

EFFECTIVE RÉSUMÉ WRITING

A résumé may include some or all of the sections detailed below.

Contact Information	Name, address (optional), phone number, email address, and customized LinkedIn URL. If you need more than one page (rare for students and new graduates), include contact information on the following pages.
Objective <i>(optional)</i>	Use only if you can state clearly the type of work you are looking for. You may need more than one resume, each with a different objective.
Profile or Skills Summary <i>(optional)</i>	Short, bulleted list stating your key skills that match the employer's requirements, e.g., superb research skills, excellent writing skills. Include languages, computer skills, and lab skills as appropriate.
Education	<ul style="list-style-type: none"> Degrees and colleges attended in reverse chronological order. Include city, state (country) of colleges, month and year of graduation (or expected graduation), major/concentration, and minors, if applicable. GPA if 3.0 or higher, honors and awards, studies abroad. Key courses and academic projects relevant to the position you are seeking. Include high school only if you are a first-year student or if you are a sophomore applying for your first co-op, internship, practicum, or other experiential learning opportunity.
Experience	<ul style="list-style-type: none"> In reverse chronological order, for each experience, include job title, organization, city and state, employment dates (month and year) and bulleted description of your key job responsibilities and accomplishments. Start each bullet with an action verb. You may include a variety of experiences, including class projects, internships, co-ops, relevant paid work, other paid work, and community service/volunteer positions. Separate experience into different sections if you have especially relevant experience to highlight. For example, separate it into two sections, "Relevant Experience" and "Additional Experience." Whenever possible, quantify experience (e.g., Developed two-module leadership training for 20 new Resident Advisors).
Activities/ Professional Affiliations	List professional associations and campus/community organizations you belong to. If applicable, include position held, organization name, dates, and brief description of duties.
Interests	If space allows, you can include interests and hobbies, especially if they are relevant to your career or industry goals.

UMass Lowell Career & Co-op Center

University Crossing 450 | O'Leary 105 | 978-934-2355 | career_services@uml.edu | career.uml.edu

Facebook, Instagram & Twitter: [UMLCareerCoop](#)

RÉSUMÉ TIPS

1. **It's about marketing.** Remember, your résumé is a marketing document. It “sells” you and your qualifications for a job opportunity. Its purpose is to prompt an employer to invite you to interview.
2. **Keywords are critical.** Your résumé may be scanned into an applicant database. Use keywords that a recruiter may enter into a search query so that your résumé comes up in search results.
3. **Customize if possible.** The document should get across the most important points for your desired job. Select information and language that supports your job objective, highlights your qualifications, and reflects the job of interest as much as possible.
4. **Write tightly.** Résumés need to be concise. Undergraduates and new graduates rarely need more than one page to tell their story.
5. **Make it easy and inviting.** Résumés should be logically organized, visually appealing, and “scannable” by the reader in 20-30 seconds.
6. **Spell it out.** Avoid acronyms that the reader might not understand. If you use an acronym or abbreviation, use it after the spelled-out version. (Ex. if you write **University of Massachusetts Lowell (UMass Lowell)**, you can refer to UMass Lowell from that point on.)
7. **Consistency counts.** The text needs to be consistently formatted. Layout, font, style, punctuation, and organization should be the same throughout the document.
8. **Not too personal.** Do not include information about your race, age, marital status, or religion, or your Social Security number. Also avoid using first person pronouns such as “I,” “we,” and “my.”
9. **Tell the truth.** Always be truthful on your résumé; but you can be selective about what you include.
10. **No typos!** Make sure your résumé is error-free. Using Spell Check on your computer is NOT enough! Have someone read your résumé for content, flow, grammar, and spelling. Try reading it out loud, too.
11. **Don't use templates.** Templates seem convenient, but are very difficult to edit and often don't make the best use of space. Creating your resume on a blank Microsoft Word document allows more control over the look of your resume.
12. **Practice talking about it.** Be prepared to discuss everything on the résumé in an interview. A practice interview with a career counselor is a great way to rehearse this process.

HAVING TROUBLE FITTING EVERYTHING ONTO ONE PAGE?

- Arrange job title, company/organization, city/state, & dates on same line
- Combine contact information into one line in heading
- Set margins to 0.5” (half inch) & font no smaller than 11pt. font
- Use single spaced lines (*Opt. before and after*)
- Try other (professional) fonts like Arial, Calibri, Cambria, Garamond, or Verdana (*all of these fonts are 11pt, but take up different amounts of space*)

Résumé Sample

Highlight key qualifications based on the job description.

STUDENT NAME (123) 456-7890 | www.linkedin.com/in/studentname
6 Pawtucket Street | Lowell, MA 01854 | first_last@student.uml.edu

EDUCATION
University of Massachusetts Lowell, MA Anticipated May 20xx
Bachelor of Science in Business Administration
Concentrations: Finance and Accounting
GPA: 3.6

Relevant Coursework:
Intermediate Accounting I Financial Management
Financial Accounting Marketing Principles
Managerial Accounting Professional Communications

SKILLS
Computer: ProSystems FX Engagement, Microsoft Excel, PowerPoint, Word
Language: Fluent Khmer

ACADEMIC PROJECTS
Financial Statement Analysis (Apple and Microsoft), 20xx
• Analyzed company's financial situation from its financial statements and accounting ratios

Marketing Strategy Analysis (Xbox ONE), 20xx
• Compared company with competitor marketing strategies
• Analyzed the benefits of the companies' business strategies

WORK EXPERIENCE
Intern, Cullen & O'Malley – Lawrence, MA May 20xx – present
• Scan tax returns into ProSystems FX Engagement system
• Put together tax organizers
• Organize material from new clients

Lifeguard, YMCA – Brockton, MA June 20xx – January 20xx
• Assist in managing and supporting 20+ Aquatics Department team members
• Provide exceptional customer service; exceed members' needs and expectations
• Respond to member inquiries regarding Life Time programs, products, services, policies, and procedures in a professional and timely manner

Use same concise "header" on all application documents (résumé, cover letter, references) – this creates a cohesive package.

Name should be the biggest thing on the page.

GPA should be included if 3.0 or higher.

Relevant coursework can include classes you have completed and those that you are currently enrolled in.

Skills section can include soft skills, technical, computer, or laboratory skills, and language skills.

Highlighting course projects can be a good way to demonstrate specific job related skills that you have gained through hands-on academic experiences. Try to be as specific as possible about the skills you have developed through projects.

Work experience should be listed in reverse chronological order.

The use of bullet points can make a resume easier to read (it draws the reader's eyes down the page). Begin each bullet with an action verb in the appropriate tense.

When writing descriptors, try to communicate what you *accomplished* in the position. Quantify experience whenever possible, e.g., Assist in managing and supporting 20+ Aquatics Department team members.

Some students may add volunteer and campus involvement sections to their resumes. Involvement on campus and in the community is highly valued by some employers and can demonstrate fit for a position if student has not yet completed an internship.

Action Verb List for Résumés

Management Skills	Communication Skills	Research Skills	Technical Skills	Teaching Skills	Financial Skills	Creative Skills	Helping Skills	Clerical or Detail Skills	Other Verbs
administered analyzed assigned attained chaired consolidated contracted coordinated delegated developed directed evaluated executed improved increased organized oversaw planned prioritized produced recommended reviewed scheduled strengthened supervised	addressed arbitrated arranged authored collaborated convinced corresponded developed directed drafted edited enlisted formulated influenced interpreted lectured mediated moderated negotiated persuaded promoted publicized reconciled recruited spoke translated wrote	clarified collected critiqued diagnosed evaluated examined extracted identified inspected interpreted interviewed investigated organized reviewed summarized surveyed systematized	assembled built calculated computed designed devised engineered fabricated maintained operated overhauled programmed remodeled repaired solved upgraded	adapted advised clarified coached communicated coordinated demystified developed enabled encouraged evaluated explained facilitated guided informed instructed persuaded set goals stimulated trained	administered allocated analyzed appraised audited balanced budgeted calculated computed developed forecasted managed marketed planned projected researched	acted conceptualized created customized designed developed directed established fashioned founded illustrated initiated instituted integrated introduced invented originated performed planned revitalized shaped	assessed assisted clarified coached counseled demonstrated diagnosed educated expedited facilitated familiarized guided motivated referred rehabilitated represented	approved arranged catalogued classified collected compiled dispatched executed generated implemented inspected monitored operated organized prepared processed purchased recorded retrieved screened specified systematized tabulated validated	achieved expanded improved pioneered reduced (losses) resolved (problems) restored spearheaded transformed

Katherine Kilby

222 Laurel Lane, Lowell, MA 01854 • 978-555-5555

katherinekilby@student.uml.edu • www.linkedin.com/in/katherinekilby17

OBJECTIVE: Entry-level position as a **Laboratory Assistant** in a public health research lab.

SKILLS:

- **Laboratory:** centrifugation, column chromatography, crystallization, ELISA, IR analysis, PCR, protein assays, protein purification, SDS-PAGE, spectrophotometry, Western blotting
- **Computer:** Final Cut Pro, HTML, Microsoft Office (Word, Excel, PowerPoint, Outlook), SPSS
- **Languages:** Fluent in Spanish; conversational Italian

EDUCATION:

Bachelor of Science in Biological Sciences (May 20xx)

University of Massachusetts Lowell

Relevant Coursework: Biochemistry Techniques, Cancer Biology, Genetics, Immunology, Organic Chemistry Laboratory, Principles of Cell and Molecular Biology

Associates Degree in Biology (May 20xx)

Middlesex Community College, Bedford, MA

ACADEMIC PROJECTS:

Biochemistry (Spring 20xx)

- Conducted extensive research on new and emerging drugs and treatment for Hepatitis C.
- Compiled data and wrote lab report synthesizing research articles.
- Presented results to audience of 50+ biology majors and faculty.

Climate Change Video (Fall 20xx)

- Pitched top idea for a public service announcement as a team of four.
- Directed team to research and create a 5-minute video on modeling a sustainable future.
- Introduced and presented video on campus to a community of students, faculty, and staff.

WORK EXPERIENCE:

Customer Service Associate (Jun. 20xx - Present)

McDonald's, Tewksbury, MA

- Assist customers with meal and refreshment orders in a fast-paced environment.
- Work with manager and team members to monitor inventory.
- Demonstrate professionalism and efficiency when responding to customer complaints.

Note-taker (Sept. 20xx - May 20xx)

Office of Student Disabilities Services, Middlesex Community College, Bedford, MA

- Supported student by attending every class and taking thorough notes.
- Promptly delivered class notes to student to ensure up-to-date information for assignments and tests.

Nicholas (Cole) Martin

220 Pawtucket Street, Lowell, MA 01854 | (555) 555-5555

Nicholas.Martin@student.uml.edu | www.linkedin.com/in/NicholasPMartin

Education:

University of Massachusetts Lowell, Lowell, MA (UMass Lowell)

B.S., Business Administration, Concentration: **Management** (Anticipated May 20xx)

GPA: 3.4; John & Abigail Adams Scholarship recipient

Coursework: Business Seminar, Introduction to Business, Management Calculus

Middlesex Community College, Bedford, MA

Coursework in Liberal Arts (June 20xx-May 20xx)

Lowell High School, Lowell, MA

High School Diploma (June 20xx)

Graduated with Honors

Project Experience:

BizCafe: UMass Lowell (Fall 20xx)

- Worked collaboratively as part of a 4-person team to successfully run a simulated online coffee shop, which entailed managing personnel, marketing our products, and managing cash flow.
- Gained knowledge of staff management and operation of a service business, analysis of multiple factors to calculate break-even, basic financial statements, the impact of marketing and promotion on the success of the business, and the importance of customer satisfaction.

Work Experience:

Call Center Representative: Ruffalo Cody, Lowell, MA (October 20xx – Present)

- Convey a professional and positive image while making phone calls in support of donor and alumni fundraising goals.
- Establish rapport with alumni and friends of UMass Lowell, in an effort to foster a sense of goodwill and initiate monetary donations.
- Consistently exceed weekly goals.

Crew Member: Dunkin Donuts, Chelmsford, MA (January 20xx – October 20xx)

- Completed orders accurately and within specified service standards.
- Suggested certain food and beverage items to customers, according to current marketing promotions; assembled promotional marketing displays as needed.
- Resolved all guest concerns with urgency and professionalism.

Community Service:

Lowell Humane Society, Lowell, MA (September 20xx – Present)

- Provide daily care of shelter animals and help maintain a clean and safe environment.

Habitat for Humanity, Lawrence, MA (September 20xx – June 20xx)

- Helped in organizing, marketing, and selling goods to raise money for those in need of a home.

Wang Xiu Ying

wangxiu_ying@student.uml.edu

978-555-1212 • www.linkedin.com/in/wangxiuying55

OBJECTIVE

A summer internship in the field of Civil Engineering.

EDUCATION

Bachelor of Science, Civil and Environmental Engineering (expected May 20xx)

University of Massachusetts Lowell, Lowell, MA

GPA: 3.0

Coursework in Engineering, 20xx-20xx

Zhejiang University, Hangzhou, China

COURSEWORK

Reinforced Concrete, CE Systems, Soil Mechanics, Environmental Engineering & Lab, Structural Analysis, Statics, Strength of Materials, Dynamics, Surveying, Geomatics, Probability & Statistics for Engineers, Fluid Mechanics, Engineering Materials/Lab.

RELATED EXPERIENCE

Peruvian Village Empowerment, Service Learning Project (1/xx-7/xx)

- Assessed engineering systems installed in rural Peru with service learning team and examined the need for future projects
- Designed a biodigester with one other classmate and traveled to Peru to install it
- Performed a site analysis for a potential bridge in Peru

ADDITIONAL EXPERIENCE

Resident Advisor, University of Massachusetts, Lowell, MA (9/xx-Present)

- Act as role model and leader; promote community involvement
- Work with staff to provide a safe, clean, and healthy living environment for students
- Assist students in transition to college life

Cashier, Linhua Grocery Store, Hangzhou, China (1/xx-9/xx)

- Assisted customers with purchases and with locating store inventory
- Provided friendly and efficient service in a fast-paced environment
- Balanced cash drawer at end of shift, demonstrating accuracy and attention to detail

COMPUTER SKILLS

- Familiar with GT Strudl, AutoCAD Land Desktop, HCS software and Sigma Plot
- Proficient in Microsoft Word, Excel, PowerPoint

PROFESSIONAL MEMBERSHIPS

- American Society of Civil Engineers (ASCE)
- Society of Women Engineers (SWE)

Sara Friends

C Java Place, Lowell, MA 07646

sara@gmail.com ▪ (978) 123-4567 ▪ linkedin.com/in/sarafriends

Objective: *An internship in software development and testing*

Education

B.S. in Computer Science

Anticipated May 20xx

University of Massachusetts Lowell – Lowell, MA

Overall GPA: 3.33, GPA in Major: 3.50

Tools

Programming Languages: C/C++, Java, Assembly

Scripting Languages: Bash Shell, HTML

Operating Systems: Unix/Linux, Mac OSX, Windows XP & Vista

Documentation: MS Word, Excel, PowerPoint & Visio

Projects

Team Leader: Java-based Bowling Simulator

Spring 20xx

- Managed a team of 4 in the design of a completely functional product that included a fully synchronized and persistent database
- Facilitated team meetings
- Developed project plan and obtained faculty buy-in
- Supported team with assignments
- Met weekly with faculty to communicate project status and challenges

Design and Implementation of a Graphical Based, Multi-threaded Simulator

Fall 20xx

- Used Java extensively to complete project on time and according to specifications

Related Experience

Computer Lab Monitor

Jan. 20xx - Present

University of Massachusetts Lowell, Lowell, MA

- Monitor lab activity for up to 50 users at a time
- Perform basic hardware/software troubleshooting

Technical Support Specialist

Summer 20xx

Commonwealth of Massachusetts, Information Technology Division, Chelsea, MA

- Supported and hosted state-wide agency systems and messaging services on platforms including HP Unix, Linux, MVS, and Windows Active Exchange
- Assisted with server builds and maintenance
- Reviewed, installed, set up, and assisted with active synching of BlackBerry mobile devices to Windows Email Exchange servers

Additional Experience

Asperger's Association of New England, Boston, MA

Jun. 20xx - Aug. 20xx

- Volunteered one day a week with data entry and basic financial accounting projects

Lifeguard

Summers 20xx – 20xx

YMCA, Lowell, MA

Vietnam Veterans Pool, Chelsea, MA

- Supervised swimmers to ensure that they are swimming within the safety protocols
- Spot hazards or potential hazards and take measures to prevent accidents

Josh DeGregorio

220 Pawtucket Street, #450, Lowell, MA 01854
555-555-5555 | josh_Degregorio@student.uml.edu | www.linkedin.in/joshdegregorio

PROFILE

- Excellent communication and patient care skills
- Organized, efficient, and highly analytical
- Working knowledge of medical terminology and nutrition
- CPR/AED Certified – American Red Cross (current)

EDUCATION

Bachelor of Science in Exercise Physiology; Minor in Nutrition; GPA: 3.5

May 20xx

University of Massachusetts Lowell

Lowell, MA

TECHNICAL SKILLS

Testing: Maximal and submaximal VO2 tests, Bruce/Modified bruce Protocol Stress Test, Cycle Ergometer Anaerobic Power Output (Wingate), Gait Analysis (Traditional, RLA), Kinematic Analyses, Functional Movement Screening, 1RM Strength Tests, Skin Fold Test, Blood Pressure, PNF Stretching

Software: MS Word and Excel; SPSS 10 statistical software

ACADEMIC PROJECTS

- *Research Methods in Exercise Physiology (Spring 20xx):* Analyzed and summarized studies investigating gluten sensitivity and neurological disorders.
- *Exercise Physiology II (Spring 20xx):* Collaborated with team of 4 to develop individualized, sport-specific training programs for local community organization working with middle school students.

EXPERIENCE

Exercise Physiology Intern

Jan. 20xx – present

Cardiac and Pulmonary Rehab, Lowell General Hospital

Lowell, MA

- Led 12 one-hour cardiac and pulmonary exercise classes weekly, each with 3-8 patients.
- Administered and reviewed patient health questionnaires prior to each class, making any needed adjustments.
- Checked patient EKGs for ischemic changes and monitored vital signs during classes.
- Wrote exercise prescriptions based on assessment results to address issues.
- Taught patients about proper exercise strategies, breathing techniques, and diet/nutrition.
- Monitored patient adherence to protocols and summarized/reported patient progress.

Sales Associate

May 20xx – Dec. 20xx

General Nutrition Centers (GNC)

Tyngsboro, MA

- Use nutrition and product knowledge to consult with customers.
- Recommend products based on customer goals and strategy.
- Conduct and compile research on benefits of various products.

Lifeguard

Summers 20xx & 20xx

YMCA

Lowell, MA

- Ensured safety of children through monitoring of pool and enforcing policies.

AJAY PATIL

7 Any Avenue, Lowell, MA 01854 • Ajay@gmail.com • 978-123-4567 • www.linkedin.com/in/ajaypatil

EDUCATION

M.S. in Electrical Engineering, University of Massachusetts Lowell (GPA: 3.71)

December 20xx

B.E. in Instrumentation Engineering, University of Mumbai, India (First Class with Distinction)

June 20xx

TECHNICAL SKILLS

PSpice, Altium, MATLAB, Verilog/VHDL, LabVIEW, C, C++, Cisco Packet Tracker, Linux, Windows, MS Office

EXPERIENCE

Teaching Assistant, University of Massachusetts Lowell – Lowell, MA

January 20xx to Present

- Teach undergraduate students MATLAB and micro-controller programming.

Summer Intern, St. Jude Medical – Westford, MA

June 20xx to September 20xx

- Worked with R&D team to write a generic PCB design procedure.
- Executed testing of Altium Library components.

Summer Intern, EMCO Private Ltd. (Energy Meters Division) – Mumbai, India

June 20xx to August 20xx

- Worked with team that tested quality, accuracy, and reliability of different energy meters.
- Executed testing of analog devices such as residential single-phase meters and industrial three-phase meters.
- Documented test procedures and generated reports.

PROJECTS

Analog Design (Fall 20xx): To design an operational amplifier with a high open-loop gain.

- Designed schematic of a 3-stage operational amplifier in PSpice simulation software.
- Implemented the schematic on a PCB board with hardware parts provided.
- Achieved open-loop gain in millions.

Sensor Design (Spring 20xx): To design a pulse-oximeter.

- Designed a schematic using LDR and op-amp to detect a pulse generated in body.
- Implemented the schematic on a breadboard with hardware parts provided.
- Used LDR as a sensing element in the circuit and observed output on oscilloscope.

Control System (Spring 20xx): To design a control law for the given inverted pendulum system.

- Implemented Simulink model in MATLAB to control the output.
- Designed state space equations and applied them to the system.
- Wrote and executed code in MATLAB.

Network Design (Fall 20xx): To create an ad-hoc network using Linux.

- Built DNS server for a network using Linux programming.
- Implemented a DHCP server for the same network by providing IP addresses.
- Secured the network using firewalls and also created backups of all the files.

Tessellation and Volume Rendering using OPENGL (Spring 20xx): To tessellate a given set of data.

- Wrote an algorithm in C programming to tessellate an input data set.
- Explored a new concept in C language and learned various concepts of graphic design.

GSM Based Smart House Application (Spring 20xx): To reduce electricity consumption and provide efficient automation.

- Developed automation-based software using E89V51RD2 micro-controller to control appliances via cell phones.

Digital Thermometer (Fall 20xx): To understand basics of signal conditioning circuits.

- Designed simple circuit based on transistor BC108 as sensor which senses temperature up to 150°C.

PRESENTATIONS

- “Cellular Technology in the Process Industry” - Presented at conference held by Emerson in collaboration with CII (Confederation of Indian Industry).

MEMBERSHIPS

- ISA (International Society of Automation), ISTE (Indian Society for Tech Education), CSI (Computer Society of India)

Mateo Chavez

220 Pawtucket Street, Lowell, MA 01854 | (555) 555-5555

Mateo_Chavez@student.uml.edu | www.linkedin.com/in/mateochavez

Objective

Self-motivated student veteran/leader seeking to work with disenfranchised groups within our society

Education

University of Massachusetts Lowell (UMass Lowell)

Expected Graduation 5/xx

Bachelor of Arts in Psychology, minor in Philosophy; Current GPA: 3.35

Professional Experience

Administrative Assistant, UMass Lowell Office of Veteran Services, Lowell, MA

9/xx-Present

- Maintain and process personally identifiable information pertaining to student veteran education benefit packages.
- Assist student veterans in completing their applications for desired benefits from the Department of Veteran Affairs.
- Work as part of a team to organize and operate the ceremonies of the office held for student veterans and our donors.

Veteran Outreach Intern, Massachusetts General Hospital Home Base Program, Boston, MA

2/xx-8/xx

- Engaged veterans and their families and attempted to connect them to care through education sessions and outreach events.
- Assisted with the editing and finalization of *From the War Zone to the Home Front*, an online partnership between the National Center for Post-Traumatic Stress and Home Base geared at educating clinicians about the symptoms of traumatic brain injuries and Post-Traumatic Stress.

Sergeant, United States Army Reserve, Devens, MA

4/xx-1/xx

- Provided support and aided in the reconstruction of Iraq immediately following the American occupation and subsequent collapse of the Iraqi government.
- Carried out large-scale movements of equipment and personnel in southeast Afghanistan, and played a team role in ensuring the safety and security interests of the US Army.
- Ensured all personnel were knowledgeable in their areas of responsibility by coordinating and providing training opportunities.

Organizational Leadership Experience

President, UMass Lowell Psi Chi Chapter

9/xx-Present

- Delegate club responsibilities to ensure all members participate in the work and activities of the honor society.
- Initiated a working relationship with the Lowell Transitional Living Center (LTLIC), through which our members found volunteer and internship opportunities.

Member, UMass Lowell Student Veterans Organization

9/xx-Present

- Participated in the Toys4Lowell program to deliver toys to children in government housing in Lowell, MA.
- Assisted in hosting the Second Annual Governor's Student Veterans Conference on veterans' education.

Research and Presentation

Mind Wandering in the Classroom

9/xx-Present

- Working with a faculty mentor to conduct an extensive literature review to support development a technology to unobtrusively measure mind wandering.

NASPA Conference on College Men; Miami University, Oxford, Ohio

5/xx

- Co-presented *Our Silent Struggle, The Importance of Social Supports for Male Student Veterans*.
- Relayed a personal perspective of the veteran experience on campus.