

# UNDERGRADUATE STUDENT RESUME GUIDE



- Keep your font size 10-12pt.
- Keep it short and to the point. Resumes for new or recent undergraduates are typically 1 page in length.
- Use present tense for things you are still involved in.
- Use paper that is a neutral color such as white, gray, or beige. Using resume paper is optional.
- Use action words and phrases and be specific when describing responsibilities and accomplishments in your experience and activities section.
- Proofread your resume by hand at least once to check for errors. Also, have Lerner Career Services review your resume.
- Use a professional email address, such as your first initial and last name, or your school email address.
- Include your LinkedIn Profile under contact information if the profile is strong.
- The experience section can include paid, unpaid, volunteer, internship, military, and related or unrelated experience.
- When listing computer or language skill levels, use the following terminology:
  - Computer: basic, working, proficient, or expert.
  - Language: basic, conversant, fluent, or native speaker.
- Put your resume in a padfolio or folder when attending interviews, information sessions, or job fairs.



- DO NOT mention any weakness or include any negative information on your resume.
  - DO NOT fold, staple, or otherwise damage the appearance of your resume.
  - DO NOT use a lot of decorative line, boxes, shading, or shadowing.
  - DO NOT use personal pronouns (I, my, etc.)
  - DO NOT rely solely on your computer's spell checker to catch everything.
  - DO NOT lie or exaggerate information.
  - DO NOT include your references on your resume. Those should be on a separate sheet of paper.
  - DO NOT include a photograph, salary expectations, or irrelevant personal data.
    - Personal data includes:
      - Interests
      - Marital Status
      - Health Status
      - Social Security Number
      - Age
      - Religion
      - Citizenship Status
      - National Origin
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- Lerner Career Services has developed sample templates that are accessible via the Lerner Career Services website.
  - **Students are encouraged to attend walk-in hours Monday through Friday in 103 Lerner Hall from 2-4pm.**

## ACTION VERBS

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. In addition to using action verbs, make sure that you use concise phrases instead of complete sentences, and quantify them as often as possible. The following is a list of action verbs and phrases to help you get started.

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  
administering programs  
advising people  
analyzing data  
analyzing problems  
auditing financial reports  
being thorough  
budgeting expenses  
calculating numerical data  
checking for accuracy  
classifying records  
coaching individuals  
collaborating ideas  
collecting money  
comparing results  
compiling statistics  
comprehending ideas  
conducting interviews  
conducting meetings  
coping with deadlines  
counseling/consulting people  
creating new ideas  
deciding uses of money  
defining a problem  
delegating responsibility  
determining a problem  
developing a climate of  
enthusiasm, teamwork, and  
cooperation  
developing plans for projects  
displaying artistic ideas  
dramatizing ideas  
editing work  
enduring long hours

enforcing rules and regulations  
entertaining people  
estimating physical space  
evaluating programs  
expressing ideas orally to  
individuals or groups  
finding information  
gathering information  
generating accounts  
handling complaints  
handling detail work  
imagining new solutions  
interacting with people at  
different levels  
inventing new ideas  
listening to others  
maintaining a high level of  
activity  
making decisions  
managing an organization  
meeting new people  
meeting people  
motivating others  
motivating others  
negotiating/arbitrating  
conflicts  
operating equipment  
organizing files  
organizing tasks  
overseeing operations  
persuading others  
picking out important  
information  
planning agendas and  
meetings

planning organizational needs  
predicting futures  
preparing written  
communications  
prioritizing work  
promoting events  
proposing ideas  
providing discipline when  
necessary  
questioning others  
raising funds  
reading volumes of material  
recommending courses of  
action  
relating to the public  
reporting information  
running meetings  
selling ideas  
selling products  
setting priorities  
setting up demonstrations  
setting work/committee goals  
speaking to the public  
summarizing information  
supervising employees  
taking personal responsibility  
teaching/instructing and  
training individuals  
thinking in a logical manner  
thinking of creative ideas  
writing for publication  
writing letters, papers,  
proposals  
writing reports



# Jamie Business

Cell: (302) 555 - 5555

student@udel.edu

## Current Address:

100 Main Street  
Newark, DE 19716

## Permanent Address:

1 Lexington Drive  
Boston, MA 01776

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## EDUCATION

**Bachelor of Science, Accounting** - University of Delaware, *Newark, DE*

May 2017

**Minor:** International Business Studies

**Overall GPA:** 3.857/4.0    **Major GPA:** 3.955/4.0

- Plan to pursue Masters in Accounting graduating December 2017 with 150 credits.

## **Study Abroad:**

January 2016

International Business Culture, *Seville, Spain & Rabat, Morocco*

## RELEVANT EXPERIENCE

**Tax Intern, PricewaterhouseCoopers, LLP** - *Boston, MA*

June 2016-August 2016

- Worked specifically in the TPDG group in the tax department, aiding in qualifying companies for the Research and Development Tax Credit under Internal Revenue Code Section 41
- Shadowed and worked directly with managers and associates, as well as participated on client visits
- Participated as an intern in the selective program, Project Belize, which sends PwC professionals to Belize City to work with young students in an effort to support youth development through education, primarily financial literacy

**Accounting Intern, FirstBest Systems, Inc.** - *Bedford, MA*

June 2015-August 2015

- Aided with Accounts Payable, data entry, expense reporting, time sheets
- Implementation and data transfer to a new software system, OpenAir
- Assisted in reconciliations and revenue recognition projects determined by CFO

**Elevate Leadership Program Participant, PricewaterhouseCoopers, LLP** - *Boston, MA*

May 2015

- Selective program for high-achieving college students to discover leadership abilities
- Participated in team building exercises, networking activities, and community service

**Pathway's Program Participant, McGladrey** - *Boston, MA*

June 2015

- Three day leadership program with networking, community service and one-on-one with professionals
- Opportunity to engage with associates, managers, partners etc. and build relationships

## OTHER EXPERIENCE

**Proctor, Accounting & MIS Department at University of Delaware**

February 2016-Present

- Administer and oversee exams for Accounting and MIS courses
- Communicate with professors in department to determine schedules

**Office Assistant, Graduate Programs and Career Service Center at University of Delaware**

January 2016-Present

- Greeting and assisting graduate students, answering phone calls and maintaining receptionist area
- Offer resume critique for undergraduate business students and basic career advising
- Aid with events for Career Services and Graduate Programs

**Assembler, Inspeed™** - *Sudbury, MA*

July 2014 - August 2014

- Responsible for assembly of wind speed anemometers
- Kept track of online orders, packaging, and postal services, entering data, filing, and copying of orders and invoices

**Office Assistant, International Office at University of Maryland** - *College Park, MD*

October 2013-May 2014

- Greeting and directing international students, answering phone calls, scheduling appointments
- Entering data, filing, copying, composing folders, mail distribution

## SIGNIFICANT ACCOMPLISHMENTS

• Gore Entrepreneurial Scholarship recipient

• Dean's List

Fall 2014-Present

• Cum Laude Graduate (Top 10%), Class of 2011 Lincoln-Sudbury Regional High School

• 2013 Atkinson Scholarship Recipient (awarded to 15 students/year based on academic & community service accomplishments)

• 2013 recipient of Hobey Baker School Character Award (awarded based on strength of character, skills, and sportsmanship)

## ACTIVITIES/SKILLS

• Member of Accounting Students Association and Women in Business

September 2014-Present

• Cradles for Crayons volunteer

June-August 2015, 2016

• Proficient in Microsoft Office - Excel, Access, Word and Power Point

• Basic knowledge of HTML, Dreamweaver, Photoshop

• Proficient in Quickbooks, NetSuite OpenA

**RACHEL BUSINESS**  
103 Lerner Drive, Newark, DE 19716  
302-555-5555, student@udel.edu

**EDUCATION**

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- University of Delaware, Newark, DE** May 2017  
**Bachelor of Science, Hotel, Restaurant, and Institutional Management**
- GPA: 3.74/ 4.0
  - Dean's List Fall 2013-Present
- Study Abroad, Australia, New Zealand** January 2016
- International College of Management Sydney, Celebrity Solstice Cruise Ship
  - Learned about the management of cruise ships, meetings and conventions, and food and beverage pairings while being immersed in a new and diverse culture

**EXPERIENCE**

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- Pastry Chef, Blondie's Baking Company, Prince Frederick, MD** May 2015-Present
- Baking various cakes, cupcakes, breakfast pastries, cookies, pies, and bars
  - Decorating cupcakes and cakes, including fondant work
  - Responsible for bakery orders and increasing overall customer service
- Kitchen/Service Intern, Vita Nova, Newark, DE** August 2016-Present
- Rotating through 17 positions within a student run restaurant including Sous Chef, Sauté, Saucier, Entremetier, Bread Prep, Dessert, Head Server, and Sommelier
  - Obtaining over 150 hours of full service fine dining restaurant experience
- Baker, McWhirter's Scottish Oat Cakes, Huntingtown, MD** July 2016-August 2016
- Increased production after the launch of their website
  - Baked and packaged oatcakes to be sold at local farmer's markets
- Intern, Courtyard Marriott at the University of Delaware, Newark, DE** August 2015-December 2015
- Completed a hotel rotational including manager on duty, administrative, front desk, restaurant, and housekeeping
  - Developed a hotel market and financial feasibility study
  - Obtained over 100 hours of hotel experience
- Prep Cook, Honey's Harvest Market and Deli, Rose Haven, MD** May 2014-August 2014
- Prepared sandwiches, green salads, side dishes, and prepped vegetables
  - Responsible for all special event catering orders
- Server, Saphron Restaurant, Prince Frederick, MD** May 2013-August 2013
- Served guests food and beverages in a fine dining environment
  - Performed side work and sanitation duties

**ACTIVITIES/ACHIEVEMENTS**

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- Sigma Alpha Professional Agriculture Sorority, Member** February 2013-Present
- **First Vice President** January 2016-Present
    - Organizing and managing a food service booth at a university festival with over 5,000 in attendance
    - Managing 12 committees
    - Planning luncheons for up to 130 people
  - **Head of Standards Committee** September 2016-Present
    - Managing a committee in charge of monitoring professional dress and appearance
- Certifications:** ServSafe, DABCC, eCornell Revinat
- Alpha Lambda Delta National Honors Society, Member** September 2014-Present
- Secretary, Vita Nova Baker's Dozen Club** September 2014-May 2015
- Emerald Scholar Award, Sigma Alpha Professional Agricultural Sorority** March 2015

# Kevin Michael Business

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Newark, DE 19716  
(302) 555-5555  
Email: student@udel.edu

## EDUCATION

**University of Delaware**, Newark, DE  
Bachelor of Science, **Management Information Systems**  
Minors in **Global Enterprise Technologies** and **International Business**  
Professional Concentration in **Finance**  
**Cumulative GPA 3.93 / 4.00**

May 2018

## SKILLS

**Computer:** Microsoft Office Windows, Word, Excel, PowerPoint, Access, Outlook, Lync, Visio, SharePoint, Java, SQL, Microsoft SQL Server, Windows Script Language, OneNote, HP Quality Center, HP ALM, Umbraco CMS, Logical Data Modeling, Entity Relationship Diagrams.

**Communication:** Excellent verbal, written, and analytical skills, Proficient in reading and writing French.

## EXPERIENCE

**JPMorgan Chase & Co., Newark, DE**

June 2016 – Present

*Business Systems Analyst Intern*

- Assist various groups within the Corporate Technology sector to facilitate project management and process enhancements.
- Carry out user and performance test plans on the HR Next Generation Intranet Experience
- Import and maintain global data on the Umbraco Content Management System
- Lead a project to design a company-wide MOSS Intranet site
- Document and analyze data in order to define requirements and resolve issues

**University of Delaware Office of Economic Innovation and Partnerships, Newark, DE**

Aug 2015 – Dec 2015

*Technology Intern*

- Worked with project managers to commercialize technological innovations
- Performed individual market research on invention disclosures
- Consulted with business partners to market technology
- Updated, maintained, and retrieved data from the Knowledge Management System
- Analyzed legal and business documents and presented findings to senior leadership

**Exelon Corporation, Kennett Square, PA**

June 2015 - Aug 2015

*IT Business Services Intern*

- Led project to upgrade HP Quality Center to ALM Software
- Performed system administration functions for HP Quality Center and ALM
- Documented business processes using Microsoft OneNote and SharePoint
- Collaborated with a team of business systems analysts and project managers to create software test plans

## HONORS/ACTIVITIES

Academic Dean's List

All Semesters

Delta Sigma Pi Professional Business Fraternity

Sep 2015 - Present

University of Delaware Association for Information Systems

Sep 2015 – Present

NSCS - National Society for Collegiate Scholars

Sep 2014 – Present

National Society of Leadership and Success

Aug 2014 – Present

University of Delaware Marketing Club

Aug 2014 – Present

