

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

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
- Cradles for Crayons volunteer
- Proficient in Microsoft Office - Excel, Access, Word and Power Point
- Basic knowledge of HTML, Dreamweaver, Photoshop
- Proficient in Quickbooks, NetSuite OpenA

September 2014-Present
June-August 2015, 2016

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

EDUCATION

University of Delaware, Newark, DE	May 2017
Bachelor of Science, Hotel, Restaurant, and Institutional Management	
<ul style="list-style-type: none">• GPA: 3.74/ 4.0• Dean's List	Fall 2013-Present
Study Abroad, Australia, New Zealand	January 2016
<ul style="list-style-type: none">• 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

Pastry Chef, Blondie's Baking Company, Prince Frederick, MD	May 2015-Present
<ul style="list-style-type: none">• 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
<ul style="list-style-type: none">• 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
<ul style="list-style-type: none">• 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
<ul style="list-style-type: none">• 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
<ul style="list-style-type: none">• 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
<ul style="list-style-type: none">• Served guests food and beverages in a fine dining environment• Performed side work and sanitation duties	

ACTIVITIES/ACHIEVEMENTS

Sigma Alpha Professional Agriculture Sorority, Member	February 2013-Present
<ul style="list-style-type: none">• First Vice President	January 2016-Present
<ul style="list-style-type: none"><ul style="list-style-type: none">• 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	
<ul style="list-style-type: none">• Head of Standards Committee	September 2016-Present
<ul style="list-style-type: none"><ul style="list-style-type: none">• 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

2 Rowing Way
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

