

## **BUSINESS STUDENTS' GUIDE TO WRITING RESUMES**

### **What is a resume and why do I need one?**

A resume is a marketing tool that you use to sell yourself to an employer. It is a written advertisement and summary of your educational background, skills, experience, activities, and honors. Only positive information and strengths are included. Do not ever mention weaknesses on your resume. The primary purpose of a resume is to obtain an interview.

### **Do's and Don'ts**

#### **Format**

Do....

- Keep your font size 10-12pt.
- Keep it short and to the point. Resumes for new or recent undergraduates are typically one page in length.
- Make sure your resume is one full page or two full pages- not a page and change.
- If your resume is more than one page, put your name and page number on the top of each page.
- Make your section headings stand out by putting the type in bold, underlining it, or using all capital letters.
- Keep the format and spacing uniform. Either place your dates immediately after the corresponding item or line them up in the right-hand column but do not do both.
- Keep the sentence structure uniform throughout the resume. If you start out using full sentences, finish with full sentences.
- Use present tense for things you are still involved in.
- Put dates in the format of month and year (example: April 2009) and be sure to include start and end dates for all activities except graduations, certifications, Dean's List, and study abroad experiences. For graduations and certifications, note only the month and year of completion. For Dean's List and study abroad it is best to name the semester and give the year such as Spring 2009.
- For anything you are still involved in (except education), list the end date as "present." Remember that if you get into an honor society, you are in it for life unless you are officially dismissed.
- List all items in reverse chronological order (most recent first) within each section.

#### **Appearance:**

Do....

- Use plain black ink, a simple format, and a simple font style such as Times New Roman or Arial.
- Use a letter-quality printer, a word processor, or a carbon ribbon quality typewriter.
- Use paper that is a neutral color such as white, gray, or beige. Using resume paper is optional.
- Put your resume in a portfolio, folder, or at the very least, a plastic page protector when attending interviews, information sessions, or job fairs.

Don't....

- Fold, staple, spill your coffee on, or otherwise damage the appearance of your resume.
- Use a lot of decorative line, boxes, shading or shadowing.

### **Structure:**

Do....

- Use action words and phrases and be specific when describing responsibilities and accomplishments in your experience and activities sections. Career Services offers a handout containing a comprehensive list of these words.
- Include a skills section.
- When listing organizations or clubs on your resume, provide a brief description of what the organization is, events participated in, and any leadership roles.
- Include a reference list on a separate sheet of paper.

Don't....

- Mention any of your weaknesses or include negative information.
- Sell yourself short by leaving off skills, community service, and activities where you held leadership roles or accomplished great things.
- Use personal pronouns such as, "I, my" etc.

### **Editing:**

Do....

- Proofread your resume by hand at least once to check for errors and do not rely solely on your computer's spell checker to catch everything.
- Read your resume out loud after you have finished it as another way to check for mistakes. Also, have someone who may not be familiar with everything you have done read it to see if everything makes sense to them.

### **General**

Do....

- Remember that writing a resume is an art, not a science. It is very subjective but the bottom line is you must be comfortable with its contents. Keep in mind that your resume is a work in progress.
- Remember that it is acceptable to include volunteer work and religious activities.

Don't....

- Include a photograph, salary expectations or irrelevant personal data such as interests, marital status, health status, social security number, age, religion, citizenship status, or national origin.
- Lie or exaggerate information

### **A Cautionary Note About Using Resume Templates**

Although it can be very tempting to use resume templates, Career Services does not recommend them for several reasons:

- Employers see thousands of resumes a week and looking at the same thing gets boring. They can look at the format of a resume and know immediately if it is a template. If they think it is, they may make assumptions about the applicant not taking the time to create an original resume.
- Templates are very restrictive in terms of the structure and the amount of information you can include.
- Templates are used frequently by others and so if you use a template, your resume will not stand out from the crowd.
- The default settings on resume templates do not allow you to change the margins, font, or spacing. Additionally, some templates may automatically include section headings that you do not need or want, such as Salary Requirements and Reference Lists.
- Template resumes can cause problems with scanning and faxing. Employers who have problems scanning your resume into a database may not take the time with a document that is a hassle – and it may end up in the trash.

### Contact Information

Do....

- Center your name at the top of the page and make sure it stands out by keeping it slightly larger if possible (but no larger than 14pt. font) than the rest of your resume. Additionally, you have the option of putting it in bold and/or underlining it.
- Use a professional-sounding email address, such as your first initial and your last name.
- Remember to remove the hyperlink from your email address by right-clicking on it and selecting the, “remove hyperlink” option.
- Include at least one contact phone number and label it as, “home” or, “cell.”
- If two addresses are used, be sure to label them appropriately by using terms such as, “Current Address, Campus Address, Present Address, Home Address, or Permanent Address.” Also, place your current address on the left
- Remember, you do not have to include your street address if you don’t want to but you must include a phone number.

### Objective

An objective is optional but employers prefer one. It is two sentences long at the most and is either very specific or left off entirely. It can be as simple as “To obtain \_\_\_\_\_ position (or internship) with (insert company name here).

Do....

- Tailor your objective to suit each job or internship you are applying for.
- Leave the objective off for job fairs and if you are posting your resume in one of the online resume books.
- If you use an objective on your resume, place it immediately below your contact information.

### Education

**The following items must be included:** the degree(s) you earned, the institution attended including city and state, any minors, and month and year of graduation.

**The following items are optional:** Cumulative GPA, major GPA, study abroad, related courses, and Dean’s List

**Please Note:** If you attended a college or university but did not receive a degree or certificate, do not include that institution in your education section.

Do....

- Put your education section immediately below your objective (if you have one) or immediately below your contact information.
- Put your GPA in perspective (example: 3.2/4.0) because not every school uses a 4.0 scale.

### Experience

- This section can include paid and unpaid or volunteer experience and internships as well as related and unrelated experience and military experience.
- It does not have to include every position held and related experience can be listed in a separate section if desired.
- Include the position title, company name, city and state, dates worked, and list major duties in order of importance.

### Skills

- **Possible items to include:** computer skills (with knowledge level), languages and/or codes known (with knowledge level), commercial driver's license, and current certifications.
- **Computer skill levels in order of proficiency:** basic, working, proficient, expert.
- **Language skill levels in order of proficiency:** basic, conversant, fluent, native speaker.
- **IMPORTANT:** Do not label that you are proficient, expert, conversant or fluent unless you are because the company can test you.

### Activities, Honors, and Memberships

- These can be combined into one section or listed separately if space allows. Include on and off campus items.
- Religious involvement, community service, fraternities/sororities, clubs, organizations, etc. can be listed here
- Include a brief explanation of the award, honor or activity if it's not clear from the title. (i.e. Omicron Delta Kappa – National Honor Society).
- Include number of hours you dedicate to an activity especially if it is more than 10 hours a week. This will show the employer the amount of time dedicated outside of class and work.
- Leadership roles should be highlighted.

### Other Optional Sections and Items

Travel, Military Experience, Publications and Patents

# Action Verbs & Phrases

The words that you use to describe your experience, activities and other categories should convey skills that you have developed and what you have to offer an employer. To do this you need to use strong action verbs and self-descriptive words. This will help to get the potential employers attention. One thing to beware of when using these words is that you do not want to sound boastful or arrogant. In addition to using action verbs, make sure that you use concise phrases, instead of complete sentence, and quantify them as often as possible. Following is a list of action verbs and phrases to help you get started.

## Action Verbs

accomplished	composed	eliminated	inspected	presented	solved
achieved	computed	employed	inspired	presided	sorted
acquired	conceived	enforced	installed	prevented	specified
activated	conducted	engineered	instigated	processed	sponsored
adapted	consolidated	enlarged	instituted	produced	staffed
adapted	constructed	equipped	instructed	programmed	staged
addressed	consulted	established	integrated	projected	standardized
adjusted	contacted	estimated	interpreted	promoted	started
administered	contributed	evaluated	interviewed	proposed	stimulated
advanced	controlled	examined	introduced	proved	streamlined
advised	conveyed	exceeded	invented	provided	strengthened
advocated	coordinated	executed	investigated	published	stretched
allocated	corresponded	exercised	judged	purchased	structured
analyzed	counseled	expanded	lectured	raised profits	studied
anticipated	created	expedited	led	realized	succeeded
applied	critiqued	explored	liquidated	recommended	suggested
appointed	decentralized	extended	located	recorded	summarized
appraised	decided	facilitated	made	recruited	supervised
approved	decreased	financed	maintained	reduced costs	surveyed
arranged	defined	forecasted	managed	reduced	sustained
assembled	delegated	formed	marketed	re-established	synthesized
assessed	delivered	formulated	mastered	regulated	systematized
assigned	demonstrated	fostered	measured	renegotiated	tailored
assisted	designated	founded	mediated	reorganized	taught
attained	designed	fulfilled	minimized	reported	tested
audited	determined	functioned	modernized	represented	tightened
budgeted	developed	generated	modified	researched	traded
built	devised	governed	monitored	resolved	trained
calculated	diagnosed	guided	motivated	restored	transacted
catalogued	directed	handled	negotiated	retained	transferred
categorized	discharged	helped	observed	revamped	translated
centralized	discovered	hired	operated	reviewed	tutored
chaired	displayed	identified	organized	revised	uncovered
changed	distributed	illustrated	oversaw	scheduled	undertook
clarified	documented	implemented	participated	searched	updated
coached	doubled	improved	performed	selected	used
collaborated	drafted	improvised	persuaded	served	utilized
collected	dramatized	increased	pinpointed	shaped	verified
combined	earned	influenced	pioneered	showed	wrote
communicated	edited	informed	planned	simplified	
compiled	effected	initiated	predicted	sold	
completed	elicited	initiated	prepared	solicited	

**Action Phrases** – this is a sample list of skills found in a cross section of careers. Jot down examples of situations in your work experiences (in a job, internship, student organization, volunteer, or coursework) that demonstrate these skills. Then try to incorporate those skills into your resume and/or cover letter.

administering medication	listening to others
administering programs	maintaining a high level of activity
advising people	making decisions
analyzing data	managing an organization
analyzing problems	meeting new people
auditing financial reports	meeting people
being thorough	motivating others
budgeting expenses	motivating others
calculating numerical data	negotiating/arbitrating conflicts
checking for accuracy	operating equipment
classifying records	organizing files
coaching individuals	organizing tasks
collaborating ideas	overseeing operations
collecting money	persuading others
comparing results	picking out important information
compiling statistics	planning agendas/meetings
comprehending ideas	planning organizational needs
conducting interviews	predicting futures
conducting meetings	preparing written communications
coping with deadlines	prioritizing work
counseling/consulting people	promoting events
creating new ideas	proposing ideas
deciding uses of money	providing discipline when necessary
defining a problem	questioning others
delegating responsibility	raising funds
determining a problem	reading volumes of material
developing a climate of enthusiasm, teamwork, and cooperation	recommending courses of action
developing plans for projects	relating to the public
displaying artistic ideas	reporting information
dramatizing ideas	running meetings
editing work	selling ideas
enduring long hours	selling products
enforcing rules and regulations	setting priorities
entertaining people	setting up demonstrations
estimating physical space	setting work/committee goals
evaluating programs	speaking to the public
expressing ideas orally to individuals or groups	summarizing information
finding information	supervising employees
gathering information	taking personal responsibility
generating accounts	teaching/instructing/training individuals
handling complaints	thinking in a logical manner
handling detail work	thinking of creative ideas
imagining new solutions	writing for publication
interacting with people at different levels	writing letters/papers/proposals
inventing new ideas	writing reports

## James P. Devlin

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New York, NY 10000

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### OBJECTIVE

To obtain an accounting internship for the summer of 2010

### EDUCATION

Bachelor of Science in Accounting and Finance – University of Delaware May 2011  
University Honors Program  
Major GPA: 3.666 – Cumulative GPA: 3.685  
**Study Abroad:** New Zealand Winter 2010

### EXPERIENCE

**Vendor**, University of Delaware Box Office – Newark, DE September 2008 – Present

- Responsible for working approximately 15 hours per week, selling tickets for the majority of events held on campus
- Maintain security of funds through use of financial techniques and accounting internal controls

**Data Entry, Insurance Verification**, Landauer Metropolitan Inc. – Great Neck, NY June 2009 – August 2009

- Responsible for entering healthcare orders into database management software
- Worked as a member of a data management team, verifying numerous types of patient insurance

**Marketing Consultant**, Caterina Benincasa Monastery – New Castle, DE February 2009 – May 2009

- Worked with a marketing team to enhance techniques used to increase public knowledge of monastery and gift shop

### ACTIVITIES

**Risk Management Chair**, Alpha Kappa Psi Professional Business Fraternity September 2008 – Present

- Founding Member of Omega Alpha Chapter at University of Delaware, assisting in the process of starting the chapter by recruiting members and organizing professional, social and philanthropic events to meet application requirements
- Responsible for maintaining a secure environment for approximately 75 brothers at social events
- Work with Executive Vice President to create and enforce a corporate ethics program for the chapter

**Treasurer**, Habitat for Humanity – University of Delaware September 2008 – Present

- Responsible for maintaining organization funds and keeping treasury account balanced at all times
- Participant in Habitat for Humanity Collegiate Challenge in Georgetown, SC - March 2009

**Participant**, PricewaterhouseCoopers xACT Case Competition October 2009

**Participant**, Blue Hen Leadership Program October 2009 – Present

**Team Captain**, Intramural Softball, Dodgeball, Flag Football – University of Delaware September 2007 – Present

**Member**, Accounting Students Association September 2009 – Present

**Member**, Business Students Association September 2009 – Present

### HONORS/SKILLS

General Honors Award – University of Delaware Fall 2009  
Alpha Lambda Delta National Academic Honor Society September 2008 – Present  
National Society for Collegiate Scholars September 2008 – Present  
National Semi-Finalist – Intel STS Research Competition January 2007  
Advanced written and oral communication skills in Spanish  
Proficient in Microsoft Office- Excel, Access, Microsoft Word, PowerPoint, Outlook  
Basic knowledge of HTML

### COMMUNITY SERVICE

- **Volunteer**, Ronald McDonald House – Wilmington, DE September 2007 – Present
- **Accounting Volunteer**, Relay for Life – University of Delaware April 2009

# Alyssa Konopka

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email@udel.edu

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## EDUCATION

**University of Delaware**, Newark, DE December 2009

Alfred Lerner College of Business and Economics

**Bachelor of Science in Hotel, Restaurant & Institutional Management**

Minor in Business Administration

Major GPA: 3.8/4.0

Cumulative GPA: 3.5/4.0

Australia/New Zealand study abroad-Accounting Program

January-February 2008

- Visited multi-national firms to review their accounting and information systems

## WORK EXPERIENCE

**Ambling Management Company**, Newark, DE

July 2008-Present

Community Assistant

- Responsible for performing apartment inspections and acting as a leasing consultant to all potential leasers
- Working with the Resident Director on monthly program plans, goals, budgets, and evaluations
- Performing daytime and nightly clubhouse duties, as well as responsible for off hour emergencies

**Delaware State Golf Association**, Hockessin, DE

May 2009-August 2009

P.J. Boatwright Event Planning Internship

- Responsible for conducting 15 statewide golf tournaments in the state of Delaware
- Preparing notices for tournament competitors, recording final scores, and prize distribution
- Maintaining current status of the website and notifying press of all tournament results

**Marriott International**, Courtyard by Marriott, Newark, DE

September 2008-December 2008

Rotational Educational Experience

- Completed various student rotations in the hotel including Food & Beverage, Front Desk, Sales, Rooms, Housekeeping, night audit and management shifts

**Marriott International**, Courtyard by Marriott, Newport, RI

May 2008-August 2008

Summer Intern

- Performed all front desk duties including: checking guests in and out, making reservations, and solving any unforeseen issues with rooms and other departments
- Monitored daily hotel functions, guest registration, food & beverage, housekeeping and night audit activities

**Princeton University**, Princeton, NJ

June 2007-August 2007

Account Representative

- Worked as a liaison between Conference & Events Services and other departments within the University, as well as clients in the New Jersey market region. Organized and managed several major conferences and events.
- Managed project budgets, provided audio/visual support, and updated office databases

**Aramark: University of Delaware Dining Services**, Newark, DE

January 2007-May 2007

Student Manager

- Supervised non/student employee shifts and breaks, assured adherence to organizational policies and procedures, and managed the daily closing of the restaurant.

## ACTIVITIES

- American Cancer Society: Relay for Life Walk September 2006-Present
- University of Delaware First Year Experience Program, Teacher's Assistant September 2007-Present
- University of Delaware Residence Life, Resident Assistant November 2007- May 2008

## AWARDS

- SAP Marketing Innovators Competition, National Finalist June 2009
- Darden Restaurant Entrepreneur Summit Business Plan Competition, 1<sup>st</sup> place April 2009
- PriceWaterHouseCoopers xACT Case Competition, UD campus 1st place November 2007
- University of Delaware Dean's List 2006, 2007, 2008

**SKILLS:** Proficient in Microsoft Office (Word, Excel, PowerPoint, Access). Certified in both CPR and First Aid.

# Kimberly Joy Gallene

## Current Address

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Newark, DE 19711

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## Permanent Address

2 Tucan Drive  
New York, NY 11111

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## Education

### Bachelor of Science in Marketing

University of Delaware, Newark, DE  
Minor: International Business  
Overall GPA: 3.13

(May 2011)

**Dean's List-Spring 2009**

### Study abroad, London

(Spring 2010)

## Experience

### Corporate Marketing Intern, Wakefern Food Corp., Elizabeth, NJ (June 2009-Aug 2009)

- Facilitated in the development and support of the newly launched ShopRite Family marketing program, including personal meetings to recruit major food retailers to participate.
- Built assortment of circular and online advertisements working as a liaison to coordinate efforts within the sponsor community and various Wakefern departments.
- Provided creative input with a team using software programs to construct live web pages.
- Served as one of chief administrators and researchers for social media outlets and endeavors.

### Blue Hen Ambassador, University of Delaware, Newark, DE (Oct 2007-present)

- Conduct campus tours for prospective students and families.
- Advertise and promote the university through emails and live student panels.
- Assist admissions staff during recruitment programs.

### Admissions Office Processor, University of Delaware, Newark, DE (Nov 2008-Feb 2009)

- Organized and filed applicant information using obtained knowledge of university database.
- Verified information and ensured accuracy throughout parts of application process.

## Activities

### Alpha Delta Pi Sorority, Theta Delta Chapter, University of Delaware (March 2008-present)

#### Founding Member. Public Relations Committee Team Member.

- Publicize and assist in planning of ADPi sponsored philanthropic, social, and community outreach events.
- Serve as information liaison between organization and outside community through innovative promotional techniques.

### American Marketing Association, Blue Hen Marketing Club (Oct 2007-present)

#### Founding member.

- Actively participate in various networking events
- Visit different marketing firms and learn about potential fields and career opportunities

## Skills

- Proficient knowledge of Microsoft Word, Excel, PowerPoint
- Conversational knowledge of Spanish

# Clayton Rowe

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Mobile Phone (302) 555-5566

## Permanent Address

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## OBJECTIVE

To obtain a summer internship in finance.

## EDUCATION

### **Bachelor of Science in Finance and Economics (May 2011)**

University of Delaware, Newark, DE

**Study Abroad:** Geneva, Munich, Paris, Zurich (Winter 2010)

**Related course work (to be completed by end of Spring 2009):** Banking and Monetary Policy, Intermediate Financial Management, Intermediate Macroeconomic Theory, Management Information Systems, Public Speaking, Financial Markets, Statistics, International Economics, Investments

## SKILLS

Extensive Microsoft Office skills for Windows and Macintosh

OpenOffice skills for Windows and Macintosh

Work with Noli, Logger Pro, and Minitab

Training in diversity

Trained in Reuter's

## EXPERIENCE

### **Blue Hen Ambassador Student Coordinator**, University of Delaware, Newark, DE (October 2007-Present)

Manage and coordinate the selection, training, and evaluation of 200+ tour guides every year. Interact with prospective students as the face of student life. Coordinate admissions events that bring as many as 2,000+ prospective students a day and 60,000+ prospective students a year.

### **Spirit Ambassador**, University of Delaware, Newark, DE (Spring 2009-Present)

Support the work of the Office of Alumni Relations by serving as a student host at events of importance to the University community. Serve on an advisory board that meets with the President and senior administrators to communicate the ambitions, thoughts and concerns of current students.

### **Crew Leader**, Bruster's Real Ice Cream, Hockessin, DE (April 2006-August 2007)

Promoted to a crew leader (customer service, management, balancing cash drawers, assigning tasks to other employees).

### **Front End Manager**, Acme Markets, Hockessin, DE (May 2004-August April 2006)

Quickly promoted to a cashier and eventually to a Front End Manager. In charge of managing baggers and cashiers including assigning tasks, giving breaks/lunches, and customer service.

## HONORS, MEMBERSHIPS, ACTIVITIES

National Association of Black Accountants

Volunteer, Limestone Hills Day School (Summers 2003, 2004)

Spirit Ambassador Community Service Committee (Spring 2009-Present)

Excel Program (Fall 2008-Present, for Underrepresented Business Majors)

Student Government Association (SGA) (September 2008-Present)

Leadershape Institute (Summer 2009)

Numerous awards for customer service at Acme Markets and Bruster's

UD Relay for Life (Spring 2009-Present)

## **Katherine Conroy**

email@gmail.com

215-555-4851(cell)

### ***Current Address***

2 E Main Street  
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### ***Permanent Address***

81 Albon Avenue  
Philadelphia, PA 19111

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## **EDUCATION**

**Bachelor of Science in Operations Management and Management Information Systems**

May 2010

**Minor:** International Business

University of Delaware, Newark, DE

Cumulative GPA: 3.33/4.0

**Study Abroad:** Hong Kong, New Zealand, and Australia

Winter 2009

**Related Course work:** Modern Business Computing, Oral Communication in Business, Business Telecomm Networks, Business Application Development, Database Design and Implementation

## **SKILLS**

Knowledge of Microsoft Office XP (Excel, PowerPoint, Access, Word, Outlook), HTML, XHTML, Visual Basic, C#, SQL; Familiar with both Windows and MAC O/S, Adobe Photoshop, IWeb, iPhoto; Skills in public speaking and communication; Currently learning SAP

## **RELATED EXPERIENCE**

### **Intern**

Delaware Valley Industrial Resource Center (DVIRC), Philadelphia, PA

June 2009 – August 2009

- Gathered and organized data into excel spread sheets to determine the company's carbon footprint
- Contributed to a Sustainability Event held by the company
- Participated in a Kaizen event on cellular layout, as well as a 5S at a veterinary school
- Designed an activity for a Lean Certification class
- Worked within a variety of departments to help with various projects such as: the Lean Consulting Dept., the Sales and Marketing Dept., the HR Dept., the Receptionist

### **Teller**

Commerce Bank, Newark, DE

November 2007-April 2008

- Processed and recorded transactions by banking policies
- Paid out funds and balanced each day's operations
- Responded to customer's questions or concerns about their accounts

## **OTHER EXPERIENCE**

### **Waitress and Hostess**

The Green Cuisine, Stone Harbor, NJ

Summer 2007, 2008

- Served food and beverages to patrons and stocked service areas with supplies
- Handled the cash register and allocated tips to the counter and kitchen employees

## **HONORS & ACTIVITIES**

MIS Outstanding Student Award

Spring 2009

Dean's List

Spring 2009, Fall 2006 & 2008

Alpha Sigma Alpha

February 2007-Present

Web Mistress for Alpha Sigma Alpha

January 2009 – December 2009

Standards Board for Alpha Sigma Alpha

September 2008 – December 2008

Scholarship Committee for Alpha Sigma Alpha

September 2007- May 2008

# Summer Roberts

333 Peacock Boulevard Hockessin, DE 19707  
302-123-4567 (cell) summerroberts@udel.edu

## EDUCATION

**University of Delaware (University Honors Program)**

*Bachelor of Science in Finance, Economics, and International Business Studies*

Minors: Management Information Systems, French Language

Cumulative GPA: 3.93/4.0 Major GPA: 3.93/4.0

**Newark, DE**

*May 2011*

## Study Abroad:

- Paris, France — International Business, French Language & Literature (all courses taught in French) Fall 2009
- Geneva, Switzerland — International Economics Winter 2009
  - Participated in lectures from top economists and officials from: The Bank for International Settlements, The Swiss National Bank, Rothschild's Private Bank, The OECD, and several UN organizations
  - Participated in site visits to corporations such as: DuPont, Nestlé, W.L. Gore, Credit Suisse

## SKILLS

- Proficient in Microsoft Office 2003 and 2007 (Excel, Word, Access, PowerPoint, Outlook), Visual Basic (Microsoft Visual Studio 2008), Visual Basic for Applications (VBA), MiniTab 15 Statistical Software
- Experience with HTML, Reuters 3000 Xtra, Bloomberg
- Advanced speaking, reading, and writing French ability

## EXPERIENCE

**Newark Arts Alliance**, *Gallery Monitor*, Newark, DE

Summer 2009

- Monitored daily gallery operations including selling artwork, managing inventory, and developing and maintaining relationships with local artists; performed clerical and administrative work
- Assisted in the installation of both new art gallery exhibits and art merchandise displays

**Marketing Externship with Caterina Benincasa Monastery**, *Marketing Consultant*, New Castle, DE

Spring 2009

- Led a team in order to create a long-term marketing plan for the non-profit organization
- Assessed the needs of the organization and conducted research to develop a customized and feasible plan

**White House Black Market**, *Sales Associate*, Greenville, DE

April 2008 – December 2008

- Provided personal attention to customers while tailoring wardrobe suggestions to meet their individual lifestyles
- Exceeded personal sales goals set by management by utilizing suggestive selling techniques
- Promoted and hosted private shopping parties and events in the store to generate after-hours revenue

## ACTIVITIES

**UDress Magazine (Student-Run Fashion and Lifestyle Magazine)** — *Writer*

Fall 2008- Present

- Conceptualized and wrote original stories for both the print magazine and online blog
- Worked with local businesses to borrow merchandise used in photo shoots to accompany stories

*Advertising and Creative Services Team*

Spring 2008

- Sold advertisements to local businesses to generate ad revenue for the magazine
- Planned and coordinated creative events for advertisers

**UD Review (College Newspaper)** — *Staff Reporter*

Spring 2008-Present

## AWARDS/HONORS

- Dean's List All Semesters
- General Honors Award (In recognition of achievement in the Honors program during first two years) Fall 2009
- Executive Mentors Scholars Program Fall 2009- Present
- Charles N. Lanier Economics Scholarship (Given to top sophomore major for outstanding achievement) Spring 2009
- Beta Gamma Sigma (Business Honor Society) Member Spring 2009-Present
- Alpha Lambda Delta (Honor Society) Member Fall 2008-Present
- National Society of Collegiate Scholars (Honor Society) Member Fall 2008-Present
- Award for Outstanding Academic Achievement in Intermediate Level French Spring 2008

# Alexander J. Smith

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## CAREER OBJECTIVE

To obtain a full time position in management.

## EDUCATION

**Bachelor of Science in Management**, University of Delaware, Newark, DE May 2010

Minor: International Business

**Related course work:** Business Management, Finance, Marketing, Information Technology Management, International Business, Business Law, Structural Organization, Microeconomics, Macroeconomics, International Economics, Oral Communications in Business, Accounting

Salesianum School, Wilmington, DE May 2006

## SKILLS

Hands-on experience in management and motivation; Knowledge of Microsoft Office - Excel, PowerPoint, Microsoft Word, Microsoft Access, Outlook; Conversant in Spanish; Superior communication, sales, and research skills. Special training in credit sales and account management.

## RELEVANT EXPERIENCE

**Retail Management Intern**, Wal-Mart Stores Inc, Kennett Square, PA Jun. 2009 - present

- Discuss plans for improvement in management meetings
- Take part in and delegate sales floor and inventory projects
- Attend bi-weekly market conference calls discussing corporate goals
- Assist managers in leadership operations by motivating and guiding associates
- Ensure associates are aware of corporate goals

**Intern**, DEXSTA Federal Credit Union, Wilmington, DE Jun. – Sept. 2008

- Handled withdrawals/deposits and ensured drawer was balanced each day
- Dispensed bonds and other financial services
- Worked with members to better organize their accounts and loans
- Served members both face-to-face, on phone, and via mail

**Business Development Sales Associate**, Swift Financial, Wilmington, DE Jun. – Aug. 2007

- Contacted small business owners and sold lines of credit
- Talked with customers to learn about their business' needs and desired products

## OTHER EXPERIENCE

**Installation Assistant**, Traffic and Safety Signs Inc, Kennett Square, PA Sep. 2007 – May 2009

- Set up detours around the New Jersey/Pennsylvania areas
- Worked closing I-95 during extensive repaving project

**Landscaper**, Immaculate Heart of Mary Parish, Wilmington, DE Jun. – Aug. 2006

- Worked outside and inside to ensure the school was prepared for the upcoming year

**Administrative Assistant**, KT&D Inc, Wilmington, DE Jun. – Aug. 2005

- Organized data on the computer and in folders

## ACTIVITIES/HONORS

Blue Hen Marketing Club Newark, DE Feb. 2007 - Present

Intramural Softball League Newark, DE May 2006 - Present

DeSales Chapter of the National Honors Society Wilmington, DE 2006

Member of State Champion Football and Swim Teams Wilmington, DE 2006

# Alexander M. del Rosario

**Current Address**  
60 Elkton Rd  
Newark, DE 19755  
[email@udel.edu](mailto:email@udel.edu)

**Permanent Address**  
55 Durm Rd East  
Columbia, MD 21111  
Cell: (555) 555-9577

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## Education

**Bachelor of Science in Finance** (May 2010)  
**Minor: Management and Information Systems**  
University of Delaware, Newark, DE  
Overall GPA: 3.12/4.0  
University Merit Scholarship (September 2006-present)

## Related Coursework

Financial and Managerial Accounting, Statistical Analysis, Operations Management, Marketing, Law and Social Issues in Business, Financial Management, Investments, Financial Institutions and Markets, Banking and Monetary Policy, Programming for Business Applications, Database Design and Implementation.

## Skills

- Proficient in Microsoft Office (Excel, Access, Power Point, and Word)
- Proficient in Apple OSX and Windows XP Operating Systems
- Proficient in the Apple iLife Suite (iMovie and iDVD)
- Proficient in Structured Query Language (SQL)
- Proficient in Corel Paint Shop and Adobe Photoshop graphic editing programs
- Working knowledge of the Minitab Statistical Analysis Program
- Working knowledge of the Visual Basic Programming Language
- Basic knowledge of SAP software

## Experience

### IT Project Management Intern, Constellation Energy, Baltimore, MD (Summer 2009)

Coordinated with the four members of the PMO team in providing guidance for project managers in the organization. Attended weekly budget meetings with the Vice President of IT. Worked closely with supervisor to create phase review documents to be used in evaluating different projects. Created a new budget forecasting spreadsheet, which utilized macros to integrate labor rate data from the Finance department for use on projects. Assisted in testing new systems to be implemented in the fall. Presented a summary of my contributions in front of other project managers and supervisors in the IT department.

### Customer Service, Lieberman's Bookstore, Newark, DE (January 2009-June 2009)

Responsible for receiving and shelving books from publishers. Assist customers in finding textbooks for their semester courses. Utilize store's computer database to check and update inventory levels for various products for sale. Completed various cash register duties such as checking out customers as well as processing returns.

### Course Maintenance, Turf Valley Resort and Conference Center, Ellicott City, MD (May-August 2007)

Worked in a four-person team to maintain the appearance of the golf course. Coordinated with the Course Superintendent in other aspects of maintaining course appearance, readying the course for Invitational and Members Tournaments, and leading other employees.

### Pharmacy Assistant, Howard County General Hospital, Columbia, MD (November 2004-August 2006)

Responsible for receiving and filling medication and IV orders from pharmacists. Delivered medication to the various wings of the hospital. Communicated regularly with doctors and nurses. Trained newly hired Pharmacy Assistants.

## Honors, Memberships, Activities

Business Student Administration (BSA) (September 2008-present)  
Delaware Investment Club (September 2008-present)  
Delaware Marketing Club (September 2008-present)  
Dean's List (Spring Semester 2008, Spring Semester 2009)  
Volunteer, Rebuilding Together (July 2009)  
Volunteer, Deal Island Skipjack Festival (September 2007, 2008, 2009)  
Volunteer, Howard County General Hospital (May-August 2004)  
Traveled to the Philippines, United Kingdom, France, Germany, and Belgium

# Nathan Surprise-Partie

10 Prospect Street

Great Neck, NY 11021

(555) 555 2696

email@yahoo.com

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**Objective** A position related to Finance, Foreign Exchange/currency and Economic Research

**Education** **Master of Business Administration** June 2004  
Concentration in Finance  
University of Delaware/Lerner College of Business & Economics, Newark, DE

**Bachelor of Science in Business Management, Economics** May 1998  
State University of New York at Stony Brook, Stony Brook, NY

**Honors** Golden Key National Honor Society  
Omicron Delta Epsilon International Honor Economics Society

**Skills** *Computer Skills:* Word, Excel, PowerPoint, Flash, Firework, DOS, C++, FoxPro, Dynamo, Lingo, Basic and Web design  
*Certification:* National Computer Rank Examination - Certificate Grade: 2  
*Language Skills:* Proficient in Chinese

## **Professional Experience**

**Assistant Controller** October 2000 - present  
Variety Accessories, Great Neck, New York

- Report to controller in this 50 million dollar manufacturer of seasonal decorations employing approximately 400 individuals
- Record necessary invoice information for payment preparation
- Analyze various A/P related screens when discrepancies occur
- Create and analyze spreadsheets of weekly and monthly expenses
- Assist in the completion of monthly bank reconciliation
- Prepare checks on a weekly basis

**Banker** February 1999 - April 1999  
North Fork Bank, Great Neck, New York

- Conducted all consumer transactions including deposits and withdrawals
- Resolved monetary discrepancies
- Trained new employees

**Assistant Manager** October 1997 - May 1998  
Staller Center for Arts, SUNY Stony Brook, Stony Brook, New York

- Created monthly budgets using Microsoft Excel
- Processed payroll for fifteen employees
- Assisted Manager in preparation for concerts, and movie projections
- Managed and supervised newly recruited employees

## **Additional Experience**

**Teacher's Assistant**, Linear Algebra/Econometrics January 1998 - May 1999  
State University of New York at Stony Brook, Stony Brook, New York

- Assisted students with homework, held review sessions, graded exams

**Office Assistant** Summers 1995 - 1997  
Family Medical Practice, Brooklyn, New York

- Aided in various aspects of administrative support including scheduling appointments and preparing charts
- Used computer system to bill insurance companies