



GUIDE TO RESUMÉ WRITING

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What Is A Resumé?

A resumé can play a central role in launching your career. It can make the difference in getting a competitive internship or landing that first job after college. A resumé is generally a one or two page summary of your skills, accomplishments, experiences, and education. When preparing a resumé, you are trying to capture a prospective employer's interest or attention. After all, the most important function of a resumé is to help you to get an interview. You don't have to be a skilled writer or honors student to write a great resumé. Just be prepared to write several drafts and follow the suggestions outlined in the following paragraphs. Keep in mind that the time it takes to write a good resumé is time well spent.

Preparation

As you organize your resumé, be sure to present those items that are most relevant to the employer first. Consider what he or she is looking for in a candidate and make it easy for the reader to notice those skills by following the tips below.

1. *Sell yourself:* Your resumé is a one page advertisement for you. Employers are often eager to see internships, volunteering, school activities and other non-traditional work on entry-level resúmes. Most students have much more to offer than they realize.
2. *Use active language:* Begin phrases with verbs to provide active, exciting descriptions of your experiences. Example: Salesperson, Smith Shoe Store, Portland, Maine. Assisted clients with selection of shoes, developed and promoted special marketing events, trained new employees and monitored cash.
3. *Be consistent:* Use the same pattern of spacing, order of information that is presented, boldface type and underlining throughout the different sections of your resumé.
4. *Present information in reverse chronological order:* List education and work experiences within each category by starting with the most recent item first.
5. *Check for grammar:* Make a good first impression with a potential employer by avoiding misspellings and poorly constructed sentences.
6. *Ensure that it is neat and visually appealing:* Choose high quality paper in white, off-white or other conservative colors.

Resumé Content Areas

The following categories can be used as guidelines to assist you in organizing a resumé. In constructing a rough draft, do not be concerned with length. Remember, categories may be omitted or added in later revisions. There are many different ways to organize a resumé. Be cre-

ative, but also be honest. The following are descriptions of the basic categories of the standard resumé:

*** Name, Address, Telephone and E-mail:** Present yourself with the name you use in your personal and business life (nicknames should be avoided). If you have a campus address that does not apply during vacations or after graduation, you should include both a college and permanent address. Use your parents' home address, a post office box, or someone who will know where to contact you at all times. Also include phone numbers with area codes and your e-mail address. Because your resume may remain on file after you graduate, make sure to use a permanent email address (such as Yahoo or Hotmail).

*** Objective:** The objective is one of the most important parts of a resumé. It informs potential employers that you have a specific goal, conveys your work preference(s), and serves as a focal point from which to review your resumé. The objective should be brief, clearly stated, and consistent with the accomplishments and skills that are outlined in your resumé. If you are considering more than one professional goal, you should consider developing more than one resumé, each presenting a different objective. Consider the following examples:

- a. *A position as an elementary school teacher allowing me to provide children with an environment in which they can learn and grow.*
- b. *An entry-level accounting position that will allow me to apply my skills and further develop my knowledge of this field.*
- c. *A position in a laboratory setting requiring high motivation, organization and communication skills and a strong work ethic.*

*** Education:** This category is particularly important if you have not had a great deal of work experience. List your most recent educational experience first. Include your degree (A.S., B.S., B.A., etc.), major, institution(s) attended, date of graduation, minors or concentrations and any special workshops, seminars, related coursework or senior projects. Also include your G.P.A. if it is a 3.0 or higher (either overall G.P.A. or G.P.A. in major).

*** Computer Skills:** If using computers is a necessary skill for the job you are seeking, be sure to include this section.

Example:

Software: Microsoft Office: Word, Access, Excel, PowerPoint. Hardware: PC, MAC, UNIX.

*** Activities, Honors and Leadership:** Extracurricular experiences can be important to highlight on a resumé, particularly if you held a leadership position or served on a special committee. If you list such activities, be sure to illustrate how your past responsibilities correspond to the skills that the current job requires.

Consider the talents that the following activities require:

Athletics: teamwork and time management skills

Performing or fine arts: communication skills, creativity, and the ability to meet deadlines

Volunteer work: leadership skills and the ability to work effectively with people (e.g., children, the elderly)

If you are having trouble describing your accomplishments, think about what a best friend or family member would say about you. Don't be ashamed to highlight your honors and accomplishments that you have worked hard to earn.

*** Work Experience:** Many students have limited paid work experiences but have been involved in volunteer, internship, practicum or student teaching experiences. Remember, a potential employer is most interested in the skills and strengths that you could bring into a new job. In this section, be sure to include all significant work experiences in reverse chronological order.

Include the following details about each experience: the title of your position, name of the organization, location of work (town, state), and dates (e.g., Summer 2011; 2011-2012 academic year).

Describe your work responsibilities with an emphasis on achievements rather than past duties. Use action words to communicate your skills (see action word list on the next page). List the most important and related responsibilities first. Be brief with the irrelevant experiences or omit them.

*** Interests:** This is sometimes used to evaluate your suitability to a geographic area or to understand your "personality type." Include this section if you have available space. Include social or civic activities, health and fitness or sports activities, or hobbies that indicate how you spend your leisure time.

*** References:** Be sure to ask individuals if they would be willing to be a reference for you prior to mentioning their names to prospective employers. Names of individuals are not usually listed on the resumé (unless there is space available at the end). Prepare a typed list of three references to provide at the interview. This list should include each individual's name, title, employer, address, business and home telephone numbers, and e-mail address.

Deciding How to Organize Your Resumé

Many students distinguish paid from unpaid work; however, there is nothing wrong with listing various types of experience under one heading. For example, if you're applying for a position as a Web designer, you may include both a paid Web design internship and a significant design project you completed for a course under your "Work Experience" heading.

You may also include extracurricular activities and volunteer work under your experience heading, but be certain to distinguish between those that are and are not relevant to your job search. For example, if you're a member of the film club, but only attend the free monthly movies, you should confine your description to an "Activities" or "Interests" section.

Consider dividing your experiences into "Related Experience" and

"Other Experience," or be more specific in your divisions. For example, if you have a significant number of relevant academic experiences, you may want to include a section entitled, "Related Academic Experience." In this way, you can call more attention to your relevant skills by putting them in categories closer to the top of the resumé. Whatever mix of experience you have, be flexible, creative and don't be afraid to highlight your most impressive qualifications.

Making Your Resumé Unique

You may want to develop your own categories to highlight your special relevant experiences and skills. Here are examples of additional categories that you might want to consider using:

Student Teaching Experience	Related Experience
Technical Skills	Related Courses
Qualifications Summary	Internship Experience
Volunteer Activities	Workshops & Conferences
Certificates	Travel
Leadership Activities	Accomplishments
Professional Affiliations	Military Experience
Language Proficiencies	Additional Information

In place of "Related Experience" you might wish to indicate your specific area of study or concentration in the category heading (e.g., Business Experience, Engineering Experience, Human Services Experience). You may also want to add that work was performed to earn a certain percent of college expenses. For example: Earned 75% of college expenses through the following part-time jobs.

Customize Your Resumé for Different Positions

Resumés should be tailored to the particular job you want, with specific information emphasized in order to grab an employer's attention. As you are customizing your resumé for different positions, keep the following tips in mind:

*** Use the job description as a guide:** The information listed in the bullet points under each job heading should highlight skills that are related to the requirements of the job for which you are applying. If the job description is vague, find out what skills the company is looking for or talk to someone in a comparable position at a similar company.

*** Find appropriate keywords:** Nowadays, a computer is more likely to scan your resumé than a human. Many companies and recruiters are using computer-based automated tracking systems to quickly sort hundreds of resumés. Loading a resumé with relevant keywords increases an applicant's chances of obtaining an interview. Keywords are generally nouns that use the "jargon" and acronyms related to a specific field. For example: Java, records management, MBA.

*** Other tips for scannable resumés:** Keep in mind that words in special type can change when scanned with optical-character-recognition software. Try to find out in advance if the company to which you are applying uses such software. If it does, print your resumé on white paper and do not italicize, underline, or boldface. Avoid ornate fonts and fonts in which the characters touch. Standard serif and sans serif fonts in 11 to 12 point size work best. Use vertical and horizontal lines sparingly. Also, avoid graphics and shading.

The following is a list of some ACTION WORDS that you may want to incorporate into your resumé:

achieved	collaborated	discovered	hired	mobilized	programmed	solved
acted	composed	drafted	improved	monitored	promoted	staffed
activated	condensed	edited	initiated	motivated	publicized	started
acquired	conducted	eliminated	informed	negotiated	published	strengthened
adapted	constructed	enabled	inspected	obtained	recommended	surveyed
addressed	contracted	energized	instituted	opened	recruited	supervised
administered	converted	enforced	interpreted	operated	reorganized	taught
analyzed	coordinated	envisioned	interviewed	organized	repaired	tested
anticipated	counseled	established	introduced	originated	reported	trained
assembled	created	evaluated	invented	oversaw	researched	upgraded
assigned	cultivated	expanded	investigated	performed	resolved	utilized
assisted	customized	explained	jump-started	persuaded	restored	wrote
audited	demonstrated	forecasted	launched	pioneered	reviewed	
budgeted	designed	formed	maintained	planned	revitalized	
calculated	developed	founded	managed	prevented	scheduled	
centralized	devised	generated	marketed	prioritized	selected	
changed	directed	guided	minimized	produced	simplified	

Preparing Your Resumé to Send via E-Mail

To prepare an e-mail resumé that will help you to secure an interview, follow these steps:

*** Considering file format:** In general, you should prepare your resume as a Word document or other rich text file. Such files are the default output from common word-processing software, and are preferred primarily due to their professional appearance and customizability (e.g., bullets, italics, formatting lines). Thus, .doc and .rtf files are ideal if you will be printing a hard copy of your resume to hand directly to an employer. However, there are instances in which you require a simply formatted resume for e-mail transmission – if this is the case, consider removing bullets, italics and special characters, and save your resume as a plain text (e.g., .txt) document. Finally, you may be asked to convert your resume to a PDF file. Look over your newly created PDF file carefully as errors in formatting often occur during conversion. If you encounter problems converting .doc or .rtf files to PDF format, first convert your resume to plain text file, then create a PDF from that file.

*** Generally speaking, do not submit a resumé as an attachment:** Although it is easy to attach your resume, many experts recommend including the text of the resume in the body of your e-mail instead of using an attachment. Prospective employers often do not open attached resumes because they can be infected with a virus. If you are applying for a job online and the company offers the option of uploading a hard copy of your resume with your application, then do so. Or, if an employer requests that you send a resume as an e-mail attachment, they will probably specify which formats are acceptable.

*** Limit each line in your resumé to 65 characters:** Most e-mail programs wrap text around at 65 characters. That means any line longer than 65 characters is going to be cut off and dropped down to the next line.

*** Take your e-resumé out for a test-drive:** E-mail your resume to yourself, because you'd much rather it be you who catches technical problems and errors than a recruiter. Make sure the text looks right on the screen and prints out correctly. It is good practice to send a copy of this e-mail message to a friend who is using a different e-mail program, before transferring the text file to a prospective employer for the first time.

*** Include a cover letter:** Cover letters that accompany e-resumes should be brief and concise. Be sure to indicate which position you are applying for, what your qualifications are, and what you can contribute to the company. Insert your cover letter above the resume in the body of an e-mail.

*** Subject of the e-mail message:** Use the advertised job title as the subject of your e-mail message, citing any relevant job numbers as noted in the job posting. This makes it easy to route your resume to the appropriate person.

*** Make a backup:** Be sure to save a copy of your resume on a disk, a thumb drive, and on your hard drive. You also want to be sure to bring a paper copy of your resume with you to all interviews in case the employer has misplaced the copy that you sent electronically.

**** A notebook of sample resúmes and books on resumé writing are available at the Career Center. We encourage you to spend time reviewing several different samples in order to gather ideas to help you design your own resumé. Resumé review appointments are also available. To schedule an appointment, call 207.581.1359 or stop by our office on the 3rd floor of the Memorial Union. ****

The University of Maine does not discriminate on the grounds of race, color, religion, sex, sexual orientation, including transgender status and gender expression, national origin, citizenship status, age, disability, genetic information, or veterans status in employment, education, and all other programs and activities. The following person has been designated to handle inquiries regarding nondiscrimination policies: Director, Office of Equal Opportunity, 101 North Stevens Hall, 207.581.1226.

These Resumés are Samples Only; They Provide Stylistic Ideas and Should Not be Copied

Combined - Biology

Lauren Michelle Martin

1054 Main St.
Glenburn, ME 04401
(207) 826-5318
lmm27@hotmail.com

OBJECTIVE: A position in a laboratory setting requiring high motivation, organizational skills, a strong work ethic and well-developed communication skills.

EDUCATION: UNIVERSITY OF MAINE, Orono, ME
B.S., Biology, May 20XX

RELEVANT COURSES: Genetics Biochemistry and Lab
Evolution Cellular Biology and Lab
Microbiology and Lab Molecular and Cellular Biology

RESEARCH EXPERIENCE: UNIVERSITY OF MAINE, Orono, ME
Dr. Irving Kornfield's Research Lab
Laboratory Aide May 20XX-May 20XX
* Performed DNA extractions on a diversity of vertebrate and invertebrate samples
* Performed PCR and agarose gel electrophoresis
* Assisted in acrylamide sequencing of microsatellite loci
* Executed data entry on programs such as MS Excel
* Responsible for general laboratory maintenance including cleaning and autoclaving
* Researched many outside sources on behalf of Dr. Kornfield and graduate students

UNIVERSITY OF MAINE, Orono, ME
Dr. James McCleave's Research Lab
Laboratory and Field Aide May-September 20XX
* Assisted in comprehensive field study of the eel populations in 6 rivers in Maine. Duties included collection of species, collection of data of individuals such as weighing, measuring length, sex determination, otolith extraction, embedding cutting, polishing, staining and reading
* Executed data entry on programs such as MS Excel
* Responsible for general laboratory maintenance

RELEVANT EXPERIENCE: UNIVERSITY OF MAINE, Orono, ME
Support of Science Students
Tutor and Student Academic Advisor September 20XX-20XX
* Organized weekly tutoring meetings in most first and second year courses
* Assisted students in learning good study habits and test taking techniques
* Outlined basic concepts in group learning setting
* Organized outside events for students' enrichment and learning
* Responsible for the Resource Room including the computers and references

LEADERSHIP: Alpha Phi International Women's Fraternity (Secretary, Guard, Rush Chair, Vice President of Recruitment); Rape and Sexual Assault Committee; Support for Science Students; Prism Yearbook Service Board; Panhellenic Council

ADDITIONAL INFORMATION: Experience in PC and Mac software
Enjoy working with others in a team atmosphere
Feel gratification when working in the science field especially when individually working to help meet a common and central goal.

Functional - Business

SHALYN CHASE

shalync@hotmail.com

Current Address:
Apt. B 16 Talmar Wood
Orono, ME 04473
(207) 866-3333

Permanent Address:
436 Brown Cove Road
Lewiston, ME 04240
(207) 784-8822

EDUCATION

BS, University of Maine, Orono, ME, May 20XX
Major: Business Administration
Double Concentration: Management and Marketing

ORGANIZATIONAL/ MANAGEMENT SKILLS

- * Developed a company-wide Customer and Employee Safety and Security Training Program for approximately 125 employees.
- * Organized annual public relations & community events (Sam's Pizza).
- * Successfully motivated employees to participate in summer promotions.
- * Served as an administrative liaison between management and its franchise owners.
- * Completed daily financial reports.
- * Trained and supervised new employees.
- * Delegated tasks.

COMMUNICATION SKILLS

- * Experienced with Microsoft Office: Word, Excel and PowerPoint software as well as CORELS, SYSTAT and the Internet.
- * Implemented the Customer and Employee Safety and Security Training Program.
- * Participated in commercials and training videos as an actor and script writer.
- * Handled customer concerns and complaints.
- * Informed University of Maine Alumni about current events and cleared up many misunderstandings between them and the University.

SALES/ MARKETING SKILLS

- * Organized and implemented summer promotions for Sam's Italian Foods and its franchises.
- * Created daily advertising schedules and distributed them to the media.
- * Assisted in the research and development of commercials.
- * Purchased inventory.
- * Personally generated pledges from Alumni to help support the University of Maine.

EMPLOYMENT

20XX-20XX. Sam's Italian Foods, Lewiston, ME
20XX-20XX. University of Maine General Alumni Association's Annual Alumni Fund Phonathon. Orono, ME
20XX-20XX. Bear's Den. Memorial Union. Orono, ME

ADDITIONAL INFORMATION

- * Attended Chamber of Commerce Seminars on Marketing and Customer Satisfaction.
- * Co-authored a chapter in *The Maine Guide for Small Business* published by the Maine Business School at the University of Maine in May 20XX.
- * Earned forty percent of college expenses.
- * Ability to communicate in French at an intermediate level.
- * Enjoy outdoor recreational and sporting activities.
- * Active in my religious community.

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Chronological - Technical

Theodore Jarvela
Jarvela21@hotmail.com

Campus Address:
5716 Colvin Hall Rm 201a
University of Maine
Orono, ME 04469-5731
207-581-1111

Permanent Address
501 Main Street
Old Town, ME 04468
207-827-0000

OBJECTIVE To obtain a mechanical engineering position where I can effectively apply my engineering knowledge and skills.

EDUCATION B.S., Mechanical Engineering Technology, May 20XX
University of Maine, Orono, Maine
* 3.23/4.0 Cumulative Grade-Point Average
* Senior Design Project -- Team project consisting of design and fabrication of automatic wheelchair brakes for people with impaired memory
* Successfully completed the Fundamentals of Engineering Examination

EXPERIENCE Co-op Engineer, Physical Plant Department, Colby College - Waterville, Maine
May through August 20XX

- * Developed plans to separate steam lines supplying the Deyes science building laboratories from the lines supplying building heat, ensuring a constant supply of steam for the labs when the heating supply is shut off.
- * Located and recorded the locations of underground utilities for the McCann Road Storm water drainage replacement project. Contractors used this information during bidding and construction.
- * Created schematic drawings of Steam Plant piping using Microstation, to be used during implementation of lockout safety procedures for equipment undergoing shutdowns or repairs.
- * Scheduled campus HVAC (Heating, Ventilating and Air-conditioning) equipment for preventative maintenance using TMA (The Maintenance Authority) software.
- * Assisted in various other projects including: new underground steam line, demolition and installation of hockey rink dasher boards, swimming pool rehab, photography studio ventilation system, safety projects, gathering data.

Orchardist, Gill Orchards - Alfred, Maine
Full-time: 20XX to 20XX, Part-time and summers: 20XX to Present

- * Performed tasks associated with the culture, sale, and processing of apples for a 180-acre apple orchard.

HONORS Student Chapter Scholarship Award from the Maine Chapter of ASHRAE
Dean's List
Treasurer of University of Maine ASME student chapter
Treasurer of University of Maine ASHRAE student chapter

COMPUTER SKILLS Training includes: AutoCAD, CAD/CAM, TMA (The Maintenance Authority) Pascal, Basic Experience with Windows, Microsoft Office, Mathcad, TK Solver, Microstation

PROFESSIONAL MEMBERSHIPS American Society of Mechanical Engineers
American Society of Heating, Refrigerating and Air-Conditioning Engineers

Chronological - Business

Kalanda M. Carandy
kcarandy@gmail.com

Current Address:
100 Park Street Apt. 7
Orono, ME 04473
(207) 866-0122

Permanent Address:
67 Fern Lane
Calais, ME 04619
(207) 454-5555

OBJECTIVE An entry-level accounting position that will allow me to contribute my skills and further develop my knowledge of accounting.

EDUCATION UNIVERSITY OF MAINE Orono, ME
B.S. Business Administration with a concentration in Accounting
Expected graduation date: May 20XX GPA: 3.30

RELEVANT COURSES Principles of Accounting I & II Legal Environment of Business
Intermediate Accounting I & II Principles of Management
Cost Accounting Federal Taxation of Individuals
Auditing Finance

HONORS/ ACTIVITIES Dean's List, First Place Regional Business Competition - Advanced Keyboarding, Academic Achievement Award, National Honor Society, Yearbook Editor.

RELEVANT EXPERIENCE

Fall 20XX-Present UNIVERSITY OF MAINE Orono, ME
Career Assistant - Career Center
* Schedule student appointments using scheduling software.
* Answer phones and disseminate information to students, faculty and employers.
* Assist the Recruiting Coordinator using database management software.

Summer 20XX-20XX MACHIAS SAVINGS BANK Calais, ME
Teller
* Cashed checks and performed cash advances for customers.
* Processed deposits, withdrawals and payments for personal and business accounts on an IBM-compatible computer.
* Opened safety deposit box accounts and assisted customers into and out of the vault to access their boxes.
* Balanced my cash drawer and did back-up work at the end of the day.

Fall 20XX-Summer 20XX CALAIS ACE HOME CENTER Calais, ME
Cashier
* Responsible for cash sales, sales on account, layaways and making payments.
* Assisted customers successfully.

These Resumes are Samples Only; They Provide Stylistic Ideas and Should Not be Copied

Combined - Education

Julia Otterman

P.O. Box 1901 * Old Town, Maine * 04468
Phone: (207) 827-9133 * juliao41@hotmail.com

Objective	To obtain a position as an elementary school teacher where I can provide children with a safe and nurturing environment to grow, learn and excel.	
Education	B.S. in Elementary Education GPA: 3.25 GPA in major: 3.5 * Concentration in Spanish * Senior Project: <i>Enriching Children through Using Spanish in the Classroom</i> * Eligible for State of Maine K-12 Teacher Certification, May 20XX	May 20XX
Awards	Presidential Academic Achievement Award, 20XX Marion Rich Watermeyer Award, 20XX - First Place for Senior Project display	
Teaching Experience	<p>Substitute Teaching Brewer School District, Brewer, Maine, Grades K-5, 20XX to present Union 90, Penobscot County, Maine, Grades K-8, 20XX to present</p> <p>Student Teaching Dr. Lewis S. Libby School, Milford, Maine, Grade 3, Fall 20XX * Designed, integrated and evaluated a unit on Mexico: Language and Culture * Introduced and facilitated student led Literature Circles * Attended and participated in Parent/Teacher conferences * Participated in <i>Kids and Company: Together for Safety</i> Workshop</p> <p>Pendleton Street School, Brewer, Maine, Grade 1, Fall 20XX * Integrated a unit on Weather into all parts of the curriculum * Assessed and encouraged children as they developed reading strategies * Successfully learned to use an Auditory Trainer in order to communicate with a mainstreamed hearing impaired student * Attended parent meetings and Garden Club meetings * Incorporated <i>Community of Caring</i> language and ideas into own teaching</p>	
Languages	Four year concentration in Spanish Proficient in Spanish with an understanding of Portuguese Lived one month in Uruguay, South America	
Areas of Interest	* Maine's Learning Results * Internet in the classroom	* Bilingual Education * Integrated curriculum
Related Experience	Old Town Daisy Girl Scout Troop Leader, working with children ages five and six, 20XX-XX CISV Staff Member (Children's International Summer Villages), organized and facilitated activities for a group of 48 eleven-year-old children from 12 countries, summer 20XX Camp Winnebago Counselor/Life Guard, Planned program activities. Organized summer camp and school vacation activities. Supervised water play and enforced water safety rules, summer 20XX	
Professional Development	Everyday Mathematics Training, Teacher In-service Day Classroom Management, Professional Development Day Rubrics and Assessment, Teacher In-service Day	October 20XX March 20XX Feb. 20XX

Chronological - Liberal Arts/Communication

ABIGAIL S. COLLINS

200 Center Street Apt. 7 * Old Town, Maine 04468 * 207/827-5555 * abigailcollins@yahoo.com

EDUCATION

Worked a minimum of 10 hours per week throughout undergraduate studies
University of Maine
Orono, Maine
BA in Speech Communication, May 20XX (Concentration in Public Relations)
Accumulative GPA: 3.61 (4.0 scale) Dean's List Student

Research Projects:

- * Recruited as Research Assistant - *Gender differences in communication of on-line computer support groups for cancer patients*
- * *The Importance of Public Relations to the Viability of the Health Care Industry*
- * *The Influence of Communicative Competence Upon Roommate Relationships*; presented at the College of Liberal Arts and Sciences Undergraduate Research Conference

HONORS AND AWARDS

Presidential Academic Achievement Pin - 3.5 or higher grade point average
Phi Kappa Phi National Honor Society, University of Maine Chapter, November 20XX
University of Maine All Maine Women Honor Society, Historian, Class of 20XX
Alice S. Ayling Academic Achievement Scholarship, four-year tuition, 20XX-20XX
Chester E. Bogushas New England District of Circle K Scholarship, 20XX
Hannaford Regional Shop n' Save Academic Scholarship, 20XX

EXPERIENCE

Special Projects Assistant 20XX-20XX UMaine Tutor Program Orono, Maine
Work closely with the director of the tutoring program as senior Intake Staff member. Interview students on a regularly scheduled basis to assess academic assistance needs. Process paperwork for assignments. Demonstrate ability to handle multiple tasks with efficiency and accuracy.

- * Assist in processing payroll for a staff of 65 employees
- * Developed and implemented a public relations campaign for the Tutor Program including the creation of promotional materials: press releases, public service announcements, a copy, brochures, news and feature stories and text for the home page on the Internet.
- * Coordinated an on-line computer conferencing system resulting in improved communication between office and tutors as well as a reduction in paperwork.
- * Designed an effective training program for five new employees: *How to Improve Upon Completing the Intake Questionnaire*

Bank Teller 20XX-20XX Key Bank of Maine Auburn, Maine
Processed financial transactions accurately and timely. Resolved customer problems and provided current information about products and services.

- * Recognized for daily accuracy in proofing procedures
- * Demonstrated trustworthiness and reliability; re-hired for three consecutive summers

Retail Sales Associate 20XX Fashion Bug Clothing Store Lewiston, Maine
Processed retail sales and returns. Provided customer service assistance to shoppers.
* Exceeded minimum sales requirements per shift, including credit card application sales

COMMUNITY INVOLVEMENT

Manna Soup Kitchen, Volunteer since 20XX
University of Maine Circle K International Club, President (20XX), Secretary (20XX), Member since 20XX
* Organized service projects to benefit campus and community
* Raised over \$6,000 for charities through our Annual Charity Ball and Walk for Humanity fund-raiser