



# CAREER SERVICES / RESUME WRITING

## INTRODUCTION

“You only get one chance to make a stellar first impression”. Your resume presents one of your first opportunities to make an impression on an employer, and you’ll want it to be a very positive impression. A resume is an individually designed document of your personal, educational, and experiential qualifications **as they relate to the type of employment you are seeking**. The resume serves as a critical component to the success of your job search. It is paramount that the format and content allow the employer to easily see all of your relevant information **related to the employer’s needs**. A resume is a professional marketing tool in most cases, the first piece of you the employer sees. Professionalism and quality are key elements from the get-go.

## FOR STARTERS

Before you write the resume, it may be very beneficial for you to conduct an informal self-assessment list of your skills, abilities, unpaid and paid experiences, academic projects, and extracurricular activities. Questions you can ask yourself include: what areas did you do really well in? Once you’ve created this informal list, your resume development will be more on point.

## RESUMES CAN BE USED TO

- Clarify your thinking about your skills and your job objective
- Send with a cover letter in response to a specific job advertisement or lead
- Send with a cover letter or prospecting letter, to an organization to inquire about potential openings
- Post online for viewing
- Distribute to a network of contacts
- Attach to an employment application
- Allow employers to review your qualifications prior to job interviews
- Serve as a point of reference during an interview

## FORMAT—THE BASICS

### ***Be Relevant***

Include information that supports your job objective and enhances your qualifications in the mind of the reader. What have you done that is relevant to the position you are seeking? Keeping that focus will be important. Tailor this document to EACH job. Customization is important!

### ***Be Brief***

A reader may only glance at your resume as little as 8-20 seconds. Limit it to 1 -2 pages.

### ***Be Consistent in layout and writing style***

Stylistic techniques (e.g. underlining, bolding, bullets, columns, indenting, italics, and etc.) can be used effectively. Consistency is key - if you bold one header, bold all your headers. Likewise, if you italicize one job title, then, italicize all your job titles.

### ***Highlighting Information***

Be aware that information presented on the first page, at the beginning of a section, in the left hand margin, or in a column gets extra attention.

(e.g. dates in the left hand margin are emphasized. If your job chronology is not something you want to highlight, place the dates in a less conspicuous place. If you consider your experience more important than your education, please it first on your resume).

## Language Choice

Avoid first person pronouns (e.g. “I”, “me”, “my”).

[Avoid overused/common phrases](#) such as “duties included...” and “responsible for...”

Current position should be written in present tense; previous positions in past tense.

## Emphasize your Skills and Outcomes

Use action verb phrases (e.g. “advised customers on healthy living” or “organized the University health fair”). Also, it’s better to *show* rather than *tell*, and find ways to highlight specific results and accomplishments, rather than just use descriptive words/phrases to suggest your abilities. So, for example, if you “organized a health fair”, what outcomes can you point to that highlight your skills in a more concrete way?

## Be Conscious of Image

Remember that your resume and cover letter are often your first contacts with a prospective employer. It should be visually appealing with absolutely no typos or grammatical errors. Font size between 10 and 12 is appropriate, with traditional typeface font choices. The print quality should be laser printed on bond paper, white or off-white on one side only of quality paper free of streaks and blemishes. Avoid paper with background flecks or marble patterns as it may not copy or fax clearly. Fill up the white space on the page, however, be careful to not over-fill the page.

## RESUME STYLES

### Chronological

This format lists your employment starting with your most recent or current employment and working backward to your first job (or 10 years into the past, whichever comes first).

The Chronological format is a *good choice* when:

- You want to call attention to a stable work history.
- You want to highlight upward mobility, accomplishments, and promotions in your chosen career.
- You are applying for a job in a very conservative company or field.
- You want to find a job in the same area as your previous job(s).

Avoid using this chronological format when:

- You are changing careers or looking for work in an area you haven’t worked before.
- You are looking for your first job and lack experience related to the job for which you’re applying.
- You want to emphasize skills that haven’t been used in recent work experience.
- You have had significant gaps in your work history.
- You have been absent from the job market for a while.

### Functional

This format places more emphasis on the applicable skills you have developed, rather than when, where, or how you acquired them.

The functional format is a *good choice* when:

- You are making a career change.
- You are entering the job market for the first time (or are pursuing an entry-level position) and you don’t have the applicable work history to build a chronological resume.
- You want to emphasize the skills and capabilities relevant to the future job, rather than past job responsibilities.
- You have had a variety of jobs in the past that are relatively unconnected.
- The work you have done in the past has been freelance, consulting, or temporary.
- You are returning to the workplace after an absence.
- You are concerned that your age may be a barrier.

- You haven't shown advancement in responsibility or have had lateral moves.
- You are self-employed
- You are closer to retirement than the onset of your career.

Avoid using this functional format when:

- You are applying for a job in your current field and have a solid work history.
- You want to emphasize a growth pattern in the work you have done or in your education
- Your past employers are important in relation to your job objective.
- Your most recent employers are highly prestigious.

### Combination

This format is a combination of the chronological and functional formats. ***It is the most often used format today, and is generally adapted for each application to target particular jobs.*** The combination format is a *good choice* when you want to showcase a solid employment history and highlight skills that are applicable/transferable to a future position.

### ACTION VERBS

Use the list below to help you get started thinking about [action words](#) to use on your resume.

Achieved	Adapted	Addressed	Administered	Advised
Analyzed	Arranged	Assembled	Assessed	Assisted
Attained	Audited	Budgeted	Calculated	Classified
Coached	Collected	Communicated	Compiled	Composed
Computed	Conducted	Consolidated	Constructed	Consulted
Coordinated	Counseled	Created	Critiqued	Defined
Designed	Detected	Determined	Devised	Diagnosed
Directed	Discovered	Displayed	Earned	Edited
Eliminated	Enforced	Established	Estimated	Evaluated
Examined	Expanded	Explained	Experimented	Financed
Formulated	Gathered	Generated	Grossed	Guided
Handled	Hypothesized	Identified	Illustrated	Implemented
Improved	Increased	Influenced	Initiated	Inspected
Installed	Instituted	Instructed	Interpreted	Interviewed
Invented	Investigated	Lectured	Managed	Marketed
Mediated	Modeled	Monitored	Motivated	Negotiated
Obtained	Operated	Ordered	Organized	Oversaw
Performed	Persuaded	Photographed	Planned	Prepared
Presented	Printed	Processed	Produced	Projected
Promoted	Proofread	Provided	Publicized	Purchased
Received	Recommended	Reconciled	Recorded	Recruited
Reduced	Referred	Refined	Rehabilitated	Repaired
Reported	Represented	Researched	Resolved	Responded
Restored	Retrieved	Reviewed	Scheduled	Selected
Solved	Sorted	Studied	Summarized	Supervised
Supplied	Surveyed	Tested	Trained	Transcribed
Translated	Traveled	Tutored	Upgraded	Utilized
Wrote				

## RESUME CONTENT – WHAT TO INCLUDE

### Contact Information

Make sure to include your name, address, city, state, zip code, telephone number, email address, web site address(es) or LinkedIn profile address (optional)

- Always placed at the top of the page since electronic databases scan for this information within the first few lines of the resume.
- Be certain that the information is **current**.
- Use **one** telephone number and **one** email address, where you can most easily be reached.
- Record a neutral professional greeting on your voice mail (e.g. avoid music songs, slang, social talk)
- One option may be to include a campus and permanent address on the resume (especially if seeking a position close to “home”).

### Objective OR Summary

#### Objective

A statement which lists the job position or field you are currently seeking as well as the relevant skills you will bring to the company. If you are writing a general resume (e.g. for a career fair), the objective will state the work you are hoping to do.

- It may or may not be included on your resume
- **Tailor** your objective for **each position** you seek.
- Statement that emphasizes what **you can do for the company** not a wish list of what you want.

#### Summary

You have the option of including a summary instead of an objective. A summary includes 4 or 5 bullet points that highlight your skills and abilities as it relates to the position. *Examples:*

- More than five years’ experience in the non-profit sector as a volunteer.
- Ability to develop rapport easily with individuals of all ages and backgrounds.
- Three years leadership experience in student government.
- Proficient understanding of Microsoft Word, Excel and social media channels.

### Education

Typically, current students and recent graduates without a lot of work experience should list their educational information first.

- List your most recent educational information. High school information is optional and can be included for freshman and sophomores who may not have adequate experiences to include.
- List degree first (e.g., A.S., B.S., B.A.), then major (i.e. B.A. Anthropology), institution attended, city and state, and minor/concentration.
- Add your grade point average (GPA) if it is higher than 3.0. If your overall GPA is not above a 3.0, consider leaving it off the document as you work to increase your GPA.
- Mention academic honors, certifications and/or study abroad program(s).
- Optional: Include relevant courses, academic projects, and language skills, especially if they are highly relevant to the job you’re applying for.

### Relevant Coursework

If you don’t have a lot of work experience related to your major, you can include this section below education. This will highlight some of the major classes you took to show the reader what your knowledge base is. Only include courses that are **relevant** to the job you are applying for. *Sample Courses:* Business Ethics, Cultural Skills and Competence, Sustainability Issues and Development.

### Class Projects

You may include team class projects, individual class projects, academic research, thesis topics and any academic experience which demonstrates your skills and knowledge related to the type of work you are seeking.

*Examples:*

- Team Project: Participated on team with 8 sustainability students to research, design and construct a water filtration system. Coordinated team presentation to faculty and The Aspen Institute.

- Class Project: Researched and designed hospital database system for tracking organ donors.
- Senior Project: Applied pay grade and business growth principles to research and design; a business payroll plan benefiting both the employee and the company at large.
- Research Project: Conducted research on the growth factor signaling sustainability growth.

### **Experience**

The main purpose of a resume is to land an interview. Most employers will initially spend about 30 seconds (or less) reading your resume. Thus, you want to ensure that you have carefully outlined how you are an excellent match for the position. Employers are looking not only for what work you have done, but what skills and experiences you will bring to their company.

- Other, non-technical jobs shown with lesser emphasis at the bottom. Do not neglect to include these, as there are many **transferable skills**.
- Always include:
  - Title of position
  - Name of organization
  - Location of work (city, state)
  - Dates of employment (include months and years)
  - Describe your work responsibilities beginning with an action verb.
  - Emphasize specific skills and achievements.

### **Relevant Experience**

This is an important section because you can demonstrate how you are a good match for the position. This section may change based on each position. Carefully read the job description and highlight specific tasks and qualifications in the description. Look through your past experiences and accomplishments, and focus on those that are most relevant to the position. Relevant experiences can be paid or unpaid - for example: internships, volunteer work, class projects, jobs, club memberships, leadership experiences, and other activities. Use action verbs (see attached list AND the job description) to describe your experience and quantify any statement by using a number or percentage when possible.

- A basic formula to follow is: ACTION VERB + TASK + RESULT/OUTCOME
- Examples:
  - “Increased student membership by over 25 percent.”
  - “Conducted 25+ daily phone calls to potential donors.”

### **Additional Experience**

For any experiences (paid or unpaid) that are not relevant to the job, include them in this section. If you do not have ‘relevant experience,’ you would want to title this section **Work Experience**. Follow the guidelines outlined above. Use action verbs to describe your duties and accomplishments.

### **Honors and Awards**

If you have received numerous honors and awards, you may want to devote a separate section on your resume. You can include Dean’s List, scholarships (list the amount), and other notable honors in this section. Make sure to describe each award, since the name itself may not mean anything to the reader.

### **Other Categories to Consider**

Professional Associations	Volunteering/Service
Languages	Computer Skills
Publications	Research
Leadership	Technical Skills

### **References**

- Do **NOT** include your reference information on your resume (i.e. ‘References available upon request’). Put your references on a separate page using the same heading as your resume (contact information).
- Ask 3-5 professors, supervisors, and professional contacts if they are willing to serve as **positive** references before you give their names to a potential employer.
- Include the following on your reference sheet:
  - Name and job title; Place of employment with employer; Work phone number and e-mail address.

- Optional: include a brief statement of how the reference knows you.
- Provide your references with a copy of your resume and the job description. If applicable, provide written permission to discuss your skills and abilities as some employers are only allowed to confirm employment.
- Stay in touch with your references and update your references on potential reference checks. Always thank your references for their time. For additional guidance on how to ask for recommendations/references from faculty and staff, see the [CMC Guide for Requesting Recommendations](#) available from Career Services.

## RESUME REVIEW

After you have written your resume, it's time to have it reviewed and critiqued by a career counselor. You may also take the following steps to ensure quality:

- Ask others, including industry professionals, for their input.
- Get feedback about overall impact, not just grammatical errors. As most resumes are briefly skimmed, hand a reviewer your resume for 30-60 seconds and ask what information stands out and what the reviewer's overall impressions are.
- Make sure the resume uses consistent styles and formatting.
- Run a spell check on your computer before anyone sees your resume.
- Check for grammatical errors; ask a friend or colleague to review.
- Ask another friend to proofread your resume (spell check is not enough!). The more people who see your resume, the more likely misspelled words and awkward phrases will be seen and corrected.

## E-MAILING YOUR RESUME AND COVER LETTER

When e-mailing your resume, paste the body of your cover letter into the e-mail, and attach your cover letter and resume. Clearly name both documents (i.e. MollySmith.resume).

### ***Scan-able Resumes***

Many large organizations, especially high-tech companies, use scanners to match positions with candidates. These searches use keywords and phrases that describe the skills and education required for a vacant position.

1. Create your resume in a normal format; change your heading so that only your name is on the top line. Address, phone number and e-mail address must be below your name.
2. Make sure you use keywords (more information to follow).
3. Use scanner-friendly fonts like Times New Roman, Palatino, Garamond, Arial, and Helvetica in 10-12 pt. font. Do not use italics, bold, or underlines. Substitute straight quotes for curly quotes.
4. Use simple formatting:
  - a. Use consistent margins between .7 and 1.0 inch and left justify all text.
  - b. Do not use any vertical or horizontal lines, borders, shaded bars, or boxes.
  - c. Do not use ampersands (&), percent signs, or foreign characters.
  - d. Change bullet points to standard keyboard symbols such as asterisks or dashes.
  - e. Use indents, columns, and centered text to add visual appeal.
5. If mailing to the employer, print your resume on plain white paper using black ink. Send it in a large envelope.

### ***Electronic Resumes***

1. In Microsoft Word:
  - a. Choose "Save As" and change the type to "Plain Text."
  - b. In the subsequent dialog box, select the option to insert line breaks.
  - c. A warning message will inform you that you will lose some formatting - click "OK."
2. Open up your text document and clean it up with Notepad (PC) or SimpleText (Mac).
  - a. On a PC, "Plain Text" does not remove all the tabs, so you will have to make manual adjustments.
  - b. Move any items that you may have had centered or tabbed to the left margin. All text should be flush left and there should be NO tabs in your text.

- c. Reformat your heading; your contact information (e-mail, address, etc.) should all appear on separate lines. You may make the headings all CAPS.
  - d. Make sure all sections are on separate lines with a blank line before and after. Extra space between the lines ensures a computer program can easily identify each section of your resume.
  - e. Consider CAPS for items that you may have previously had bolded or italicized.
  - f. Make sure the bullets are still identifiable and have not run together.
  - g. Make sure the most important information is in the top third of the document. Hiring managers report that they often print the screen shot, not the complete resume.
3. Make sure you have keywords (more information to follow).
  4. Delete any references to "page two," "Continued," or your header on page 2.
  5. Send your text resume in an e-mail to yourself and to a friend who uses a different e-mail service to make sure you have completely cleaned it up and it looks professional.

## KEYWORD STRATEGIES

- Keywords are generally nouns or phrases that an employer will use when searching resumes. To help your resume stand out, use as many keywords as honestly possible.
- O\*Net (<http://www.onetonline.org>) and the job description can help determine the keywords. Review this information and make a list of the qualifications, technical expertise, industry jargon, product knowledge, and personality traits that employers seek.
- Present your qualifications as if the reader is simply comparing the words on the resume to a list of desired qualifications, as that is what happens when the computer scans for keywords. Avoid using keyword lists.
- It's counterproductive to use the same keyword multiple times as this can be interpreted by computerized systems as keyword spamming.



## RESUME REVIEW CHECKLIST

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### FORMAT

- \_\_\_\_\_ Does format choice (chronological, functional, etc.) effectively present your background and support your career goal?
- \_\_\_\_\_ Is information (headlines, titles, dates) consistently presented and emphasized by capitalizing, underlining, spacing, bolding, etc.?
- \_\_\_\_\_ If the resume is a chronological one, are the items in reverse chronological order (most recent first)?
- \_\_\_\_\_ Does the resume have an overall neat, readable appearance? Is it easy to scan? Is there sufficient but not excessive blank space?

### CONTENT

- \_\_\_\_\_ Is the information presented relevant, specific, and concise? Is it quantitative where appropriate?
- \_\_\_\_\_ Are accomplishments career-specific? Are transferable skills emphasized?
- \_\_\_\_\_ Are your name, address(es), including e-mail and telephone number(s) at the top of the first page? If there is a second page, is your name at the top?
- \_\_\_\_\_ Is all the information that supports your job objective included?
- \_\_\_\_\_ Is extraneous material eliminated? This includes health, marital status, age, information that is assumed (i.e. high school for a college graduate), and out-of-date information (i.e. college extracurricular activities for a person who graduated many years ago).

**NOTE: International Students:** This may differ from personal information that is required on resumes/CV's in your home country.

### STYLE

- \_\_\_\_\_ Do phrases begin with action verbs?
- \_\_\_\_\_ Is writing style consistent throughout the resume?
- \_\_\_\_\_ Is choice of vocabulary appropriate to your job target (i.e., avoid using the jargon of your current field if you are making a career transition)?
- \_\_\_\_\_ Are grammar, punctuation, and spelling correct?
- \_\_\_\_\_ Are sentences of a readable length?
- \_\_\_\_\_ Have extraneous phrases, such as "responsible for" been eliminated?

### FINAL CHECK

Test market your resume by asking someone you know, the Director of Career Services, or your campus counselor at CMC for feedback on the impression it gives of you and for suggestions on improving it. Make necessary changes and proofread before printing and distributing to intended employers.

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## Mack Haviland

1100 N. Grand Street  
Glenwood Springs, CO  
(970) 222-5050  
[haviland@coloradomtn.edu](mailto:haviland@coloradomtn.edu)

### OBJECTIVE

Seeking to obtain the Marketing Coordinator position with Sports Authority in the recreation sports industry utilizing my strong interpersonal skills, and exceptional organizational skills.

### EDUCATION

BS in Business Administration in Finance/Marketing Glenwood Springs, CO	May 2012 G.P.A.: 3.65/4.0
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### RELEVANT EXPERIENCE

#### Marketing, Sales, and Public Relations

- Created sales and marketing materials for technology trade shows.
- Developed a consistent pattern of repeat sales and customer loyalty; identified customer needs.
- Researched and developed a public relations campaign; created a database for 1,000 media contacts.

#### Communication

- Wrote a weekly entertainment column for the Colorado Mountain College online newspaper, ENews.
- Presented group research results to bank executives and sales team.
- Developed an efficient system to generate weekly sales reports using Excel and presented the reports to the sales manager.

#### Administration and Organization

- Maintained the Colorado Mountain College Foundation Alumni Contact database.
- Processed numerous direct mail marketing projects under budget and on time.
- Assisted with organizing and planning the 50<sup>th</sup> Reunion for the Class of 1985.

### RESEARCH PROJECTS

#### "Market Research Analysis for Alpine Bank" Fall, 2010

Conducted customer satisfaction surveys and interviews. Researched demographics, market trends, and competitors. Developed an ad campaign and a customer loyalty program. Analyzed data and made recommendations for improvements for the Wichita branches.

#### "Business Plan for Sports Equipment Rental Store" Spring, 2008

Researched and developed a business plan for a start-up retail store. Estimated operating costs and developed a break-even point. Projected cash flow accounting for the net present value of money. Designed an information system and financial database for the business.

### WORK EXPERIENCE

Marketing/Sales Intern	Blizzard Marketing	Glenwood Springs, CO 2010–present
Sales Representative	Sports Authority	Glenwood Springs, CO 2008–2010
Alumni Assistant	The Foundation	Glenwood Springs, CO 2007–2008

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## Leslie Porter

1000 Copper Road, Carbondale, CO 81623 email: porter@coloradomtn.edu (970) 488-1313

### **SUMMARY**

Skilled manager with strengths in finance and analysis; seeking a managerial track position in the high-tech or consulting sector with a desire to grow as a leader and analyst.

### **EDUCATION**

#### ***BS in Business Administration in Finance and Management***

Colorado Mountain College Carbondale, CO

May 2012  
G.P.A. 3.6/4.0

*Relevant Courses:* Advanced Management Concepts, Financial Analysis I-III, Business Communication, Business Decision Making

***Institute for Financial Education***, University of Charlotte

Summer 2008

### **EXPERIENCE**

#### **Assistant Night Manager**

*MTC Trucking Company* Carbondale, CO

Oct 2009-present

- Supervised 10 delivery drivers and warehouse workers
- Calculated and presented bids for four contracts; Examples:
  - o Increased contracted miles by 32%
  - o Boosted revenue by 10% in six months

#### **Finance Analyst Intern**

*RTE Business Services* Carbondale, CO

March 2007-Nov 2009

- Developed and maintained company's relationship with potential clients
- Researched and determined potential acquisitions for clients
- Maintained database on target companies

#### **Assistant Manager/Staff Instructor**

*Glenwood Springs Rec Center* Glenwood Springs, CO

May 2006- April 2007

- Hired, trained, and scheduled 14 employees
- Assisted customers with purchases and provided excellent service
- Instructed clients in technical rock climbing skills

### **COMPUTER SKILLS**

MS Word, Excel, PowerPoint, MS Access, Internet research

### **LEADERSHIP/EXTRACURRICULAR ACTIVITIES**

Business Manager, Student Government Association

Sept 2008-present

Member, Alpha Kappa Psi

August 2009-May 2010

Team Member, Women's Tennis

April 2007-Oct 2009

**Peter Smith**

4716 Airport Road, Rifle, CO 81650 970-623-5000

[smithpter3@gmail.com](mailto:smithpter3@gmail.com)

**PROFILE:** Experienced food services manager, with varied past roles within hospitality guest services; desire for growth into lead managerial role; consistent commitment to exceptional customer service in fast-paced environments.

**EDUCATION*****B.S. in Business Administration***

Colorado Mountain College, Rifle, CO

5/2007

-Recipient of over \$25,000 in academic merit-based scholarships.

-GPA 3.45. Selected four times for the Dean's List.

**EXPERIENCE****Assistant to Manager**-*St. Regis*, Aspen, CO

3/09 - Present

- Inventory stockroom of bar products and prepare weekly order for supervisor's approval.
- Prepare monthly employee work schedule and resolve scheduling conflicts with staff.
- Train new, entry-level *St. Regis* staff in providing the highest level of service to customers.

**Management Trainee**, *Hyatt Regency*, Denver, CO

11/05 - 2/09

- Rotated (two week periods) through several departments of the hotel.
- Assisted in developing questionnaire to assess guest satisfaction with room service.
- Promoted, based on outstanding performance, to Assistant to Manager – Food & Beverage.

**Front Desk Intern**, *Quality Inn*, Boulder, CO

1/06 - 6/09

- Conducted check-in/checkout; answered guests' questions in a pleasant and timely manner.
- Reconciled daily credit card charges; resolved occasional room booking discrepancies.

**Customer Sales Representative**, *Ann Taylor*, Grand Junction, CO

Seasonal, 2004 - 2006

- Heavy retail customer service work in an often hectic work environment.
- Asked to work three successive holiday seasons based on excellent customer service skills.

**LEADERSHIP**

- Graduate of 10-day winter survival skills class at the National Outdoor Leadership School.
- Vice-President of the Hospitality Club at Colorado Mountain College.

**SKILLS**

- Solid spoken and written Spanish language skills.
  - Excellent communication skills; thrive in fast-paced customer service environments.
  - Strong MS Office skills: Word, Excel and PowerPoint.
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**SALLY R. STUDENT**

5000 Germania Ave. Hot, Texas 79000  
(XXX) XXX-XXX ☎ (XXX) XXX-XXXX Cell  
SRS@EMAIL.com

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**PROFILE**

- BBA in Finance
- Organized time manager; astute; detail-oriented
- Reliable leader; assume ownership of responsibility
- Pleasant demeanor; perceptive; easily establish trust and rapport
- Superior work ethic includes diligence, availability, loyalty, and punctuality
- Broadminded and open to change; tolerant and flexible

**EDUCATION**

SUPERIOR UNIVERSITY, Lubbock, Texas 2001 – 2004  
Bachelor of Business Administration (BBA) in Finance expected 5/04  
Overall GPA: 3.6

Relevant Coursework:

Economics	Financial Statement Analysis	Portfolio Management
Investments	Intermediate Accounting	Real Estate Finance
Corporate Fin. I & II	Principals of Money, Banking & Credit	Managerial Communications

Projects:

Investments – Tracked a virtual portfolio on Internet. Received A on project.  
Financial Statement Analysis – Chose and analyzed NASDC company performance. Received A.

**HONORS**

Presidents List: Summer II 2001, Fall 2002; Dean's List: All other semesters.  
Golden Key International Honor Society and National Society of Collegiate Scholars, 2002  
Alpha Lambda Delta Honor Society and Phi Eta Sigma Honor Society, 2003 – Present  
McFadden Leaders Scholarship and Metro Alumni Scholarship

**WORK HISTORY**

SEA BASS RESTAURANTS, Flatland & Rock Cove, Texas 2001– Present  
Cashier (2004), Bartender (2004), Server (2001 – 2003), Hostess (2001)  
Ensure superior customer service. Handle payment transactions, cash out each server, and balance drawer daily. Also trained new servers and hostesses as well as coordinating hostess schedule. Praised for add-on sales, teamwork, congeniality, and accommodating attitude.

MISS PETITE STORES, Rock Cove, Texas 1999 – 2000  
Sales Associate

Assisted customers in retail clothing store, handling cash and credit transactions. Developed excellent sales techniques and repeat clientele. Gained experience marketing and promoting sales.

**ORGANIZATIONS AND VOLUNTEER ACTIVITIES**

The Finance Association 2002  
The Marketing Association (Can Food Drive) 2002  
Beta Alpha Psi (Habitat for Humanity and Race for the Cure) 2001 – Present

**COMPUTER SKILLS**

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PC literate with working knowledge of Microsoft Word, Excel, PowerPoint, Access, Outlook, Windows 98/2000/ME/XP, and the Internet.

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## Stella Goodall

222 ABC Blvd. Apt. 10  
Edwards, CO 81632

970.555.5555  
sgoodall@coloradomtn.edu

### Objective

Seeking to obtain the Part-time internship in the Public Relations Department of Valley View Hospital showcasing excellent customer service skills, strong leadership abilities, and attention to detail.

### Education

#### **B.S. Communications**

Colorado Mountain College, Edwards, CO  
Anticipated Graduation: May 2012 GPA: 3.7/4.0

Selected to the Dean's List six times

- Recipient of the President's Scholarship (\$28,000 academic merit-based award).
- Active member of campus Public Relations Club for two years.

### Public Relations Experience

- *Public Relations Intern* 9/2010 – Current  
Colorado Mountain College Office of Communications and Marketing, Edwards, CO  
Completed a variety of PR projects assisting in the annual updating of College publications resulting in an outstanding performance review.
- *Public Relations Volunteer* Summers 2008-2009  
Campaign for Senator Michael Bennett, CO  
Planned, created and set-up campaign displays prior to speeches as part of the public relations team.

### Other Experience

*Lifeguard* Summers 2000-2003  
Eagle Municipal Swimming Pool, Edwards, CO  
Increased responsibilities based on performance.

*Volunteer* 2007-present  
Big Brothers, Big Sisters Program, Edwards, CO  
Demonstrates solid interpersonal and communication skills.

*Sales Associate* Winter Breaks 2009,  
2010  
Target, Dillon, CO  
Exceeded sales goals with employer both seasons worked.

### Computer Skills

Substantial experience using MS Word and Excel in both PC and Mac environments  
Skilled at PowerPoint presentations