



# *All You Need to Know to Write a Resume*

## Resume Writing Guide

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## RESUME BASICS

The resume is a key marketing tool that assists in building a candidate's personal brand. It is a vital part of the job search, providing an employer with important details of qualifications, background, and what a candidate can offer an employer.

### **Style & Formatting Tips**

- **Font:** Choose an easy-to-read black font in 10-12 point size.
- **Format:** Present information in reverse chronological order. Format experiences consistently throughout.
- **Content:** Customize the resume to each job or purpose.
- **Layout:** Use bullets, bold, italics, and capitalization sparingly to call attention to the most important information.
- **Length:** For undergraduate students and recent college graduates, it is advised to have a full, one-page resume.
- **Paper:** Use 8.5" x 11" resume-quality paper in a neutral color for printing the resume, cover letter, and references page.
- **Professionalism:** Eliminate all typos and misspellings by having multiple individuals proofread.
- **Spacing:** Use margins of 0.5" to 1" on all sides with appropriate, but not excessive, spacing.
- **Templates:** Avoid resume templates as they tend to be difficult to edit and do not easily allow for changes.

## HEADING & SECTION TIPS

### **Sample Headings & Sections**

Consider experiences where desired or transferable skills have been gained and align with the position or career field of interest. Background and experiences may be organized in sections including:

- Objective/Career Summary
- Education
- Relevant Coursework
- Work Experience
- Related Experience
- Clinical Experience
- Observation Hours/Student Teaching
- Internships/Externships
- Activities/Leadership Experience
- Academic Honors/Awards
- Community Service/Volunteer Work
- Skills & Certifications
- Military Service
- Languages
- Professional Development/Memberships/Affiliations
- Technical Knowledge or Skills

### **Writing Bullet Points**

Unlike other professional writing, resumes require communicating experiences and skill sets in clear, concise statements, not paragraphs or complete sentences. Begin these statements with a bullet point. Bullet points should highlight skills gained from each experience; they typically do not just list a duty or task completed. Consider these tips when writing strong bullet points:

- Look at a job description for desired qualifications and match bullet points to what the position is asking for.
- Start each bullet point with an action word, then add details.
- Use the appropriate verb tense for experiences. If still in the role listed, use present tense verbs. If it was something from the past, use past tense verbs.
- List bullet points in order of importance.
- Quantify bullet points if applicable (i.e. specify how many employees you trained, how much you increased the attendance of an event, or how much of a budget you managed).

### **Improving Bullet Points**

Here are a few examples of bullet points that have been improved using the tips above:

Before: *Worked the cash register*

After: *Provided customer service in an efficient and courteous manner and handled financial transactions with accuracy*

Before: *Helped with various marketing projects*

After: *Assisted marketing chair on campus-wide campaign to promote homecoming event to 15,000 students and alumni*

Before: *Took care of children at daycare*

After: *Created developmentally appropriate activities for five special needs children*

<b>Instead of using:</b>	<b>Consider an action word:</b>
Led	Conducted, Directed, Guided, Headed
Helped	Assisted, Contributed, Supported
Put together	Arranged, Collected, Compiled, Coordinated, Organized
Made sure	Approved, Corrected, Ensured, Verified
Kept track	Managed, Monitored, Recorded, Scheduled

**Action Verbs**

Consider these action verbs when writing your bullet points. Adapted from [www.quintcareers.com](http://www.quintcareers.com).

**Communication/People Skills**

Addressed	Advertised	Arbitrated	Arranged	Articulated	Authored
Clarified	Collaborated	Communicated	Composed	Condensed	Conferred
Consulted	Contacted	Conveyed	Convinced	Corresponded	Debated
Defined	Developed	Directed	Discussed	Drafted	Edited
Elicited	Enlisted	Explained	Expressed	Formulated	Furnished
Incorporated	Influenced	Interacted	Interpreted	Interviewed	Involved
Joined	Judged	Lectured	Listened	Marketed	Mediated
Moderated	Negotiated	Observed	Outlined	Participated	Persuaded
Presented	Promoted	Proposed	Publicized	Reconciled	Recruited
Referred	Reinforced	Reported	Resolved	Responded	Solicited
Specified	Spoke	Suggested	Summarized	Synthesized	Translated
Wrote					

**Creative Skills**

Acted	Adapted	Began	Combined	Composed	Conceptualized
Condensed	Created	Customized	Designed	Developed	Directed
Displayed	Drew	Entertained	Established	Fashioned	Formulated
Founded	Illustrated	Initiated	Instituted	Integrated	Introduced
Invented	Modeled	Modified	Originated	Performed	Photographed
Planned	Revised	Revitalized	Shaped	Solved	

**Data/Financial Skills**

Administered	Adjusted	Allocated	Analyzed	Appraised	Assessed
Audited	Balanced	Budgeted	Calculated	Computed	Conserved
Corrected	Determined	Developed	Estimated	Forecasted	Managed
Marketed	Measured	Netted	Planned	Prepared	Programmed
Projected	Qualified	Reconciled	Reduced	Researched	Retrieved

**Helping Skills**

Adapted	Advocated	Aided	Answered	Arranged	Assessed
Assisted	Clarified	Coached	Collaborated	Contributed	Cooperated
Counseled	Demonstrated	Diagnosed	Educated	Encouraged	Ensured
Expedited	Facilitated	Familiarized	Furthered	Guided	Helped
Insured	Intervened	Motivated	Prevented	Provided	Referred
Rehabilitated	Represented	Resolved	Simplified	Supplied	Supported
Volunteered					

**Management/Leadership Skills**

Administered	Analyzed	Appointed	Approved	Assigned	Attained
Authorized	Chaired	Considered	Consolidated	Contracted	Controlled

Converted	Coordinated	Decided	Delegated	Developed	Directed
Eliminated	Emphasized	Enforced	Enhanced	Established	Executed
Generated	Handled	Headed	Hired	Hosted	Improved
Incorporated	Increased	Initiated	Inspected	Instituted	Led
Managed	Merged	Motivated	Navigated	Organized	Originated
Overhauled	Oversaw	Planned	Presided	Prioritized	Produced
Recommended	Reorganized	Replaced	Restored	Reviewed	Scheduled
Secured	Selected	Streamlined	Strengthened	Supervised	Terminated

**Organizational Skills**

Approved	Arranged	Catalogued	Categorized	Charted	Classified
Coded	Collected	Compiled	Corrected	Corresponded	Distributed
Executed	Filed	Generated	Incorporated	Inspected	Logged
Maintained	Monitored	Obtained	Operated	Ordered	Organized
Prepared	Processed	Provided	Purchased	Recorded	Registered
Reserved	Responded	Reviewed	Routed	Scheduled	Screened
Submitted	Supplied	Standardized	Systematized	Updated	Validated
Verified					

**Research Skills**

Analyzed	Clarified	Collected	Compared	Conducted	Critiqued
Detected	Determined	Diagnosed	Evaluated	Examined	Experimented
Explored	Extracted	Formulated	Gathered	Inspected	Interviewed
Invented	Investigated	Located	Measured	Organized	Researched
Reviewed	Searched	Solved	Summarized	Surveyed	Systematized
Tested					

**Teaching Skills**

Adapted	Advised	Clarified	Coached	Communicated	Conducted
Coordinated	Critiqued	Developed	Enabled	Encouraged	Evaluated
Explained	Facilitated	Focused	Guided	Individualized	Informed
Instilled	Instructed	Motivated	Persuaded	Simulated	Stimulated
Taught	Tested	Trained	Transmitted	Tutored	

**Technical Skills**

Adapted	Applied	Assembled	Built	Calculated	Computed
Conserved	Constructed	Converted	Debugged	Designed	Determined
Developed	Engineered	Fabricated	Fortified	Installed	Maintained
Operated	Overhauled	Printed	Programmed	Rectified	Regulated
Remodeled	Repaired	Replaced	Restored	Solved	Specialized
Standardized	Studied	Upgraded	Utilized		

**Resume Checklist**

Before you finalize your resume, use this checklist to ensure it is ready to go!

**Is your resume...**

- Free of spelling and grammar errors?
- Devoid of personal pronouns (ex. I, we, me, my)?
- A good reflection of how your skill sets and experiences relate to the job?
- One full page?

**Does your resume...**

- Use consistent formatting for dates, job titles, etc.?
- Display most relevant qualifications near the top of the page?
- Highlight all relevant experience and transferable skill sets?
- Use action verbs to describe experiences?
- Use industry-specific key words?
- Demonstrate an understanding of the position and the needs of the employer?

## **REFERENCES**

- List your references on a separate page with the same heading of contact information used on your resume.
- Ask permission of 3-5 individuals to use as a reference and gather their contact information.
- Only send a reference page with your resume if requested by the employer.
- It is not recommended to use relatives or friends as references.
- For each reference, list the following: name, title, organization, physical address, phone number, and email.

Example:

Reggie Redbird  
Mascot, Illinois State University  
Campus Box 1857  
Normal, IL 61790  
(309) 438-1857  
rredbird@ilstu.edu

### ***Sample References Page***

#### **REGGIE REDBIRD**

1857 Illinois State University Drive  
Normal, IL 61790  
309-438-1857  
rredbird@ilstu.edu

#### **PROFESSIONAL REFERENCES**

Jane Dough  
Vice President of Finance  
XYZ Incorporated LLC  
123 Wall Street  
Allentown, IL 61161  
janedoe@xyz.com  
(808) 353-8808

Dr. Donald Pepper  
Economics Department: Professor  
Illinois State University  
Campus Box 4242  
Normal, IL 61790-4242  
drpeppe@ilstu.edu  
(309) 438-3333

Cameron Frye  
Risk Manager  
Chicago Sausages & Meats  
370 Beech Street  
Highland Park, IL 60035  
camfrye@sausageking.com  
(847) 777-4114

Charles M. Burns  
Chief Executive Officer  
Springfield Nuclear Power Plant  
121 Gigawatt Road  
Springfield, IL 63633  
wjsmithers@snpp.com  
(309) 987-6543

**NAME**

Address  
Phone  
Email

**OBJECTIVE (optional)**

Your objective statement should be brief and tailored to the position you are applying for. It can also briefly highlight the skills you can offer the organization.

**EDUCATION**

Institution Name, City, State

**Degree Title and Major(s)/Minor(s)**

Graduation Date

Cumulative/Major GPA: ??/4.0

(Month, Year)

*Academic Honors:* List any honors

*Related Coursework:* List any courses that highlight unique skills or knowledge

Previous Institution Name, City, State (if applicable)

**Degree**

Date

**RELATED EXPERIENCE**

**Job Title**

Date(s)

Organization, City, State

- Describe responsibilities and skills obtained in order of importance
- Start each bullet point with an action verb, then add skills and abilities developed while performing the task

**Job Title**

Date(s)

Organization, City, State

- Quantify experiences when possible
- Focus on key skills and qualifications highlighted in a job description and match your bullet points to those listed

**OTHER HEADINGS (additional experiences categorized into appropriate sections)**

**Job Title/Position**

Date(s)

Organization, City, State

- Continue listing appropriate bullet points for experiences and skills gained

**COMMUNITY SERVICE**

Organization, City, State

Date(s)

**CERTIFICATIONS AND PROFESSIONAL MEMBERSHIPS**

Certification/Professional Association, Organization, City, State

Date(s)

**SKILLS**

Proficient/knowledgeable in \_\_\_\_\_

Experience working with \_\_\_\_\_

**(Use margin and font size adjustments, spacing, and headings to get your resume to one full page. Margins should be between .5" and 1". Font size should be between 10-12 point, except for the header and section headings, which should be in larger font.)**

## REGGIE REDBIRD

1857 Illinois State University Drive  
Normal IL 61790  
309-438-1857  
redbird@nonisue-mail.com

### OBJECTIVE

To obtain an internship as a fitness assistant in a health and fitness environment

### EDUCATION

Illinois State University, Normal IL

**Bachelor of Science in Recreation Management** May 2015

Cumulative GPA: 3.4/4.0

*Academic Honors:* Dean's List, Fall 2012

*Related Coursework:* Fitness in the Recreational Environment, Advanced Recreation Programming, Recreation Leadership

Heartland Community College, Normal IL

**Associate in Science** May 2012

### RELATED EXPERIENCE

**Fitness Volunteer** Spring 2013

Fallview Fitness Center, Normal IL

- Assisted supervisor with exercise fitness program operation for 20 hours per week
- Led and instructed 27 aerobics participants and integrated exercise knowledge into classes

**Practicum Experience** Spring 2013

Advocate BroMenn Wellness Center, Normal IL

- Coordinated and led group exercises including warm ups and cool downs
- Assisted with fitness testing and recommended exercise plans
- Presented educational seminars on stress management

**Strength and Conditioning Assistant** Fall 2011-Spring 2012

Youth Training Center, Bloomington IL

- Developed conditional programs for youth ages 12-17
- Assisted conditioning coach with supervision of speed and endurance programs
- Recorded and maintained strength and conditioning data

### WORK EXPERIENCE

**Sales Representative** Fall 2010-Present

Read's Sporting Goods, Normal IL

- Train new employees in day-to-day operations
- Complete store opening and closing procedures
- Contribute to increased customer sales through extensive product knowledge
- Provide quality customer service to patrons

### COMMUNITY SERVICE

YWCA Volunteer, Normal IL Fall 2012-Present

### CERTIFICATIONS AND PROFESSIONAL MEMBERSHIPS

CPR and First Aid Certification, American Red Cross, Normal IL

Fall 2012-Present

Leaders In Fitness Education Club (LIFE), Member

Spring 2012-Present

## REGINA R. REDBIRD

1400 University St. · Anytown IL 55555 · (555) 555-5555 · rredbird@nonisue-mail.com

### SUMMARY OF QUALIFICATIONS

- Highly skilled personnel manager with 10 years experience hiring, training, and managing diverse teams
- Professional written and interpersonal communication skills developed through weekly report writing, supervision, and training of staff
- Strong organizational and problem solving skills
- Successful ability to simultaneously manage multiple tasks

### PROFESSIONAL EXPERIENCE

**Human Resources Associate Director** 20xx-present

*ABC Company, Schaumburg IL*

- Manage personnel, finance, and automated systems activities
- Establish goals and objectives and set priorities for accomplishing overall organizational functions
- Assist supervisor in establishing and implementing unit and individual training goals and objectives
- Review completed personnel actions to ensure all policies and procedures are closely followed
- Assist department director with strategic planning and establishment of unit action plans
- Process background checks, coordinate drug screenings, and expedite preparation of files

**Regional Human Resources Manager** 20xx-20xx

*XYZ Company, Chicago IL*

- Managed HR functions for 15 office locations and collaborated with corporate office to implement core programs
- Prepared and processed personnel files and payroll; maintained records and files
- Established performance management system for sales and recruitment process guidelines
- Served as principal administrator responsible for performance of a variety of technical, analytical, advisory, and coordinating duties for the director
- Served as key point of contact regarding recruitment and retention for the region
- Implemented new training program which streamlined training staff by more than 60%

### EDUCATION

**Bachelor of Science in Business Administration** May 20xx

*Illinois State University, Normal IL*

### CONTINUING EDUCATION

- Certificate – Innovation and Change Management – Northwestern University School of Continuing Studies
- Attended multiple seminars on management and leadership through the Management Association including goal-setting, conflict resolution, and mentoring

### PROFESSIONAL AND COMMUNITY AFFILIATIONS

Human Resources Management Association of Chicago, 20xx-present

Management Association, 20xx-present

Boys and Girls Club of Chicago, Board Member, 20xx-present

City of Chicago Neighborhood Economic Development Award, 20xx

### SKILLS

Computer: Proficient in Microsoft Office, SPSS, PageMaker, and Dreamweaver

Language: Conversational Spanish



## Tom Smith

1212 College Ave. • Normal, Illinois 61761 • (309) 309-3093 • tdsmith@nonissue-mail.com

### OBJECTIVE

To obtain an internship that utilizes knowledge and skills in information technology with a focus on security

### EDUCATION

#### Illinois State University, Normal, Illinois

Bachelor of Science in Information Systems, May 2013

Sequence: Information Assurance and Security

Cumulative GPA: 3.68/4.0

#### Illinois Central College, East Peoria, Illinois

Associate in Arts and Science, May 2010

### SKILLS

- Security:** Proficient in securing Windows and Linux-based networks, hardening Windows-based desktops against physical and remote tasks
- Systems:** Deploying Windows and Linux-based desktops with heightened security requirements
- Coursework:** Systems development, data communication, telecommunications-focused programming with J2EE, three-tier server programming, backend program design, Java-based graphic user interface design and programming
- Communication:** Communicate clearly on technology-based problems and solutions to a broad audience

### RELATED IT EXPERIENCE

Freelance Computer Repair and Training – Peoria and Normal, Illinois (2008-Present)

**Training** – Train computer literacy to the general community and professionals on a one-on-one basis

**Repair** – Repair simple to complex hardware failures

**Systems Analysis and Design** – Proposed and implemented complete system infrastructure for a small business from analysis to support phase (2011)

Chi Alpha Normal Chapter – Normal, Illinois (2009-2010)

**Computer and Network Design** – Handled technical troubleshooting within a small business environment including system crashes, system design, and analysis

### ACTIVITIES

Illinois State University – Normal, Illinois

- Association of International Technology Professionals member (2010-Present)
- Information Security Club member (2010-Present)
- Enterprise Computer Club member (2010-Present)

## ROCKY ROAD

12345 South Reggie Avenue, Normal IL 61761 • (123) 321-1234 • jkdoe@nonissue-mail.com

### EDUCATION

Illinois State University Normal IL  
**Bachelor of Science, Public Relations Minor: English** May 2012  
Cumulative GPA 3.5/4.0, Dean's List: Four semesters

### PRE-PROFESSIONAL EXPERIENCE

After School Program, Thomas Metcalf School, Illinois State University Normal IL  
**Public Relations Intern** Spring 2012

- Developed and executed marketing plan including website, brochures, and fliers
- Worked independently to complete all projects in a timely manor
- Publicized monthly newsletter for clients
- Arranged summer program field trip logistics; coordinated overnight events and activities
- Maintained relationships with supervisors and clients

WZND Radio, Illinois State University Normal IL  
**Public Relations Volunteer** Fall 2010

- Edited and researched news releases; conducted interviews
- Collaborated with staff on planning promotion events
- Worked directly with public relations department; observed business activities

### Related Coursework

Senior Public Relations Seminar, Post-it Advertising Campaign Spring 2012

- Developed media plan and managed budget for campaign
- Demonstrated effective skills in persuasion
- Measured expected outcome of campaign
- Conducted surveys and analyzed results for research

### LEADERSHIP AND WORK EXPERIENCE

Public Relations Student Society of America at Illinois State University Normal IL  
**Treasurer** August 2011 - May 2012

- Managed \$2,000 annual budget, including accounts receivable/payable; reported financial status monthly

Martin J. & Sons Cleaners Normal IL  
**Lead Customer Service Representative** June 2009 - Present

- Promoted to current position from entry-level customer service representative role within three months of hire
- Frequently serve as store supervisor in manager's absence
- Train new employees in day-to-day operations
- Complete store opening and closing procedures
- Resolve customers' complaints effectively and efficiently
- Provide excellent customer service by phone and in person

ISULeads Leadership Certificate Program, Illinois State University Normal IL  
**Graduate** May 2012

- Developed leadership skills in the areas of civic engagement and global perspectives

### VOLUNTEER EXPERIENCE

Public Action to Deliver Shelter (PADS Homeless Shelter) Bloomington IL  
**Volunteer Kitchen Worker** September 2010 - Present

## JANE SMITH

jsmith8@nonissue-mail.com • 123-456-7890 • 123 Mockingbird Lane, Normal IL 61761

### EDUCATION

Illinois State University Normal IL  
*Bachelor of Science in Marketing* May 2013  
**Cumulative GPA: 3.8/4.0** Dean's List: Fall 2009-Fall 2011  
Robert G. Bone Scholarship Award nominee Spring 2012

Leicester University, England - Study Abroad Program Jan. 2011-May 2011

### INTERNSHIP EXPERIENCE

*Country Financial* Bloomington IL  
**Marketing Intern** May 2012-Present

- Work independently and within teams to plan, develop and implement a variety of marketing and training-related projects including social media strategies and print materials
- Assist with manual and administrative tasks such as meeting minutes, campaign mailings, and meeting preparation

### LEADERSHIP & ACTIVITIES

*Alpha Kappa Psi, Professional Business Fraternity* Normal IL  
**Founding Member** Fall 2009-Present

- Helped fraternity evolve and grow from 15 members to over 80 members
- Attend professional speaker events to broaden perspective in field of business
- Sustain interactive involvement within the fraternity

**Service Chairman** Spring 2012

- Planned and organized events for members to volunteer time
- Met with Service Committee on bi-weekly basis to gain insight
- Planned and organized blood drive by partnering with the American Red Cross
- Arranged events at the Midwest Food Bank, Habitat for Humanity, and Adopt-a-Street

**Business Week Mentor** Spring 2012

- Nominated by State Farm Hall of Business Faculty
- Served as role model and pre-professional coach for underclassmen

*Salvation Army Canteen Run for Homelessness* Chicago IL  
**Event Planner** Aug. 2011

- Organized and led fundraiser for partnering against homelessness that raised \$538
- Promoted fundraiser through radio, television, newspaper, church bulletins, and email

**Travel Planner** March 2011

- Planned five-week backing trip across Europe for group of three people
- Led group to Amsterdam, Netherlands by arranging transportation, accommodations, site-seeing, and other activities

### COMMUNITY SERVICE & VOLUNTEER WORK

*Brain Injury Association of Illinois State University* Normal IL  
**Volunteer** June 2011

- Visited with campers and assisted during meals and activities
- Learned to understand and communicate with people with disabilities

*Humane Society, Local Nursing Home, Relay for Life* 2010-2012

### WORK EXPERIENCE

*Logan's Roadhouse* Normal IL  
**Team Leader and Waitress** Nov. 2011-Present

- Develop and enhance interpersonal and communication skills
- Direct and manage up to seven staff members as a closing lead staff member
- Further develop leadership skills including time management, organization, and delegation of duties

# Josie Smith

123 South Main Street • Anytown, IL 61234 • (555) 555-1234 • josiesmith@nonissue-mail.com

## Objective

Obtain kindergarten position at XYZ School; willing to assist in arts and drama events

## Education

Illinois State University Normal IL  
**Bachelor of Science in Education, Early Childhood** May 2013

**License:** Professional Educator License

**Endorsements:** Bilingual, English as a Second Language

## Pre-Professional Experience

Professional Development School, Bloomington District #87 Bloomington IL

**Intern/Student Teacher** August 2012 – May 2013

George L. Evans Elementary School

- Prepared, presented and implemented daily standard-based lesson plans to 24 third grade learners
- Implemented Smartboard into everyday classroom activities
- Modified materials for different learning styles and IEPs
- Graded assessments; completed daily tasks on Skyward
- Created environment where students were safe to express emotion, creativity and questioning skills
- Assistant Director, annual third grade variety show

## Related Experience

University College, Illinois State University Normal IL

**Peer Tutor** August 2011 – May 2012

- Tutored college students at various levels of English proficiencies
- Worked with diverse student population; personalized teaching style to each student

## Leadership and Service

Kappa Delta Epsilon, Illinois State University Normal IL

**President** August 2012 – May 2013

- Designed, proposed and implemented Get-Reading program between Kappa Delta Epsilon members and five 17 year-old students in Mexico
- Led executive board meetings and all-member meetings

Phi Sigma Sigma, Illinois State University Normal IL

**Vice-President** August 2011 – May 2012

- Managed and organized sorority functions, including 20 committee head leaders

## Work Experience

Culver's Naperville IL  
Cashier Summers 2010 – 2012

Subway Bloomington IL  
Sandwich Artist August 2010 – May 2011

## STEVEN A. SPIELBIRD

(309) 555-5555 • saspriel@nonissue-mail.com • Shark Street Apt. #8 • Normal, Illinois 61761

### PROFESSIONAL SUMMARY

- 7 years of practice in front-of-house theatre operations
- Extensive experience working with the public in large and small venues
- Committed to cooperative teamwork in order to accomplish successful events
- Dependable and conscientious with ability to thrive with minimal supervision

### EDUCATION

Illinois State University Normal, Illinois  
Bachelor of Fine Arts May 2014  
Major: **Theatre Studies - Theatre Management**  
Cumulative GPA: 3.7/4.0

### THEATRE EXPERIENCE

*Blue Man Group Chicago* Chicago, Illinois  
**Ticket Sales Representative** 2011 - Present

- Complete telephone and walk-up ticket sales using client relation skills
- Work directly with customers at will call window just before show time
- Resolve discrepancies between patrons and ticket suppliers efficiently and professionally
- Collaborate with upper management on ways to run more efficiently while cutting costs

*Beaver Productions/Atlanta Theatre of the Stars/Jam Productions* Memphis, Tennessee  
**Production Assistant** 2008 - 2012

- Tended to immediate needs of artists
- Helped prepare for each tour by creating checklists and compiling necessary items
- Aided well-known acts such as Dave Matthews Band and Willie Nelson
- Executed stage preparation for large casts including Beauty and the Beast (national tour)

*2nd Stage Theatre* New York, New York  
**Box Office Representative** Summer 2012

- Handled daily and advanced ticket sales
- Operated subscription-based ticketing program to handle the functions of multiple shows
- Maintained tickets sales reports and communicated profits to general manager

### ORGANIZATIONS & ACTIVITIES

*University Programming Board, Illinois State University* Fall 2012 - Present  
**Event Production Manager**

- Lead, encourage, and motivate volunteers and paid staff to create an inviting environment
- Direct and coordinate all logistics of preplanning, set up, and execution during events

*Illinois State University Theatre Association (ISUTA)* January 2012 - Present  
**Vice President**

- Promote events targeted toward individuals from a wide variety of backgrounds

# Minnie A. Mouse

555-555-5555

789 Clubhouse Dr., Normal IL 61761

mamouse@nonisu-email.com

## Objectives and Strengths

Seeking GIS and remote sensing-oriented employment that will utilize background in biology and geographical research including experimental design, statistical analyses, grant writing, professional scientific presentations and publications while building collaborative networks.

Research interests include community-based conservation, GIS and Remote Sensing and applied science. Would particularly like to incorporate the use of technology to solve local conservation issues. Previous work has incorporated African conservation, field work and lab-based research.

## Education

Illinois State University, Normal IL

May 2013

**Master of Science in Biology**, School of Biological Sciences

- **Biology Geographic Information Systems (GIS) Graduate Certificate**
- Coursework: Advanced Statistics, Biostatistics, Conservation Biology, Geographic Information Systems, Remote Sensing Independent Study
- GPA: 4.0/4.0

University of Delaware, Newark DE

May 2010

**Bachelor of Science in Wildlife Conservation, Biology minor**

- Honors Degree with Distinction
- Study abroad in Tanzania (2009); Coursework included Community-based Conservation and Conservation of African Wildlife
- Cumulative GPA: 3.8/4.0

## Instrumentation Experience/Skills

- Geographic Information System software (ArcMap and ArcCatalog)
- Remote Sensing software (ERDAS and ENVI)
- SAS software
- **Conversational in Spanish**

## Professional Academic Experience

Biology Undergraduate Independent Study

Fall 2012

- Coached student through project implementation, literature review, scientific writing

GIS Workshop, Mapping of Resources for Development-RCMRD, Nairobi, Kenya

November 2012

- Collaborated with African students and developed professional contacts within the African GIS and conservation community

Geometric Morphometrics Workshop, Berkeley, California

July 13-17, 2011

- Learned use and application of morphometrics in biological research

## Publications

- Online discussion forums to supplement in-person collaboration to enhance African and American research ties. In prep: African Geographical Review.
- Feasibility of using spot pattern to identify individual long-tailed salamanders. 2012. Mouse, M., J. L. Bowman, and N. Nazdrowicz. In review: Herpetological Review.

## Research Experience

Illinois State University, Normal IL

2010-2013

Thesis title: Fluctuating asymmetry as an indicator of anthropogenic impact across the Albertine Rift of East-Central Africa

- Quantified environmental stress in *Lophuromys aquilus*, the dark-colored brush-furred rat, in an area of high biodiversity and conservation interest in order to assess effect of anthropogenic impact

## **Minnie Mouse, Page 2**

University of Delaware, Newark DE Summer 2009-Spring 2010

- Assisted in design and execution of songbird surveys

University of Delaware, Newark DE Summer 2008-Spring 2009

- Assisted with salamander mark-recapture field work and data management

## **Work Experience**

**Teaching Assistant, Ecology** Fall 2010-present

- Instruct laboratory and field components of course (one or two sections per semester) for sophomores, juniors and seniors
- Assisted in redesign of laboratory syllabus, including introduction of one new lab and modifications for several others

**Teaching Assistant, Molecular and Cellular Biology** Fall 2011

- Laboratory instructor (two sections per semester)
- Introduction to university-level biology lab-based experiments and exercises for freshmen

**Peer Mentor, University of Delaware** Fall 2009

- Taught class that mentored freshmen on university life
- Acted as liaison between students and university personnel, and informed students about available resources and facilities

**Technology Assistant, Pearson Computing Site, University of Delaware** Fall 2007-Spring 2009

- Supervised computer lab for students and provided technical support for classes

## **Selected Posters**

- Mouse, M., J. Kostelnick, and S. Loew. 2012. Fluctuating asymmetry as an indicator of anthropogenic impact across the Albertine Rift of Africa. Symposium on Biomathematics and Ecology Education and Research, Normal IL
- Mouse, M., J. Kostelnick, and S. Loew. 2012. Fluctuating asymmetry as an indicator of anthropogenic impact across the Albertine Rift of Africa. AAG Annual Meeting, Washington D.C.

## **Selected Presentations**

- Mouse, M. Rwanda Travel 2012. Africa Council Presentation, Field Museum of Natural History, Chicago IL
- Mouse, M., Loew, S. 2011. Fluctuating asymmetry as an indicator of habitat degradation across the Albertine Rift of East-Central Africa. BEES Brown Bag, Normal IL

## **Selected Fellowships/Grants**

- Association of American Geographers Fellowship (AAG-MyCOE), Fall 2011-Summer 2012. NSF- funded fellowship that provided travel and housing stipend to support three months of research in Africa. Goal was to increase African geographic knowledge and provide the tools and technology to facilitate local biodiversity initiatives. Achievements included increasing GIS and remote sensing capacity, restructuring avian monitoring protocol and facilitation of data entry and statistical analysis.
- African Council Grant, co-PI with SS Loew. Field Museum, Chicago. Fall 2011. Amount received: \$2500

## **Awards/Societies**

- University of Delaware Honor student, Entomology and Wildlife Ecology Faculty Award
- University of Delaware Dean's List (2006-2010)
- Phi Sigma, Sigma Xi (national biological honor societies)
- Association of American Geographers, The Society for Conservation GIS, Society for Integrative and Comparative Biology

## **Academic Service, Activities and Volunteer Work**

- BEES Brown Bag Seminar Coordinator, Illinois State University (Fall 2012-Spring 2013)
- Expanding Your Horizons Conference Volunteer (January 31, 2011) - focus on encouraging involvement of women in science

## PHIL N. BETTER

Phil.Better@nonisue-mail.com • 309-555-5555 • PO Box 555, Normal IL 61761

### EDUCATION

Illinois State University

Normal IL

**Master of Science, Hydrogeology**

December 2013

GPA: 3.9/4.0

**Thesis:** Evaluating the removal of nitrate from a low gradient third order agricultural stream

University of Wyoming

Laramie WY

**Bachelor of Science, Physical Geography**

May 2011

### PUBLICATIONS

Better, P.N., Peters, R.L. (2013), "Evaluating the Role of Sinuosity in Nitrate Removal from Little Kickapoo Creek," Geological Society of America Abstracts.

### RELATED WORK EXPERIENCE

*Department of Geography - Geology, Illinois State University*

Normal IL

#### Teaching Assistant

2011 - 2013

- Instructed and prepared weekly principles of geology laboratory for up to 90 students
- Explained geologic concepts to students on an individual basis

#### Field/Research Experience

- Gathered and investigated field data for use in construction of conceptual models
- Collected and interpreted stream gauging, aquifer and slug test data
- Prepared, conducted, and tested laboratory analysis of water samples

*Rockford Map Publishers*

Belvidere IL

#### Customer Service Representative

2009 - 2011

- Addressed customer calls regarding plat book errors; organized and maintained copyright licensing database

*Analytical Surveys Inc.*

Colorado Springs CO

#### Geographic Information System Specialist

2007 - 2009

- Executed data capture and attribution from source documents

#### Task Lead

- Led training of new employees in software and project specifications
- Oversaw quality control for a division of 120 employees including training sessions
- Communicated staff technical issues

#### Geographic Information System Technician

- Prepared documents for conversion into a GIS

### PROFESSIONAL MEMBERSHIPS

The Illinois Groundwater Association, Geological Society of America, National Ground Water Association

### SOFTWARE

MODLFLOW

Phreeqc

ESRI-Arc GIS

SigmaPlot

OTIS

AQTESOLV

Aquachem

Surfer

Canvas

MS Office

### EQUIPMENT

Hydrolab MiniSonde 4a

Water level indicators

Dionex Ion Chromatograph

Nikon pulse laser

Total Station

Flomate Flometer

Pressure transducers

Data loggers

Submersible pumps: Grundfos 2, 4 and Redi Flo Variable Frequency Drive

Water quality meters: YSI Model 63, 85, 6600 and 5000



## Regina T. Redbird

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### EDUCATION

Mennonite College of Nursing, Illinois State University, Normal IL

**Bachelor of Science in Nursing, May 2012**

Cumulative GPA: 3.8/4.0      Dean's List - 5 semesters

### RELATED EXPERIENCE

**Midwest Heart Foundation, Edward Hospital, Naperville IL** Summer 2011

#### Clinical Research Intern

- Worked one-on-one with cardiac clinical research nurses
- Conducted patient office visits, assessments, EKGs, Holter Monitors, six-minute walk tests
- Collected data required for each study; documented and processed research findings
- Completed weekly hospital rotations in Cath Lab, Cardiac OR, Cardiac Diagnostics, Cardiopulmonary Rehab; Shadowed cardiology APNs

McLean County Disaster Drill Participant 2011

Heritage Manor Nursing Home Volunteer 2009 - 2010

Mexico Mission Trip - performed home healthcare visits 2008, 2009

### CLINICAL EXPERIENCE

**OSF St. Joseph Medical Center**, Bloomington IL Spring 2012

Leadership Management Clinical - Cardiovascular Stepdown

- Responsible for multiple patients; worked with nurse preceptor

**Advocate BroMenn Medical Center**, Normal IL Fall 2010 - Spring 2012

ICU, CVCU, Intermediate Care, Surgical, Mother Baby, Mental Health

**St. John's Medical Center**, Springfield IL Spring 2011

NICU

**McLean County Health Department**, Bloomington IL Fall 2011

Public Health - WIC program

**OSF St. Francis Medical Center**, Peoria IL Fall 2011

General Pediatrics Unit

**The Baby Fold (Hammit School)**, Normal IL Fall 2011

Psych/Mental Health - Residential Pediatric Behavioral Health

**Bloomington High School**, Bloomington IL Fall 2011

- Implemented "Choices" Health Fair - Recruited nine community organizations targeting teen pregnancy prevention and promoted healthy relationships

**Heritage Manor Nursing Home**, Normal IL Fall 2010

- Conducted an insulin education in-service program for nursing staff

### ACTIVITIES, ORGANIZATIONS AND AWARDS

**Sigma Theta Tau International Honor Society of Nursing**, Xi Pi Chapter

**Student Nurses Association** - Relay for Life Team Leader

**Scholarship Recipient** - Mennonite College of Nursing, Star for Nursing Education 2011

**Honors Program Member**

### ADDITIONAL EXPERIENCE

**Einstein Brother's Bagels**, Normal IL Aug. 2010 - May 2012

- Provided customer service, food preparation

**The Smith Group**, Naperville IL May 2010 - Jan. 2012

- Research Intern - Conducted phone and online research

### SKILLS AND CERTIFICATIONS

Proficient in Meditech and Epic hospital software

Basic Life Saving certification for Healthcare Providers, 2012

**REILLY REDBIRD**

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456 Main Street  
Any Town IL 12345  
309-111-5555

**OBJECTIVE**

To obtain a sales position with XYZ company where sales-related experience and interpersonal skills may be utilized

**EDUCATION**

Illinois State University Normal, IL  
Bachelor of Arts May 20XX  
**Major: Public Relations** Minor: Spanish Cumulative GPA 3.0/4.0

- Contributed 80% of college tuition and expenses by working full-time while taking classes

**SALES SKILLS**

- Contributed to increasing the average dollar sales at retail organization through product knowledge, demonstration, and point-of-sale recommendations
- Participated in group project to prepare promotional materials and advertising for the purpose of recruiting new members into the university's Student Alumni Association

**COMMUNICATION SKILLS**

- Created and edited press releases for Pittsburgh-based hospital; composed feature, sports, and editorial pieces for the ISU student newspaper; worked with Student Orientation Staff
- Conducted weekly meetings and presentations with sorority representatives and Greek Life Coordinator in preparation for Panhellenic Rush involving several hundred students

**ORGANIZATIONAL AND MANAGERIAL SKILLS**

- Handled purchases and returns, prepared in-store marketing for a national retail corporation, trained new employees, performed business transactions, and provided effective customer service at a restaurant
- Worked directly with Greek Life Coordinator for one year to coordinate and carry out sorority recruitment
- Effectively acclimated a community of 20 freshmen women to college life through regular interpersonal and group contact, educational and social programming, and enforcement of college policies

**WORK HISTORY**

Allegheny University Hospitals <b>Communications Intern</b>	Pittsburgh PA	Summer 20XX
Bath & Body Works <b>Sales Associate</b>	Bloomington IL	September 20XX - May 20XX
Illinois State University <b>Resident Assistant</b>	Normal IL	Fall 20XX - Spring 20XX
Lou's Restaurant <b>Manager</b>	Reese IL	September 20XX - April 20XX

**LEADERSHIP/SERVICE**

National Social Sorority, Illinois State University Spring 20XX - Present

- Chair, Public Relations and Executive Board, Panhellenic Council

Passages - Student Orientation Staff Fall 20XX - Present

# John Redbird

123 Main St. (309) 555-5555  
Normal IL 61761 jtredbi@nonisue-mail.com

## OBJECTIVE

To obtain an internship using values-based work ethic and organizational and leadership skills

## PROFILE

- Outstanding achievement record coupled with the ability to motivate & develop others to maximum potential
- Proficient at problem analysis and resolution
- Innovative thinker and rapid learner; team-oriented with valued loyalty

## EDUCATION

Illinois State University, Normal IL  
Bachelor of Science in **Criminal Justice Sciences**, May 2013  
Major GPA: **3.94/4.0** Cumulative GPA: **3.8/4.0** Dean's List (4 semesters)

## MILITARY EXPERIENCE

**Veteran's Preference:** 10 Point Preference  
**Security Clearance:** SECRET (Expires 2014)

### **Team Leader - US Army Rangers, U.S. Army Special Operations Command** 2004 - 2008

- Gained valuable characteristics of leadership while interacting with and taking direction from many high profile officials
- Trained superiors, peers and subordinates on combat operational procedures
- Selected above peers for promotion to Non-Commissioned Officer
- Rewarded by superiors for leadership and tactical expertise in training and combat
- Recognized by leadership for ability to learn quickly and consistently perform above standards
- Deployed 4 times in support of Operations Iraqi & Enduring Freedom conducting specialized joint operations
- Participated in over 75 classified direct-action special operations missions and continually trusted by unit officials to uphold mission confidentiality
- Trained and executed missions with government agency operatives
- Selected by chain of command to attend rigorous academic and tactical courses in order to develop individual skill and diversify team ingenuity
- Received accolades from the Ranger Battalion Physician Assistant for emergency medical proficiency
- Acted as Ranger Fire Team Leader, Fast Rope Master, Team Advanced Breacher, Squad Emergency Medical Technician

### **Squad Leader - Illinois National Guard** 2008 - 2010

- Commended by chain of command for excellence in physical fitness
- Supervised safety, logistics and training of day and night shooting range operations for over 200 soldiers
- Coordinated and led training in evasive vehicle maneuvers, urban combat tactics, and emergency medical procedures

### **Rifleman - 101<sup>st</sup> Airborne Division** 2002 - 2004

- Gained vast knowledge on how to become an effective leader by first learning how to follow
- Learned the importance of a team and gained an appreciation for the significance of loyalty
- Developed fundamentals instrumental to surpassing peers; received recognition from superiors
- Selected as platoon honor graduate by drill sergeants in basic training

## HONORS & AWARDS

Iraq Campaign Medal, Afghanistan Campaign Medal, Overseas Ribbon, Army Achievement Medal, Army Commendation Medal (three awards), Good Conduct Medal, Joint Meritorious Unit Award, Expert Infantryman Badge, Combat Infantryman Badge, Expert Marksman Badge, Air Assault Badge, Australian Jump Wings, Parachutist Badge, Ranger Tab

## PROFESSIONAL EXPERIENCE

### **Technician/Unit Clerk - Emergency Department** 2009 - Present

OSF St. Joseph Medical Center, Bloomington IL

- Enhance and improve emergency medical skills as an EMT
- Apply teamwork and leadership skills to assist physicians and nurses in trauma situations
- Recognized by ER staff for maintaining a calm attitude and effectively performing under extreme duress
- Selected among peers to train and supervise new incoming technicians, clerks and EMT/paramedic students