

# How to Write a Resume

A collaboration of Metropolitan State University  
Career Center and CAE Writing Center

Resumes state qualifications and explain how you are a good fit for a position. Think broadly and confidently: most jobs build skills that transfer to professions. Relevant coursework, volunteering, associations, clubs or activities could also support your story. Evaluate and update resumes regularly; revising professional materials is an excellent way to explore possibilities and think intentionally about your working life.

## Checklist

**-Consistent style:** Capitalize proper nouns. Write out numbers between one and nine, use numerals for numbers above 10. Write out an acronym the first time it is used: “Management Information Systems (MIS).” Choose one date format and stick with it: “2018”, or “July 2019”, or “7/22/19.” **Avoid first person:** *I, me* or *my* as much as possible. **Standard fonts:** Calibri or Arial are easy to read on a screen; Times New Roman is space efficient and looks good in print. **Even spacing,** turn on the “show/hide” paragraph mark button on the toolbar to see spaces and returns. **Verb tenses:** Write about current jobs in present tense: “manage projects.” Write about past experiences in past tense: “managed projects.”

**-Mistake free:** Read every word. Spell check does not correct incorrect words, only spelling. Take a break. Proofread again. Have a friend proofread. Check for accurate contact information, that the email address is professional, all addresses and links are in the same font as the rest of the document. **Save it in a number of different places,** use .docx and .pdf formats.

**-Clean formatting:** Underlining and italics may not show up if the document is converted. Email and URLs should be the same font color as the rest of the resume. Use some bold and some bullet points to emphasize items like job titles, degrees, and employers. Confirm that your documents upload without alteration.

**-Organization:** Generally, “Header – Summary – Education – Experience.” Highlight technical skills or coursework if applicable. Consider your audience; focus on transferrable skills if changing careers. **Most impressive information toward the top:** Employers spend an average of 6 seconds on a resume so keep it to one to two pages.

**-Use vivid vocabulary to describe qualifications and experience:** Make use of employer’s terminology that demonstrates your close fit for the job. Be clear, concise and specific. Favor active voice over passive voice.

**-Accomplishment statements:** Describe skills relevant to the application. For example, a restaurant job could focus on customer service, communications, and training instead of food preparation if seeking a marketing position. Use **specific statements** wherever relevant: Numbers, percentages, amounts, etc. Format numbers consistently: “60%” or “60 percent,” but not both.

**-Check if it passes the 20 second test:** Give it to someone to read quickly then take it back after 20 seconds. Can they tell what kind of work you seek?

## Headers

Contact information: name, phone number, e-mail, links to portfolios or sites such as LinkedIn; a street address is optional. Use the same header and fonts for different materials to present a cohesive set of documents. As a rule, use the same font throughout the resume.

### SAMPLE ONE

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#### AHMED ABDI

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651-630-2222

Saint Paul, MN

[linkedin.com/in/amedabdi](https://www.linkedin.com/in/amedabdi)

[www.ahmedabdi.com](http://www.ahmedabdi.com)

[ahmed.abdi@gmail.com](mailto:ahmed.abdi@gmail.com)

### SAMPLE TWO

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#### MARY SEVERSON

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651-699-9059 • [mlseverson@gmail.com](mailto:mlseverson@gmail.com) • [www.linkedin.com/in/maryseverson](https://www.linkedin.com/in/maryseverson)

### SAMPLE THREE

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#### JAI-LIN JOHNSTON, RN, PHN

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612-709-4085

[jjohnston88@gmail.com](mailto:jjohnston88@gmail.com)

## Summaries / Profiles

Summaries, also called profiles, capture attention with a quick snapshot of who you are and where you see yourself going professionally. The rest of the resume supports the summary. Summaries take a bit of effort to craft, but will serve as a cornerstone for your case to get hired. Use five questions to build a draft summary:

**What do I want to call myself?** A work related title and descriptive adjectives like detail oriented, creative, or effective; use a word or two that best describes you professionally.

**Do I have experience in my field?** If so, mention the number of years. What fields have you worked in already? If not, don't worry, just leave it out.

**What is my purpose for this search?** Weave a job objective into the profile: "seeking an entry level management position with a dynamic financial services company."

**What are my professional strengths?** Write about your skill set and any expertise, training, or coursework you want to feature. Start a sentence with "Background includes..."

**What are my personal strengths that translate to the workplace?** Mention degrees earned, special skills, achievements or attributes.

### SAMPLE ONE

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#### Laboratory Specialist • Medical Researcher

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Self-starting Senior Lab Technician with extensive experience in medical research and manufacturing industries. Background includes system and process creation, supervision and management. Recognized for excellent technical, organizational, communication, and interpersonal skills. Completing a biology degree and seeking an internship prior to applying to graduate school.

## SAMPLE TWO

### Corporate Meetings • Project Coordination • Communication Skills

Highly organized and creative **Meeting and Event Planner** with five years of nonprofit and corporate experience. Detail oriented team member known for excellent communication and listening skills as well as building and maintaining strong client and vendor relationships. A poised, self-motivated professional who enjoys new experiences and challenges.

- Project Coordination
- Budget Preparation
- Vender and Supplier Partnerships
- Employee Training and Team Leadership

## SAMPLE THREE

### Profile

Dedicated Master's Level Counseling Student seeking challenging practicum opportunity. Background includes extensive experience in volunteer and corporate environments with strong interpersonal, communication, and team management skills. Empathetic and intuitive professional who has been recognized for building effective relationships with clients, colleagues, and management. Completed 34 credits towards Master's Degree in Counseling Psychology with 4.0 GPA at St. Mary's University of Minnesota.

## SAMPLE FOUR

### SUMMARY OF QUALIFICATIONS

Publishing, editing and writing professional with significant experience in print and online publishing using a wide variety of software and managing multiple projects. Experienced journalist and photographer with a focus on business and community journalism for niche or general audiences. Completing a master's degree and seeking opportunity in technical writing.

### Education

Include the city and state of all institutions; this makes it easier for potential employers to verify your education. Including the year of graduation is optional for degrees already earned—many leave it out as it is often irrelevant. GPA is also optional, if it is over 3.5 consider adding it. Some also choose to add related classes. You might eventually have a section for Continuing Education and Training.

## SAMPLE ONE

Metropolitan State University, Saint Paul, MN

**Master of Science:** Technical Communication

Honors: *summa cum laude*

## SAMPLE TWO

Metropolitan State University, Saint Paul, MN

**Master of Public and Nonprofit Administration** (MPNA), Anticipated May 2019

**Bachelor of Arts: Psychology**, 2015

## SAMPLE THREE

St. Cloud State University, St. Cloud, MN

**Coursework in Biology**

## SAMPLE FOUR

Metropolitan State University, Saint Paul, Minnesota

**Bachelor of Arts**, English, Minor, Spanish

In Progress; GPA 3.5/4.0

## Experience

Also called Work Experience, Professional Experience or Career History. Start with your most recent position. It may include internships and volunteerism. Indicate actions and results, make achievements concrete. Show what you have done and might be able to do for an organization; around three to five bullet points for each job. List years worked; months are optional and usually not relevant.

### SAMPLE ONE

RETAIL INC., Minneapolis, Minnesota 2006–present

#### Assistant Manager

- Prioritize work of three sales representatives to meet deadlines and increase sales by 15 percent in three consecutive quarters.
- Coordinate over 12 shipping schedules with operations team to deliver product ahead of time by an average of three days.
- Train customer service group to respond in a pleasant and effective way to inquiries and complaints. Resolve 90 percent of customer complaints within 48 hours.
- Oversee the staffing and opening of two new branches at out-of-state locations.

### SAMPLE TWO

Randolph Heights Elementary, St. Paul, MN 2016–2018  
Student Teacher – 1<sup>st</sup> Grade

- Assisted teacher of 27 students with building lesson plans and creating individualized education plans for students identified with autism spectrum characteristics
- Developed classroom activities and graded assignments
- Provided tutoring and homework assistance for students who missed school

### SAMPLE THREE

Jefferson Elementary School, Minneapolis, Minnesota 2014–2018

#### Volunteer Tutor

- Worked with learning-challenged eight-year-old on reading and writing; used flash cards and reading and math assessment tools. Reading speed improved from 20 wpm to 53 wpm in two months.
- Tutored preschool children for school preparation with primary focus on reading, writing, and math, resulting in greatly improved grasp of number grouping concepts and letter recognition.

## Other Sections

Relevant coursework, specialized experience, volunteerism, associations, clubs or activities that support your story may deserve their own section. Here are some suggested headings:

-Honors and Achievements -Computer / Technical Skills -Community Service -Volunteer Experience -Military Service -Languages -Publications -Professional Affiliations -Licensures and Certifications -Workshops and Conferences -Coursework

# James Johnston

(612) 729-1999

j.johnston@outlook.com

www.j.johnston.com

## Summary

Adaptable **Computer Support Specialist** with extensive experience in customer service, trouble shooting and database management. Background includes inbound and outbound customer service Help Desk, Web development and hardware installation. Resourceful problem solver with superb interpersonal communication.

## Technical Skills

**Operating Systems:** Vista, XP, Server 2016/2019, Novell, NetWare, UNIX, Linux

**Hardware:** Servers, Hubs, Routers, Switches, Tape Backup Drives, Cloud Backups

**Software:** MS SQL Server, FileMaker Pro, pcAnywhere, MS Exchange, EnCase

**Languages:** Python, Visual Basic, C, C++, HTML, XHTML, CSS, JavaScript

## Education

Metropolitan State University, Saint Paul, Minnesota

Anticipated May 2020

**Bachelor of Arts:** Computer Science

Minneapolis College, Minneapolis, Minnesota

**Information Technology Courses**

2017–2018

## Professional Experience

Metropolitan State University, St. Paul, Minnesota

2018–present

**IT Help Desk Student Staff**

- Configure 100 new accounts monthly, adding e-mail and access to online learning
- Recognized as a key player in the conversion from Windows 7 to Windows 10
- Assisted with migration of 10,000 user accounts from GroupWise to Microsoft
- Troubleshoot and repair PCs, projectors and networking throughout the campus. Work with students and faculty to resolve a wide variety of software and network issues

US Bank, St. Paul, Minnesota

2016–2018

**Account Processor**

- Monitored, audited and checked documents for accounts receivable for timely deposit
- Resolved account discrepancies and assisted credit analysts with collections
- Recorded daily deposit information for accounts receivable systems at 20 bank branches
- Cross-trained other accounts receivable employees to efficiently handle staffing needs

## Memberships

Minnesota State IT Center of Excellence (ITCOE)

The League of Professional System Administrators, student member

# Julia T. Chavez

(612) 729-1999

Minneapolis, MN

jtchavez@gmail.com

## Summary

Adaptable **Computer Support Specialist** with extensive experience in customer service, trouble shooting and database management. Background includes inbound and outbound customer service Help Desk, Web development and hardware installation. Resourceful problem solver with superb interpersonal communication skills and ability to handle multiple projects and requests.

## Education

Metropolitan State University, Saint Paul, MN

**Bachelor of Science:** Computer Information Technology

December 2018

Minneapolis Community and Technical College, Minneapolis, MN

**Information Technology Courses**

## Work Experience

Inver Hills Community College, Inver Grove Heights, MN

2008–Present

**Assistant to the Registrar**

- Streamlined registration process by combining software features.
- Supplied students with registration information in a courteous and quick manner.

High Jump Software, Bloomington, MN

2002–2008

**Implementation Consultant**

- Oversaw software platform design and custom solution delivery for six accounts.
- Earned a 4.9/5.0 customer-satisfaction rating.
- Reputation for providing consistently outstanding customer service.

## Technical Skills

**Operating Systems:** Vista, XP, Server 2016/2019, Novell, NetWare, UNIX, Linux

**Hardware:** Servers, Hubs, Routers, Switches, Tape Backup Drives, Cloud Backups

**Software:** MS SQL Server, FileMaker Pro, pcAnywhere, MS Exchange, EnCase

**Languages:** Python, Visual Basic, C, C++, HTML, XHTML, CSS, JavaScript

## Professional Affiliations

Advance IT Minnesota

Student member, The League of Professional System Administrators

# ALIAH CHAU

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651-630-2222  
aliah\_chau@yahoo.com

Saint Paul, MN  
linkedin.com/in/alichau1

## SUMMARY

Adaptable **College Graduate** seeking an entry-level opportunity in the medical research industry. Expertise includes:

- Laboratory assistant for organic chemistry course that volunteered to conduct outreach workshops to several area high schools
- Improved students' grades as tutor and mentor for biology, chemistry and algebra courses
- Recognized in the biology department as a committed research associate

## EDUCATION

Metropolitan State University, Saint Paul, MN

**Bachelor of Science:** Biology, *cum laude*

May 2017

## PROFESSIONAL ACCOMPLISHMENTS

Related Courses

- Pollution Ecology, Biology of Cancer, Plant Physiology, Ecosystem and Global Ecology, and Molecular Biology
- Extensive research in environmental biology and ecosystems

Leadership

- Facilitated over 20 student projects with meticulous attention to detail
- Organized events and created community outreach promotional materials

Teaching and Training

- Tutoring, mentoring and training students in laboratory techniques and technology
- Assisted professors with research by documenting and analyzing results

## WORK HISTORY

US Bank, St. Paul, MN

2009-Present

**Account Processor**

Dave's Tax Service, Mendota Heights, MN

2004-2009

**Accounting Assistant**

# Jai-lin Lang

(952) 968-7561

linkedin.com/in/langjl4

JLang03@gmail.com

## LAB TECHNICIAN • RESEARCH SPECIALIST

Adaptable **Biology Student** completing a bachelor's degree and seeking employment in a laboratory or research setting. Expertise includes:

- Completing an internship at the NMR Laboratory at the University of Minnesota.
- Courses and laboratory work including Organic Chemistry, Genetics, Biochemistry, Microbiology, and Molecular Biology. Additional courses in Anatomy and Physiology.

## EDUCATION

Metropolitan State University, Saint Paul, MN

**Bachelor of Science:** Biology, GPA: 3.71

Anticipated December 2021

## PROFESSIONAL ACCOMPLISHMENTS

### LABORATORY SKILLS

- Experienced both in **Internship** and **Classroom** settings.
- **Organic Chemistry and Biochemistry:** HPLC, TLC, GC, Size Exclusion, Ion Exchange, Protein and Enzyme Assays, Centrifuge, Gel Electrophoresis.
- **Genetics:** Mating *Drosophila*, agarose electrophoresis.
- **Microbiology:** Maintenance of *E. coli* cultures, liquid and agar media preparation, bacteria identification.

### TEACHING AND LEADERSHIP

- Tutoring and mentoring students in biology and chemistry courses, improving the confidence and the grades of 25 students.
- Several years of hospital experience, training new employees to follow safety and serving as a liaison among doctors, nurses and patients as a health unit coordinator.

## PROFESSIONAL EXPERIENCE

University of Minnesota, Minneapolis, MN

April 2012-Present

### **Intern – NMR Laboratory**

- Assist scientists with academic microbiology research in environmental science.
- Demonstrate meticulous attention to detail while conducting experiments.

Fairview Ridges Hospital, Burnsville, MN

2003-Present

### **Health Unit Coordinator**

- Maintain communications and supervise new employees at a 35-patient post-operative unit. Known for ability to ensure confidential and prompt patient care.
- Recognized with a Fairview Alive award in 2011 for excellence in the workplace.



# ANDREW McGRAW

651-630-2222

[linkedin.com/in/amcgraw](https://www.linkedin.com/in/amcgraw)  
andrew.mcgraw@gmail.com

## Profile

**Technical Writer:** Motivated college student in advanced design and rhetorical theory with marketing and copywriting experience. Expert in communicating with clients, colleagues and stakeholders to ensure high quality outcomes.

## Technical Skills

-Illustrator -HTML 5 -CSS -WordPress -Drupte

## Education

Metropolitan State University, Saint Paul, MN

**Bachelor of Arts:** Technical Communication

Anticipated May 2021

## Experience

ABC Marketing Communications, Inc., Bloomington, MN

2011–Present

### Marketing Copy Writer

- Create marketing materials for clients from start to finish.
- Collaborate with graphic designers on large projects.
- Test and review new software systems being considered by the company.
- Support clients in publicizing 10 special events.

Thomson Reuters (Formerly: West Publishing), Eagan, MN

2008–2011

### Marketing Assistant

- Compiled market information to support marketing campaigns in three company divisions.
- Checked marketing materials for accuracy and timeliness.
- Updated and organized databases, most containing over 50,000 records.
- Generated new sales leads through Internet research.

Dolan Media, Minneapolis, MN

1999–2008

### Public Information Coordinator

- Gathered public records from five county courthouses using a variety of software systems.
- Ensured accuracy of data files through validations and spot checking.
- Coordinated publication of data in over 10 databases.

## Volunteer Experience

Independent School District #196, Rosemount, MN

2004–Present

### Document proofreader

- Verified and edited tutoring materials and handouts.
- Collaborated with teacher teams on the design process.

# ASAD ABDULLAHI, R.N.

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## OBJECTIVE

Multi-lingual, dedicated Registered Nurse with an entry-level Master of Science in Nursing and several years' experience in healthcare management. Seeking a challenging position in a clinical or hospital setting with Allina.

- Fluent in Somali, Spanish, Hmong, and English
- Geriatric and Pediatric specialization
- Highly experienced with multiple EHR systems

## EDUCATION

Metropolitan State University, St. Paul, MN

**Master of Science:** Nursing, 2018

Coursework in: Geriatric Nursing, Advanced Nursing Research, Leadership in Health Care Systems, Nursing Care of Children and Families, Psychological/Mental Health Nursing

R.N. License, MN #494944

University of Wisconsin-Eau Claire, Eau Claire, WI

**Bachelor of Science:** Biology, 2005

## CLINICAL EXPERIENCE

Children's Hospital of Minnesota, Minneapolis, MN

**Student Nurse,** April 2016–August 2016

- Provided total care of children from premature infant to teen
- Preceptorship: Neonatal Intensive Care, 120 hours
- Clinical Rotation: Medical Surgical, 80 hours

Fairview Hospital, Burnsville, MN

**Student Nurse,** December 2014–May 2015

- Assisted with total care of patients recovering from surgery in a 75-bed unit
- Preceptorship: Medical Surgical, 120 hours
- Clinical Rotation: Geriatric Care, 80 hours
- Clinical Rotation: Neonatal Intensive Care, 120 hours

## WORK EXPERIENCE

Fairview Hospital, Burnsville, MN

**Health Unit Coordinator,** 2008–Present

- Provide doctors and nurses with prompt access to patient records
- Ensure privacy policies are followed by staff
- Maintain an organized office and assist with schedule creation

Ebenezer Homes, Burnsville, MN

**Activities Director,** 2003–2008

- Fostered an environment of recovery to keep residents physically and mentally active
- Stimulated residents with activities that complimented physical therapy program

## One Page Networking Summary

For networking, in addition to business cards, a single page summary can be useful. Creating one is helpful for professional exploration, job fairs, or preparing for informational interviews. It provides a snapshot of your skills, education, career goals and target companies. This document is focused on networking and doesn't go into detail about work history, education, volunteerism or other topics.

- Use the same header and style as your resume, cover letter and references
- Summarize your skills and career history
- Highlight positions and companies you would like to target in your job search
- Focus on skills and transferrable experience or qualities
- For information and links to other resources, including Bureau of Labor Statistics data on job growth and salary outlooks, check out sites like:

[www.onetonline.org](http://www.onetonline.org)

[www.CareerOneStop.org](http://www.CareerOneStop.org)

[www.MySkillsMyFuture.org](http://www.MySkillsMyFuture.org)

[www.positivelyminnesota.com](http://www.positivelyminnesota.com)

JUN YI LIU

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Marketing Professional

Increasing value with effective and measurable creative tactics, strategies and solutions.

Creative Marketing Professional with expertise in a broad spectrum of Sales and Marketing competencies. Proven ability to create new business opportunities and grow revenue through the development and implementation of marketing solutions for new and existing client relationships. Detail-oriented and innovative team player with keen business insight, demonstrated planning and organization skills, and the ability to effectively manage multiple and shifting priorities.

Expertise includes:

- Marketing, Strategic Planning, Relationship Management, Communications, Brand Development, Web Marketing, Effective Presentations, Manufacturing Sales

CAREER HISTORY

Table with 2 columns: Company/Role and Dates. Includes Graco Inc., Fastenal, and ThermoKing.

TARGETED POSITIONS

Marketing Manager/Associate, Sales & Marketing Strategist, Web Marketing Specialist

TARGETED COMPANIES

Table with 3 columns of targeted companies: Latitude Technology Group, Public Affairs Co., Tactile Systems Technology, GetWireless, Amcom Software, 3M, Boston Scientific, St. Jude Medical, 7-SIGMA, Inc., InnovaGraft Biologics, Inc., Premier HealthCare Services, Incisive Surgical Inc., Proto Labs Inc., HealthPartners, Allina Health Care