

Resume Writing



AMERICAN UNIVERSITY • CAREER CENTER

Butler Pavilion, 5th Floor, 4400 Massachusetts Avenue, NW, Washington, DC 20016-8011

Phone: 202-885-1804 Fax: 202-885-1861 Web: www.american.edu/careercenter

Marketing yourself. Think of your resume as a billboard and you have 30 seconds to deliver your message. What do you want an employer to know about you? How will you market your experience and skills? Paint a picture for the prospective employer demonstrating the scope of your current and past responsibilities and the results you have achieved.

Content

Since your resume is your personal marketing tool, keep in mind that the following section titles are intended to act as general guidelines that you should modify to your individual needs.

Headings for Standard Sections

Personal contact information. Personal Contact Information. (required) Name, Address, Phone, E-mail, Web site (include only if your personal web site is professional).

Objective/Summary/Profile. (optional) Recommended for individuals with specific career goals and used more often in certain career fields. For further guidance, please speak with an advisor in the Career Center.

Education/Training. Begin with the most recent degree you are pursuing or have earned. Include the degree level, major (and minor), institution, month and year of completion, and location with city and state. List additional degrees in reverse chronological order.

Academic Scholarships/Honors/Awards.

(Can also be included under Education)

Relevant Courses/Projects.

(Can also be included under Education)

Experience. Employers consider experience, paid or unpaid, an integral part of your resume. Your experience section should highlight your accomplishments on the job and the skills you used.

Headings for Other Possible Sections

Computer and Language Skills.

Presentations/Publications.

Professional Associations/Affiliations.

Activities. This section provides you with the opportunity to list your degree of involvement with college and community activities. Through a description or a list of your accomplishments and extracurricular activities, employers can begin to learn about your interests, motivations, and interpersonal skills.

Interests. (optional) This section gives you an opportunity to demonstrate another dimension of your life.

Describing Your Experiences

An effective resume uses dynamic language that is tailored to the specific position for which you are applying. Using action verbs, describe your accomplishments with **PAR** statements: Projects, Actions and Results.

Example: CSIS student interning at the IT Help Desk at a small computer software company.

(Project) To identify common problems experienced by customers.

(Action) Collaborated in a team of three to develop a software tracking system using Visual Basic.

(Result) Decreased the time for customer complaint resolution by 30%.

Collaborated in a team of three to develop a software tracking system using Visual Basic. Identified common problems experienced by customers, decreasing the time for customer complaint resolution by 30%.

This entry gives employers a better sense of how you have put your skills to use. Also, you can make a stronger impression by quantifying your experience to convey the size or scale of projects, budgets and results. The following sample list of action verbs will help you turn a passive job description into a strategic, achievement-oriented resume that engages employers.

analyze	evaluate	negotiate
assess	implement	organize
attain	improve	plan
coordinate	initiate	promote
create	lead	research
design	manage	strengthen
develop	monitor	support

A comprehensive list can be found at www.american.edu/careercenter.

Three Basic Resume Formats

There are three basic formats for resumes—chronological, functional, and electronic. Most resumes follow one of these formats or use a combination.

Chronological format. (Samples 1, 2, 3, 4, 7, 8)

This format is best used when your job history shows growth and development, when you are staying in the same field, when the name of the most recent employer is an important consideration, when prior job titles are impressive, or when you are in a highly traditional field such as accounting, banking, or teaching. It is not recommended when work history has large gaps or when you have changed jobs frequently. Begin with your most recent experience and work backward. This is the most common resume format used by students.

Functional format. (Also called Skills format, Sample 5)

This format is best used when you have a variety of unconnected work experiences and want to emphasize your skills more than your work history. It is also helpful when changing career paths. The functional format is not recommended if you are in a highly traditional field such as teaching or accounting, you have performed a limited number of functions in your work, or you want to emphasize the places you have worked as opposed to the skills you possess.

Electronic or scannable format. (Sample 6) Electronic or scannable resumes are sent or read by computers and have special formatting guidelines. Since this mode of communication is now commonplace, be sure to refer to “Preparing Your Resume for the Internet,” available on-line <www.american.edu/careercenter> and in the Career Center, for tips and strategies.

Federal Resume. (Sample 9) A federal resume is a resume that includes all the information the federal government requires in an application for employment. For more detail on government requirements, see <http://opm.gov/Forms/pdfimage/of0510.pdf>. The federal resume must include specific information in a certain chronological format and lists job-related and recent employment, education, training, skills. The focus needs to be on accomplishments, results and skills. We have included an abbreviated version, since the federal resume averages three to five pages in length. For further information, consult the resources in the Career Center Library (especially [The Federal Resume Guidebook](#) by Kathryn Kraemer Troutman) or schedule an appointment with a Career Center advisor.

A Word about the Curriculum Vitae (CV) A Curriculum Vitae (CV) is similar to a resume, but is used primarily when applying to teaching or research opportunities. The CV is designed to highlight an individual’s educational and academic history, focusing specifically on academic achievements. The length of a CV may be multiple pages, including the same content of a resume, in addition to the following: teaching

experience, research experience, publications (books, articles, research papers, unpublished manuscripts, or book chapters), academic fellowships, honors and awards, presentations, and professional affiliations, dissertation (thesis title and summary), related professional experience, languages or other relevant skills, and study abroad experiences. The CV should be tailored to the position to which you are applying or targeted toward the industry in which you are interested. For example, if you are applying to a research position, you should describe your research experience first and follow with other experiences such as publications or teaching second. Also, only include work experiences that are directly related to your area of interest (or you may briefly describe unrelated experiences that you think are worthwhile).

Resume Tips

1. **Proof, proof, and proof your resume.** Nothing will eliminate you from an interview list more quickly than a typographical error!
 2. **Indicate month and year you anticipate graduating.**
 3. **Show them; don’t tell them.** Use specific examples of your experience and achievements at each position.
 4. **Include paid and volunteer experiences.**
 5. **Be descriptive, specific, and concise.**
 6. **How many pages should you use?** The amount of experience you have will affect the length of your resume. Generally, an undergraduate student, and sometimes a graduate student, will have just enough information to fit on one page. If you have a significant amount of experience that is relevant to a prospective employer, then two pages may be reasonable. Keep in mind, however, that employers will continue to the second page only if you capture their attention with the information on the first page. Students with one year or less of experience should write a one-page resume and use a cover letter to expand on skills not listed in the resume. Because of the need for special formatting, the length of electronic or scannable resumes may be longer.
 7. **Use key words in scannable resumes.** Be sure to use key words and tailor your resume to each specific employer. An employer searches for words in an applicant’s resume that match the qualifications of a particular job. If your resume does not contain the key words for which an employer is searching, the scanner passes over your resume and you may no longer be a candidate for the position. Collect key words from trade magazines, class notes, newspaper ads, and job postings and be sure to use the same terms used in the vacancy announcement.
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8. Posting a resume on-line with the Career Center.

By keeping your profile updated and posting your resume with AU CareerWeb, accessible through the Career Center Web site:

- 1) you will have access to job and internship opportunities posted just for AU students and recent alumni
- 2) you will be able to submit your resume for posted positions on AU CareerWeb by simply clicking on a button
- 3) employers will be able to search your resume and invite you to become a candidate for their positions

9. Follow-up. Even though you are using technology to help facilitate the process of your job search, it is important to follow up with employers to see if they received your resume, to find out where they are in the hiring process, and to ask if they would like a hard copy of your resume.

Specialized Tips

1. Students with international travel experience will want to elaborate on what makes their travel unusual, for instance:

Traveler and Interviewer in Europe, Spring 2004 Charted the impact of World War II as seen through the eyes of its witnesses and survivors; performed 15 informational interviews (often through interpreters) with citizens of Belgium, France, and the United Kingdom.

2. You are not required to indicate a disability on your resume or in a cover letter and, in general, you should not. Because federal law requires that employers consider only job-related criteria throughout the application and interview phase, you should highlight your skills and abilities. Should an application or employment-related form ask you to identify a disability for purposes of the employer's affirmative action program, the form must state clearly this intended purpose and that it is voluntary for you to disclose this information. Once offered a position, it is your responsibility to disclose a disability if and when you will need accommodation. Employers are required to provide reasonable accommodations only for individuals with known disabilities.

3. If you are a graphic arts or design major, you should develop a creative layout for your resume as an example of your flair for design. Also, you can create a portfolio of your work on a Web site, citing the Internet address on your resume.

4. If you are seeking a college teaching position, you will want to write a curriculum vita. The Career Center Resource Library has information available on this special format.

References

References are people who have known you professionally or academically and who can recommend you for a job or award. Supervisors, professors, and people from your community are common references. Avoid using family members or personal friends. Before listing anyone as a reference, you must first ask permission. Do not send your reference list unless you are specifically asked to do so. Take the list with you to the interview. If the employer does not ask for your references, be sure to mention that you have the reference list if s/he would like to have it. Once you have given the list of references to an employer, make sure that you contact your references to alert them as to who may be calling, what job(s) you have applied for, and which of your skills you would like them to emphasize.

Preparing your reference sheet

List your references on a sheet separate from your resume. You should use the same heading as your resume containing all of your personal contact information. For each reference, include the person's name (with Ms. or Mr.), title, organization, mailing address, telephone number, e-mail address, and how that person knows you. For example, with a professional reference, you might write "former supervisor." By stating the relationship, you allow employers to select those individuals they wish to contact.

How many references do I need?

Employers will usually specify how many references they need. However, it is a good idea to have at least three references: two work/volunteer and one academic. In addition, you may want to have copies of general letters of recommendation in case you need a reference quickly or lose touch with a reference.

Sample 1 - Chronological, on-campus experience, seeking internship or co-op

KWAME WILLIAMS

McDowell #309, 4400 Massachusetts Avenue, NW, Washington, DC 20016, 202-885-5555, e-mail: kwilla@american.edu

EDUCATION

American University, Washington, DC

BSBA, Marketing

May 2005

Overall GPA: 3.3/4.0

Honor: McNair Scholar, 2003 - present

RELEVANT COURSES & PROJECTS

Consumer Behavior

- Created marketing campaign for local restaurant; worked in a team of five; presented findings to company in a PowerPoint presentation
- Analyzed purchasing behavior of consumers to determine marketing strategies; wrote 30-page analysis report

Marketing Research

- Conducted three student focus groups of 10 to test new advertising campaign; wrote summary report of findings
- Developed quantitative survey to test likes and dislikes of a new product; utilized SPSS to compile results

EXPERIENCE

American University, Washington, DC

May 2002-present

Office of the Registrar

Administrative Assistant to University Registrar

December 2003-present

- Collect and interpret university professor evaluations of performance that are later used in decisions on tenure, contract renewals, and merit.
- Work closely with the university registrar and faculty on key issues which affect the university community.

Office of Judicial Affairs

Board Member of Conduct Council

October 2003-present

- Appointed by the Director of Judicial Affairs and the Dean of Students to participate in forum for the resolution of complaints against students.
- Create and enforce academic and social sanctions against students who violate the Code of Conduct.

Undergraduate Admissions Office

Ambassador

September 2002-present

- Represent the university at official functions designed to recruit over 200 prospective students each year.
- Selected to speak on the student panel held during AU's Open House for parents and students.

New Student Programs

Orientation Leader

May-September 2002

- Selected as an orientation leader to welcome more than 1,200 new freshmen to American University.
- Led groups of 20-25 students throughout a two-day orientation experience focusing on academic preparation, diversity training, community building, and alcohol awareness.

SKILLS

Computer: Proficient in Microsoft Word, WordPerfect, and Netscape Communicator

Language: Conversational Spanish

Sample 2 - Chronological, recent graduate with solid internship experience

ASHLEY DeSALLE

4800 Nebraska Avenue NW, Washington, DC 20016, 202-555-5555, Ashley@hotmail.com
1 Grove Drive, Rose, New Jersey 07450, 201-555-5555

EDUCATION

American University, Washington, DC, May 2004

BA, Public Communication; Minor: Art History
Overall GPA 3.6/4.0

Rutgers University, New Brunswick, NJ, 2000-2001

Completed courses in art history and Italian culture

ACHIEVEMENTS

Golden Key National Honor Society

American University Dean's List

National Honor Society

Featured front page and investigative reporter for American University's newspaper, *The Eagle*

PROFESSIONAL EXPERIENCE

Special Olympics International, Washington, DC

Intern, Communication and Public Affairs Department (January 2004–May 2004)

- Researched, wrote, and edited articles for quarterly magazine and official Special Olympics web site
- Conducted interviews, gathered information, and wrote summaries for monthly internal newsletter

Ketchum Public Relations, Washington, DC

Intern, Public Affairs Department (September–December 2002)

- Increased client visibility by designing and assembling information packages and participating in brainstorming sessions
- Prepared media conference information and placed follow-up calls to maximize media coverage
- Monitored news sources and pitched story ideas to media in the healthcare, technology, political, and financial fields

The White House, Washington, DC

Intern Volunteer, First Lady's Correspondence Office (December 2001–August 2002)

- Distributed and responded to incoming correspondence regarding education and international issues
- Served as tour guide and liaison for holiday and special constituent White House events

The National Portrait Gallery, Washington, DC

Intern, Graphic Design and Special Exhibit Department (September–December 2001)

- Informed gallery visitors about upcoming films and special events by creating bi-weekly story boards displayed at gallery entrance
- Designed gallery and special exhibit brochures
- Planned and executed the preliminary and final phases of several special exhibits

ABC Studios, New York, NY

Intern, Twentieth-Century Project (January 2001)

- Conducted historical research for ABC's Twentieth-Century video series
- Collaborated with production associates during the early development of individual films and worked directly with editors and producers in editing room during final stages

COMPUTER SKILLS

Possess working knowledge of MS Word, Excel, Access, PowerPoint, Adobe PageMaker and Photoshop

VOLUNTEER WORK

Public Relations Student Society of America, 2001–present

Spina Bifida Association of Bergen-Passaic County, 1998

Ridgewood Special Services Home and School, 1997

Sample 3 - Chronological, recent graduate with international and domestic internship experience

LAURENCE DAVID CHURSED

1234 Nebraska Avenue, NW, Washington, DC 20016
202-411-1234, E-mail: LDC@american.edu

EDUCATION

American University, Kogod School of Business, Washington, DC
Bachelor of Science in Business Administration (marketing and finance), May 2004

Universite Catholique de Louvain, Brussels, Belgium

International Marketing Semester, January–April 2003

- Completed courses and an internship in international marketing
- Attended seminars presented by top European business leaders
- Traveled extensively throughout Europe, including Austria, Denmark, Latvia, and Russia

SKILLS

Computer Savvy: Proficient in Microsoft Word, Access, Excel, FrontPage, PowerPoint, Adobe Photoshop, Adobe Pagemill, Netscape Composer, Macromedia Fireworks, LexisNexis, Corel WordPerfect

Multilingual: Basic knowledge of Hebrew and Spanish (reading, speaking and writing)

RELEVANT EXPERIENCE

Kadlecek, Nedwick, Shroeder and Associates, Washington, DC

Consultant Intern, May 2003–present

- Created a marketing plan for a strategic communications and event consulting firm

MAB Parcel Service Europe, Brussels, Belgium

Marketing Analyst Intern, January–April 2003

- Updated and improved the MAB.com European Web sites
- Analyzed data on the usage of the MAB.com web site
- Prepared MS PowerPoint presentations on usage data, which were then presented to high-level executives

Agnello and Goldenberg Investments, Inc., Wellesley, Massachusetts

Financial Advisor Intern, May–August 2002

- Utilized mutual fund software developed by Morningstar and conducted searches to select mutual funds
- Assessed retirement funds, determined future benefits and shortfalls on amount and diversification of investments, using financial planning software

Judy Kurden Gourmet, Boston, Massachusetts

Special Events Assistant, May–August 2001

- Coordinated and set up business breakfasts, luncheons, and dinners at Rogers Consulting
- Audited daily cash flows, managed weekly inventory, and distributed products

PROFESSIONAL SOCIETIES

American Advertising Federation, Vice President, May 2003–May 2004

- Managed accounts and media planning projects

American Marketing Association, Chapter Secretary, May–December 2002

- Planned speaker panels and kept minutes and chapter history

Alpha Kappa Psi Business Fraternity, Membership, Professional and Social Committees, 2002–2003

- Created first Annual Leadership Clinic to mentor high school students on careers in business
 - Served as co-chairman of winter gala, celebrating the year's accomplishments
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Sample 4 - Chronological, recent graduate, international and domestic internships

JEAN NOMMOREAU

4400 Massachusetts Ave., NW, Washington, DC 20016, 202-555-5555, jean@american.edu

EDUCATION

School of International Service, American University, Washington, DC, May 2004

Bachelor of Arts, Interdisciplinary Studies: Language and Area Studies specializing in France-Europe

Honors:

Cumulative GPA 3.89/4.0

Dean's List

Golden Key National Honor Society

University Honors Program

Sweet Briar College Junior Year in France: Paris, France, Fall 2002–Spring 2003

- Studied European and French politics while directly matriculated in French university system

LANGUAGE SKILLS

Fluent in French, intermediate-level Spanish

EXPERIENCE

Intern. Western Policy Center: Washington, DC, August 2003–May 2004

- Attended congressional hearings, think tank conferences, and other events as a representative of public policy organization promoting U.S. interests and Western institutions in southeastern and eastern Europe
- Drafted and distributed memoranda of events attended for use by key officials at the center
- Conducted research for center publication, the Strategic Report, and culled pertinent data for center databases
- Participated in staff briefings and informational meetings regarding center activities, projects, and events

Intern. Association Chretienne pour l'Abolition de la Torture (ACAT) (Christian Association for the Abolition of Torture): Paris, France, November 2002–May 2003

- Monitored global developments in human rights abuses at Paris office of international human rights group
- Researched and drafted articles for pending publication on death penalty
- Participated in meetings with Paris community and helped brainstorm ways of raising awareness of death penalty

Human Resources Associate. The Smith Company: Washington, DC, Summer 2002

- Assisted in management of human resources department of large telemarketing company
- Researched and answered 20-40 daily queries from federal and state governments and employers pertaining to unemployment verifications, welfare funds eligibility, and proof of employment for current and former company employees
- Reconciled payroll by entering employee wages in database and distributing paychecks

Intern. National Coalition to Abolish the Death Penalty (NCADP): Washington, DC, January–April 2002

- Wrote ten biographies of juvenile death row inmates for NCADP Web page and newsletter
- Planned and attended organizational meetings pertaining to lobbying Congress
- Successfully solicited donations for fund-raising efforts and maintained database of NCADP supporters

ACTIVITIES

- Program Director, American University Radio Station, January–May 2002
- Group Leader, Freshman Service Experience at American University, Fall 2001
- Volunteer, Calvary Bilingual Learning Daycare Center, January–May 2001
- Volunteer, D.C. Central Soup Kitchen, Fall 2000
- Camp Counselor, Hi Hills Day Camp, summers 2000, 2001, 2003

COMPUTER SKILLS

Proficient in Microsoft Works, Word, Outlook, and Explorer; Paychex; and Internet research

Sample 5 - Functional, graduate student with solid experience

ELISE DIANE WELSH

5834 Newark Street, NW, Washington, DC 20008, 202-523-4836, edw@american.edu

EDUCATION

American University, Washington, DC

MA, International Relations, May 2004

Comparative and Regional Studies: Africa

Middlebury College, Florence, Italy, and Middlebury, Vermont

MA, Italian Language and Literature, August 1998

Thesis: "Dall'Africa all'Italia: Gli extracomunitari a Firenze (From Africa to Italy: The Non-European Economic Community in Florence)"

University of Southern Colorado, Pueblo, Colorado

BS, Broad Area Social Science, May 1992

SKILLS

Management

- **Responded** to daily inquiries about Nonviolence International
- **Coordinated** logistical and planning aspects of International Day, including performances, floor planning, and student projects
- **Recruited** and coordinated 75 volunteers for Baltimore, Maryland, Columbus Day Parade
- **Facilitated** "Rainbows" (for children experiencing a loss in the family)
- **Projected** Foreign Language Department budget of \$10,000
- **Organized** university athletic banquet for 400 people
- **Scheduled** guest speakers and extracurricular events (field trips, dances, fund raisers, etc.)

Program Development

- **Initiated** contacts with Nigerians interested in nonviolent conflict resolution workshops
- **Contributed** to writing a grant proposal for Islam, Democracy, and Nonviolence
- **Attended** peace and conflict resolution workshop for Palestinian Security Officers
- **Formulated** a four-month program of student projects (recipes, traditional costumes, flags, reports, regalia, etc.) to educate students and community about cultural diversity culminating in an International Day event
- **Modified** classroom curriculum and activities
- **Created** interactive video-disc program at the LIBRA Authorware conference sponsored by the United States Naval Academy
- **Attended** and assessed the Computer Assisted Language Learning and Instruction Consortium (CALICO) coordinated by the United States Air Force Academy
- **Co-authored** proposal for Interactive Video-Disc Laboratory

Languages and Travel

- **Fluent** Italian, intermediate French, basic Spanish skills
- **Lived** in Italy and France and traveled to Canada, Hawaii, the Caribbean, Germany, Austria, Switzerland, and Ukraine

Computers

- Proficient in MS Word, Excel, Access and PowerPoint

EMPLOYMENT HISTORY

Our Lady Queen of Peace School, Baltimore, Maryland

Social Studies, Science, and Spanish Teacher, August 1999–present

Nonviolence International, Washington, DC

Cooperative Education Intern, June–August 2003

Academy of Languages, Baltimore, Maryland

Italian Tutor, June 2002–August 2003

Pueblo County High School, Pueblo, Colorado

French, Italian, and Spanish Teacher, August 1994–August 1996

Sample 6 - Graduate student using electronic/scannable format (.txt) to post resume on-line

MEGAN WILLIAMS
5555 Great Avenue
Manassas, VA 55555
703-555-5555
mwms@american.edu

EDUCATION

Master of Public Administration, May 2004
American University, Washington, DC

Bachelor of Arts in Sociology, December 1997
University of California at Davis, Davis, California

Semester in Washington, DC, Fall 1997
University of California, Washington, DC

EMPLOYMENT HISTORY

Director, Client Services, NewsRoute
Silver Spring, Maryland, August 2002 - present
- Manage all client processes and interactions
- Develop and maintain database structures for each client

Manager of Publications and Special Events, Career Center, American University
Washington, D.C., September 2000 - July 2002
- Managed production and distribution of publications
- Managed Web site content and design
- Coordinated all event logistics for workshops, job fairs, and panel presentations
- Developed and maintained event management database system
- Supervised two - three employees

Associate Manager, Meetings, Publications, and Programs, Composite Can and Tube Institute
Alexandria, Virginia, February - September 2000
- Coordinated membership program
- Organized logistics of annual conference and smaller committee meetings throughout the year
- Produced bi-monthly industry newsletter
- Redesigned company Web site

Administrative Policy Assistant, National Organization for Women Legal Defense and Education Fund
Washington, DC, August 1999 - February 2000
- Tracked, analyzed and participated in drafting federal legislation regarding violence against women and welfare
- Produced alert mailings and broadcast faxes
- Managed daily office operations
- Supervised interns and volunteers

Development Assistant, Women's Research and Education Institute
Washington, DC, April 1998 - July 1999
- Organized logistics of annual gala-silent auction and board meetings
- Coordinated publication distribution, information requests; prepared press releases and bulk mailings; and provided administrative support

COMPUTER SKILLS

SOFTWARE: Word, Excel, PowerPoint, Publisher, WordPerfect, SPSS, Quicken
GRAPHICS: PageMaker, PhotoShop, Illustrator, Macromedia Dreamweaver, Fireworks
DATABASE: Access

ACTIVITIES AND AFFILIATIONS

Self-financed 100 percent of graduate school expenses
Editor, The Graduate Review, 2002
Community organizer, ACORN, 1998
Workshop presenter, NOW Young Feminist Conference, 1997

Sample 7 - Graduate student using professional profile to highlight skills and to tailor chronological resume to particular industry/field

Michael Brown
6241 Green Street, #110
Rockville, MD 20852
H (301) 680-2154 W (202) 235-8672
mb1234@american.edu

PROFESSIONAL PROFILE

- Experience in innovative program development and implementation through current work with Federal Prison Industries
- Proven abilities in leadership, motivating people toward a common mission and effectively organizing and utilizing available resources to that end
- Able to grasp and persuasively articulate organizational position, enlist and educate others to assist in needed change
- Extensive background in effectively interacting with people of various ages, socioeconomic, and cultural backgrounds, including those with physical disabilities, through volunteer work

EDUCATION

Master of Public Administration, May 2005
American University, Washington, DC

Comparative Justice Institute, Summer 2003
The Netherlands and London, England

Bachelor of Arts in Journalism, June 1999
The Ohio State University, Columbus, OH

WORK EXPERIENCE

Public Affairs Specialist/Co-op, Federal Prison Industries, Washington, DC, June 2004 - present

- Function as a teamplayer; writing copy for reports, brochures, newsletters, corporate newsletter; facilitating education efforts with other government agencies, private sector parties and congressional interests; instrumental in coordination of the Summit on Federal Prison Industries and National Prison Industries Task Force meetings

Congressional Affairs Intern, Federal Bureau of Prisons, Washington, DC, January - May 2004

- Tracked legislative activity to assess potential impact on the Bureau of Prisons

Marketing Representative, The Retirement Education Network of America,
Washington, DC, September 2000 - May 2003

- Created and managed new advertising client base for corporate magazine

Commodities Exchange Runner, Linnco Futures, Board of Trade, Chicago, IL, July 1999 - July 2000

- Served as a liaison between clearinghouse and traders on the trading floor

ACTIVITIES AND HONORS

- Self-Financed 100% of graduate school expenses
- Kappa Tau Alpha--Journalism Honorary Society
- Volunteer--Martha's Table (Soup Kitchen/Shelter)
- Dean's List--Fall 1996, Winter 1997
- Sigma Alpha Mu Fraternity
- American Society for Public Administration

COMPUTER SKILLS

- Word
- Excel
- Turbo Stats
- PowerPoint
- Publisher
- Quicken
- SPSS
- PageMaker
- Access

Sample 8 - Chronological, sophomore listing college courses and class projects as well as experience gained during high school and college

TERRY E. JONES
tj1234@american.edu
c: 202-256-0000

Local Address

American University
Letts Hall H07
4400 Massachusetts Avenue, NW
Washington, DC 20016

Permanent Address

5050 Adams Street
Pomono, NY 09876

EDUCATION

Bachelor of Arts, Communication
American University, Washington, DC

May 2007

Honors: Alpha Phi Alpha Fraternity Youth Scholarship (2003), Excellence in Writing Award (2004)

Relevant Courses: Writing for Mass Communication, Reporting, Editorial Policies and Methods

Selected Projects:

- Interviewed local entrepreneur for feature article on management consulting
- Analyzed and compared journalistic styles in the *Washington Post*, the *Washington Business Journal* and *Washingtonian Magazine*

Western High School, Pomono, NY

June 2003

SPECIAL SKILLS

Computer: Proficient in QuarkXpress, Photoshop, Microsoft Office Suite, LexisNexis, Paradox
Language: Fluent in Spanish, basic knowledge of French (oral and written)

EXPERIENCE

Hughes Residence Hall Council, Secretary, American University, Washington, DC

January - May 2004

- Planned 12 social and cultural events for 300 freshmen and sophomore residents
- Developed marketing strategies for annual semiformal, increasing attendance by ten percent and reducing costs by \$200
- Edited weekly four-page newsletter, The Hughes News

Good Hope Camp, Counselor, Severn, MD

Summer 2003

- Designed and implemented social, recreational, and educational activities for 50 young people, ages 11-18
- Trained five junior counselors in camp procedures
- Interacted with parents during regular weekend visits throughout the summer

The Elms, Western High School, Yearbook Editor, Pomono, NY

September 2002 - June 2003

- Oversaw layout and production of all sections of 200-page yearbook distributed to class of 500 students
- Selected and supervised staff of 35
- Wrote articles for five sections, including Sports, Clubs, and Senior Profiles

ACTIVITIES

- Member, Writer's Guild, American University, Washington, DC, January 2004-present
 - Volunteer, So Others Might Eat, Washington, DC, September 2003 - present
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Sample 9 - Sample Federal Resume (Abbreviated)

Michael Robinson
6603 Smith Drive
Laurel, MD 20684
Home (301) 555-5555 Office: (301) 888-8888

Job Title and Vacancy Announcement Number: TTC-21-Law Enforcement Officer

Social Security Number: 000-00-0000

Country of Citizenship: U.S.A.

Veteran's Preferences: N/A

Federal Civilian Status: N/A

CERTIFICATIONS: Firefighter II, National Professional Qualifications Board

EDUCATION:

American University, Washington, DC 20016

Degree: B.A. Degree, *magna cum laude*, May 2004

Academic: GPA: 3.85/4.0

Major: Justice, Law and Society

Academic Honors: Fall 2003, Spring 2004

Honor Society Membership: Phi Kappa Phi

Essex Community College, Baltimore, MD 21229, January - May 2000

Introduction to Criminal Justice

Calvert Hall College High School, Baltimore, MD 21286

College preparatory curriculum, received diploma, June 1999

COMPUTER SKILLS: Macintosh and PCs, Windows, Works, Word

EMPLOYMENT HISTORY:

Law Firm of Adams and Jones

1200 19th Street, NE, Washington, DC 20009

From: 9/00 - To: Present

Salary: \$10/hour

Hours: 24/week

Supervisor: John Adams

Telephone: 202-979-5566

Employer may be contacted

Position: Investigator/Paralegal

Gathered and investigated pertinent information related to litigation proceedings of firm. Worked in conjunction with the FBI and other law enforcement agencies to collect evidence for criminal and civil litigation. Visited DC jail to interview inmates, took pictures of crime scenes, gathered facts, and analyzed data for case preparation. Conducted research into relevant case law looking for precedent and pertinent statutes. Prepared legal documents, reports, and exhibits. Served subpoenas.

Volunteer Experience

PAL-People, Animals, and Love, 2/00-9/00

Washington, DC, 20008, 12 hours per week

Supervisor: Beth Hanley, 202-895-7825

Outreach Coordinator - Performed outreach to local churches as part of a grant for a pilot, after school program to assist at-risk youth.

Worked to secure volunteers and assisted classroom leader in preparing and implementing a unique animal-oriented curriculum designed to build respect for animals and self esteem for participants.
