



Resume Guide

*How to build resumes
that get results*

Academic & Career Advising

Library Building 2153

360-867-6312

advising@evergreen.edu

CONTENTS

How to Begin Building a Resume	2
Rules for Effective Resumes	3
Writing Descriptive Statements	5
Action Words List	7
Sample Resumes	10
Reference Protocol	16
Sample Reference Sheet	17

How to Begin Building a Resume

Building a resume takes time – *a lot of time*. Keeping it up-to-date can also be a challenge. Here are a few recommendations to make the process a bit easier, and a lot less frustrating.

1. DO NOT use a resume template.

Experienced students and alumni can attest to the woes of using resume templates. First, most resume templates have rigid formatting that make it difficult, if not impossible to redesign or reorganize your resume (which you *will* do at some point in the future). Second, the online forms utilized by many employers are often not equipped to recognize template formatting, causing copy that is pasted into forms to become a garbled mess of inconsistent fonts, symbols, and spacing. For these reasons, it's best to follow recommendation number 2.

2. Write your initial resume content in Microsoft Word, or similar word processing program, without using any formatting.

Do not distract yourself by trying to format your resume as it is being written. Concentrate on writing good content first. In fact, until you've compiled all of the information that will go into a resume, it can be difficult to determine the best format to use. In composing your content, use flush left formatting and normal text (no bolding, italics, underlining or all caps). Do not use tabs. Leave a space between sections and your experience descriptions.

3. Once your content is complete, use the Microsoft Word or a similar word processing program formatting toolbar to format your resume.

Word processing programs, and particularly Microsoft Word, provide excellent formatting toolbars that will enable you to quickly format your resume. Use the fonts and font formatting options to create larger, bolder section headings, use the bullet options to create bulleted content, and select the paragraph option to set indentations, and space between lines of text.

A resume is just like each and every one of us – it is always a work in progress. By following these recommendations you will reduce the frustrations you are likely to encounter in your continuing efforts to enhance the quality and consistency of your resume.

Rules for Effective Resumes

The three principal rules in resume writing are:

- ☒ Include only relevant information
- ☒ Do not have any spelling errors or other typos
- ☒ Be 100% truthful

The rest is personal preference, though **it's recommended you get help from career advisors, professors, mentors, and other people who know a lot about resumes or your particular field of interest.** Ultimately, it comes down to what you want. However, **here are some suggestions based on our experiences working with employers and recruiters.**

- ☒ Use active verbs to begin your descriptive lines (See Action Word List handout).
- ☒ Do not use personal pronouns (I, me, my) or write in a narrative style.
- ☒ Do not use unnecessary punctuation (i.e. periods at the end of descriptive lines, colons at the end of headings, parentheses around dates, or underlining of text).
- ☒ Use bullet points (instead of a paragraph format) on your descriptive lines to make them easier to read (See Writing Descriptive Skill Statements handout).
- ☒ Make sure your format (the way your resume is organized) is consistent and flawless to make it easy to read.
- ☒ Do not include high school jobs or experiences unless you are a recent high school graduate.
 - If you choose to include a “Relevant Coursework” or an “Academic Research/Projects” section, make sure to only list coursework, research or projects that relate to the position to which you are applying.
 - Make it one page, unless you have extensive work experience, you have a post-bachelor’s degree (Masters, Ph.D.), or can otherwise “prove” that you need the extra page. If you do have a second page, make sure it is at least a three-quarters of a page and includes your name and the page number at the top right or in a footer at the bottom (not all of your contact info needs to be repeated again).
- ☒ Use caution when including experience in areas that may be controversial to some people, such as religion, politics, sexual orientation, etc. You can include it, disguise it, or omit it. Just think about it first. Please visit with a career counselor if you are concerned about how to describe this kind of experience.
- ☒ Do not use resume templates. They limit your ability to make content and formatting changes, and may cause issues when copying/pasting content into online forms.
 - Do not use “References Upon Request.” References should go on a separate page, using the same heading and formatting as on your resume.
- ☒ Note that these are all suggestions relevant to resume formats for jobs in the United States! For information on resume standards in other countries, see a career advisor with international experience.

What to never include

These are some categories that shouldn't be included on a resume (in the United States for most job fields)

- Height, weight, age, date of birth, place of birth, marital status, sex, race, health, and social security number (can be included on some international résumés – check standards by country first!)
- ☒ Reasons for leaving previous job(s), salaries at previous jobs
- Picture of yourself – or a picture of any kind, for that matter
- ☒ Salary Information (This can go in a cover letter **if, and only if**, the employer requires this information)
- ☒ References (these go on a separate page)
- The title “Resume” or Curriculum Vitae (CV)

A word about appearance

Appearance is critical. **Use at least one-inch margins** to give your information some “air” and improve readability. Do not use stylistic fonts. **Choose easily readable fonts** such as **Times Roman, Palatino**, or an MS Word default font such as **Cambria or Calibri**. Use 10-12 point type for body copy, 12-14 point for section headings. **Limit the use of bold and italics** to section headings and/or job titles. Bolding your completed degree(s) is also okay, as it can make them stand out within your education section.

When using a printed resume (as opposed to electronic) for a job application, use high quality white or off-white paper and only print on one side of the paper. **Never print pages back-to-back**. If your resume is two pages or more, be sure to **include your name on each page**. Use single line headers or footers with your name and page number in 12-14 point type (a footer is not necessary on your first page, as your contact information is in your header).

Targeting your resume

Make sure you carefully review your resume each time you give it out. Update your objective (if you've used one), add information the employer specifically asks for, take out irrelevant information, and organize your sections so the most important information for that particular job is at the top in your summary. This should not take long and can have a huge influence on how you are perceived by a prospective employer.

For additional information and assistance, **call Academic & Career Advising at 360-867-6312 to schedule an appointment with one of our Career Advisors.**

Writing Descriptive Statements

The best resumes use bulleted descriptive statements with action words to **describe job tasks, skills, and concrete accomplishments** accurately and completely. These statements should clearly convey your marketable talents so employers will understand exactly **what you bring to the position for which you are applying**. Each bulleted statement should answer at least three of these questions: Who? What? Where? When? Why? How?

For example, in the sample descriptive statements below, the first version only answers *what* you did. The second version answers *what* you did and *why*. The third, however, not only answers *what* and *why*, but *how* and *where* the press releases were distributed, and *who* responded to the message:

- ☐ *Good:* Wrote press releases
- ☐ *Better:* Wrote press releases about upcoming events to enhance publicity and increase participation
- ☐ *Best:* Wrote and distributed 15 press releases to 100 local media outlets to promote upcoming events resulting in more than 2,000 community members attending a movie premiere

In writing descriptive statements, organize them by skill sets, tasks, or activities, such as communication and presentation skills, technical and analytical skills, and organizational and administrative duties. Use the examples below for ideas on how to compose effective descriptive lines and skill statements of your own. *(Note: These statements are all written in past tense.)*

Organizational Skills

- ☐ Reconciled end-of-day receipts with cash and credit transactions to account for daily sales averaging \$1,500
- ☐ Honed time management and planning skills by maintaining full-time academic status and employment
- ☐ Protected the integrity of confidential, privileged information, and large cash transactions
- ☐ Handled delinquent payments effectively, securing \$5,000 in past-due accounts
- ☐ Organized database to track business contacts and was commended for attention to detail and accuracy

Teamwork Skills

- Gained a reputation for working well on a team, receiving “Team Player” award
- ☐ Entrusted to work and uphold protocol within corporate office among high-level executives
- ☐ Served as an office liaison, communicating employee concerns to management
- ☐ Collaborated with a six-person team to plan, organize, promote and host a community music festival to support aspiring local musicians

Public Relations & Interpersonal Skills

- ☒ Established and maintained good rapport with more than 20 colleagues and managers
- ☒ Broadened and maintained an extensive network of contacts and clients
- ☒ Interacted with diverse customers on a constant basis, promoting excellent communication and customer service skills
- ☒ Diffused situations with angry customers and efficiently resolved complaints

Fundraising/Project Development & Implementation

- ☒ Raised over \$10,000 at annual fundraiser, and increased attendance and media coverage from previous year
- ☒ Initiated redesign of office management systems resulting in easier access to information
- ☒ Entrusted with special projects that afforded the opportunity to work independently
- ☒ Exceeded fundraising goal, doubling the revenue from the previous year
- ☒ Maintained internet site as it grew to 2,000-plus pages and images and generated 200 hits daily

Leadership & Supervisory Skills

- ☒ Developed strong communication/leadership skills supervising two other prep cooks
- ☒ Managed daily operations of upscale bar and restaurant including opening and closing procedures, inventory management, new employee training, customer service, and sales
- ☒ Supervised lawn care maintenance team, including customer satisfaction, planning daily schedule and sales, maintenance of equipment, landscape construction and snow plowing and removal

Written & Oral Communication Skills

- ☒ Researched and wrote feature articles for *The Current*, a biweekly student newspaper with a readership of over 5,000
- ☒ Presented research findings to panel of eight faculty and students at an undergraduate research symposium

Overview of Accomplishments

- ☒ Praised for the ability to solve difficult problems independently and efficiently
 - Awarded “Sales Associate of the Month,” September 2010

For additional information and assistance, **call Academic & Career Advising at 360-867-6312 to schedule an appointment with one of our Career Advisors.**

Resume Writing Action Verbs List

Achievement

Accelerated
Accomplished
Achieved
Acquired
Advanced
Assured
Attained
Augmented
Bolstered
Completed
Contributed
Doubled
Edited
Effected
Eliminated
Encouraged
Enhanced
Established
Exceeded
Expanded
Facilitated
Formulated
Fostered
Generated
Guaranteed
Identified
Improved
Increased
Initiated
Inspired
Launched
Mastered
Maximized
Motivate
Obtained
Overcame
Pioneered
Promoted
Proved
Provided
Reduced
Re-established
Resolved
Restored
Stimulated
Strengthened
Succeeded
Transformed
Upgraded
Validated

Analysis/Problem

Solving
Abstracted
Adjusted
Administered
Allocated
Analyzed
Appraised
Assessed
Audited
Balanced
Briefed
Budgeted
Calculated
Clarified
Compared
Compiled
Computed
Conserved
Corrected
Correlated
Critiqued
Debated
Defined
Determined
Diagnosed
Dissected
Estimated
Evaluated
Examined
Extracted
Forecasted
Formulated
Identified
Influenced
Interviewed
Investigated
Judged
Made (decisions)
Maintained
Mapped
Measured
Mediated
Moderated
Monitored
Negotiated
Netted
Observed
Organized
Perceived
Persuaded
Planned
Prepared
Projected

Promoted
Purchased
Qualified
Ranked
Read
Reasoned
Reconciled
Recorded
Recruited
Reduced
Related
Researched
Retrieved
Reviewed
Scanned
Screened
Solved
Specified
Studied
Summarized
Surveyed
Synthesized
Systemized
Tabulated
Translated
Validated
Verified
Visualized

Communication/ Interpersonal Skills

Addressed
Advertised
Answered
Arbitrated
Arranged
Articulated
Authored
Briefed
Collaborated
Communicated
Conferred
Consulted
Contacted
Conveyed
Convinced
Corresponded
Counseled
Debated
Defined
Developed
Directed
Discussed
Drafted

Edited
Elicited
Encouraged
Explained
Expressed
Facilitated
Formulated
Influenced
Interpreted
Interviewed
Involved
Joined
Lectured
Listened
Mediated
Moderated
Narrated
Negotiated
Prepared
Presented
Publicized
Recorded
Renegotiated
Responded
Reunited
Spoke
Translated
Wrote

Creation & Development

Acted
Adapted
Authored
Began
Bolstered
Built
Charged
Clarified
Combined
Composed
Conceived
Conceptualized
Condensed
Corrected
Created
Customized
Decided
Designed
Developed
Devised
Directed
Discovered
Displayed

Drafted
Drew
Eliminated
Entertained
Established
Expanded
Expedited
Fashioned
Formulated
Founded
Illustrated
Initiated
Innovated
Instituted
Integrated
Introduced
Invented
Launched
Marketed
Modeled
Modified
Originated
Perceived
Performed
Photographed
Planned
Prioritized
Produced
Promoted
Proposed
Recommended
Reduced
Refined
Restored
Revamped
Revised
Set
Shaped
Simplified
Solved
Streamlined
Styled
Substituted
Visualized

Negotiation

Advised
Advocated
Arbitrated
Bargained
Collaborated
Compromised
Convinced
Expedited
Facilitated
Lobbied
Mediated
Merged

Motivated
Negotiated
Persuaded
Promoted
Reconciled
Solved

Operations & Repairs

Adapted
Adjusted
Bolstered
Clarified
Corrected
Eliminated
Engineered
Expedited
Fabricated
Facilitated
Fixed
Implemented
Installed
Operated
Overhauled
Performed
Prepared
Prioritized
Produced
Programmed
Promoted
Ran
Reduced
Remodeled
Repaired
Serviced
Set
Transported
Upheld
Used
Utilized

Organization

Accumulated
Approved
Arranged
Assembled
Built
Catalogued
Categorized
Chartered
Clarified
Classified
Coded
Collected
Compiled
Coordinated
Corrected

Correlated
Corresponded
Detailed
Developed
Distributed
Executed
Facilitated
Filed
Gathered
Generated
Graphed
Identified
Incorporated
Inspected
Located
Logged
Maintained (records)
Mapped
Met (deadlines)
Methodized
Monitored
Obtained
Operated
Ordered
Organized
Planned
Prepared
Prioritized
Processed
Programmed
Provided
Purchased
Recorded
Registered
Reorganized
Reproduced
Reserved
Responded
Retrieved
Revamped
Reviewed
Revised
Routed
Scheduled
Screened
Set
Simplified
Solved
Standardized
Structured
Submitted
Supplied
Synthesized
Systemized
Updated
Validated
Verified

Persuasion

Advertised
Aided
Auctioned
Bolstered
Clarified
Collaborated
Consulted
Discussed
Enlisted
Explained
Expressed
Facilitated
Guided
Helped
Improved
Led
Maintained
Mediated
Motivated
Negotiated
Persuaded
Promoted
Publicized
Purchased
Raised
Recommended
Recruited
Reinforced
Sold
Solicited

Service/Assistance

Advised
Advocated
Aided
Answered
Arranged
Assessed
Assisted
Attended
Bolstered
Cared
Catered
Clarified
Coached
Collaborated
Consulted
Contributed
Cooperated
Counseled
Delivered
Demonstrated
Educated
Encouraged
Enlisted
Ensured
Entertained

Expedited
Facilitated
Fostered
Furnished
Furthered
Guided
Helped
Intervened
Listened
Maintained
Participated
Prepared
Procured
Provided
Referred
Rehabilitated
Represented
Resolved
Satisfied
Served
Strengthened
Supplied
Supported
Sustained
Volunteered

Teaching & Counseling

Adapted
Advised
Advocated
Aided
Assessed
Assisted
Bolstered
Briefed
Cared
Charged
Clarified
Coached
Comforted
Communicated
Conducted
Consulted
Coordinated
Counseled
Critiqued
Demonstrated
Developed
Diagnosed
Educated
Empathized
Enabled
Encouraged
Evaluated
Expedited
Explained
Facilitated

Familiarized
Focused
Guided
Helped
Implemented
Improved
Influenced
Informed
Inspired
Instilled
Instructed
Interpreted
Investigated
Lectured
Monitored
Motivated
Observed
Perceived
Persuaded
Presented
Referred
Rehabilitated
Represented
Restored
Saved
Shared
Simulated
Solved
Spoke
Stimulated
Strengthened
Substituted
Supported
Sustained
Taught
Tested
Trained
Transmitted
Tutored
Validated

Supervision, Management & Leadership

Administered
Allocated
Approved
Arranged
Assigned
Attained
Authorized
Bolstered
Chaired
Coached
Conducted
Consolidated
Contracted

Coordinated
Decided
Delegated
Developed
Directed
Dismissed
Dispatched
Distributed
Educated
Encouraged
Enforced
Enhanced
Established
Evaluated
Executed
Exercised
Expedited
Facilitated
Followed (through)
Founded
Generated
Governed
Guided
Headed
Hired
Implemented
Improved
Incorporated
Increased
Initiated
Inspired
Instituted
Instructed
Integrated
Led
Maintained
Managed
Marketed
Monitored
Motivated
Operated
Organized
Originated
Overhauled
Oversaw
Planned
Prepared
Presided
Prioritized
Produced
Recommended
Regulated
Reinforced
Reorganized
Responded
Restored
Retained
Reviewed

Scheduled
Secured
Selected
Set
Streamlined
Strengthened
Supervised
Taught
Trained

Rekann Kippenger

466 Mallard Ct. SE, Salem, OR 97317

907-909-0909

rekann.kippenger@hotmail.com

Relevant Qualifications

- ☑ Excellent communication, customer service, and conflict resolution skills with proven ability to effectively supervise up to five employees and in fast-paced environments
- ☑ Experience utilizing confidential database programs, including Banner and EMAS, and coordinating appointments and calendars for advising staff
- ☑ Six years of cashiering and money-handling in food and restaurant services
- ☑ Proficient in Microsoft Word, Excel, Access, PowerPoint, Publisher and Outlook, and in conducting in-depth Internet research

Education

Bachelor of Arts Degree, emphasis in Communications

June 2013

The Evergreen State College, Olympia, WA

Experience

Administrative Aide/Student Worker

Sept. 2012 – Present

The Evergreen State College, Olympia, WA

- ☑ Assist students to schedule advising appointments and provide office support for eight-person Academic Advising staff
- ☑ Utilize database management software, including Banner, Access and Calendar Manager to input, update and maintain confidential records
- ☑ Operate multiline phone system, printers, photocopiers, and labeling machine

Barista & Cook

Dec. 2006 – Present

Mud Bay Waffle Company, Olympia, WA

- ☑ Create specialty coffee drinks, prepare and serve waffles, egg dishes, sandwiches and pastries
- ☑ Manage weekend shifts, supervise four to five employees, and reconcile daily sales reports
- ☑ Greet customers, operate cash register, bus tables, wash dishes, clean refrigerators, microwaves and dining areas

Residential Life Aide

Aug. 2011 – Sept. 2012

The Evergreen State College, Olympia, WA

- ☑ Assisted students to adapt to residential life, developed social and educational activities, and provided conflict resolution and mediation services
- ☑ Trained in crisis response, including LGBTIQ (Lesbian, Gay, Bisexual, Transgender, Intersex, and Questioning), First Aid and CPR, PRIME for Life, and Suicide Crisis

Volunteer & Community Service

Inventory Assistant, Thurston County Food Bank

Oct. 2011 – March 2012

Awards & Honors

Student Employee of the Month Award, The Evergreen State College, Olympia, WA

March 2013

South Puget Sound Women's Alliance Scholarship

Aug. 2012

Jeanette Evergreener

23456 S.E. 123rd Pl., Olympia, WA 90001

234-567-8910

jgreenriver@yahoo.com

SUMMARY OF QUALIFICATIONS

- ☑ Advanced experience in Microsoft Word, Excel, Outlook, PowerPoint, proficient in Visio and Access, ability to type 80 wpm, and adept at conducting Internet research
- ☑ Outstanding communication, customer service, negotiating and problem-solving skills, and capable of effectively working with individuals from diverse backgrounds
- ☑ Ability to train, motivate and supervise large sales teams generating \$20 million in annual revenues, and to negotiate and initiate new and highly profitable membership programs
- ☑ Familiar with payroll processing, managing accounts payable/receivable, and establishing business-to-business relationships and contracts

EDUCATION

Bachelors of Arts Degree, emphasis in Business Management June 2012
The Evergreen State College, Olympia, WA

Associate of Applied Arts in Business Administration June 2010
Green River Community College, Auburn, WA

EXPERIENCE

Senior Marketing Manager/Administrator March 2000-June 2009
Pacific Monarch Resorts, Renton, WA

- ☑ Recruited, trained and managed three production supervisors and a telemarketing team of 65 employees to consistently exceed 85 percent closing rate and generate annual sales of \$20 million
- ☑ Prepared sales scripts, created direct mail promotional literature, and executed large-scale, targeted inbound/outbound telemarketing campaigns to increase vacation club member participation
- Analyzed marketing representatives' weekly production, facilitated payroll processing, and organized and managed special incentives/bonuses for employees
- Conceptualized and developed Traveling Owner's Meeting Program, resulting in \$2.8 million dollars in additional annual revenues
- ☑ Participated in establishing annual budgets, monitored and maintained customer database, and negotiated contracts for accommodation packages with hotels and with gift premium companies
- ☑ Advanced from top producing telemarketer to senior marketing manager/administrator within three years

Entrepreneurial/Management Internship Oct. 2004-Sept. 2005
Student Painters, Seattle, WA

- ☑ Trained in recruitment, hiring, sales and estimating, painting techniques, and project management
- ☑ Scheduled appointments with homeowners, utilized Excel worksheet to estimate project costs, and closed 80 percent of sales calls
- ☑ Hired and trained all painting crew members, and managed two painting crews and two foreman
- ☑ Produced a record \$125,000 in sales during first three months of employment

VOLUNTEER & COMMUNITY SERVICE

Food Organizer/Packager, Auburn Food Bank, Auburn, WA Nov. 2009-March 2010
Volunteer Event Staff, Bumbershoot Music & Arts Festival, Seattle, WA Sept. 2006, 2007, 2008

MATT JOHNSON

123-456-7890 | mjohnson@gmail.com

PROFESSIONAL SUMMARY

Recent college graduate with 8+ years of management and customer service experience and a passion for supporting diverse clients and colleagues to create sustainable and socially-just solutions

EDUCATION

Bachelor of Arts Degree, emphasis in Business Management and Cultural Studies **June 2014**
The Evergreen State College, Olympia, WA

Danish Institute for Study Abroad, Copenhagen, Denmark **Sept 2013 - May 2014**
Coursework in Applied Economics, Human Capital, Business Management, Ethics in Business

EXPERIENCE

Band Manager **Dec 2010 - Present**
Blue Canoe Industry, Seattle, WA

- ☑ Plan and execute events for 50-1000 audience members by coordinating changing availability between venues, clients and local bands
- Organized and initiated a sustainability project “Sound Pound Green” by researching recycling best practices and promote proper disposal of trash at annual music festival attracting 40,000 attendees
- ☑ Hire, train, and manage a staff of 12 employees charged with creating poster designs, web graphics, and track production to coordinate national branding efforts for annual music festival
- ☑ Draft and submit press releases to local media outlets, and manage advertisements through Facebook, Twitter and Google+ resulting in 40 percent increase in attendance at events

Office Assistant **Nov 2009 - June 2012**
President’s Office, Seattle Central Community College, Seattle, WA

- ☑ Maintained and organized internal files
- ☑ Greeted visitors by attending to their needs and directing them to the appropriate party
- ☑ Communicated effectively with stakeholders in person and via phone by addressing all questions and concerns, taking messages, and redirecting calls
- ☑ Managed the office calendar by scheduling appointments and determining when rooms and administration staff were available

Manager Trainee **Aug 2006 - Nov 2009**
Big 5 Sporting Goods, Shoreline, WA

- ☑ Trained and supervised staff of 3 employees by delegating product placement, in-store display set up, and customer support to ensure sound operation of sales floor
- Awarded “Manager Trainee Of The Year” for the Pacific Northwest region by district supervisor for leadership ability
- ☑ Provided and modelled excellent customer service to clients by responding to inquiries in a courteous and fast manner

INVOLVEMENT & VOLUNTEER EXPERIENCE

Member, Students for Sustainability, The Evergreen State College, Olympia, WA **Sept 2010 - June 2014**
Peer Leader, Justice and Leadership Institute, Seattle, WA **Dec 2010 - June 2014**

Alexandra Doe

4300 College Drive, Olympia, Washington 98000

901-999-9999

alex.doe@hotmail.com

Summary of Qualifications

- ☑ Strong written and verbal communication skills, bilingual English/Spanish
- ☑ Excellent organizational, analytical, quantitative and critical thinking skills
- ☑ Sound working knowledge of basic accounting and business management principals
- ☑ Advanced training in Excel, proficient in Microsoft Office applications

Education

The Evergreen State College, Olympia, WA Expected graduation 06/2016

Bachelor of Arts Degree, emphasis in Business Administration

Relevant coursework: Financial Management, Human Resources and Public Policy

Santa Ana College, Santa Ana, CA

2007 – 2008

Business/General studies

Relevant Experience

Communication Skills

- ☑ Trained, motivated and inspired subscription sales staff to regularly exceed daily sales goals
- ☑ Utilized excellent interpersonal skills to develop productive working relationships with co-workers, customers, and management team
- ☑ Advised management and staff on policy and conflict resolution policies and procedures
- ☑ Organized and conducted group meetings and fundraising events

Administrative Abilities

- ☑ Administered procurements, purchase requisitions, and maintained property inventory records within Washington state agency
- ☑ Coordinated, processed, and adjusted payroll for telemarketing staff of more than 60 sales representatives
- ☑ Managed circulation division accounts payables/receivables for 300,000 circulation daily newspaper
- ☑ Monitored and maintained confidential financial records, operated multi-line phone systems, and performed all functions of office administration

Technical Skills

- ☑ Updated office equipment, supplies and property inventory records for the State of Washington Accounting System (WASAS)
- ☑ Experienced in Microsoft Word, Excel, PowerPoint, Access, and Internet navigation
- ☑ Assisted in the design and implementation of a new Oracle-based automated payroll accounting system

Work History

Sales Associate/Cashier, Diamonds International, Juneau, Alaska 06/2010 – 09/2012

Supply Technician I, State of Washington DOT, Olympia, WA 02/2009 – 05/2010

Asst. Supervisor/Administrative Assistant, Orange County Register, Santa Ana, CA 05/2004 – 12/2008

Jennifer Oakleaf

2153 Water Street NE, Olympia, WA 98502

360-123-4567

jenoakleaf@gmail.com

RELEVANT QUALIFICATIONS

- ☑ Knowledgeable of chemistry laboratory operations including utilization of equipment, chemicals and safety procedures, and ion chromatography certified
- ☑ Skilled in researching water quality of meromictic lakes in Eastern Washington and geological marine water quality in Puget Sound, and familiar with standard EPA, USGS and APHA analysis procedures
- ☑ Excellent communication, customer service, and conflict resolution skills, and capable of quickly learning and applying new skills, effectively working as part of a team
- ☑ Proficient in Microsoft Office, Word, Excel, Power Point, Access and in conducting extensive in depth internet research

EDUCATION

Bachelor of Science, emphasis Environmental Science

June 2015

The Evergreen State College, Olympia, WA

RELEVANT ACADEMIC RESEARCH/PROJECTS

- ☑ Collected water samples from Eastern Washington lakes, measured pH, dissolved oxygen, temperature and conductivity of water samples, and utilized laboratory procedures and equipment to analyze samples for alkalinity and trace metals, including silica, chloride, sulfate, nitrate, sodium, potassium, calcium, magnesium
- ☑ Designed an experiment to trap and examine beach hoppers within a specified area of beach on South Puget Sound to evaluate effects of habitat degradation on the health of the species by comparing results to previous beach hopper studies conducted and published in peer reviewed journals

VOLUNTEER & COMMUNITY SERVICE

Nature-Mapping Surveyor

June 2013-Present

Northwest Trek Wildlife Park, Eatonville, WA

- ☑ Traverse recently modified floodplain in western Washington on a biweekly basis to observe and record varieties and populations of plants, birds and wildlife species to assess ecosystem health and diversity

ADDITIONAL EXPERIENCE

Organic Farm Apprentice

April 2011-May 2013

Growing Things Farm, Tumwater, WA

- Participated in seeding, planting and harvesting of a variety of heirloom vegetables, organized Farmer's Market display stand, and assisted customers to select and purchase produce

SAMPLE INTERNSHIP RESUME

Juan Martinez

11 W. Geoduck Street, Olympia, WA 98506
360-555-3334

jmartinez@greeneru.edu

OBJECTIVE

To obtain an internship position in the recycling and solid waste management field

EDUCATION

Pursuing Bachelor of Science Degree, emphasis in Environmental Studies 09/2012-Present
The Evergreen State College, Olympia, WA

ACADEMIC RESEARCH/PROJECTS

- Researched and presented proposal for expanded recycling program for local school district to be implemented fall 2013 pending school board approval
- Conducted extensive research and wrote paper analyzing current recycling and waste prevention programs legislation, citing weaknesses and proposing potential solutions
- Lobbied with legislators and government and nonprofit agencies to encourage more stringent toxics reduction legislation on behalf of Citizens for a Cleaner Environment

RELEVANT COMMUNITY SERVICE

Volunteer 06/2014-Present
Washington Environmental Council, Tacoma, WA

- Assisted in planning of staff/volunteer retreats and educational workshops
- Organized and helped produce extensive mailings on topical environmental issues
- Co-produced promotional materials for annual fundraising event

Volunteer Intern Summer 2013
Eureka Environmentalists, Eureka, CA

- Worked with county and city officials to develop first curbside recycling program
- Presented information sessions to local public and private school students

WORK EXPERIENCE

Cashier, The Deli, The Evergreen State College, Olympia, WA 10/2012-Present
Customer Service Representative, CBI Cable, Eureka, CA 06/2008-08/2012

Reference Protocol and Courtesy

When selecting and utilizing references to provide to a potential employer, follow these guidelines:

- ✓ Consider those who know you best and who can speak about your strengths, such as a faculty member, current or former supervisor/manager at a business where you worked or organization where you volunteered. Ask potential references, "Will you give me a good reference?" Make sure they truly know you and have your best interest at heart. Do not use friends or family members.
- ✓ Never list or mention anyone you haven't asked, and do not ask for a reference from someone just because they are well-known in the field. Although some people may not mind being listed unbeknownst, you want to make sure the references you use are familiar with you, are willing and able to say good things about you, and that you have their current contact information.
- ✓ Always give your references a heads up if you anticipate or are aware that an employer or school might be contacting them soon.
- ✓ Always request letters of recommendation at least 4 or 5 weeks in advance. Don't confuse this advice with a begin date for your graduate school pursuit – that should be done at least 18 months in advance, and you should begin to cultivate your faculty advisers as references that far in advance.
- ✓ Cultivate your references. Choose these folks carefully and stay in touch over the years in order to have a good idea what they'll say when a potential employer or school calls them. Keep them up-to-date on your activities and progress. Don't wait until a year or two passes to ask them if they'd be willing to serve as a reference. Begin to develop that relationship when you are most present in their minds.
- ✓ Don't include references on your résumé. They should be listed on a separate sheet using the same heading and formatting as on your résumé, unless the application instructions instruct you otherwise. Furnish them only when requested by a potential employer.
- ✓ Provide your recommenders with information that might help them in writing a letter or responding to a call. Include information about what you have been doing that uniquely qualifies you for the position or the program to which you are applying. Include your own (draft or final) statement of purpose (sometimes called personal statement) or letter of interest.
- ✓ Consider how to best approach the person you are asking. (e.g., is email appropriate? A written note that indicates you will follow up to see if the person has a chance to meet to discuss your aspirations? A phone request?) Also consider other strategies that respect the person's time and style, and make sure to give him/her the chance to reflect upon your request.
- ✓ Think strategically. Mentioning a reference's name in your cover letter, for example, may carry weight if that person is known by or connected to the organization to which you're applying. But make sure you have permission to use a reference in such a way.
- ✓ Respect your references' time commitment. Write them a hard copy thank you note, verbally express your gratitude, AND keep them informed of your achievements.

For additional information and assistance, **call Academic & Career Advising at 360-867-6312 to schedule an appointment with one of our Career Advisors.**

MATT JOHNSON

123-456-7890 | mjohnson@gmail.com

REFERENCES

William Anderson, Owner

Anderson Farms

Centralia, WA

360-987-6543

andersonfarms@farmlink.net

Jacob Hillshire, General Manager

Centralia Feed & Seed

Centralia, WA

360-123-9876

jhillshire@comcast.net

Shirley Henry, Faculty

Centralia College

Centralia, WA

360-333-4444

shirlhen@gmail.com