



The **PURPOSE** of a **RÉSUMÉ** is to get an interview. A skillfully designed easy-to-read document that provides information about your education, experience (work, internship, volunteer), and other qualifications that are most relevant to a particular job opening. Your résumé needs to be tailored to the job description to showcase how you meet and exceed the employer's expectations.

LENGTH: Depending on your work experience and the job description, the resume you submit may be 1-2 pages. If it is 2 pages, it needs to be 2 full pages. Create a master resume first, no page length, then personalize it to the job.

MAJOR RÉSUMÉ COMPONENTS:

HEADING: At the top of your résumé should be your name. Other information to include is your current city and state along with your phone number with area code, e-mail address, and LinkedIn URL. A daytime phone number is a must, remember to listen to your outgoing voicemail message to know what an employer will hear.

PROFESSIONAL HIGHLIGHTS/SUMMARY: Personalize this section for each job. A bulleted list of your key achievements, skills, traits, and experiences that are required of the position for which you are applying. Usually 5-7 bullets (no more than 10). This assists the employer in knowing you are qualified for the job, at first glance.

EDUCATION: Degrees earned (or to be completed) should be listed from present to past. You need not include high school unless that is the extent of your formal education. For each degree, give the following:

- Name and location of school attended
- Degree earned
- Major/Minor
- Date of graduation or expected
- Research/thesis topic (if applicable)
- Relevant courses (optional)
- Scholarships, honors, awards (optional)
- Grade point average (optional)

TECHNICAL SKILLS | PROFICIENCIES:

- Technical skills are **computer or technology-based hard skills**.
- Place these into sections, depending on the type of skill, for example, Platforms: UNIX, Languages: C++

PROFESSIONAL AND INTERNSHIP EXPERIENCE:

- List your employment in reverse chronological order (present to past).
- Give employer, position held, and dates of employment.
- Begin each statement with action verbs.
- Write descriptive statements that highlight your skills, abilities, and knowledge learned on the job.
- List tasks performed, if relevant to the future position, emphasizing those requiring the highest level of skill, responsibility, and judgment.
- Quantify and qualify your accomplishments, i.e. "surpassed sales quota by 15%," "trained and supervised 5 employees," and "maintained average caseload of 85 clients."

OTHER POSSIBLE SECTIONS: Any of the following can become a separate category if your background warrants:

- Licenses and certificates currently held
- Honors, scholarships, awards, and fellowships earned
- Professional organization memberships and offices held
- Affiliations with civic and community groups/volunteer work
- Advanced computer application programs that you have used and understand
- Financial, communication, computer, writing, and foreign language skills
- Extracurricular activities/leadership





- Job requirements section can help guide what to post here.
- Focus on your strengths and accomplishments
- It's ok if information in highlights is the same as in other sections of the resume, if they are relevant
- Reframe the language on the job requirements; avoid using the exact same language used in the posting.

Font: Calibri Contact info on one line
 Name size: 14 Personalized LinkedIn URL
 Headers: 12
 Content: 11

<YOUR FULL NAME, ENLARGED FONT AND BOLD>

City, State | (Area Code) Telephone Number | E-mail Address | LinkedIn URL

PROFESSIONAL HIGHLIGHTS

Personalize this section for each job, specifically the required qualifications needed.

- A bulleted list of your key achievements, skills, traits, and experiences that are required for the position for which you are applying.
- Usually 5-7 bullets (no more than 10). This assists the employer in quick glance.

- List the town/city of the campus you most identify with
- Include study abroad experiences
- List only past college experiences where a degree was obtained.

EDUCATION

University of Southern Maine, Portland, ME
 B.S. Information Technology
 GPA: 3.67

TECHNICAL SKILLS

- HTML
- CSS
- JavaScript
- GitHub
- API
- Google Sites
- WordPress CMS
- Inkscape
- SQL
- Microsoft Office
- Zoom

- Bulleted descriptive accomplishment statements:**
- Use chronological format for listing experiences, present to past
 - Use present tense action verbs if currently employed
 - Use past tense action verbs if you are no longer employed
 - Use "ed" verbs for past tense, do not use "ing" or "ly"

INTERSHIP EXPERIENCE

ABC, Inc., Portland, ME
 IT Help Desk Intern

- Provided technical support to end-users via phone, email, and chat, e
- Diagnosed and troubleshot hardware and software problems, escalat
- Documented all support interactions in the ticketing system, ensurin
- Collaborated with cross-functional teams to resolve technical issues and improve IT processes
- Created user-friendly documentation to empower end-users to troubleshoot common problems independently
- Assisted in the maintenance and administration of user accounts, security settings, and system configurations.

PROFESSIONAL EXPERIENCE

Moonlight Campground, Saco, Me
 Assistant Manager

June 2020 - Present

- Coordinate summer camp program for over 200 children, resulting in 90% camper return rate
- Organize the day to day activity schedule for the campers during their stay at the camping grounds
- Direct and produce annual television commercial; doubled camp membership from 100 campers to 200 in 2018
- Oversee the registration process of the participants applying for the camp
- Coordinate camp counselor on-boarding and annual summer training
- Review the applications of the guides and counselor candidates and select ideal candidates

VOLUNTEER EXPERIENCE

Preble Street, Portland, ME

Summers 2018 -Present

- Execute daily tasks independently without supervision
- Assist with training new volunteers and instruct them on daily operations
- Communicate with supervisor about the observed needs of the clients



<YOUR FULL NAME, ENLARGED FONT AND BOLD>

City, State | (Area Code) Telephone Number | E-mail Address | LinkedIn URL

PROFESSIONAL HIGHLIGHTS

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May 2025

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GPA: 3.67

TECHNICAL SKILLS

- HTML
- CSS
- JavaScript
- GitHub
- API
- Google Sites
- WordPress CMS
- Inkscape
- SQL
- Microsoft Office
- Zoom

INTERNSHIP EXPERIENCE

ABC, Inc., Portland, ME

June 2023 - August 2023

IT Help Desk Intern

- Provided technical support to end-users via phone, email, and chat, ensuring timely resolution of IT issues
- Diagnosed and troubleshoot hardware and software problems, escalating complex issues to higher-level support
- Documented all support interactions in the ticketing system, ensuring accurate and comprehensive records.
- Collaborated with cross-functional teams to resolve technical issues and improve IT processes
- Created user-friendly documentation to empower end-users to troubleshoot common problems independently
- Assisted in the maintenance and administration of user accounts, security settings, and system configurations.

PROFESSIONAL EXPERIENCE

Moonlight Campground, Saco, Me

June 2020 - Present

Assistant Manager

- Coordinate summer camp program for over 200 children, resulting in a 90% camper return rate
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VOLUNTEER EXPERIENCE

Preble Street, Portland, ME

Summers 2018 -Present

- Execute daily tasks independently without supervision
- Assist with training new volunteers and instruct them on daily operations
- Communicate with supervisor about the observed needs of the clients



Use these sample action verbs to emphasize accomplishments

Management skills

- Administered
- Analyzed
- Assigned
- Attained
- Chaired
- Consolidated
- Contracted
- Coordinated
- Delegated
- Developed
- Directed
- Evaluated
- Executed
- Improved
- Increased
- Organized
- Oversaw
- Planned
- Prioritized
- Produced
- Recommended
- Reviewed
- Scheduled
- Strengthened
- Supervised

Communication skills

- Addressed
- Arbitrated
- Arranged
- Authored
- Collaborated
- Convinced
- Corresponded
- Developed
- Directed
- Drafted
- Edited
- Enlisted
- Formulated
- Influenced

- Interpreted
- Lectured
- Mediated
- Moderated
- Negotiated
- Persuaded
- Promoted
- Publicized
- Reconciled
- Recruited
- Spoke
- Translated
- Wrote

Research skills

- Clarified
- Collected
- Critiqued
- Diagnosed
- Evaluated
- Examined
- Extracted
- Identified
- Inspected
- Interpreted
- Interviewed
- Investigated
- Organized
- Reviewed
- Summarized
- Surveyed
- Systematized

Technical skills

- Assembled
- Built
- Calculated
- Computed
- Designed
- Devised
- Engineered
- Fabricated

- Maintained
- Operated
- Overhauled
- Programmed
- Remodeled
- Repaired
- Solved
- Teaching skills
- Adapted
- Advised
- Clarified
- Coached
- Communicated
- Coordinated
- Demystified
- Developed
- Enabled
- Encouraged
- Evaluated
- Explained
- Facilitated
- Guided
- Informed
- Instructed
- Persuaded
- Set goals
- Stimulated
- Trained

Financial skills

- Administered
- Allocated
- Analyzed
- Appraised
- Audited
- Balanced
- Budgeted
- Calculated
- Computed
- Developed
- Forecasted
- Managed

- Marketed
- Planned
- Projected
- Researched
- Conceptualized
- Created
- Customized
- Designed
- Developed
- Directed
- Established
- Fashioned
- Founded
- Illustrated
- Initiated
- Instituted
- Integrated
- Introduced
- Invented
- Originated
- Performed
- Planned
- Revitalized
- Shaped

Helping skills

- Assessed
- Assisted
- Clarified
- Coached
- Counseled
- Demonstrated
- Diagnosed
- Educated
- Expedited
- Facilitated
- Familiarized
- Guided
- Motivated
- Referred
- Rehabilitated
- Represented

Creative skills

Conceptualized
 Created
 Customized
 Designed
 Developed
 Directed
 Established
 Fashioned
 Founded
 Illustrated
 Initiated
 Instituted
 Integrated
 Introduced
 Invented
 Originated
 Performed
 Planned
 Revitalized
 Shaped

Detail skills

Approved
 Arranged
 Catalogued
 Classified
 Collected
 Compiled
 Dispatched
 Executed
 Generated
 Implemented
 Inspected
 Monitored
 Operated
 Organized
 Prepared
 Processed
 Purchased
 Recorded
 Retrieved
 Screened

Specified
 Systematized
 Tabulated
 Validated

More verbs for Accomplishments

Achieved
 Expanded
 Improved
 Pioneered
 Reduced (losses)
 Resolved (problems)
 Restored
 Transformed

Terms and Processes

Access platform
 Ad creative/ impression/
 inventory/rotation
 Application
 development/technology
 Architecture
 Artificial intelligence
 Banner advertisement
 Business analytics
 Business continuity
 Business support systems
 (BSS)
 Business to business (B2B)
 Business to consumer (B2C)
 Business transformation
 C++
 Capital budgets
 Certificate authority
 Change management
 Co-branding
 Competitive intelligence
 Component development
 Computer science
 Consultant
 Content
 Data controller

Data gathering
 Data mining/warehousing
 Database administration/
 manager
 Database development
 Database integration
 Delivery systems
 Digital marketing (pull/push)
 Digital media
 Distribution channels
 E-commerce
 E-portal
 Electronic data interchange
 (EDI)
 Electronic marketing
 Encryption
 End-user support
 Enterprise systems
 Fault analysis
 Framework
 Geographic information
 system (GIS)
 Global HITS
 Graphic design
 Information security
 Information technology
 Infrastructure development
 Intellectual property rights
 (IPR)
 Java
 Knowledge management
 LAN/WAN
 Licensing
 Management information
 system (MIS)
 Market-space
 Mergers and Acquisitions
 Multiplatform integration
 Needs assessment
 Network administration/
 management
 Network solutions
 Online advertising

Operations support systems
 (OSS)
 Oracle
 Privacy policy
 Process re-engineering
 Product launch/testing
 Program management
 Programming
 Project management
 Quality assurance
 Reach
 Research and development
 Root cause analysis
 SAS/SPSS
 Search engine optimization
 (SEO)
 Service provider
 Software configuration
 Software engineering
 Solutions delivery/ strategies
 Shopping cart
 Storefront
 Structured Query Language
 (SQL)
 Systems administration
 Systems development life
 cycle (SDLC)
 Target market
 Technical documentation
 Technical support
 Trading
 Turnkey
 UNIX
 Vendor management
 Visual Basic
 Voice over Internet Protocol
 (VoIP)
 Vortals (vertical industry
 portals)
 Web administration
 Web based technology
 Yield management

**Career & Employment Hub**

McGoldrick Center for Career & Student Success, Suite 210, Portland, ME 04103
 207-228-8505 | usmcareers@maine.edu