

# Kenyon College

## RÉSUMÉ GUIDE

### THE PURPOSE OF A RÉSUMÉ

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The goal of your résumé is to communicate your qualifications, education, accomplishments, and relevant experiences to prospective employers. To prepare a successful résumé you need to know how to curate, summarize, and present your experiences and achievements in an effective and concise manner. Preparing a dynamic résumé can set you on the right path to landing your dream internship or full-time job. It is intended to gain a hiring manager's attention so that you stand out from the other applicants and are selected for an interview.

### WHERE TO BEGIN

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Don't worry at first about the correct format or deciding what to include or exclude. Sometimes the hardest part of writing a résumé is just remembering all the great things you've accomplished so far. This gets increasingly difficult as you continue to do more, so you'll want to begin by drafting what is sometimes called a source résumé or master résumé. This will be a working document that contains all of your employment, volunteerism, educational and extra-curricular experiences, as well as your awards and skills. You'll keep adding to it over the years and select from it the experiences that are most relevant whenever you are creating a one-page résumé for a particular job of interest in the future.

- **Personal Information:** Start with your full name, as well as your address, phone number, email, and possibly any relevant URLs, like to your LinkedIn profile or digital portfolio.
- **Education:** Add information about the schools you've attended. First-years and sophomores can include high school(s) as well as college(s) but juniors, seniors, and alumni should only include higher education. School names, locations, areas of academic focus, GPAs, study abroad experiences, and degrees received and/or expected can go in this section.
- **Experience:** List all the employment, volunteer, athletic, club, organization, major project, competition, or leadership experience you've had to date. Any experiences that effectively display your skills and abilities can be on a résumé. Don't forget to include the month and year you started and ended each. If you are still involved with an experience, record "Present" instead of an end date. By the time you are a rising junior, the majority of the items on your résumé should be from your time at Kenyon, although there are some exceptions for relevant experiences from high school. (See "Curating Résumé Content" section below for examples.) Also note the company, school, or organization name, city and state (or city and country/territory if not in the US,) next to each experience.
- **Awards:** Add in any formal awards, recognitions, or merit-based scholarships you've received along with the corresponding dates and granting institutions.
- **Skills:** Note any relevant hard skills that employers might find useful. Things to include could be: languages you speak; computer programs you're proficient in; social media platforms you're adept at; equipment, instruments or tools you've mastered; and specialized skills you've acquired like data analysis or coding.

## STATEMENTS OF ACCOMPLISHMENT

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### *Inventory Duties*

Now it's time to go back to each of your experiences, whether it was employment, volunteer or extracurricular, and list the duties you had (or have) with each. For example, if you worked as a Multimedia Collections Assistant, you might list "Helped organize library's multimedia collection" as one of your job responsibilities. Taking the time to briefly inventory what you did at each experience will help you in the next step, as we move from an accounting of duties to statements of accomplishment.

### *Highlight Accomplishments*

Most résumés stop with the above step and read like an abbreviated job description; but we're developing the foundation for a great résumé, so there are a few more initial steps to creating the core content of your master résumé.

Identifying transferable skills from your experiences and articulating them in a compelling manner is one of the keys to an effective résumé. This requires incorporating specifics that help show problems you've solved and/or the scope, impact, and recognition of your work. Doing this takes practice. Using the above example of the Multimedia Collections Assistant, let's see how this process, which is outlined in greater detail below, can take your duties from informative to transformative.

Example:

*Before* - Helped organize library's multimedia collection.

*After* - Assisted in implementing new organizational system for more than 5000 items in Olin Library multimedia collection. Received "exceptional" rating from supervisor on quarterly evaluation for project contributions.

By using the below template, you can make your résumé bullets stand out from other candidates. You'll also be better prepared at the end of this process to talk about your experiences in convincing ways when you do land that interview!

Here's an example of how to apply the template using a summer position as a lifeguard and swim instructor.

Experience: Lifeguard and Swim Instructor			
Step 1. Duties	Step 2. Transferable Skills	Step 3. Problem-solving, Scope, Impact, Accolades	Step 4. Statement of Accomplishment
<p><i>What key responsibilities did you have in this work, volunteer or extracurricular experience?</i></p>	<p><i>What would you want an interviewer to know about your skills as a result of this experience? (Think of these as transferable skills—skills that would transfer from one job to a similar or different position. A list of common transferable skills can be found later in this guide.)</i></p>	<p><i>What problems did you help solve using these skills? What specifics communicate your level of responsibility and/or impact? What accolades, awards, or promotions did you receive? (Instead of just saying you have a skill, show the reader through examples.)</i></p>	<p><i>Use action words to create statements that highlight your skills, responsibilities and impact. You may have to choose which duties, problem-solving, level of responsibilities and/or outcomes to highlight and/or combine. (A list of action words can be found later in this guide.)</i></p>
<p>-Checked and logged pool levels, taught and enforced pool rules, ensured safety of pool customers</p> <p>- Gave first aid treatment, directed groups in emergency</p> <p>-Helped train new staff, taught kids swim lessons</p>	<p>-Responsible</p> <p>-Handle crisis situations</p> <p>-Group facilitation skills</p>	<p>-Responsible: Ensured safe swimming conditions for 1000 summer visitors; created a song about pool rules and taught it daily to pool customers 5-years-old and under reducing injuries in the age group by 40%</p> <p>-Handle crisis situations: Conducted 5 in-pool rescues; evacuated 25 swimmers within 1 minute upon signs of a fast-approaching storm</p> <p>- Group facilitation skills: Edited manual and conducted trainings for 8 new staff; taught kid swim lessons - 1 basic level class then asked to oversee 2 additional intermediate classes after quickly achieving Instructor Specialist level</p>	<p>-Effectively conducted 5 in-pool rescues applying emergency care and first aid treatment as required. Safely evacuated 25 swimmers within 1 minute upon signs of a fast-approaching storm</p> <p>-Invented creative ways to enforce pool rules, reducing injuries in young visitors by 40%</p> <p>-Designed and taught lessons on water safety and basic swimming techniques to beginners and intermediates aged 6-10; advanced to Instructor Specialist within 1 month and assigned additional classes</p> <p>-Assisted in training 8 new guards on pool policy, maintenance, and emergency procedures, ensuring safe swimming conditions for over 1000 summer visitors</p>

## RÉSUMÉ COMPONENTS REVIEWED

Now you have the content for the basic components of a résumé. Here is a recap.

<b>Heading</b>	Essentials: Full name, address (campus, permanent or both), telephone number with area code, and email address. Optional: LinkedIn URL, link to relevant portfolio or website
<b>Education</b>	Essentials: Name of school, location (city and state/country or territory), degree received and majors/minors/concentrations, expected graduation date Optional: Study abroad information, relevant courses, academic honors/awards/scholarships
<b>Experience</b>	Name of the organization, location (city and state/country or territory), dates of involvement, your title, and a few action statements describing responsibilities, projects, and accomplishments. Both paid and unpaid work (e.g. summer jobs, internships, on-campus jobs, volunteer work, and campus activities) qualify as experience.
<b>Campus &amp; Community Involvement (Optional)</b>	If you don't want to highlight a campus or community involvement activity under "Experience" because it isn't specifically relevant to the job you're applying to or because you have sufficient employment experience, you can add it here. Name of the organization, location (city and state/country or territory), dates of involvement, your title, and a few action statements describing what you did on campus or in the community.
<b>Awards (if applicable)</b>	Name of the award/recognition/scholarship, granting institution, and date.
<b>Skills</b>	Foreign languages, specific computer skills (e.g., Photoshop or Excel), lab techniques, or concrete skills not mentioned elsewhere in your résumé.

### **ADDITIONAL COMPONENTS**

Some additional categories to consider adding to your résumé, as applicable, include:

#### **Summary / Core Qualifications**

A section with either of these headings is generally used by professionals who have considerable experience to summarize. However, it can also be an effective tool to help reduce too much white space on a resume if you don't have a lot of past work experience to highlight. Additionally, if you're applying to a sizable organization, it's likely that they use an applicant tracking system (ATS) to pre-vet candidates, and this section can help get you noticed. Taking the time to skillfully list applicable key words and phrases listed as qualifications on the job description may get your resume past the algorithm guards and into an actual human's hands for consideration. This section generally goes after your name and contact information. It should only be a few sentences or bullets and focused on what you can contribute that will be most relevant to the position. Stay away from pronouns and overused descriptors like "quick learner" and "detail-oriented." Think of this section as your headline. For example a first-year student targeting a social media internship at a major fashion company might say: A competitive athlete and scholar with proficiency in social media platforms including Instagram, Facebook, Snapchat, Twitter, Pinterest, and Yelp. HTML literate and lifestyle-brand savvy. Familiar with Google Analytics, with a penchant for creating original content that gets noticed.

#### **Publications and Presentations**

If your research and/or writing has been published online or in print, you should highlight this. Similarly, if you've presented at a conference or regional/national/international convening this too should be noted. American Psychology Association (APA) format is typically used to cite work in the sciences and social sciences. Modern Language Association (MLA) format is generally used for work in the humanities. That said, if you have publications and presentations across these disciplines, you'll want to stick with one citation format for your

résumé. How you format publication citations also depends on the kind of publication (e.g. journal, book, online). Whenever there is a publication with more than one author, or a presentation with multiple speakers, you'll want to bold your name in the citation. You can find the correct format online that fits your published work or presentation.

### **Exhibitions/Screenings/Commissions**

Depending on your art medium, you can adjust this heading to reflect only the work you are going to list. If you have substantial work under more than one of these, then make two separate sections, each with their own heading. If you're a performance artist, you could also use "Performances" in the heading. Keep in mind to note juried or curated exhibitions (listing names of notable jurors/curators), whether the work is a collaboration, and whether an exhibition is a solo, two-person, or group exhibition. Typically, this section will include key information like the date, show title, venue name, city, state, country/territory. Commissioned pieces will also include the name of the commissioning organization or person (with permission), the title of the work, and a description of the work. Formats for art-related citations can be found online.

### **Conferences**

By listing the name of the conferences you've attended, along with the locations and dates, this is an opportunity to show your potential employer that you are engaged in your own professional development and in the industry.

### **Professional Memberships**

Notations here demonstrate your commitment to your field, as well as your interest in staying current on changing trends and technologies. It also signals the likelihood of you having a network of peers and mentors.

### **Certifications**

If a position requires or looks favorably on particular certifications, you'll want to highlight any of these that you have. E.g. if you are working for a childcare center, you'll likely need CPR and first aid certification.

### **Interests**

This section is an opportunity to round out your candidacy. For example, if you are a marathon runner, listing this can imply discipline and determination; whereas noting gardening or fly fishing can signal a love for nature and a patient temperament.

## ***SPECIAL TYPES OF RÉSUMÉS***

**Actor's Résumés**—An actor's résumé differs substantially from many of the above components because it will largely highlight one's performances, roles, performance mediums (film/television/theater), and associated film/television/theater companies and directors. It also will include personal information like weight, height, eye color, and vocal range as well as an 8×10 headshot stapled to the back. The "Education" section will include relevant training with acting coaches or at drama schools or institutes. Additionally, the "Skills" section will note anything that might be helpful to a role. In addition to proficiency levels with languages and musical instruments, this section may also include things like juggling, surfing, ballroom dancing, or rollerblading.

**CVs**—Some job postings may ask for a CV. CV is short for curriculum vitae and is more in-depth and comprehensive than a résumé. It is commonly used in academia and science research settings. You can find definitions and examples of CVs online. Since some people use the words résumé and CV interchangeably, if a CV is requested and it isn't for a position in academia or science research, you may want to contact the organization's Human Resources department to confirm whether they indeed are looking for a lengthier formal CV from candidates.

## SELECTING RÉSUMÉ CONTENT

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Since you may likely apply to different positions across multiple industries, you'll have different résumés for these various areas of interest. Once you have the components of your master résumé completed, now it's time to decide what to include in each section of a curated one-page résumé targeting a particular job.

*Heading*—Most of the information in this section is straight forward. However, to better your chances of being considered, sometimes the small things make a big difference. If your home or campus address is in the same region as the position, go with only the address that matches the geographical location of the listing. Similarly, update your LinkedIn profile and/or digital portfolio to be sure it speaks to the tasks and talents required from the position. Also, take the time now to change your voicemail message, if needed, to something that is appropriate for a potential employer to hear.

*Education*—Much of this information won't change with the different positions you're applying to. If you're a junior or senior, only in certain situations does it make sense to list your high school. Examples include, applying for a summer internship at your former school or in the local area; or applying to positions that are similar to your high school experience, like boarding, Montessori, United World Colleges, or foreign language immersion schools. You'll also change your "Course highlights" to reflect classes that pertain to the position.

*Experience*—Start by looking at the position advertisement and any job description it may include. Make a list of the tasks you'll be expected to perform and the skills required. Also consider the collaborators and clients you'll be working with. Number this list. Now, review your experiences on your master résumé. Identify which ones—whether employment, volunteer, or extracurricular—can demonstrate the required background, skills, and partner/client work. Write the corresponding number(s) from your list next to these experiences on your master résumé. The experiences you've numbered should get prime real estate on your one-page curated résumé. The experiences without a number next to them can either be left off your one-page résumé if you have other sufficient and relevant content or placed in an "Additional Experience" section below the "Related Experience" section. (See the Functional Résumé Sample below.)

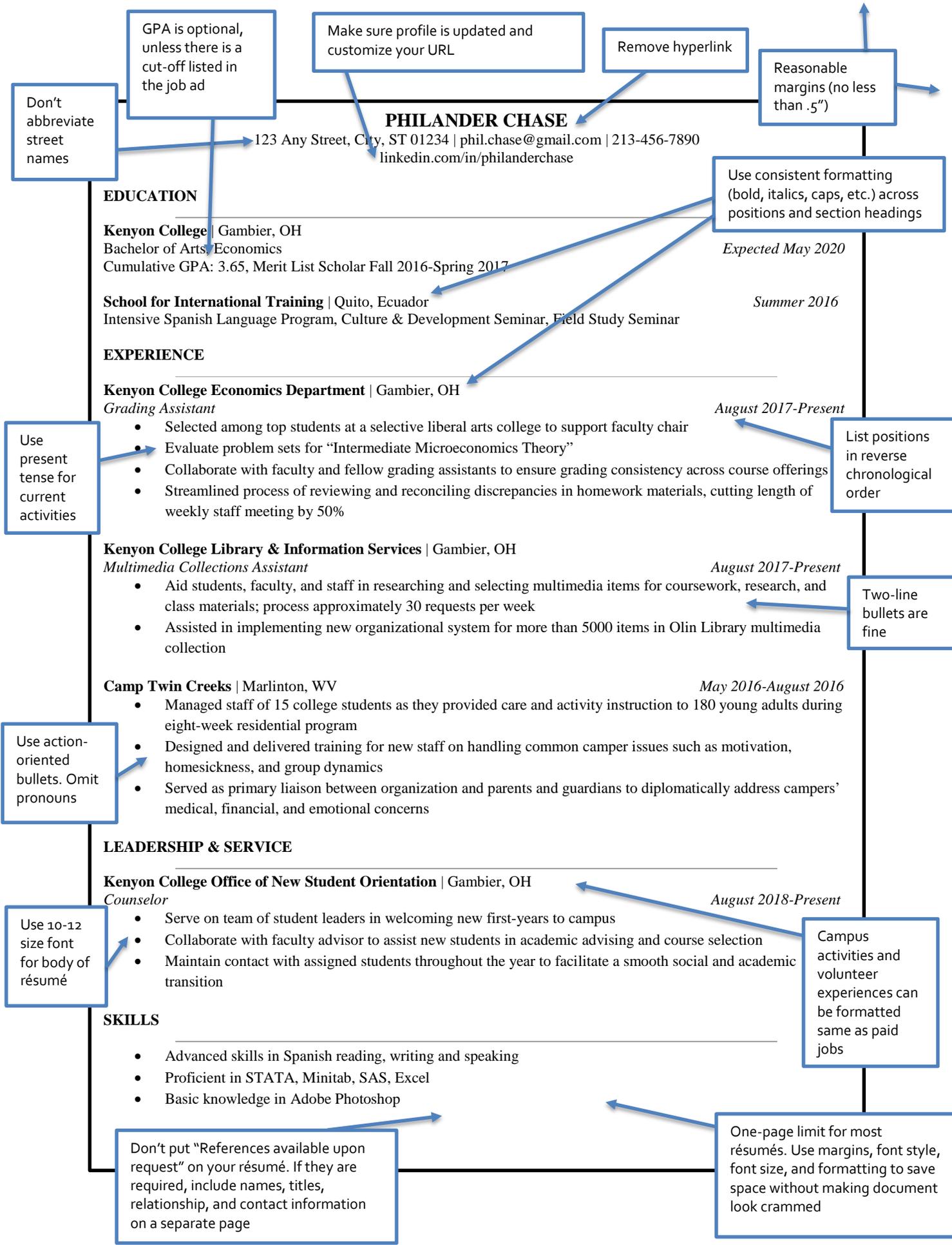
*Awards*—Usually any kind of award is great to include because it shows you've been recognized for your talents. However, if you have numerous awards, you may want to showcase those that are most relevant to the position to reinforce your potential fit.

*Skills*—This section can change with position types and industry. If you are applying for a set design job with a theater company, list power tools you're comfortable using, as well as 3-D model-making and research skills. However, if you're applying to a financial services firm, leave out the power tools and add in your experience with the Bloomberg Terminal, data visualization software like Tableau, and Excel.

## FORMATTING TIPS AND TRICKS

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Hiring managers will spend a short time looking at your résumé unless you catch their interest with a clean format and strong content. Presenting key information in a tidy and accessible manner is the best way to make sure the reader pays attention. On the next page you'll find common formatting tips and tricks highlighted on a sample résumé. There are many ways to organize your résumé, and we encourage you to experiment with layouts to discover the best fit for your experience, target field, and personal style. We've included additional samples at the end of this guide showing the two most common résumé types—chronological and functional. Many more samples can be found online.



**PHILANDER CHASE**

123 Any Street, City, ST 01234 | phil.chase@gmail.com | 213-456-7890  
linkedin.com/in/philanderchase

**EDUCATION**

**Kenyon College** | Gambier, OH  
Bachelor of Arts, Economics  
Cumulative GPA: 3.65, Merit List Scholar Fall 2016-Spring 2017

*Expected May 2020*

**School for International Training** | Quito, Ecuador  
Intensive Spanish Language Program, Culture & Development Seminar, Field Study Seminar

*Summer 2016*

**EXPERIENCE**

**Kenyon College Economics Department** | Gambier, OH  
*Grading Assistant*

*August 2017-Present*

- Selected among top students at a selective liberal arts college to support faculty chair
- Evaluate problem sets for "Intermediate Microeconomics Theory"
- Collaborate with faculty and fellow grading assistants to ensure grading consistency across course offerings
- Streamlined process of reviewing and reconciling discrepancies in homework materials, cutting length of weekly staff meeting by 50%

**Kenyon College Library & Information Services** | Gambier, OH  
*Multimedia Collections Assistant*

*August 2017-Present*

- Aid students, faculty, and staff in researching and selecting multimedia items for coursework, research, and class materials; process approximately 30 requests per week
- Assisted in implementing new organizational system for more than 5000 items in Olin Library multimedia collection

**Camp Twin Creeks** | Marlinton, WV

*May 2016-August 2016*

- Managed staff of 15 college students as they provided care and activity instruction to 180 young adults during eight-week residential program
- Designed and delivered training for new staff on handling common camper issues such as motivation, homesickness, and group dynamics
- Served as primary liaison between organization and parents and guardians to diplomatically address campers' medical, financial, and emotional concerns

**LEADERSHIP & SERVICE**

**Kenyon College Office of New Student Orientation** | Gambier, OH  
*Counselor*

*August 2018-Present*

- Serve on team of student leaders in welcoming new first-years to campus
- Collaborate with faculty advisor to assist new students in academic advising and course selection
- Maintain contact with assigned students throughout the year to facilitate a smooth social and academic transition

**SKILLS**

- Advanced skills in Spanish reading, writing and speaking
- Proficient in STATA, Minitab, SAS, Excel
- Basic knowledge in Adobe Photoshop

Don't abbreviate street names

GPA is optional, unless there is a cut-off listed in the job ad

Make sure profile is updated and customize your URL

Remove hyperlink

Reasonable margins (no less than .5")

Use consistent formatting (bold, italics, caps, etc.) across positions and section headings

Use present tense for current activities

List positions in reverse chronological order

Two-line bullets are fine

Use action-oriented bullets. Omit pronouns

Use 10-12 size font for body of résumé

Campus activities and volunteer experiences can be formatted same as paid jobs

Don't put "References available upon request" on your résumé. If they are required, include names, titles, relationship, and contact information on a separate page

One-page limit for most résumés. Use margins, font style, font size, and formatting to save space without making document look cramped

## COMMON TRANSFERABLE SKILLS

Client & customer service	Coaching	Synthesizing information
Active listening	Creativity	Detail oriented
Relating well to others	Innovation	Learning & following processes
Motivating people	Flexibility	Enforcing policy
Teamwork	Multitasking	Decision making
Collaboration	Prioritization	Troubleshooting
Communication	Goal setting	Emergency response
Conflict resolution	Time management	Crisis management
Empathy & sensitivity	Setting & meeting deadlines	Phone skills
Delegating	Project management	Computer skills
Public speaking	Problem solving	Data analysis
Presenting	Organization	Writing
Training	Research	
Teaching	Editing	

## RÉSUMÉ ACTION WORDS (BY SKILL SET)

Communication/ People Skills	Creative Skills	Financial & Technical Skills	Helping Skills	Management/ Leadership	Organizational Skills	
Clarified	Acted	Administered	Adapted	Appointed	Arranged	Extracted
Collaborated	Adapted	Adjusted	Advocated	Approved	Categorized	Formulated
Composed	Composed	Allocated	Aided	Considered	Charted	Gathered
Consulted	Created	Analyzed	Answered	Coordinated	Classified	Inspected
Contacted	Customized	Applied	Assessed	Decided	Coded	Interviewed
Convinced	Designed	Assembled	Assisted	Delegated	Collected	Investigated
Corresponded	Developed	Assessed	Clarified	Developed	Compiled	Measured
Discussed	Directed	Balanced	Coached	Directed	Distributed	Reviewed
Drafted	Displayed	Budgeted	Collaborated	Emphasized	Executed	Solved
Edited	Drew	Calculated	Contributed	Enforced	Filed	Summarized
Expressed	Entertained	Computed	Counseled	Enhanced	Incorporated	Surveyed
Formulated	Fashioned	Converted	Demonstrated	Established	Logged	Tested
Influenced	Formulated	Determined	Diagnosed	Executed	Maintained	
Interacted	Founded	Developed	Educated	Generated	Prepared	<b>Teaching Skills</b>
Interpreted	Illustrated	Estimated	Encouraged	Improved	Processed	Advised
Involved	Initiated	Forecasted	Ensured	Increased	Registered	Clarified
Judged	Instituted	Installed	Expedited	Initiated	Reorganized	Coached
Listened	Integrated	Managed	Facilitated	Motivated	Reserved	Critiqued
Marketed	Invented	Measured	Guided	Navigated	Scheduled	Developed
Mediated	Modeled	Planned	Helped	Oversaw	Standardized	Enabled
Presented	Modified	Prepared	Motivated	Planned	Updated	Encouraged
Publicized	Performed	Programmed	Prevented	Prioritized		Evaluated
Referred	Photographed	Projected	Provided	Produced	<b>Research Skills</b>	Facilitated
Reported	Planned	Qualified	Referred	Recruited	Analyzed	Focused
Resolved	Revised	Reconciled	Represented	Reviewed	Clarified	Guided
Responded	Revitalized	Reduced	Resolved	Selected	Collected	Individualized
Spoke	Shaped	Repaired	Supported	Streamlined	Compared	Instructed
Translated	Solved	Researched	Volunteered		Conducted	Motivated
Wrote		Solved			Evaluated	Trained
		Validated			Explored	Tutored
					Examined	

# CHRONOLOGICAL RÉSUMÉ SAMPLE

Koko Sing

P.O. Box 1234, Gambier, OH 43022 (Current)  
123.456.7890 | kokosing@kenyon.edu | kokosing.com

## EDUCATION

**Kenyon College** | Gambier, OH  
*Bachelor of Arts, Undeclared*

Expected Graduation: May 2022

**Green Bank High School** | Green Bank, PA  
*GPA: 3.75, four-year Honor Roll member*

June 2018

## WORK EXPERIENCE

**Target Corporation, Cashier** | Green Bank, PA

October 2017-July 2018

- ◆ Greeted each person in line, processing approximately 300 customers per day; earned Employee of the Month award within first six months
- ◆ Trained more than 10 new team members aged 18-65 on procedures, inventory system, and point of sale software
- ◆ Fielded customer complaints and worked with team members to successfully resolve all issues
- ◆ Memorized hundreds of product placements and assisted customers in high-traffic store to efficiently locate desired products across 10 departments and over 30 aisles

**Green Bank Community Pool, Lifeguard and Swim Instructor** | Green Bank, PA

Summer 2016 & 2017

- ◆ Effectively conducted 5 in-pool rescues applying emergency care and first aid treatment as required
- ◆ Safely evacuated 25 swimmers within 1 minute upon signs of fast-approaching storm
- ◆ Invented creative ways to enforce pool rules, reducing injuries in young visitors by 40%
- ◆ Designed and taught lessons on water safety and basic swimming techniques to beginners and intermediates aged 6-10; advanced to Instructor Specialist within 1 month and assigned additional classes
- ◆ Assisted in training 8 new guards on pool policy, maintenance, and emergency procedures, ensuring safe swimming conditions for over 1000 summer visitors

## LEADERSHIP & VOLUNTEER WORK

**Varsity Women's Volleyball, Team Captain** | Green Bank High School, Green Bank, PA

March 2015-May 2016

- ◆ Planned and led off-season conditioning workouts and weightlifting for team of 18 peers
- ◆ Assisted in organization of three team fundraisers, raising over \$1500 for new uniforms
- ◆ Resolved conflicts between players and worked to build team morale and motivation
- ◆ Coordinated with coach to design in-season practices; promoted Athletic Code of Conduct behaviors

**Key Club International, General Member** | Green Bank High School, Green Bank, PA

January 2015-June 2018

- ◆ Weekly volunteer at Scott County Humane Society; socialized animals and maintained facilities
- ◆ Collaboratively organized annual events such as Relay for Life, blood drive, and winter clothing drive
- ◆ Designed event flyers posted in 200 locations for Turkey Trot 5k fundraiser benefitting local food bank

## SPECIAL SKILLS

- ◆ American Red Cross CPR, first aid, and lifeguard certified
- ◆ Proficient in MS Excel and Publisher
- ◆ Adept at Facebook, Instagram, Snapchat, and Twitter

## FUNCTIONAL RÉSUMÉ SAMPLE

# Stu Dent

[student@kenyon.edu](mailto:student@kenyon.edu) | (23) 456 – 7890 | 123 Any Street, Town Name, ST 12345

### Education

**Kenyon College**, Gambier, OH

*Bachelor of Arts in Anthropology* | Expected May 2016

Minor in English, concentration in Women’s and Gender Studies | GPA 3.47

- Awards: Recipient of Honors Scholarship (Kenyon’s most prestigious merit award)
- Course Highlights: “Introduction to Literary Theory”; “Language and Society”; “Creative Nonfiction Prose”; “Anthropology of Mass Media”; “Introduction to Women’s and Gender Studies”

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### Related Experience

Jan 2016-Present

**Kenyon College** | Gambier, OH

#### *Writing Center Consultant*

- Peer edit students’ writing and offer advice for potential improvements to structure and style
- Serve as the designated tutor for “Introduction to Women’s and Gender Studies” course

May 2017-Aug 2017

**Yale University Press** | New Haven, CT

#### *Publicity Intern*

- Drafted international press releases for distribution with advance galley proofs of titles
- Sent advance galley proofs of Yale Press books to renowned authors, reviewers, and publications
- Scanned, formatted, and archived reviews of Yale Press titles and recommended process updates
- Asked by supervisor to contribute guest post for the Yale Press Art Books blog
- Meticulously added jacket images and author photos to database for publicity distribution

### Other Experience

May 2018-Aug 2018

**Production Components, Inc.** | Wallingford, CT

#### *Marketing Assistant*

- Hired to support Marketing Director with post-merger marketing and outreach audit at the Northeast’s premier manufacturer’s representative for automated and assembly equipment
- Updated database containing over 10,000 client records using Salesforce online marketing and sales software, ensuring data integrity
- Called past customers to gauge interest, initiate re-engagement, and confirm information
- Inventoried and compiled all current print and digital collaterals across vectors for team review

May 2016-Aug 2016

**Integrated Refugee and Immigrant Services (IRIS)** | New Haven, CT

#### *Front Desk Assistant*

- Greeted walk-in clients from diverse backgrounds with appropriate cultural awareness and answered detailed questions about IRIS’ services and schedule
- Diplomatically gathered sensitive intake questionnaire information, deescalated client anxiety, and efficiently referred phone and in-person inquires to the correct staff members
- Assisted Office Manager with the timely and confidential processing of incoming employee applications and client records. Organized office resources. Redesigned several take-away materials

### Skills

- Microsoft Office,
- Wordpress,
- Photo Scan,
- Adobe Photoshop,
- Salesforce

## REFERENCES SAMPLE

Your heading should match the same style format as your resume

### YOUR NAME

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Your Address | City, ST Zip Code  
Telephone Number | Email Address

Use first and last name

### REFERENCES

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Mr. Reference One  
Job Title  
Organization/School Name  
Organization Address  
City, ST Zip Code  
Phone: (xxx) xxx-xxxx  
Email: address1@domain.com  
Relationship: Direct supervisor

Professor Reference Two  
Job Title  
Organization/School Name  
Organization Address  
City, ST Zip Code  
Phone: (xxx) xxx-xxxx  
Email: address2@domain.com  
Relationship: English Professor

Ms. Reference Three  
Job Title  
Organization/School Name  
Organization Address  
City, ST Zip Code  
Phone: (xxx) xxx-xxxx  
Email: address3@domain.com  
Relationship: Volunteer supervisor

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#### Tips for References:

1. Be sure to ask permission to use a reference's information for each position you apply to.
2. Once you've been selected for an interview, send your references a copy of your materials, along with the position description, so when prospective employers call, references know what to highlight on your behalf.
3. Send a note of thanks for their time and help.
4. Notify them of the outcome of your search once you land a position.