science (new)

Bachelor of Art B.A.

Art
Biology
Criminology
Economics
English
Finance
History
History and Social Sciences
Liberal Studies
Mathematics
Music
New Media Studies
Philosophy
Political Science
Psychology
Social Work
Sociology
Spanish
Theatre
Women's and Gender Studies
Individualize Major
Data Science (new)
Anthropology (new)



Sample Resumes

On the following pages we have put together an assortment of sample resumes for you to review and use as a guide for developing your own resume. These are only samples and guidelines, and you are free to use your own preferred format and content sections.

Ways to Document Your Undergraduate Experiences

RESEARCH EXPERIENCE:

Research Project, Economics Department, Eastern Connecticut State University, Dec 2017 – Apr 2018
Key participant in research project examining blockchain technology's potential impact on financial intermediation. Explored use case studies for cross-border payment systems, intrabank transactions, and microtransactions for e-commerce.

- Designed model simulation to study blockchain-based payment system
- Worked in tandem with Alpha and Delta Finance to create simulated intrabank transfers using digitalized tokens
- Studied e-commerce script integration for cryptocurrency payments
- Member of 3-person team tasked with presenting findings to 2018 National Banking Technology Conference

Research Assistant, Economics Department, Eastern Connecticut State University, Dec 2017 – Apr 2018

- Key participant in research project examining....
- Partnered with lab personnel on various projects, including...
- Conducted experimental research using...
- Ordered and maintained office and lab supplies
- Assisted with lab organization and maintenance

ATHLETICS and LEADERSHIP:

Women's Varsity Soccer

- 3-year letter winner, Team captain 2019
- Team representative to Student Athlete Advisory Committee 2018-Present
- Serve as role model and mentor to underclassmen
- Assist head coach with development and implementation of practice drills
- 2-time selection to LEC all-academic team

PRESENTATIONS:

Real News vs. Fake News: Are we all just being conned? Junior, J., Smith, J. & White, E. Poster Presentation, National College Media Convention, New York, NY, March 2020

Real News vs. Fake News: Are we all just being conned? Junior, J., Smith, J. & White, E. Poster Presentation CREATE Conference, Willimantic, CT, May 2020

PUBLICATIONS:

Sally Senior, *The Economic Impact of College Debt on Investing*, The Economist, February 2019, 44-47

ACADEMIC PROJECT:

Honors Research, Eastern Connecticut State University, Department of Psychology Spring 2019
Completed independent research on stereotyping in the workplace. Explored case studies and collected independent data to support findings.

- Examined three specific subsets: gender, age and ability
- Reviewed, analyzed and summarized case studies to identify common themes
- Documented data using "IBM SPSS" Statistics Desktop from completed participant survey

Fannie Freshman

111 North Main Street, Willimantic, CT 06226
freshmanfan@my.easternct.edu (860) 555-1111

First year college student pursuing on-campus employment opportunities. Currently studying communication with an interest in marketing and public relations. Offers previous work experience, exceptional work ethic, and great people skills.

EDUCATION

- B.S., Communication**, Eastern Connecticut State University, Willimantic, CT May 2023
Awards & Honors: Recipient of the Eastern Honors Scholarship
Activities: Eastern Honors Program
- Windham High School**, Willimantic, CT June 2019
GPA: 3.97
Honors: Salutatorian, Graduated with High Honors, Who's Who Among American High School Students

EXPERIENCE

- Cashier and Clerk** July 2019 to Present
Price Rite, Glastonbury, CT
- Strong communication skills utilized in providing exemplary customer service in a busy retail environment.
 - Demonstrate ability to interact well with people of all ages and backgrounds.
 - Flexible with changing responsibilities, assignments, and work shifts.
 - Recognized by management as hardworking and reliable.
- Babysitter** June 2016 to Present
Multiple Families, Glastonbury, CT
- Cared for boys and girls ranging in age from infant to 10 years during evening and weekend hours.
 - Engaged in educational and creative games and activities.
 - Assisted children with homework and reading assignments.
 - Provided comfort and support to children when scared or injured.

ACTIVITIES AND HONORS

- National Honor Society, Windham High School 2018, 2019
- Basketball Team Member, Windham High School Fall 2015-Spring 2019
 - Team Captain 2018, 2019
- Track & Field Team Member, Windham High School Fall 2018-Spring 2019
 - Team Captain 2019

SUMMARY OF SKILLS

- Highly skilled with Microsoft Word, Excel and PowerPoint, familiar with Publisher
- Experience with Social Media, including Twitter, Instagram, and Facebook
- Strong verbal and written communication skills

Sandi Sophomore

111 North Main Street, Willimantic, CT 06226
sophomoresa@my.easternct.edu (860) 555-1111

Rising sophomore seeking summer accounting internship opportunity. Previous work experience centered on customer service. Offers exceptional eye for detail and strong organizational skills.

EDUCATION

B.S., Accounting, Eastern Connecticut State University, Willimantic, CT May 2022
B.A., Finance, Eastern Connecticut State University, Willimantic, CT May 2022
Minor: Business Information Systems
GPA: 3.51
Honors: Dean's List
Activities: People Helping People, 2018 to present; Accounting Club, 2018 to present

EXPERIENCE

Hop River Grill, Mansfield, CT November 2018 to Present
Server/Hostess

- Applied interpersonal and communication skills while engaging with patrons to provide a quality dining experience.
- Use active listening skills to accurately take customer orders and enter them into POS software
- Exercise problem solving skills to resolve customer concerns and find amicable solutions
- Cross-trained and comfortable transitioning between responsibilities, assignments, and work shifts.

RELEVANT COURSEWORK

Principles of Accounting: Introduced to basic accounting concepts, including: accruals, conservatism, economic entity, going concern, matching and materiality concept.

Intermediate Accounting: Prepared income statement, balance sheet, statement of cash flows and statement of retained earnings documents for mock company. Required to analyze and interpret data and present findings to class.

SUMMARY OF SKILLS

- Strong critical thinking skills used to identify solutions to problems
- Technical skills include Microsoft Excel, Word, PowerPoint and Outlook, as well as QuickBooks
- Strong verbal communication skills applied to in-person interaction and phone etiquette

Samuel Sophomore

111 North Main Street, Willimantic, CT 06226
sophomoresa@my.easternct.edu (860) 555-1111

Rising sophomore seeking summer employment/internship opportunity in the early childhood education field. Jump Start volunteer experience has led to enhanced communication, problem solving and program planning skills.

EDUCATION

B.S., Early Childhood Education, Eastern Connecticut State University May 2022
Second Major: Psychology
GPA: 3.52
Honors: Dean's List
Athletics: Men's Varsity Soccer

EXPERIENCE

Windham Willimantic Childcare & Family Center, Willimantic, CT Fall 2018 to Present
Jump Start Volunteer

- Collaborate with other Jump Start volunteers in developing programs and activities for children
- Lead pre-school children in learning activities focused on reading, writing and social skills
- Contribute 10-12 hours weekly to the program
- Participate in extensive training and ongoing coaching to ensure program standards are met

FedEx, Willington, CT June 2018 -August 2018
Shipping Attendant

- Applied spatial awareness fitting large amounts of boxes into shipping containers and trucks
- Adept at managing multiple tasks and adaptable to changing responsibilities
- Utilized time management skills to load distribution vehicles in a timely manner

LEADERSHIP

LEAP Tiers I & II: Second year participant in the LEAP into Leadership program. Participate in weekly group discussions and activities focused on leadership, including defining and understanding leadership; researching leaders and leadership styles; and hearing from guest presenters.

CAB Street Team Member: Member of 8-person team focused on developing, promoting and facilitating recreational activities for the Eastern student community. Developing and employing strong communication and teamwork skills, along with critical thinking and problem-solving skills.

Terry Transfer

123 North Main Street, Willimantic, CT 06226
transferte@myeasternct.edu (860) 555-1111
www.linkedin.com/in/terrytransfer

EDUCATION

- B.S., Business Information Systems**, Eastern Connecticut State University, Willimantic, CT May 2021
Minor: Mathematics
GPA: 3.38
Honors: Deans List
Activities: People Helping People 2019-present; Economics Club, Secretary, 2019-present
- A.S., Information Technology**, Three Rivers Community College, Norwich, CT May 2019
GPA: 3.58
Honors: Deans List
Activities: Computer Club Fall 2017-Spring 2019, President 2018-2019

PROFESSIONAL EXPERIENCE

- ABC Company, Hartford, CT** June 2019 - September 2019
IT Help Desk Support
- Provided computer help desk support via telephone communications for over 300 end-users, and about 20 calls daily.
 - Resolved problems within Microsoft office, including Outlook and Excel.
 - Worked with Active Directory to build user network profiles, reset passwords, and unlock accounts.
 - Performed set-up, break-down, and transport of company electronic equipment on an as-needed basis.
 - Attained basic knowledge of RPG IV Programming on the AS/400.
- Three Rivers Community College, Norwich, CT** September 2017-May 2019
Work study
- Responsible for transitioning survey data to Excel spreadsheet and sorting data.
 - Staffed welcome desk and directed visitors to appointment locations.
 - Proficiency with Microsoft Access and experienced in maintaining database records.

TECHNICAL SKILLS

- Front-end development: HTML, CSS, JavaScript
- Backend development: PHP, Ruby on Rails, Python
- Cloud computing: IaaS

Jacob Junior

123 North Main Street, Windsor, CT 06095
Jacob.junior@yahoo.com (860) 444-3215
www.linkedin.com/in/jacobnjunior

Creative and dedicated New Media Studies student with interest in Digital Media Design, seeking second internship experience with emphasis on redesigning existing website. Has ability to create designs, concepts and sample layouts based on knowledge of layout principles and aesthetic design concept.

EDUCATION:

B.A., New Media Studies, Eastern Connecticut State University, Willimantic, CT May 2021
Concentration: Digital Media Design
GPA: 3.64
Honors: Dean's List, Lambda Pi Eta eligible
Internship: XYZ Graphic Design, Summer 2019
Activities: Visual Arts Club Fall 2017-Present; Secretary 2018-Present

WORK EXPERIENCE:

XYZ Graphic Design, Mansfield, CT Summer 2019
Design Intern

- Studied illustrations, photographs and text to plan presentation of products and services
- Assisted lead designer with layout reviews and shared ideas for modifications
- Participated in the assembly of final layouts for printing, and reviewed and approved art materials

Junior Designs, Windsor, CT 2018-Present
Owner/Freelance

- Produce freelance design assignments-including newsletters, logos and artwork for imprinting
- Well-developed customer services skills, including phone and in-person communication and problem-solving skills
- Fiscal responsibilities include estimating production costs, developing customer quotes, and billing and receiving

Eastern Connecticut State University, Willimantic, CT 2017 to Present
New Media Studies Office Worker

- Serve as primary contact for the office; utilizing communication skills to answer phones and assist office drop-ins
- Input department assessment data in Microsoft Excel and create graphs and reports
- Maintain current content and identify and revise broken links on department website

Presentations:

Real News vs. Fake News: Are we all just being conned? Junior, J., Smith, J. & White, E. Poster Presentation, National College Media Convention, New York, NY, March 2020

Real News vs. Fake News: Are we all just being conned? Junior, J., Smith, J. & White, E. Poster Presentation, CREATE Conference, Willimantic, CT, May 2020

Jenny Junior

987 Lewiston Ave, Willimantic, CT 06226
jennymjunior@comcast.net (860) 444-3215
www.linkedin.com/in/jenniferjunior

EDUCATION:

B.A., Psychology, Eastern Connecticut State University, Willimantic, CT May 2021
Concentration: Industrial-Organizational Psychology
GPA: 3.64
Honors: Dean's List, Lambda Pi Eta eligible
Internship: Major Manufacturing, Summer 2019
Study Abroad: Ireland and England (Global Field Courses); The London School of Economics and Political Science, London, United Kingdom (Spring 2020)
Activities: Psychology Club Fall 2017-Present; Secretary 2018-Present

WORK EXPERIENCE:

Major Manufacturing, Hartford, CT Summer 2019
HR Generalist Intern

- Assisted HR Generalist team with employee on-boarding and record keeping via Microsoft Excel
- Developed on-boarding manual for new employees using Microsoft Publisher
- Sat in on union meetings centered on contract negotiations
- Conducted research for legal team on compliance related issues and completed detailed reports

Eastern Connecticut State University, Willimantic, CT 2018 to Present
Resident Advisor

- Responsible for the wellbeing and safety of 60 college students
- Use communication and empathy skills to provide emotional support to students with varied personal issues
- Apply critical thinking and problem-solving skill to refer students to appropriate campus resources when necessary
- Design and implement 12 educational and recreational programs for hall residents annually

Applebee's, Mansfield, CT 2017 to Present
Server/Host

- Train new servers on proper procedures and acclimate them to restaurant, menu and specials.
- Consistently provide exemplary customer service in a busy restaurant environment.
- Engage effortlessly with people of all ages and backgrounds.
- Easily transition between role as server or host; flexible with changing responsibilities and shifts.

ACADEMIC PROJECT:

Honors Research, Eastern Connecticut State University, Department of Psychology Spring 2019
Completed independent research on stereotyping in the workplace. Explored case studies and collected independent data to support findings.

- Examined three specific subsets: gender, age and ability
- Reviewed, analyzed and summarized case studies to identify common themes
- Documented data using "IBM SPSS" Statistics Desktop from completed participant survey

Sally Senior

123 North Main Street, Windham, CT 06280
Sally.Senior@yahoo.com (860) 444-3215
www.linkedin.com/in/sallyannsenior

Graduating senior with Economics degree and experience in project management and customer service, ready to launch professional career with ABC Company. Offers well-developed problem resolution and analytical skills.

EDUCATION:

B.A., Economics, Eastern Connecticut State University, Willimantic, CT May 2020

GPA: 3.64

Honors: Omicron Delta Epsilon Member

Internships: Credit Summer Analyst, Summer 2019

Activities: Economics Club; Club President September 2018-Present; KnitWits Club Member September 2017-Present

The London School of Economics and Political Science, London, United Kingdom

Full-year Study Abroad Program, September 2018-May 2019

Relevant Coursework: Learning from Quantitative Data, Applied Environmental Economics, Economics in Public Policy

PROFESSIONAL EXPERIENCE:

Oxford Economics, New York, NY Summer 2019

Economic Research Analyst Intern

- Created and maintained detailed financial/economic charts in EViews and excel.
- Provide research assistance for research reports focused on the US economy, Federal Reserve monetary policy, the financial markets and other ad-hoc projects.
- Demonstrated consistent ability to work with minimum supervision, as well as the ability to prioritize workload to meet deadlines/maintain maximum effectiveness.
- Acquired familiarity with Bloomberg

Bank of America, Willimantic, CT

September 2017- Present

Part-time Teller

- Accurately process customer cash, check, transfer, and statement transactions, with a balanced or reconciled drawer.
- Greet and guide customers in a friendly and professional manner while communicating existing and new account services.
- Process recurring and daily electronic transactions; track and communicate wire transfers for business and personal customers.
- Consistently submit balanced drawer, reconciled to zero, resulting in six-time recipient of "Teller Precision" monthly award.

Publications:

Sally Senior, *The Economic Impact of College Debt on Investing*, The Economist, February 2019, 44-47

Samuel Gradprogram

123 North Main Street, Windham, CT 06280
Sam.Senior@yahoo.com (860) 444-3215
www.linkedin.com/in/samuelgradprogram

Graduating senior with Health Science degree pursuing Master's Degree in Physical Therapy. Main area of interest lies in Acute Care. Over 100 observational hours completed to date.

EDUCATION:

B.S., Health Science, Eastern Connecticut State University, Willimantic, CT May 2020
Concentration: Physical Therapy
GPA: 3.72
Honors: Phi Theta Delta Member
Athletics: Varsity Lacrosse, 4 Year Letter Winner; 2 Year Team Captain

PROFESSIONAL DEVELOPMENT:

- Crossroads Physical Therapy**, Columbia, CT (36 hours) July-August 2019
- Worked with licensed physical therapists to explore different techniques of contemporary rehabilitation.
 - Found a passion for rehabilitation exhibited by patient care professionals that affirmed personal and professional career goals.
 - Assisted physical therapists in prescribing treatment protocols and motivated patients to attain their goals through hard work and consistency.
- Windham Hospital Rehabilitation Network**, Willimantic, CT (67 hours) July-August 2018
- Observed a licensed physical therapist in an outpatient clinic setting; expedited diagnosis and treatment by taking notes for the physical therapist.
 - Gained hands-on experience by participating in patient care and serving as a mock-patient for a Seminar on massage and manual therapy techniques.
 - Coached patients to set goals to improve their quality of life.
 - Critiqued the differences in spinal manipulation techniques and exercise-based programs.

EXPERIENCE:

- Rehab Assistant**, Backus Hospital, Norwich, CT May-August 2019
- Supported occupational, speech, and physical therapists in providing care to adolescent, infant and teenage patients.
 - Clarified treatment protocols for patients and their parents and instructed them on correct form and usage when appropriate.
 - Communicated with patients to set goals and stimulated their learning environment by gathering different treatment tools.
 - Rehabilitated autistic children by partaking in prescribed therapeutic activities.
- Retail Salesperson**, Kohl's, Mansfield, CT August 2018-Present
- Apply strong communication and problem solving skills to assist customers in locating products.
 - Fiscal responsibilities include managing cash register and assisting with end of shift deposits.
 - Collaborate with store managers in prioritizing duties and allocating tasks to team members.

Abby Athlete

123 Poquonack Ave., Windsor, CT 06095
Abby.Athlete@gmail.com (860) 444-3215
www.linkedin.com/in/customizedlink

EDUCATION:

B.S., Environmental Earth Science, Eastern Connecticut State University, Willimantic, CT May 2020

Minor: Hydrogeology

GPA: 3.64

Honors: Member of Sigma Gamma Epsilon Deans List,

Internships: DEEP Summer 2019

Activities: Environmental Club, 2017-Present, Vice President 2018-Present

Athletics: Women's varsity soccer, 2017-Present; Team Co-Captain 2019

EXPERIENCE:

Department of Energy and Environmental Protection, Hartford, CT Summer 2019

Junior Geologist

- Performed responsibilities of groundwater sampling, hydro geological assessments, and geologic logging
- Assigned the tasks of preparing field survey reports and perform interpretation of environmental data
- Responsible for data management and preparing reports of geological mappings
- Handled the tasks of remotely monitoring rig activity, geological data analysis, and research of integrated reservoir
- Completed testing and interpreted well logs and other technical data gathered from field operations

Eastern Connecticut State University, Willimantic, CT

Fall 2018 to Present

Residence Life Office Assistant

- Responsible for assisting residence hall staff with security of residence hall
- Monitor and sign-in visitors/guests
- Provide general assistance to residents, answer questions and make referrals as needed
- Maintain a high level of professionalism and report to work timely and consistently

ATHLETICS and LEADERSHIP:

Women's Varsity Soccer

- 3-year letter winner, Team captain 2019
- Team representative to Student Athlete Advisory Committee 2018-Present
- Serve as role model and mentor to underclassmen
- Assist head coach with development and implementation of practice drills
- 2-time selection to LEC all-academic team

Reagan Recent
123 Main Street, Apt. 101
New York, New York 10001
Mobile: 202-555-1234
reaganrecent@gmail.com

Recent Art History graduate with 4 years of gallery and museum experience seeks new opportunity as an assistant curator. Offers high attention for detail and experience with research, displaying artifacts and planning exhibits.

EXPERIENCE

New York City Fire Museum, New York, NY June 2018-Present

Assistant Director and Event Coordinator

- Assist the Director with all aspects of the museum, including exhibits, programs and budgeting
- Responsible for booking and coordinating museum's 3rd floor for outside events
- Collaborate with the museum volunteer firefighter staff in planning school visits and fire safety education sessions
- Research and book featured exhibitions, including executing contracts and agreements
- Assist with exhibition displays and cataloging permanent exhibitions

The Metropolitan Museum of Art, New York, NY June 2017-May 2018

The Tiffany & Company Foundation Intern

- Recipient of sole, 12-month, internship with the Tiffany & Company Foundation
- Researched and documented permanent collection
- Tasked with researching and identify future special exhibitions
- Completed independent research project on *Solving a Puzzle from the Past* and participated in small gallery installation
- Gained greater insight on American Culture and decorative arts from 1700-1930

Eastern Connecticut State University, Willimantic, CT September 2015-May 2017

The Art Gallery (Akus Gallery) Student Worker

- Assisted in the relocation of the Akus Gallery to the new Art Gallery
- Catalogued art and artifacts using Microsoft Excel
- Aided in the development of marketing materials and social media campaigns to announce new exhibitions
- Greeted visitors to the Art Gallery and provided quality customer service
- Utilized strong communication and presentation skills to educate patrons on the exhibits

EDUCATION

B.A. Art and Art History, Eastern Connecticut State University, Willimantic, CT May 2017

Concentration: Art History

GPA: 3.89

Honors: Magna Cum Laude; Kappa Pi 2016, 2017

Activities: Vice President, Accounting Club, 2015-2017; Resident Assistant, 2014-2017

Internship: Auditor internship, Ernst & Young, New York City

Actor Sample

645 Seaside Road, New London, CT
123-456-7890 | jimjones@email.com
Actor/Singer · 6'2"/190 · Hair: Brown · Eyes: Green

WORK EXPERIENCE

09/19 - 11/19
Willimantic, CT
Actor | Our Town

- Cast in the role of Mr. Webb, in Eastern Players Theatre production
- Learned all lines, participated in rehearsals and performed in seven shows

05/19 - 07/19
Willimantic, CT
Actor | Carousel

- Understudy for the role of Billy Bigelo in Windham Theatre Guild production
- Learned all line, participated in rehearsals being prepared to perform if lead was unavailable
- Sang in the chorus for all relevant songs in the production

02/19 - 04/19
Willimantic, CT
Actor | Into the Woods

- Played the role of Rapunzel's Prince
- Helped design and build the set and assisted with costume creation

09/18 - 11/18
Willimantic, CT
Actor | West Side Story

- Cast in lead role, Tony, in Eastern Players Theatre production
- Learned all lines, participated in rehearsals and performed in seven shows

EDUCATION

B.A., Theatre, Eastern Connecticut State University, Willimantic, CT May 2020
Internship: Goodspeed Opera House, Summer 2018
Voice: Emily Riggs

Improv: Sea Tea Comedy Theater July 2018

SKILLS:

Singer (Tenor), Juggling, Card Tricks, Ice Skating, Ballroom Dancing, Fluent in English and Spanish, Dialects (Australian and British), Driver's License, Passport

Note: Always attach a professional headshot to the back of your resume.

Instrumental Sample

83 Windham Street, Willimantic, CT 06226
123-456-7890 | insturmental@email.com

EDUCATION

B.A., Music, Eastern Connecticut State University, Willimantic, CT

May 2020

GPA: 3.69

Internship: Hartford Symphony Orchestra Spring 2019

Principal Instructor: Jeff Calisi

EXPERIENCE

Intern to the Executive Director

February–May 2019

Hartford Symphony Orchestra, Hartford, CT

- Prepared for music education events (i.e. educational materials for participants, seating charts, etc.)
- All aspects of concert production and concert duty
- Wrote press releases, radio spots, and designed direct mail pieces
- Researched grant opportunities and wrote content for applications

Ticket Services Representative

June 2018–January 2019

Hartford Symphony Orchestra, Hartford, CT

- Provided customer service at the box office window, helping patrons with ticket purchases, season subscriptions, and requests for artist and event details
- Processed ticket orders and requests using Tessitura and TicketMaster applications

PERFORMANCE EXPERIENCE

Orchestra, Eastern Connecticut State University, Willimantic, CT

September 2016-Present

Orchestra, Timpani, Section Leader as of September 2018

Concert Band, Timpani

Percussion Ensemble, Timpani

Chamber, Eastern Connecticut State University, Willimantic, CT

September 2017-Present

Musical Engagements, Eastern Connecticut State University, Willimantic, CT

September 2017-Present

The Music Man, Pit Orchestra, Spring 2019

Hello Dolly, Pit Orchestra, Spring 2018

SKILLS:

- Proficient in all Microsoft Office applications, Outlook and other e-mail programs
- Tessitura ticketing functions, ACCPAC, and OPAS software,
- Familiar with basic web page creation and management, Adobe PageMaker, Macintosh operating systems,
- TicketMaster application

The Curricula Vitae (CVs)

A CV is most often used by students seeking academic or research positions. The CV features your entire academic history and can include sections dedicated to: education, publications, professional presentations, research, teaching and work experience. CVs typically are multi-page documents with the content most relevant to the position you are applying to appearing on the first page or two.

Traditional positions for which a CV is used include: faculty positions in higher education, research and development jobs, federal jobs, post-doctoral positions, fellowships and grants, applications to doctoral programs.



Georgette Graduate

4202 E. Fowler Ave., Tampa, FL
Gigi.graduate@comcast.com (813) 555-5555

EDUCATION:

B.S., Biochemistry, Eastern Connecticut State University, Willimantic, CT

May 2020

GPA: 3.8

Minor: Healthcare Informatics

HONORS/AWARDS:

- Semi-Finalist for Cell and Molecular Physiology Section Robert Gunn Student Award, American Physiological Society (2019)
- Barbara A. Horwitz and John M. Horowitz Outstanding Undergraduate Abstract Award, American Physiological Society (2019)
- Student Research Award, Eastern CREATE Conference (2017)
- First Place Poster Presentation Award: Undergraduate Student, Northeast Physician Scientist Symposium (2018)
- Eastern Connecticut State University Dean's List, (Fall 2016-Present)

PRESENTATIONS:

- **American Society for Biochemistry and Molecular Biology**, Minneapolis, MN. "Anti-Cancer Effects of Ascorbic Acid and Hyperbaric Oxygen Therapy in vitro," April 2020
- **Eastern Connecticut State University Undergraduate Research Colloquium**, Willimantic, CT. "Pharmacological Vitamin C and Hyperbaric Oxygen Therapy as Pro-oxidative, Metabolic, Anti-cancer Therapies," April 2020
- **Northeast Physician Scientist Symposium**, Boston, MA. "Anti-cancer effect of ascorbic acid in vitro," November 2019
Awarded First Place in category Poster Presentation: Undergraduate

RESEARCH:

Undergraduate Research Honors Thesis, in Progress: "Evaluating Pharmacological Ascorbic Acid and Hyperbaric Oxygen Therapy as Pro-oxidative, Metabolic, Anti-cancer Therapies"

Research funded through American Physiological Society Undergraduate Research Excellence Fellowship (UGREF)

Department of Biology, Eastern Connecticut State University, Willimantic, CT. Undergraduate Research Assistant, March 2018–Present

- Assist Professor A. Biologist in original research on cancer metabolism
- Conducts:
 - Cell culture & respective analysis
 - Confocal microscopy
 - Oxidative stress assessment (in vitro)
 - Blood ketone and glucose measurements

EMPLOYMENT:

Office of Residence Life, Eastern Connecticut State University August 2018 – Present
Residential Assistant

- Conducted social programming, arranging monthly activities for hall of 35 students
- Enforced university regulations to ensure safe living environment

ON CAMPUS INVOLVEMENT:

Biology Club, Eastern Connecticut State University August 2016–Present
Member

- 4-Year Club Member
- Currently serving as club president; previously club secretary (2017-2018) and vice-president (2018-2109)
- Actively participate in educational and fundraising programs to familiarize the campus and local community about the club

People Helping People, Eastern Connecticut State University August 2016–Present
Member

- Advocates and fundraises for Willimantic, CT charitable organizations
- Co-designed presentation on food insecurity in the Willimantic community
- Lead group of 10 students in annual coat donation initiative

VOLUNTEER EXPERIENCE:

Animal Companions, Eastern Connecticut State University August 2017–Present
Volunteer at Tara Farm

- Advocate for University of South Florida Education Abroad programs
- Provide presentations to student groups about experience on Honors College program, “Germany Beyond the Classroom”
- Discuss program affordability and study abroad scholarship options

SKILLS:

Language: Fluent in English and Spanish

REFERENCES:

You can list references on a C.V. if you want to, but it is an optional content section on a C.V.

Writing Your Cover Letter

Purpose: The purpose of your resume is to convince the employer to invite you for an interview. Use the letter to show your enthusiasm for the job and showcase you have the skills to be successful. Always customize the letter to the position you are applying to. Keep in mind, this is a supplemental piece to your application, not simply a summary of your resume.

Format: You should utilize a formal business letter format in writing your letter. You may send your cover letter as an attachment if emailing in your resume/application. If utilizing postal mail, also include your cover letter with your resume.

Research: We strongly encourage researching the employer prior to beginning your cover letter. Often you will be able to include something you learned about the employer within your letter.

Things to Avoid:

- Hello, my name is.... (boring)
- To Whom It May Concern -- always identify a person to address your letter to. Can't find a contact, then use Dear Hiring Manager or Dear Search Committee
- Being general-- targeted, on-point messaging is much better
- Repeating what's on your resume or CV
- Indenting Paragraphs
- Exceeding a page in length

The Letter: In most cases the 3-4 paragraph style of letter will suffice for your application process. You may wish to consult with your academic department for additional guidelines on writing your cover letter.

Intro Paragraph: Make a connection with the reader when possible; specifically mention a common professional acquaintance or express your interest in the organization. Conclude the paragraph with a statement identifying the skills, knowledge and/or experience you plan to address in your next paragraph.

Body Paragraphs: Be sure to show you can do the job and provide specific examples of previous experiences which illustrate you have the skills to do the job. Explain why you believe you are a good fit for the position and the organization. Be sure to indicate how you will bring value to the employer and why you want to work for them.

Closing Paragraph: Thank the employer for looking over your application materials. Always reiterate your interest in the position and/or employer. Indicate your willingness to follow-up with more information if needed and your interest in speaking further about the opportunity. Be sure to include your contact information if you did not use your resume header on your letter.

Signature: Always close with Sincerely, and sign your name

SAMPLE COVER LETTER

John Jones

123 North Main Street, Willimantic, CT 06226
jonesjoh@my.easternct.edu (860) 555-1111
www.linkedin.com/in/customizedlink

March 3, 2020

Ms. Lisa Lewis
Vice President
Sample Marketing Group
555 Fifth Avenue
New York, NY 10001

Dear Ms. Lewis:

Through my internship experience at the National Sculpture Society, I became aware of Sample Marketing Group. Your company is highly regarded for exceeding client expectations and leads the industry in fortune 500 clients. My experience in the marketing field combined with my exceptional social media skills will allow me to easily transition to your team and fulfill the responsibilities of the Communications Specialist position.

My internship with NSS provided me the opportunity to streamline their website and develop content videos publicizing the success of the society's artists. With advanced skills in social media, I created a comprehensive marketing strategy with the main objective of increasing followers and viewership. Through leveraging more interactive content across each platform, we realized a 45% overall increase in followers on Twitter, Instagram and Pinterest, along with a 25% increase in website viewership. In addition to this experience, I have been able to hone my interpersonal and customer service skills at my job with the Career Development Office at Eastern. All of these skills will serve me well as a member of your marketing team.

Thank you for taking the time to review my application materials. I look forward to speaking with you about the Communications Specialist position at Sample Marketing Group and am excited to learn more about the role and your company. You may reach me via my contact information provided above.

Sincerely,

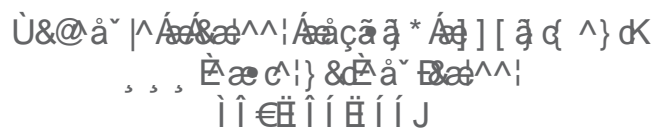
John Jones

How To Connect With Us



Visit our Career Studio in the J. Eugene Smith Library, 1st Floor

View studio hours online at www.easternct.edu/career



Office of Career Success



Eastern Connecticut State University Alumni and Students



EasternCareer



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