

2009 Penn State Career Guide 2010

RESUME WRITING

Resumes often serve as your initial contact with employers and are the most critical item in determining whether or not you will obtain an interview. This document is a brief “advertisement”

of your skills, knowledge, and relevant experience. Use your resume as a sales tool—sell yourself! You may need to have several versions of your resume, especially if you are seeking

various positions. It should be specific to each type of job you are seeking; a general or generic resume gets far fewer interviews.

What Is the Best Format or Style?

Ideally your resume should emphasize your strong points while expressing your uniqueness and individuality. There are two basic resume formats to choose from:

Chronological Format

Present education and work experience in reverse chronological order, describing responsibilities and achievements under each entry. This is the most appropriate format if you have experience directly related to your career goal.

Functional Format

Your experience is explained under major skill headings, while job titles,

employers, and dates are listed separately. This type of resume is especially useful when your degree or work experiences are not directly related to your career objective.

Combination Format

In many instances, the combination of both the chronological and the functional formats may be the most effective. This is especially the case when some past experiences are more directly related to future goals than others. This format allows for experiences to be separated into different categories—related and unrelated—making the strongest impact by placing the most

related experiences first, regardless of the dates during which the experiences took place.

Regardless of the format you choose, you should present yourself clearly, succinctly, and confidently. Use the suggestions on the following page to develop your resume. Choose and arrange categories so that the most relevant information is placed where it will catch the reader’s eye. Use the Action Word List below to formulate the content. Finally, use the samples provided here as sources of ideas for your resume. Do not copy these examples verbatim!

Action Word List

Achieved	Built	Defined	Examined	Influenced	Monitored	Provided	Studied
Acquired	Calculated	Delegated	Exceeded	Initiated	Negotiated	Raised	Succeeded
Acted	Cared	Delivered	Expanded	Instructed	Observed	Ran	Supervised
Addressed	Championed	Demonstrated	Explained	Integrated	Obtained	Received	Supported
Administered	Coached	Designed	Facilitated	Interpreted	Offered	Recommended	Targeted
Advised	Collaborated	Determined	Filed	Introduced	Operated	Reduced	Taught
Advocated	Collected	Developed	Financed	Invented	Organized	Reorganized	Teamed with
Aided	Comforted	Devised	Fixed	Investigated	Overcame	Reported	Tested
Allocated	Communicated	Diagnosed	Formulated	Launched	Oversaw	Researched	Trained
Analyzed	Compared	Directed	Fostered	Learned	Participated	Responded	Upgraded
Answered	Completed	Displayed	Founded	Led	Partnered	Reviewed	Utilized
Anticipated	Composed	Documented	Gained	Listened	Performed	Revised	Validated
Applied	Computed	Drafted	Gave	Made	Persuaded	Screened	Visualized
Approved	Conducted	Edited	Generated	Maintained	Planned	Served	Won
Arranged	Consulted	Eliminated	Guided	Managed	Prepared	Set up	Wrote
Assessed	Contributed	Enabled	Handled	Mastered	Presented	Shaped	
Assisted	Converted	Enforced	Helped	Maximized	Prioritized	Sold	
Attained	Coordinated	Enhanced	Identified	Mediated	Produced	Solved	
Audited	Counseled	Ensured	Illustrated	Mentored	Programmed	Spoke	
Balanced	Created	Established	Implemented	Met	Projected	Strategized	
Briefed	Dealt	Estimated	Improved	Minimized	Promoted	Streamlined	
Budgeted	Decided	Evaluated	Increased	Modified	Proposed	Strengthened	

Resume Suggestions

Your Name
Street Address
City, State ZIP
Telephone Number
Email

- OBJECTIVE:**
- One or two concise, easy-to-read statements focusing on the type of position you are seeking, the skills you want to utilize, and/or the tasks in which you want to become involved.
 - Avoid clichés or jargon, such as, “To contribute to the profitability of an employer” or “A challenging position offering opportunity for growth and advancement.”
- EDUCATION:**
- List degrees in reverse chronological order—most recent first. Keep the information easy to scan.
 - You may want to include details relevant to the job you are seeking, such as courses, special projects, a minor or area of emphasis, etc.
 - You can list Education Abroad experiences here as well. Use the same format as your Penn State entry.
 - Most employers expect to see your GPA (either overall, major or both).
- EXPERIENCE:**
- Reverse chronological order is what readers expect, but if you have a mixture of experiences, you can break this into two major categories, such as RELATED EXPERIENCE and OTHER EXPERIENCE. This allows you to put the most relevant items together and move older, but more relevant items to the beginning.
 - Give details of your accomplishments and responsibilities rather than a general list of duties. Numbers make strong statements and can enhance credibility; these numbers can show volume, percentages, dollar amounts.
 - Include information and skills that relate to the position you are seeking.
 - Consolidate information when possible; avoid repetition and excessive details in describing experiences.
 - Make the format scannable and put relevant action verbs first. Use bulleted statements, not paragraphs.
 - Do not be discouraged if you have never had employment in your field. Instead, focus on your strengths, skills, and accomplishments.
- ACTIVITIES:**
- List the most relevant activities and offices held first. Include college, community, professional, and occasionally, outstanding high school activities.
 - You can add brief explanatory details of the position and your accomplishments.
 - Include hobbies and interests only if they are relevant to the job objective or if they reveal characteristics important to the job.
 - This section can add individuality and flavor to your resume, so you may want to include unusual or interesting items.
- HONORS/AWARDS:**
- Optional; include only if you have several honors. If you have only one or two honors, you can include them in a combined ACTIVITIES/HONORS section.
- SKILLS:**
- You may want to consider a special skills section to highlight skills you have on specific computer hardware or software, foreign languages, or machinery required for performance on the job. You could also group CERTIFICATIONS in this category.
- REFERENCES:**
- Most organizations will not expect references on your resume. But, you may want to prepare a list of references on a separate page formatted to match your resume for use when employers request references.
 - Usually, three to five references are appropriate. Consider individuals familiar with your academic achievements, leadership and teamwork skills, and/or your work habits.
 - Include the referee’s name, title, organization, mailing address, phone number, and e-mail address.
 - You should always seek prior approval from individuals you plan to list as references.

Top Resume Questions—Answered!

- **Is it better to use a pre-formatted template or blank Microsoft Word document when writing my resume?**

Using a blank Microsoft Word document is preferred over the use of a pre-formatted template for several reasons. Blank Word documents offer greater flexibility and more effective space usage when formatting pages, whereas templates can be more restrictive and limiting. Also, a Word document resume provides individualized stylistic formatting options. Pre-formatted templates are easy to spot and they allow little room for uniqueness.

- **Do I need to include an objective?**

While an objective statement is optional, including an objective can be an effective way to briefly express the specific purpose of your resume. You may tailor your objective toward a specific position within a targeted organization, or you may create a more general objective that is widely applicable to your desired career field of interest. The latter is especially effective if you plan to distribute larger quantities of your resume to multiple organizations.

- **Should I include information and experiences from my high school years?**

As a first-year student or sophomore, it is appropriate to include information from your high school years on a resume. However, as you continue to grow professionally and gain experiences that demonstrate increasing relevance to a particular career field, you may begin to omit items that are outdated or that no longer effectively highlight your current abilities.

Typically, it is recommended that information from high school years be omitted from your professional resume by the time you begin your junior year at Penn State.

- **Where do I include my study abroad experience?**

Study abroad experiences are best included within the Education section of your resume. Such information should be formatted in a manner that is consistent with the other items found within that section (see samples for formatting ideas).

However, if you completed an internship or other related experience while studying abroad, you may choose to further elaborate on that opportunity as part of the Experience section of your resume.

- **How important is it for me to list my GPA?**

Many organizations and graduate schools use GPA as a criterion for identifying viable candidates to continue through the application process. If your cumulative GPA is a 3.0 or above, it is beneficial to list it. Remember to verify that it accurately reflects the GPA that an employer would find on your official University transcript.

However, some considerations may be made if your cumulative GPA is below a 3.0. We encourage you to meet with a Career Services professional to discuss how the following options may apply to your specific situation: 1) You may choose to list both your Major GPA and your cumulative GPA, or you may prefer to list your Major GPA alone. Your Major GPA usually includes major-specific courses and excludes most general education credits. It is recommended that you visit with your academic advisor to discuss the best method for calculating this GPA if it is not listed on your degree audit. 2) If you work a substantial amount of hours per week to pay college expenses while attending college full-time, you may include a statement highlighting this within your Education section (refer to samples). This kind of statement can serve as justification for a GPA that may not be an accurate representation of a student's true potential.

- **Are summer work experiences important in a professional resume?**

Summer and/or part-time work experiences can serve to demonstrate a variety of important skill sets that you have developed, which adds breadth to your resume. Even if the positions are not specifically related to your desired career direction or industry of interest, the skills that are learned and enhanced through these experiences are “transferable” and can be applied to a wide-range of occupational fields. Transferable skill sets are sought by employers across

all industries and can include skills in leadership, teamwork, diversity appreciation, interpersonal savvy, time management, organization, problem-solving, and technology-based skills among many others.

Demonstrating these types of skills as you elaborate on your experiences is a must when creating an effective resume, especially if you have limited field-specific experiences to share.

- **Do I need to use bulleted points to describe my experiences?**

Elaborating on experiences using bulleted points is strongly recommended when building a resume. Each bullet should be no more than 1-2 lines long, and you may use up to 5-6 bullets to describe each listed experience. It is important to use bulleted points to not only describe duties involved in various positions, but it is an opportunity to highlight skills and qualities that you have developed or enhanced. When evaluating resumes, employers look for ways to determine the most qualified candidates. By adding detail to your experiences, you can more effectively demonstrate the value you can bring to an organization.

- **What do I do if I have no paid work experiences?**

If you have not yet gained paid work experience, consider alternative experiences that can demonstrate your knowledge-base and other qualifying attributes. Community involvement, volunteer work, and extracurricular activities are all prime examples of experiences that may be included in detail on a resume. As with summer or part-time work experiences, you can highlight your transferable skill sets as they pertain to opportunities of interest to you.

- **Should I list my activities if they do not relate directly to my field of study or desired career field?**

Extracurricular activity involvement—related and/or unrelated to your field—is valued by employers and graduate school recruiters alike. Skills developed and honed through activities and leadership opportunities often complement skills utilized within your academic endeavors. Well-roundedness is a quality that many recruiters seek when considering applicants.

• **Do I need a skills section? If so, what types of skills are appropriate for inclusion in a professional resume?**

A skills section is not required, but it can be an opportunity to effectively display additional skills that could set you apart from the applicant pool. Technology-based or computer skills, foreign language knowledge, and other field-specific skill sets and certifications are appropriate to include. It is important to objectively indicate your level of knowledge or aptitude in the skill sets you choose to highlight. Using qualifiers such as “Proficient in...” or “Fluent in...” are acceptable as long as they accurately reflect your degree of knowledge. You may also list skills and languages with which you are familiar or have basic knowledge—just be sure to describe that level accurately. Remember—you could be tested on that knowledge in an interview!

Appearance of Your Resume

Length

For most undergraduates, one page is the most common length, because they lack sufficient experience for two pages. Individuals with added experience and/or degrees may need a two-page resume to present the relevant details adequately.

Resume length may also vary by career field. Consult with professionals in your field and/or Career Services counselors to discuss the resume length best for your situation.

Type of paper

A resume prepared carefully with a good laser printer can be very effective. Use good quality paper; a white or off-white shade is generally preferred.

Proofread

Proofread your resume several times, and then have a friend or Career Services counselor proofread it again. A mistake on your resume will leave a poor first impression with the employer.

Using Keywords in Your Resume

Keywords are the basis of most electronic resume search and retrieval processes. They provide the content from which to search for a resume in a database, whether the database is specific to an employer, or a Web-based search engine that serves the general public.

What are “keywords”? Keywords are nouns and phrases that highlight technical and professional areas of expertise, industry-related jargon, projects, achievements, special task forces and other distinctive features about a prospect’s work history.

Try to identify all possible keywords appropriate to your skills and accomplishments that support the kinds of jobs you are seeking. We suggest that once you have written your resume, you can then identify your strategic keywords based on how you imagine people will search for your resume. You may make a section of keywords (often placed directly after your objective, before your education section) or integrate the keywords you have identified into the text of your resume. If you are unaware of the keywords in your field, we suggest that you visit the Career Library in the Bank of America Career Services Center to research your career field.

The Curriculum Vitae

A curriculum vitae, often required for those applying to graduate or professional programs, employment with international firms, or when promoting oneself within professional and academic fields, is longer than the average 1-2 page resume because it provides a greater range of information. It can include:

- Professional, Vocational or Research Objective
- Summary of Qualifications
- Professional Licenses or Certifications
- Education including Post Graduate, Graduate and Undergraduate Degrees
- Listing of Relevant Course work to match career or academic objective
- Educational or Professional Honors or Awards
- Scientific or Academic Research, Laboratory Experience and Related Skills
- Description of Thesis or Dissertation, Papers Written, Publications
- Academic or Professional Presentations
- Related Extracurricular Activities, Professional and Association Memberships
- Community Involvement
- Work Experience - Paid or Volunteer
- Technical and Specialized Skills such as Computer Programming or Laboratory Instrumentation

SAMPLE CAREER OBJECTIVES

- To obtain a full-time position as a counselor or program coordinator working with individuals and groups
- To secure an entry-level staff accountant position with a special interest in taxation
- Seeking an administrative position in a non-profit organization where I can use my fund-raising, public relations, and management skills
- To obtain a summer internship in marketing research with an emphasis in consumer products
- To secure an entry-level position in the field of human resource management
- Seeking a co-op position in electrical engineering; special interests include application in digital/analog electronics, communication systems, or microprocessor-based systems
- To obtain a full-time position in the management of computer information systems; specific areas of interest include data structures analysis and system design
- To secure an internship in mechanical engineering focusing on process design
- Seeking a position as writer or editorial assistant with a publishing company

- Interests - Future Academic or Professional Goals
- Travel / Exposure to Cultural Experiences
- Foreign Language Skills
- Additional Information that may support objective or qualifications

You may want to consider the C.V. preparation workshops offered through Career Services' Tuesday workshops (see list of programs on the insert pages). For examples of C.V.s and additional resources on how to prepare your C.V., stop in to the Career Library in the Bank of America Career Services Center.

Finally, have one of the Career Services drop-in counselors review your C.V. A counselor is available weekdays, 8:30 a.m. – 5:00 p.m., and until 7:00 p.m. on Tuesdays in the Bank of America Career Services Center.

WHAT EMPLOYERS WANT YOU TO KNOW ABOUT RESUMES:

(Comments from recruiters who conducted on-campus interviews at Penn State)

- Give details
 - Some resumes were vague in terms of specific accomplishments which leads the recruiter to the long process of determining whether anything of substance lies behind statements like, "Improved an inventory process...". It does not take up too much space to add, "By doing X, which resulted in Y...". Give specifics and details, but be precise and clear.
 - Highlight any applicable experience required for a specific job. Ensure resume format is very easy to follow and clear. Resumes are a way to sell yourself to companies; use key words such as partner, facilitated, championed, managed, etc.
 - Add quantifiable results to resumes.
- Things to include
 - Declare concentration and always show your GPA on your resume.
 - Students should exhibit participation in outside activities, have impressive grades and tough course loads. We want to see well-rounded people.
 - Don't waste valuable resume space with detailed computer skills. This can be discussed in detail during the interview.
 - Do not include course work on your resume, it becomes too wordy. Provide details, though, about your internships and any relevant experience.
 - Exhibit well-roundedness as a student/Penn Stater. Involvement or leadership in activities that are not related to academics is a huge plus, especially among engineering students.
- Length
 - Keep resume to one page. Lengthy resumes are expected of experienced professionals, not of college students. Many of my colleagues automatically discount a resume because of its length, therefore, an otherwise good candidate could lose an interview opportunity. Choose the most relevant skill sets for your resume.
 - Be succinct; barring unusual levels of experience. A resume longer than 2 pages is unwelcome and usually reduces the effectiveness of the resume.
- The Basics
 - Tailor your resume to the particular job posting. Research each job posting and highlight your experiences that best match.
 - Make your resume results oriented, highlighting achievements and accomplishments. Focus on behaviors such as leadership impact, getting results and intelligent risk taking,
 - Be thorough and honest about all of your experiences.
 - Accuracy, correct spelling and grammar are all important factors to making your resumes stand out. Put work experience before activities.
 - Be clear; sloppiness is usually a companion of a lack of clarity.

RESUME ADVICE

Career Services offers a variety of services to help students and alumni write effective resumes.

Resume Workshops

These workshops are offered throughout each semester. No sign-up is required. See the schedule of dates, times, and locations on the insert pages.

Resume Review and Feedback

If you would like to have your resume reviewed by a career professional, please visit Career Services for Drop-In. This service is available weekdays from 8:30 a.m. to 5:00 p.m. and until 7:00 p.m. on Tuesdays in the Bank of America Career Services Center. If other students have come in immediately ahead of you, you may need to wait from 15-30 minutes or more.

Resume Examples

The resumes on pages 19-21 are examples of different ways good resumes have been written. Additional resume examples are located in the Career Library, in the Bank of America Career Services Center.

Sample Resumes

Frank Nittany

78910 E. Beaver Ave., #83
State College, PA 16801
814.237.1234

Objective

To obtain a 2008 Summer Counselor position working with disadvantaged youth

Education

The Pennsylvania State University, University Park, PA May 2011
Bachelor of Science in Crime, Law, and Justice,
Minor in Human Development and Family Studies
Overall GPA: 3.63
Dean's List: Fall 2007, Spring 2008

Relevant Courses:

Adolescence American Criminal Justice System
Abnormal Psychology
Juvenile Delinquency
Correctional Institutions and Services
Adult-Child Relationships
Analysis of Family Problems

Related Experience

PBD Agency, Inc., State College, PA September 2007-Present
Life Skills Volunteer

- Provide a range of direct services for the care and rehabilitation of delinquent youth
- Maintain the physical care and safety of residents as well as the integrity of building security
- Instruct and monitor 25 residents during structured daily activities
- Assist with the development of treatment goals for residents; implement treatment plans under the supervision of Life Skills Coordinator

Centre County Youth Center, State College, PA June 2007-August 2007

Part-Time Youth Counselor

- Monitored activities and well-being of adolescents
- Facilitated activities with convicted adolescents in a secure setting
- Evaluated youths' daily behavior and created concise behavior reports
- Transported to and assisted with residents' court hearings
- Integrated respect, education, and discipline into curriculum
- Attended training in Safe Crisis Management, psychological disorders, first aid, and CPR

Other Experience

Landscapes Plus, Horsham, PA June 2006-August 2006
Crew Leader

- Successfully led 5 crew members in the completion of 17 commercial and residential landscaping projects; received positive feedback from clients regarding satisfaction with results
- Promoted to Crew Leader based on performance in two previous summers as a Crew Member

CHRIS R. STUDENT

crsXXX@psu.edu

SCHOOL ADDRESS
56 Nittany Avenue #5
State College, PA 16801
(814) 555-5678

HOME ADDRESS
5678 North Z Street
Anytown, PA 12345
(234) 555-8910

OBJECTIVE: To obtain an internship or co-op experience in Mechanical Engineering.

EDUCATION: **B. S. in Mechanical Engineering, May 2011**

The Pennsylvania State University
GPA 3.25

Relevant Courses

Compressible Fluid Flow Manufacturing Processes
Heat Exchanger Design Microcomputer Interfacing
Engineering Economy Technical Writing

RELEVANT EXPERIENCE: **Manufacturing Process In-class Project** Spring 2009

- Sponsored by CompanyX Consumer Products, Co.
- Implemented Statistical Process Control into manufacturing process.
 - Responsible for troubleshooting in the processing and packaging of over-the-counter pharmaceuticals.
 - As part of a team, wrote standard operating procedures for production floor to be reviewed and approved by the FDA.
 - Combined efforts with Quality Assurance, Research and Development, and Engineering to implement new processes.
 - Installed, inspected, and validated system upgrades to process control equipment.

LEADERSHIP: **Assistant Manager and Cashier** Semester Breaks & Summers 2007-2009

- Sheetz, Clarion, PA
- Supervised front line staff and report directly to the manager; responsible for entire operation in manager's absence.
 - Interviewed, hired, and trained over 30 new employees; provided feedback on performance.
 - Developed system for monitoring specialty item inventory; decreased inventory time by 50% and increased sales by 25%.

ACTIVITIES:

- The Learning Center, Tutor
American Society of Mechanical Engineers
 - Entertainment Committee Chairperson, 2008-2009
 - Professional Development Chairperson, 2007-2008
 Big-Brother: Served as a Big-Brother for a 7-year old boy in Centre County

REFERENCES: Available upon request.

JENNIFER C. CHAO

335 West Beaver Avenue
 State College, PA 16801
 jcc@psu.edu
 (123)111-2131

OBJECTIVE: To obtain a position in the field of Information Technology with specific interest in SAP.

EDUCATION: The Pennsylvania State University, University Park, PA
 Bachelor of Science in Management Science and Information Systems
 Major GPA: 3.24/4.0
 Expected graduation date: May 2008

Relevant Courses:
 Mathematical Programming Statistical Analysis Forecasting
 Economics Accounting Business Writing

EXPERIENCE: **Johnson & Johnson** September 2007 – May 2008
 Logistics Analyst Co-op
 • Managed automated order processing to allow international customers to order directly via EDI or FTP.
 • Oversaw the Vendor Managed Inventory (VMI) for Global Affiliates to reduce and maintain their on-hand inventory.
 • Coordinated weekly orders and ensured that databases were updated with new forecasts and safety stock measurements as needed at the beginning of every month.
 • Analyzed international forecasts and supported the creation of a web page to be posted on the Johnson & Johnson Intranet.
 • Assisted in the Global Air-Freight Data collection Project (GAP) to reconsider Johnson & Johnson freight carriers and their rates.

The Pennsylvania State University August 2007 – Present
 Tutor, University Learning Center
 • Teach students concepts in Financial and Managerial Accounting, Introduction to Microeconomics, and Analysis and Policy.
 • Completed University Learning Center certification process.

SKILLS:
Computer
 • Worked extensively with simulation programming languages such as Perl and ARENA.
 • Professionally trained in Mercia Lincs (CRP system), MFG/Pro (Manufacturing, Planning, and Costing system), and in COACT (Order Processing System).
 • Accurately maintained Database Management systems.

ACTIVITIES:
President, Asian American Student Caucus
 • Led weekly meetings and organized various events throughout the semester.
Secretary, Alpha Beta Chi Service/Social Sorority
 • Organized participation in AIDS walk and Diabetes walk as well as visits to a local nursing facility in State College, PA.
Operations Committee Member, Penn State Dance Marathon (THON)

LORETTA A. GOODCHOICE

129 Goingmye Way
 College Town, PA 12345
 814-737-2967
 lagoodchoice@collegetown.com

OBJECTIVE
 To earn a full-time HR Assistant position with a management consulting firm

EDUCATION
 The Pennsylvania State University, University Park, PA
 Bachelor of Science in Psychology – Business option
 Cumulative GPA: 3.45/4.0
 Expected Graduation December 2008
 Universidad de Barcelona, Seville, Spain 11/2007 – 5/2007
 Completed courses in Legal Environments of Business and Human Resource Management

HUMAN RESOURCES EXPERIENCE
 Office of Human Resources, Penn State University, University Park, PA 5/2007 – Present
 Intern
 • Work directly with employment and compensation specialists, hiring managers, human resource development associates, and employee benefits staff, as well as support staff
 • Assist with layout and written content for the Human Resource Development Center's professional development opportunities catalog which is distributed to every faculty and staff member at Penn State
 • Complete various administrative tasks in support of the entire unit, such as entering and tracking of employee data and benefits changes, preparation of travel reimbursements, and other projects as assigned

Human Resources, H.J. Heinz Corporation, Pittsburgh, PA 12/2006 & 3/2007
 Job Shadower/Observer
 • Gained broad exposure to a variety of departments within the human resources function at Heinz World Headquarters, a *Fortune* 500 company, including Benefits, Executive Personnel, Personnel/Recruiting, etc.
 • Completed 20-25 total hours of observation of each function within HR during winter break; encouraged to return for further shadowing opportunities over spring break following initial positive experience

HONORS AND ACTIVITIES
 Dean's List/Academic Achievement
 Secretary, Society for Human Resource Management (SHRM)
 Intramural Volleyball and Softball, Special Olympics, Big Brothers/Big Sisters of Centre County

SKILLS
 Computer:
 • Proficient with the uses of PeopleSoft, Microsoft Office Suite, Adobe Photoshop
 Language:
 • Fluent in speaking Spanish; Proficient in writing/reading Spanish

Anita Job

337 Maple Lane, Long PA 17777

(Cell) 717-555-1111

afj@itt.com

OBJECTIVE

To obtain a full-time public relations position within the non-profit or government industry

EDUCATION

Bachelor of Arts in English, May 2010 – *Penn State University, University Park PA*
GPA in Major: 3.3; GPA Overall: 3.1

INTERNSHIP EXPERIENCE

- Public Relations Intern** — Summer 2009
XYZ Transportation Institute, Chevy Chase, MD
- PROJECT & EVENT COORDINATION**
- Coordinated outreach activities of the Local Technical Assistance Program (LTAP).
 - Managed a multi-state government relations project to facilitate the implementation and evaluation of research products developed by the Federal Highway Administration.
 - Coordinated LTAP government relations activities.

TRAINING & SUPERVISION

- Coordinated the strategic planning process for the LTAP center.
- Conducted training for local governments on various computer applications.
- Supervised 5 student workers.

RESEARCH & WRITING

- Assisted in all facets of contracted research program including writing proposals, collecting data, managing financial resources, and generating reports.
- Served as Assistant Editor of the LTAP quarterly newsletter, which is distributed to several state local governments and legislative institutions.

WORK EXPERIENCE

- Manheim Auto Auction** — Manheim, PA — Summer 2008
- Comfort Inn Banquets** — State College, PA — Fall 2007 to Present
- Levi's Outlet** — Hershey, PA — Summer 2007
- Hershey Chocolate World** — Hershey, PA — Summer 2006

ACTIVITIES

Intramural Volleyball, Special Olympics, Intramural Softball, Big Brother/Big Sister Program

SKILLS

Computer: Microsoft Publisher; ADOBE INDESIGN CS4; Dreamweaver CS3
Language: Fluent in Speaking Spanish; Proficient in Writing/Reading Spanish

Addison A. Anderson

Home Address
22 Oak Lane
Chambersburg, PA 17222
(717) 555-2222

School Address
111 E. Jones Ave Apt. 300
State College, PA 16801
(814) 555-7777

aaa000@psu.edu

A full-time position in Sports Management

OBJECTIVE

EDUCATION

The Pennsylvania State University, University Park, PA

- B.S. Economics, May 2010
- Major GPA – 3.23
- Relevant Courses include: Financial and Managerial Accounting; Management; Statistical Foundations; Introduction to Econometrics; Money and Banking; Income Distribution; Economics of Laws and Regulation.

SPORTS EXPERIENCE

The Pennsylvania State University, University Park, PA *Spring 2009*
Morgan Academic Support Center for Student-Athletes
Tutor

- Tutored student-athletes in various Economics and Statistics courses including Introduction to Econometrics and Statistical Foundations.

The Chambersburg Country Club, Chambersburg, PA *Summers 2007 – 2009*

Tennis Club Assistant

- Prepared the tennis courts and surrounding areas for daily play.
- Sold tennis club items to members of the country club.
- Coordinated and led various sporting events for members and their families.

BUSINESS EXPERIENCE

Bank of America, Chambersburg, PA *Summer 2006*

Finance Office Assistant

- Entered data on financial accounts into the customer database system.
- Reviewed and processed summary statements for corporate clients.
- Analyzed end of the month and end of the fiscal year reports and updated totals in Microsoft Excel.

Nationwide Insurance, Carlisle, PA *Summer 2005*

Assistant Web Master

- Tracked and monitored the activity and “hits” that the website experienced.
- Designed two staff-only sections of the in-house portion of the webpage.
- Developed a tutorial to enable staff to enter new web pages in a consistent manner.
- Met weekly with the Web Master to devise a long-term plan for the Web site.

LEADERSHIP

Penn State Dance Marathon Morale Team Captain *2008 – 2009*

- Led the morale team to support the THON dancers.
- Helped raise money during canning events.

Penn State Intramurals Captain – Volleyball *2007 – 2008*

- Served as captain for our Intramurals volleyball team.
- Coordinated practices and game schedules.

SPORTS ACTIVITIES

Penn State Tennis Club; Penn State Golf Club; Intramural Chair; three-year letterman in high school; First Team All-Conference in Tennis and Golf.