



***You never get a second chance to make a first impression."** - Will Rogers*

That's especially true when it comes to your resume. **It has one job: to get you an interview.** Your resume should be clear, focused, and tailored—highlighting your education, experience (paid or unpaid), and the qualifications that align with the employer's needs. Within seconds, six to be exact, it should show how you're a strong match and a standout candidate.

### **BEGIN with a MASTER RESUME**

A Master Resume is a "living document" containing all your experiences: education, work, internship, volunteer, groups/organizations, certifications, honors, awards, etc. It has **no page length** and contains bulleted statements that showcase what you have learned and accomplished in all aspects of your life; **all experiences count**, even small roles or side projects may hold transferable skills.

#### **BENEFITS:**

- **One Central Record:** All your experiences, skills, and accomplishments in a single, comprehensive document
- **Effortless Job Customization:** Simplifies creating a tailored resume for each application
- **Always Up-to-Date:** Easy to add new information as your career grows, with no page limits
- **Foundation for LinkedIn:** Quickly populates and strengthens your online professional profile
- **Boosts Interview Prep:** Provides a resource to recall examples and confidently answer questions

### **NEXT, develop a TAILORED RESUME**

Once you find a job or internship opportunity, carefully review the description and its qualifications. Then, using your Master Resume, create a Tailored Resume for that specific position. Review each bullet point on your Master Resume and keep only those that reflect the skills, abilities, and knowledge the employer seeks. Remove anything irrelevant, and rearrange the remaining bullet points so the most relevant information appears first. Repeat this process for every position you apply to. **Length:** A Tailored Resume may be 1-2 pages. If it is 2 pages, it needs to be 2 full pages.

#### **BENEFITS:**

- **Matches the Job:** Directly shows employers your qualifications for the role
- **Gets Past Computers:** Helps your resume get noticed by automated systems, applicant tracking systems (ATS)
  - An ATS is a type of software that scans your resume for keywords and formatting before a human sees it
- **Stands Out to Recruiters:** Highlights how you are the best fit for the role
- **Proves Your Value:** Connects your past work to their current needs
- **Shows You're Serious:** Demonstrates genuine interest in the specific position

#### **YES!**

1. Create a tailored resume for every position
2. Be consistent in format and content
3. Check spelling & grammar
4. Use bullet points vs paragraphs
5. Use keywords from the job/internship description
6. Active vs passive tense (no -ly or -ing)
7. Fact-based (quantify and qualify)
8. Use a professional email, like your USM email

#### **NO**

1. Use the same resume for every position
2. Add photo, date of birth, or other personal information
3. Use a template
4. Use personal pronouns (I, me, my, etc.)
5. Use an Objective Statement
6. List references
7. Add untrue information
8. Include High School



## RESUME SECTIONS:

**FORMATING:** Font: Calibri | Name size: 14 | Sections: 12 | Content: 11 | Submit as a PDF unless otherwise specified.

**CONTACT INFORMATION:** Place your name at the top of your resume. Under it, in one long line, add city and state, phone number (with area code), e-mail address and LinkedIn URL (only if your profile is complete and up-to-date).

**PROFESSIONAL HIGHLIGHTS:** This section gives employers a quick overview of how you're qualified for the role at first glance. To develop this section, use the job/internship description—especially the required qualification section—to create a bulleted list of 5–7 (no more than 10) key strengths, skills, accomplishments, traits, and relevant experiences that showcase how you have met their requirements. It is fine if points overlap with other sections of your resume. This is also a great place to add any languages spoken (written and verbal).

**EDUCATION:** Degrees earned (or to be completed) should be listed from present to past. **Do not include high school or other institutions** unless you have completed a degree or certification. For each degree, give the following:

- Name and location of school attended
- Degree earned
- Major/Minor/Track
- Grade point average (3.0 or above)
- Date of graduation
- Research/thesis/capstone topic (if applicable)
- Relevant coursework (include if it directly applies to the job or if you're early in your career)
- Study Abroad experiences

## INTERSHIP EXPERIENCE

- List your employment from present to past (chronological format).
- Provide the employer name, position held, and dates of employment (month and year).
- This section could also be called **Clinical, Student Teaching, Field Placement, Research, etc.**
- **Demonstrate your ability to meet the demands of your desired role by providing evidence of the skills and experience needed to succeed.**

## PROFESSIONAL EXPERIENCE:

- Format as stated in the Internship Experience section.
- Write brief descriptive bullet statements that start with an action verb (ex. organize, manage, communicate).
- Highlight your skills, abilities, and knowledge **learned**, describe tasks performed **only** if relevant to the future position.
- Use present tense if currently employed, and if not use past tense, “ed”, do not use “ing” or “ly”.
- Quantify your accomplishments (when you can), i.e. “surpassed sales quota by 15%,” “trained and supervised 5 employees,” “maintained average caseload of 85 clients”.

## OTHER POSSIBLE SECTIONS:

- Volunteer/Service Learning
- Technical or research skills
- Professional certificates or licenses
- Military experience
- Honors, scholarships, awards, and fellowships
- Clubs/Organizations/Memberships/Affiliations
- Extracurricular activities/leadership
- Publications
- Personal projects and/or passions
- Additional Trainings

◆ **HINT:** Use brief descriptive statements with these section too! If you gained a skill, ability, or knowledge write it down!

## Career & Employment Hub

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## SHOWCASE WHAT YOU LEARNED AND WHY IT MATTERS:

### WHAT ARE DESCRIPTIVE STATEMENTS?

Descriptive statements are the **heart** of your resume. They **show what you've accomplished** and what you learned—not just what tasks you did. These short statements give employers a better idea of **how you added value** and what skills you gained.

### WHY THEY MATTER

Most employers already know the basic duties of common jobs. **To stand out**, you want to *highlight* the impact you made—your contributions, improvements, or how you helped others.

**Duty** = what you were asked to do

**Duty:** Cleared plates

**Accomplishment** = what you actually achieved

**Accomplishment:** Noticed guest needs and helped ensure smooth service

### HOW TO WRITE DESCRIPTIVE STATEMENTS

#### Step 1: Make list

**Think of your experiences:** jobs, internships, class projects, volunteering, clubs, sports, personal projects, etc. You **do not** have to be paid to gain experience.

#### Step 2: Reflect on what you learned or contributed

- Did I improve something or solve a problem?
- Did I help someone save time or feel supported?
- Did I make things run more smoothly or improve an experience?
- Did I help a team reach a goal?

**TIP:** *These are not easy to write, keep looking for ways to make each statement as concise and powerful as possible, keep practicing and visit the Career Hub often!*

#### Step 3: Write your statements

Start each statement with an action verb, then add what you did and why it mattered. This makes your resume more powerful and focused on what you can bring to a future employer.

### TRY THE CAR METHOD: CHALLENGE – ACTION – RESULT

Use this method to turn a simple job duty into a powerful accomplishment statement.

- **Challenge:** What was the problem or goal?
- **Action:** What did you do about it?
- **Result:** What happened because of your action?

#### Step 1: Start with a basic work duty

- Promoted campus events through social media

#### Step 2: Add the Challenge (C)

- Past events had low attendance and not much online engagement

#### Step 3: Add the Action (A)

- Created a targeted Instagram campaign, worked with student organizations, and scheduled daily posts

#### Step 4: Add the Result (R)

- Boosted event attendance by 20% and doubled RSVPs online

#### Final CAR-Method Statement

Increased event attendance by 20%; designed a targeted social media campaign and collaborated with student organizations to promote the annual student fair.



**SAM HUSKY**

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**PROFESSIONAL HIGHLIGHTS**

- Psychology major, University of Southern Maine, graduating May 2026
- 4+ years of experience building trusting relationships through tactful communication
- Collaborate within interdisciplinary teams, and maintain confidential information
- Develop empathetic connections with diverse individuals to create lasting relationships
- Aptitude for developing and implementing social media marketing campaigns
- Familiar with ADP, MS Office, and ATS software (Kronos)

**EDUCATION**

**University of Southern Maine, Portland, ME**  
*Bachelors of Arts in Psychology* | GPA: 3.67

May 2026

Relevant Coursework: Psychology of Adulthood and Aging | Psychology of Social and Linguistic Development

**INTERNSHIP EXPERIENCE**

**ABC, Inc., Portland, ME**  
*Human Resource Intern*

September 2025 – January 2026

- Collaborated with Human Resources Director to recruit and hire eight new employees
- Managed multiple tasks and priorities, ensured that deadlines were met and goals accomplished
- Posted openings, performed background checks, called references, and kept candidates updated on their status
- Expressed ideas and information clearly when interacting with colleagues and managers
- Maintained and updated ADP HR records related to employment status, benefits, and performance reports
- Assisted with internal event organization, including annual holiday parties, and weekly lunch and learns
- Gained knowledge of different compensation structures, benefits packages, and payroll processes
- Helped to design and facilitate trainings and understand the importance of employee learning and development
- Related to others' feelings and perspectives when addressing employee concerns or managing conflicts

**PROFESSIONAL EXPERIENCE**

**Moonlight Campground, Saco, ME**  
*Assistant Manager*

Summer 2018 - Present

- Coordinate summer camp program for over 200 children, resulting in 90% camper return rate
- Guide, motivate, and inspire camp staff, setting a positive example, and fostering a collaborative work environment
- Listen actively to campers, parents and staff to hear concerns and feedback
- Understand the needs and emotions of campers and staff, provide support, and create an inclusive environment
- Develop innovative ideas and solutions for camp programs and activities, making the most of available resources
- Coordinate camp counselor on-boarding and annual summer training
- Uphold high standards of conduct, demonstrate commitment and responsibility, and serve as a role model for campers and staff

**VOLUNTEER EXPERIENCE**

**Preble Street, Portland, ME**

September 2019 – March 2020

- Responded to the needs of others, developed a greater sense of social responsibility, and fostered a caring attitude
- Assisted with training new volunteers and instructed them on daily operations
- Worked effectively with others, built relationships, and achieved goals through cooperation and mutual support



To stand out, focus on aligning your skills and achievements with what the employer is seeking. **Use strong action verbs** to highlight the impact of your experiences. Choose verbs and phrasing that reflect your background—and whenever possible, **echo the keywords used in the job description to show you're a strong match**. **NOTE:** Several of the following verbs can be used in more than one category.

#### COMMUNICATION/INTERPERSONAL SKILLS

Addressed	Conveyed	Enlisted	Judged	Participated	Responded
Advertised	Convinced	Explained	Lectured	Persuaded	Sold
Arbitrated	Corresponded	Expressed	Led	Presented	Solicited
Arranged	Created	Formulated	Listened	Promoted	Specified
Articulated	Debated	Furnished	Manipulated	Proposed	Spoke
Authored	Defined	Helped	Market	Publicized	Suggested
Clarified	Developed	Identified	Mediated	Read	Summarized
Collaborated	Directed	Incorporated	Merged	Reasoned	Synthesized
Communicated	Discussed	Influenced	Moderated	Reconciled	Translated
Composed	Dispatched	Interacted	Motivated	Recruited	Traveled
Condensed	Distinguished	Interpreted	Negotiated	Referred	Wrote
Conferred	Drafted	Interviewed	Observed	Reinforced	
Consulted	Edited	Involved	Obtained	Reported	
Contracted	Elicited	Joined	Outlined	Resolved	

#### CREATIVE SKILLS

Adapted	Displayed	Illustrated	Invented	Perceived	Shaped
Began	Drew	Imagined	Launched	Performed	Shared
Combined	Entertained	Imported	Memorized	Photographed	Solidified
Conceptualized	Established	Initiated	Modeled	Planned	Solved
Customized	Explored	Innovated	Modified	Published	Visualized
Designed	Fashioned	Integrated	Originated	Revised	
Devised	Generated	Introduced	Painted	Revitalized	

#### MANAGEMENT/LEADERSHIP SKILLS

Accentuated	Consolidated	Emphasized	Implemented	Presided	Salvaged
Administered	Contained	Enforced	Improved	Prioritized	Saved
Advanced	Controlled	Enhanced	Increased	Produced	Scheduled
Analyzed	Converted	Evaluated	Inspected	Recommended	Secured
Appointed	Coordinated	Executed	Instituted	Recovered	Selected
Approved	Cut	Expanded	Managed	Reorganized	Streamlined
Assigned	Decided	Handled	Navigated	Replaced	Strengthened
Attained	Delegated	Headed	Organized	Restored	Supervised
Chaired	Doubled	Hired	Overhauled	Restructured	Terminated
Considered	Eliminated	Hosted	Oversaw	Reviewed	Troubleshoot



#### DATA/FINANCIAL SKILLS

Adjusted	Audited	Conserved	Estimated	Prepared	Researched
Allocated	Balanced	Corrected	Extracted	Programmed	Retrieved
Appraised	Budgeted	Decreased	Forecasted	Projected	Trimmed
Assessed	Calculated	Detailed	Marketed	Qualified	Yielded
Assisted	Computed	Determined	Measured	Reduced	

#### HELPING SKILLS

Advised	Coached	Educated	Furthered	Provided	Served
Advocated	Contributed	Encouraged	Guided	Rehabilitated	Simplified
Aided	Cooperated	Ensured	Insured	Related	Supplied
Answered	Counseled	Expedited	Intervened	Rendered	Supported
Attended	Demonstrated	Facilitated	Mentored	Represented	Volunteered
Cared	Diagnosed	Familiarized	Prevented	Safeguarded	

#### ORGANIZATIONAL/DETAILED SKILLS

Accomplished	Collated	Distributed	Operated	Reserved	Systematized
Achieved	Collected	Diversified	Ordered	Retained	Tabulated
Catalogued	Compared	Filed	Processed	Routed	Updated
Charted	Compiled	Logged	Purchased	Screened	Validated
Classified	Completed	Maintained	Recorded	Standardized	Verified
Coded	Configured	Monitored	Registered	Submitted	

#### RESEARCH SKILLS

Benchmarked	Differentiated	Extrapolated	Investigated	Modeled	Surveyed
Branded	Documented	Field	Issues	Partnered	Teamwork
Conducted	Examined	Gathered	Linked	Scanned	Theorized
Critiqued	Experienced	Hypothesized	Located	Searched	Tested
Detected	Experimented	Indoctrinated	Mapped	Studied	

#### TEACHING SKILLS

Adopted	Enlightened	Informed	Simulated	Trained	Validated
Briefed	Focused	Instilled	Stimulated	Transmitted	Valued
Empowered	Individualized	Instructed	Taught	Tutored	Verified

#### TECHNICAL SKILLS

Applied	Constructed	Fortified	Re-Engineered	Remodeled	Utilize
Assembled	Debugged	Installed	Rebuilt	Repaired	Visualized
Automated	Engineered	Printed	Rectified	Specialized	
Built	Fabricated	Re-Designed	Regulated	Upgraded	