**How to Write a Resume**

**Workbook and Samples**

A collaboration of Metro State University Career Center and Writing Center

This document is available in alternative formats upon request by contacting the Center for Accessibility Resources, accessibility.resources@metrostate.edu or 651.793.1549.

General Tips

* Resumes concisely state qualifications, experience, and aspirations for organizations you seek to join. Information on your achievements in education, work, volunteer, and life experience explain how you are a good fit for a position.
* Feature education, work experience, coursework or projects that are most relevant to a specific job and highlight skills or qualities that have been praised. Relevant life experience, presented appropriately, can be a great asset in demonstrating connection and purpose for pursuing a career path.
* Record and then promote your unique skills and talents over the course of your professional life. Remember to update regularly; revising professional materials is an excellent way to explore possibilities and plan intentionally.

Style Guide

Capitalize proper nouns. Write out numbers between one and nine, use numerals for numbers 10 and above. Write out an acronym the first time it is used: Management Information Systems for MIS.Choose one date format and stick with it: 2024, or July 2024, or 7/22/24. Format numbers one way consistently, either 60% or 60 percent.

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. Write about current jobs in present tense: manage projects. Write about past experiences in past tense: managed projects. Avoid first person; *I*, *me* or *my* as much as possible. Favor active voice over passive voice.

Use simple formatting. Choose consistent spacing and digital friendly fonts: Calibri or Arial are good choices for visual clarity. Layout should be symmetrical and within standard margins. Employ some bold and some bullet points to emphasize items like job titles, duties, degrees, and skills.

Proofreading Guide

* Read every word and check every format detail. Spell check does not correct incorrect words, only spelling.
* Take a break. Proofread again. Have a friend proofread.
* Check for accurate contact information, ensure email address is professional.
* Save it in a number of different places using .docx and .pdf formats.
* 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?

Composing Guide

Use these five questions to guide composing the whole resume; pieces from your longer answers here might be particularly useful for the Summary section.

**1. What is my purpose for this resume and what are my objectives for this search?**

Is it aimed at supporting a specific job or internship application, a general search, grad school or scholarship application, or getting a grant? Have a simple, easy to update version that provides a complete record of your educational and professional life. That way you’ll be able to adapt it quickly should a sudden opportunity come up.

Reflecting on this question can help you create an objective statement within a Summary that is clear and useful – usually these are expected to be the last phrase of the entry. Word them actively using phrases such as, seeking a position in …; excited to join …; interested in … or looking forward to…

**2. What do I want to call myself?**

Even if you do not include a Summary on your resume, have in mind a name for the professional role that you are seeking. Use the title that appears on postings for positions. If you are including a fuller profile or objective statement, open it by highlighting a general title from the field, your status as a college student, recent graduate, or that role from the posting to indicate how you see yourself as a member of the field. Consider adding descriptive adjectives like detail-oriented, creative, empathetic, or effective to this title.

The idea is to efficiently highlight the authentic, unique qualities that make you a good candidate. To find these, recall how people have praised your work as a student, employee, or volunteer for things that are relevant to this job search.

**3. What education and work experiences are relevant qualifications?**

List trainings, licensures, and relevant coursework as well as completed or anticipated degrees. What fields have you worked in already -- might they be relevant? Remember, relevant volunteer work experience may be as valuable as paid work in explaining your qualifications.

**4. What are my general professional & personal strengths?**

Skill sets, personal attributes, research interests, significant life experiences, hobbies, passion projects, or ways you contribute to your community or the world are just some of the categories to reflect upon here. Your commitment to growing professionally in relation to a specific element of the field is a strength that can be touched on in the Summary/Profile and used in your descriptions of course work or job duties.

Something to reflect upon here is whether and how to include relevant strengths, personal attributes and identities or life challenges overcome. Having a conversation with a career counselor, advisor or tutor can be an excellent way to develop a solid, authentic resume that includes a fully rounded account of how you can contribute as a professional in a given field.

**5. What do I want to highlight for this search?**

Place the strongest details at the beginning of the document. Mention them briefly in the Summary/Profile then explain again in descriptions of duties or featured coursework or projects etc. if they would appear further down in the resume.

**Sample Sections for Resumes**

Header Section

Contact information should include: Full name (preferred name), phone number, and e-mail. Links to polished portfolios or sites such as LinkedIn are optional. Use the same header and fonts for different materials to present a cohesive set of documents.

**SAMPLE ONE**

**Ahmed Abdi**

651-267-1234 www.ahmedabdi.com

Ahmed.abdi@gmail.com linkedin.com/in/ahmedabdi

**SAMPLE TWO**

Elizabeth (Libby) Severson

662-789-2234 **|** lseverson@hotmail.com **|** www.linkedin.com/in/libbyseverson

**SAMPLE THREE**

**Jai-Lin Johnston** R.N. P.H.N.

612-222-3456 jljohnston23@comcast.net

Summary Section

This is about who you are and where you see yourself going professionally for employers. The rest of the resume supports the summary; it serves as a cornerstone for your case to get hired. Use the Composing Guide from page 2 to help draft this section.

No matter how you format it -- brief phrases, bullet points, lists, or a combination -- it should be under 70 words and take no more than a few seconds to scan and understand. Always place it immediately after the Header section. Emphasize your best qualifications from education, work, volunteer, and life experience and promote technical skills, competencies, and talents that make you a good candidate. Use Summary, Profile, or Title of the Position You are Seeking as a heading.

**SAMPLE ONE**

**Laboratory Technician | Medical Researcher**

Self-starting Biology Undergrad with training and 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. Seeking an internship prior to applying to graduate school.

**SAMPLE TWO**

**Summary**

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

* Budget Preparation - Employee Training and Team Leadership

**SAMPLE THREE**

**Profile**

**Urban Elementary Education** program graduate with a background in working to improve the lives of youth from diverse circumstances. A reflective and resilient educator committed to providing equal educational opportunities. Bi-lingual in Somali and English. Seeking opportunity to cultivate the talents of students at the pre-kindergarten to sixth-grade level.

Expertise includes:

* Developing and implementing student-centered lessons for diverse classrooms with special and regular education students
* Adapting lessons after reviewing student backgrounds and learning needs through individual education programs and pre-assessments
* Maximizing student learning experiences through positive classroom management

**SAMPLE FOUR**

**PROFFESSIONAL PROFILE**

Highly motivated, dynamic graduate student in Masters of Public and Nonprofit Administration seeking challenging opportunity as a Program Director. Diverse background includes Bachelor of Arts in Sociology with extensive experience in Teaching and Training, Customer Service and Team Management. Intuitive, dedicated professional recognized for energy, ethics, and exceeding expectations.

* Relationship building with clients, colleagues and management virtually and in-person
* Efficient management across multiple projects
* Fluency in Spanish and English

Education Section

Emphasize the degrees and subjects studied with bold font. Include the full name, city and state of all institutions. 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 and certifications here.

**SAMPLE ONE**

Metro 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 2024

**Bachelor of Arts: Psychology**, 2022

**SAMPLE THREE**

Metro State University, Saint Paul, Minnesota

**Bachelor of Arts, English, Minor, Spanish** In Progress; GPA 3.6/4.0

Experience Section

Also called Work Experience, Professional Experience or Career History. Start with your most recent position. Include internships and volunteerism here.

Emphasize the job held with bold font. Focus on your actions and make achievements concrete. Use three to five bullet points for each job. List years worked; months are optional and often not relevant.

**Proof Statements for Job Duties**

Effective duty statements connect well detailed skills specifically to results or accomplishments, so ask yourself:

WHO? Who did your job help? The company? The clients? Customers?

WHAT? What did you do? What were the results?

WHEN? When did this happen? Daily, weekly, monthly?

WHERE? Where did your duties occur?

WHY? What was the purpose of doing this activity?

HOW? How or why did you do this activity? How did your job duties help or add to the organizations ability to function?

Basic Skill Phrases

* Managed office duties
* Waited on customers
* Assisted teacher

Better Skill Phrases

* Managed office operations, including daily mail and staff of 3
* Waited on customers, taking orders and serving meals in a timely manner
* Collaborated with lead teacher on lesson plans

Best Skill Phrases

* Managed office operations, including mail and staff of 3, increased productivity by 30% over the course of the first year on the job
* Waited on customers in an efficient, professional manner resulting in return visits
* Collaborated with lead teacher to create, implement and evaluate lessons in pre-reading

**SAMPLE ONE**

RETAIL INC., Minneapolis, Minnesota 2019–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, 2020–2022

**Student Teacher – 1st 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 | 2021–2023

**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

Licensures and Certifications

Coursework

Publications

Projects

Computer / Technical Skills

Community Service

Volunteer Experience

Military Service

Professional Affiliations

Workshops and Conferences

Presentations

Languages

**Full Resume Samples**

**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 2026

**Bachelor of Science**: Computer Science

Minneapolis College, Minneapolis, Minnesota

**Associate of Science**:Information Technology2023

**Professional Experience**

Metropolitan State University, St. Paul, Minnesota 2023–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 2016–2022

**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) 729-1999jtchavez@gmail.com

**Summary**

**Market Researcher** | **Data Management**

Recent college graduate with interests and experience in marketing, finance and sales seeking growth opportunities. Excited to put classroom and internship experiences to use conducting market research and data management. Highly motivated, collaborative bilingual professional with fluency in both English and Spanish.

**Education**

Metropolitan State University, Saint Paul, MN | December 2022

**Bachelor of Arts** in Individualized Studies: Emphasis in **Finance, Sales and Marketing**

Featured Projects

* Identified customer satisfaction drivers for website utilization through statistical analysis of customer survey and social media responses.
* Designed email market research proposal including question design and audience segmentation for retail startup.

**Related Experience**

**Marketing and Communications Intern** Summer 2022

State of Minnesota: MN Department of Natural Resources, St. Paul, MN

* Provided support services to Marketing Consultant to expand agencies reach among traditionally underserved populations.
* Led efforts around the development and growth of parks influencer and outreach program.
* Utilized various analytics tools including, Google Analytics, Salesforce, and content management systems.

**Service Cashier** 2016-2018

Maplewood Toyota, Maplewood, MN

* Efficiently handle final invoices and payment collections through close communication with the Service and Parts departments.
* Acknowledged for exceptional work under limited supervision and for providing an exceptional customer service experience.

**Work Experience**

**Fulfillment Center Warehouse Associate** 2018–Present

Amazon, Shakopee, MN

* Select, pack and ship customer orders while working in a fast-paced environment.
* Independently troubleshoot any problems that arise in order to ensure each product meets quality requirements.

**Medical Assembly** 2016

Aerotek, Arden Hills, MN

* Inspected, monitored and assembled client’s products to meet industry standards.

**ALIAH CHAU**

651-630-2222 Saint Paul, MN

aliah\_chau@yahoo.com 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 2023

Minneapolis Community and Technical College, Minneapolis, MN

**Associate of Science**: Accounting

**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 2021-Present

**Account Processor**

Cody’s Tax Service, Mendota Heights, MN 2013-2021

**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 2025

**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 2023-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 2017-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 andrew.mcgraw@gmail.com linkedin.com/in/amcgraw

**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 -Druple

**Education**

Metropolitan State University, Saint Paul, MN

**Bachelor of Arts**: Technical Communication Anticipated May 2024

**Experience**

ABC Marketing Communications, Inc., Bloomington, MN 2022–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 special events, averaging 10 per year.

Key Project

Designed text and graphics for information webpage on solar panels for Minnesota Energy Coalition that increased traffic over 50%.

Thomson Reuters (Formerly: West Publishing), Eagan, MN 2019–2022

**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 2008–2019

**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 2014–Present

**Document proofreader**

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

**ASAD ABDULLAHI, R.N.**

612-872-9899 | asadabdulrn@gmail.com

**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, 2022

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

**CLINICAL EXPERIENCE**

Children’s Hospital of Minnesota, Minneapolis, MN

**Student Nurse**, April 2022–August 2022

* 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 2020–May 2021

* 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**, 2018–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**, 2013–2018

* Fostered an environment of recovery to keep residents physically and mentally active

Stimulated residents with activities that complimented physical therapy program