

# EFFECTIVE RESUME WRITING FOR GRADUATE STUDENTS & ALUMNI



**LOYOLA**  
UNIVERSITY MARYLAND

The Career Center

DeChiaro College Center Ground Floor, West Wing

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# RESUME BASICS

## **What is a Resume?**

- Marketing tool that actively sells your qualifications to a potential employer.
- Summary of your educational background, experiences, accomplishments, and skills that is tailored to fit the career field in which you are searching.

## **When to use a Resume?**

- Applying for jobs for the purpose of obtaining an interview.
- Applying to graduate/professional schools.
- Providing a summary of qualifications to your references and contacts.
- Networking with potential employers.

## **Basic Tips and Guidelines for the Experienced Professional**

- Typically one - two pages long (Depends on longevity in the workforce and relevant experience).
- Use a laser printer.
- Use good quality white or off-white resume paper, 8 1/2" x 11".
- Easy to read, brief, and concise while maintaining a consistent format.
- Have your resume carefully proofread for errors - do not rely solely on spell check.
- Limit use of abbreviations.
- Avoid the use of personal pronouns such as "I" or "my".
- Highlight major points in bold, italics, underlines or by capitalizing.
- Highlight and expand upon experiences that are related to your career objective.
- List education and work experiences in reverse chronological order.
- Be specific when describing duties - use action verbs and consider quantifying achievements (focus on accomplishments and results rather than routine job descriptions: for example, list the number of people supervised or amount of budget handled).
- If you are looking for different types of jobs, you may create slightly different resumes tailored to each job opening.

**Note to Experienced Professionals:** *If you are not an entry level professional, your resume should highlight your track record and demonstrate "what you can bring to the table" to potential employers.*

## **Three Types of Professional Documents to Consider:**

- Chronological Resume: Reverse chronological listing of employment with an emphasis on recent experience.
- Functional Resume: Highlights skills, experience and accomplishments without identifying specific dates (see page 31).
- Combination Resume: Contains both a functional section that highlights skills and a chronological section that lists employment, and education.

# RESUME SECTIONS

## ➤ IDENTIFICATION

*Name:* Capitalized, centered at top of page

*Address:* Permanent address

*Telephone:* Home and/or cell, be sure to have a professional voicemail

*Email:* Personal email account

## ➤ SUMMARY *(optional)*

As an experienced professional you can select to use a summary statement at the top of your resume rather than an objective. This statement should specify 3 -4 skills you possess that the potential employer needs. Paragraph or bullet formats are both acceptable.

## ➤ OBJECTIVE *(optional)*

You may include this section if you have worked out a clearly targeted objective. Make sure that the objective is relevant to the position for which you are applying. The following items may be included:

- *Title of position desired:*
  - Staff Accountant
  - Clinical Psychologist
  - Human Resource Director
- *Environment or type of business desired:*
  - Staff Accountant with a CPA firm
  - Clinical Psychologist at a hospital
  - Human Resource Director for a retail store
- *Geographical preference:*
  - Position as a Staff Accountant with a CPA firm in the Baltimore/Washington DC area
  - Clinical Psychologist in a hospital, willing to relocate
  - Human Resource Director with a retail store in the northern Virginia area

## ➤ EDUCATION

The education section should precede experience as long as you are still in school – graduate or undergraduate. Typically, if you have recently graduated from college, graduate school, or graduated within the last three years, your education should remain at the top of your resume. When in doubt, ask yourself, what is my greatest selling point?

In addition, think twice before you include the dates of all your educational experiences. If you recently graduated, feel free to list the dates because it increases value. Other dates can be used in age discrimination. However, there are still some employers who prefer to see dates, so when in doubt contact The Career Center and speak with a Career Advisor.

- List educational institutions in reverse chronological order, most recent first.

- *Study Abroad:*  
International experiences should be consistent with your other education experiences. Include university name, location, dates, and concentration. You can include a bullet with unique opportunities or coursework completed (i.e. Staying with a native family).
- *Degree(s)/Major(s)*  
Include “Bachelor of Arts, Science, Business Administration...” and your specialization or concentration as well as any minors. If you are still in school you may say “Candidate for Bachelor of Arts in..., date” or “Bachelor of Arts in..., expected date”.  
  
If you are a business major, include the name of the school and accreditation (AACSB stands for the Association to Advance Collegiate Schools of Business).
- *GPA:*  
Include your GPA if it is 3.0 or above. Be sure to clarify the GPA that you are listing (Overall, Major). If you decide to list your Major GPA, consult your college handbook for assistance on this calculation.
- *Honors and Awards:*  
Awards, scholarships, Dean’s list, and other academic honors may be listed. Include dates.
- *Academic Organizations:*  
Clubs or organizations such as the Financial Marketing Association, Psi Chi, etc...may be listed. Include dates.

## ➤ **EXPERIENCE**

Depending on your work experience, employers may not only be interested in your employment history, but also your volunteer, internship, research, leadership, and/or extracurricular activities.

For those who have been out of school for 5 years or have over 10 years of experience, it is wise to lead with your experience, rather than your education. When in doubt, ask yourself, what is my greatest selling point – my previous employment experience or my education!

Chronicle 5 to 10 years of employment history. Experience from over 10 years ago begins to lose impact and opens the potential for age discrimination. If you have valuable experience beyond 10 years consider using multiple chronological sections, a functional format or a combination resume. However, there may be times when an employer requests your entire work history, or you have gaps in your work experience. This situation must be considered on a case-by-case basis. Feel free to contact The Career Center for a second opinion concerning your work experience.

- *What types of experiences to include?*  
Paid, unpaid, internships, extracurricular activities, volunteer, leadership, and research work are all appropriate.
- *Reverse chronological order*  
List your most recent job experiences first.
- *Relevant and additional experience*  
It may be beneficial to categorize your experiences into those which are relevant to the position you are seeking and those which are additional.

- *Important information to include*  
Select a consistent format for your experience section including the name and location of the organization, dates of employment, and title. You may choose to make the company name or title stand out using bold, italics, underline or caps. Remember, be consistent.
- *Describing duties and accomplishments*  
Use strong action verbs such as “edited”, “collaborated”, “researched”, etc... Try and be specific when describing your responsibilities and quantifiable results and accomplishments wherever possible. Make sure to use the correct verb tense (present tense for current positions and past tense for previous positions). Avoid using “Responsible for...” and “Responsibilities include...”
- *Be concise*  
Use phrases and clauses rather than complete sentences.
- *Highlight Accomplishments*  
Don’t just list your job responsibilities and duties, include your accomplishment too! For example, “Proposed and tracked \$500,000 annual departmental budget. Only division to meet deadlines and operate within budget during the past three years.”

## ➤ **ACTIVITIES**

You can separate your activities from your experience section. Consider including dates and locations when appropriate. You may include the following:

- Extracurricular Activities
- Leadership Positions
- Service Activities

## ➤ **SKILLS**

If specific skills are necessary to the position or distinguish you from other candidates, you should include them. Possible skills include:

- Computer applications (Microsoft Word, PowerPoint, etc...)
- Programming languages
- Foreign languages (conversational, fluent, etc...)
- Laboratory skills
- Certifications

## ➤ **INTERESTS**

Listing three to five interests or hobbies is generally a good idea. Employers may use them as an icebreaker during an interview.

## ➤ REFERENCES

Create a list of three to five references- faculty members, former employers, and professionals in the field you wish to enter may be used. Be sure to ask permission to use their name and provide them with a copy of your resume. On a separate sheet of paper, the same paper as your resume, include:

- Name of Reference
- Title
- Company
- Address
- Phone
- Email

## ACTION VERB LIST

<b>Management skills</b>	<b>Communication skills</b>	<b>Clerical/Detailed skills</b>	<b>Research skills</b>	<b>Helping skills</b>
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	addressed arbitrated arranged authored corresponded developed directed drafted edited enlisted formulated influenced interpreted lectured mediated moderated motivated negotiated persuaded promoted publicized reconciled recruited spoke translated wrote	approved arranged catalogued classified collected compiled dispatched executed generated implemented inspected monitored operated organized prepared processed purchased recorded retrieved screened specified systematized tabulated validated	clarified collected critiqued diagnosed evaluated examined extracted identified inspected interpreted interviewed investigated organized reviewed summarized surveyed systematized	assessed assisted clarified coached counseled demonstrated diagnosed educated expedited facilitated familiarized guided referred rehabilitated represented
<b>Financial skills</b>	<b>Technical skills</b>	<b>Teaching skills</b>	<b>Creative skills</b>	
administered allocated analyzed appraised audited balanced budgeted calculated computed developed forecasted managed marketed planned projected researched	assembled built calculated computed designed devised engineered fabricated maintained operated overhauled programmed remodeled repaired solved trained upgraded	adapted advised clarified coached communicated coordinated developed enabled encouraged evaluated explained facilitated guided informed initiated instructed persuaded set goals stimulated	acted conceptualized created designed developed directed established fashioned founded illustrated instituted integrated introduced invented originated performed planned revitalized shaped	

Adapted from Boston College Career Center homepage

## SAMPLE RESUME HEADINGS & TITLES FOR CHRONOLOGICAL RESUMES

Academic Achievement	Employment Objectives	Professional Affiliations
Academic History	Employment History	Professional Employment
Accomplishments	Exhibitions and Awards	Professional Organizations
Activities	Experience	Professional Qualifications
Additional Experience	Experience Highlights	Publications
Affiliations	Extracurricular Involvement	Published Works
Appointments	Foreign Languages(s)	Qualifications
Athletic Involvement	Graduate School	References
Career Skills	Grad School Employment	Related Course/Work Experience
Career History	Highlights of Qualifications	Skills and Attributes
Career-Related Experience	Honors, Activities and Organizations	Skills and Qualifications
Career Goal	Honors/Awards	Special Training
Certifications	Internships	Special Abilities
Coaching Experience	Job History	Special Skills
Community Involvement	Licenses	Special Interests
Computer Knowledge	Major Accomplishments	Special Projects/Studies
Computer Experience	Management Experience	Special Courses
Computer Languages	Memberships/Activities	Student Teaching
Computer Skills	Military Experience	Summary of Qualifications
Consulting Experience	Military Service	Teaching Experience
Course Work Included	Military Training	Thesis
Dissertation	Objective	Travel Experience
Education/Career Experience	Occupational History	Volunteer Experience
Education	Other Skills/Experience	Work Experience
Education & Training	Overseas Employment	Work History
Educational Background	Position Objective	Workshops and Seminars
Employment	Professional Objective	

Adapted from Job Service North Dakota (Workforce Solutions)

## PHRASES TO CONSIDER IN RESUMES

### **Expressions that can be used in the Resume Summary**

- Extensive experience
- Progressive experience
- Comprehensive experience
- Substantial experience
- Increasing responsibility
- Major strength(s)
- Outstanding record in
- Worked effectively with
- Strong background
- Capable of
- Familiarity with
- A proven record in
- Key strengths include
- Successful accomplishments in
- Areas of expertise
- Outstanding track record

### **Phrases to describe Education besides than listed degrees**

- Additional training
- Attended
- In-house training
- Seminar in
- Business Management Programs
- Continuing Education
- Studies in
- Program in

### **Phrases that indicate part in Group Effort**

- Contributed to
- Participant in
- Key member of task force
- Instrumental in
- As a team member

### **Phrases that are useful in discussing a Career Change**

- Career Objectives
- Career Change
- New career challenge
- New position
- New opportunity
- Re-evaluation/Reassessment of goals

### **Phrases to explain Job Loss**

- Acquisition
- Closing
- Consolidation
- Cutback
- Decentralization
- Merger
- Reduction in force
- Relocation
- Reorganization
- Resizing
- Restructuring
- Streamlining

Adapted from job Service North Dakota (Workforce Solutions)

# DATA SYSTEMS

xxxx Informatics Court  
Abingdon, MD xxxxx  
(xxx) xxx-xxxx  
datta@systems.com

## SUMMARY

Results-driven Senior Analyst with 12 years of experience in design, development and implementation of internet applications and real time business application software. Excellent leadership, problem solving, and analytical skills with demonstrated experience in leading cross-functional teams.

## EDUCATION

### **LOYOLA UNIVERSITY MARYLAND**, Baltimore, MD

Master of Business Administration, Management Information Systems specialization May 20xx  
The Joseph A. Sellinger, S.J. School of Business and Management (AACSB Accredited)

### **NATIONAL INSTITUTE OF INFORMATION TECHNOLOGY**, New Delhi, India

Diploma in Information Technology & Systems Management December 19xx

### **NAGPUR UNIVERSITY**, Nagpur, India

Bachelor of Science, Electronics September 19xx

## PROFESSIONAL EXPERIENCE

### **CONTELLATION ENERGY**, Baltimore, MD

September 20xx – Present

*Sr. Analyst – HR systems*

#### eHelpDesk Project:

- Manage and budget project headcount and expenses for a \$1 million Human Resource eHelpdesk system including facilitating product demonstrations for cross-functional teams, documenting user requirements and conducting vendor selection process.
- Create product alternative analysis and business cases for the project.

#### V9.0 PeopleSoft HCM Upgrade Project:

- Led a team of six developers during the v9.0 PeopleSoft HCM upgrade.
- Managed onsite and offshore developer's coding, testing, integration and project deployment.
- Implemented new modules such as ePerformance and Talent Management system.

#### Project Manager for ERP Data Archiving Tool:

- Assisted Chief Information Officer in brainstorming the need and rationale for implementing a data archiving tool in ERP group and delivered recommendations to Vice Presidents.
- Solicited and selected RFPs from various vendors.
- Planned, budgeted and tracked project headcount and expenses for \$500,000 HR Data Archiving Project justifying strategic outlook and ROI for the project implementation.

#### Lead Analyst for eTime Application Project:

- Demonstrated leadership skills by interfacing and coordinating efforts across cross functional teams during performance testing for eTime application.
- Created test scripts, executed and managed resources for load testing and reporting performance test results to Chief Information Officer.
- Served as supervisor and lead designer for PeopleSoft HCM 8.8 implementation including facilitating project meetings, designing detailed technical specs, obtaining functional sign-offs and preparing Business Process Diagrams.

**ANSWERTHINK INC.,** Conshohocken, PA

February 19xx – April 20xx

*Senior Consultant*

- Assisted with the implementation of PeopleSoft HRMS (v7.5 - v8.3).
- Served as team leader for GL interface team. Optimized Payroll - GL process, designed user requirement document proposals and technical specs, and customized the existing Payroll - GL interface process.
- Designed, developed and tested customizations for PeopleSoft's HR and financials modules.
- Built and resourced off-site development lab for use by 60+ developers to support off-site development.
- Designed and developed e-Business applications using web technologies including a virtual store front for the sale of telephone products and accessories.
- Hired, coached and mentored three consultants for PeopleSoft HRMS Integration project.

**AMERICAN COMPUTER ENHANCEMENTS INC.,** Campbell, CA

May 19xx – January 19xx

*PeopleSoft Consultant*

- Implemented PeopleSoft HRMS 7.0 using SQR, Crystal Reports and Oracle 7.3. Mapped clients Human Resource processes to PeopleSoft's HR vanilla functionality which includes HR Benefits and Payroll.
- Customized and created new PeopleSoft panels, prompt tables, inquiry screens, security class profiles and reports using various PeopleCode events and functions.
- Utilized SQR, Process Scheduler and Crystal Reports to customize and create reports.
- Mapped data fields into PeopleSoft tables from existing Legacy System.

**TAJ SERVICES LIMITED,** New Delhi, India

January 19xx – March 19xx

*Programmer Analyst*

- Designed and developed Human Resources Information Systems.
- Implemented Travel Desk System which computerized many aspects of travel and tours management for travel representatives at various hotels.

**RECKITT & COLEMAN OF INDIA LIMITED,** New Delhi, India

October 19xx – December 19xx

*Programmer*

- Customized and maintained BLISS System including generating daily and monthly sales analysis.

**CERTIFICATIONS**

- Project Management Principles Certificate, Management Concepts (May 20xx)
- PeopleSoft Technical Certified Consultant, Peoplesoft Inc. (June 20xx)

**TRAINING**

- Project Management Principles
- PeopleTools I 7.x/8.x, People Tools II 7.x/8.x, PeopleCode 7.x/8.x
- Workbrain 4.1 – Time and attendance technical training
- Mercury LoadRunner 8.1 , VuGen 8.1
- Tibco Businessworks 5
- Java and XML Programming
- Programming in C & OOPS

# Chip Datatel

xxxx Computer Place • Beltsville, Maryland xxxxx  
xxx-xxx-xxxx (Home) • xxx-xxx-xxxx (Cell) • chip@datatel.net

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## SUMMARY

Mission-focused leader with over 20 years of management experience building complex organizations. Strengths including developing programs, problem solving, crisis management, organizational change and leading and developing teams. Utilizes program, operations, and organizational management skills to set and meet strategic goals, business objectives, and customer satisfaction. Fosters collaborative team environment by inspiring others, communicating vision and goals and celebrating victories in order to motivate staff to optimal performance and create operational excellence. Strong interpersonal and communication skills including facilitating open discussions, building consensus within team, accelerating business decisions and presenting engaging presentations in small or large groups.

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## EXPERIENCE

### **ERICSSON FEDERAL/MARCONI FEDERAL**

COLUMBIA, MARYLAND

#### ***VICE PRESIDENT (20XX – 20XX)***

20XX – 20XX

Vice President of \$100M federal sales group with a staff of 100+ that provides telecommunication products and services to the federal government with direct responsibility for sales, marketing, and operations.

- Met profitability goals for company for past 3 years.
- Developed strategic 3-year business plan to redirect company from end of life products to new products.
- Instituted organizational changes to improve employee morale during corporate bankruptcy and acquisition by analyzing employee survey and addressing key issues such as organizational strategy, product knowledge, and teamwork.
- Developed career development opportunities for staff and recognized growth through promotions.
- Responsible for quarterly meetings for geographically dispersed team to provide relevant information on company goals, improve communication between management and team, and celebrate achievements.
- Revamped marketing department and established quarterly and yearly goals to clarify and continuously improve marketing message, brand awareness, and staff utilization. Decreased time to produce events and materials and increased follow-up calls by 50%.
- Established sales channel strategy to improve partner relationships by removing channel conflicts; halted declining margins and improved staff efficiency by generating 50% fewer quotes per order.
- Worked with transition team to integrate Marconi with Ericsson during 2006 acquisition. Addressed critical issues by mapping processes and terminology to improve communication and collaboration.

#### ***SENIOR SALES EXECUTIVE (20XX – 20XX)***

Provided team leadership to group of 6 sales people and 6 engineers selling telecommunications products and services to the U.S. government with an annual goal of \$20M+ and exceeded quota 3 times.

- Developed relationships with customers' CIOs, IT directors, and contractors to develop business opportunities.
- Took initiative to sell new technologies to drive sales growth.
- Mentored team concerning sales skills and negotiation strategies to reduce sales-cycle and improve profit margins; persuaded management to provide sales training.
- Led negotiation of first Marconi optical switch sale to US government.
- Creatively solved discontinued parts shortage for customers by working internal channels to evaluate service stock and generated \$1M in sales.

### **SECURELOGIX CORPORATION**

SAN ANTONIO, TEXAS

#### ***SENIOR SALES EXECUTIVE***

19XX – 20XX

Developed new commercial and federal accounts for entrepreneurial telephone security firm.

- Provided strategic guidance, created and presented sales presentations, and worked with marketing team to produce tradeshow.
- Secured the first sale of telephone security product to a federal agency.

**STORAGETEK/NETWORK SYSTEMS GROUP**

SILVER SPRING, MARYLAND

**SENIOR SALES EXECUTIVE**

19XX – 19XX

Led team of 3 sales executives and 4 engineers to create account plans and strategies to optimize consultative sales approach and meet sales targets.

- Developed relationships with IT directors and CIOs to market and sell network products and services to federal and integrator customers.
- Created and presented presentations addressing customer needs and product benefits.
- Wrote white papers on product features, and wrote responses to RFPs.
- Exceeded sales goal all 6 years and increased sales responsibility from \$2.5M to \$7.1M.
- Spearheaded effort to gain market advantage and have routers evaluated by NSA-related security forum.
- Represented sales team during merger with STK to identify and address integration issues involving products, processes, cultures, organization, and facilities.
- Mentored engineers in consultative selling skills and promoted 2 to Sales Executives.
- Promoted from Sales Engineer to Sales Executive in 1 year.

**BBN COMMUNICATIONS CORPORATION**

COLUMBIA, MARYLAND

**SOFTWARE ENGINEERING MANAGER**

19XX – 19XX

Led team of 7 engineers on multiple projects to develop network products and provide services for customers.

- Requested by senior management to take over troubled security project in order to reorganize team, add additional skill sets and set new schedule and budget.
- Produced professional development and training strategy with management team to provide direction and measurable goals for staff career advancement.
- Served as key member of corporate team that defined software development process and metrics program.
- Initiated computer-aided software engineering program for department.

**LITTON SYSTEMS INC.**

COLLEGE PARK, MARYLAND

**SENIOR MEMBER OF TECHNICAL STAFF**

19XX – 19XX

- Led team of 4 engineers to develop software and document complex radar and voice communication systems.

**EDUCATION**

**JOHNS HOPKINS UNIVERSITY**

BALTIMORE, MARYLAND

- 21 credits toward Master of Business Administration

**JOHNS HOPKINS UNIVERSITY**

BALTIMORE, MARYLAND

- Master of Science in Computer Science

**LOYOLA UNIVERSITY MARYLAND**

BALTIMORE, MARYLAND

- Bachelor of Science in Computer Science

**HONORS & AWARDS**

- Quota Achievement Awards as Marconi/Ericsson (20xx, 20xx, 20xx and 20xx)
- Top Student Award at Marconi/Ericsson Sales Training (20xx)
- Quota Achievement Awards at STK (19xx – 19xx)
- Selected as Training Coach for internal STK sales training program (19xx)
- Sales System Engineer of the Year (19xx)

**BOARDS & AFFILIATIONS**

- |                                 |                         |                |
|---------------------------------|-------------------------|----------------|
| • PUBLIC JUSTICE CENTER         | PRESIDENT/BOARD MEMBER  | 20XX – PRESENT |
| • MARCONI/ERICSSON FEDERAL INC. | SECRETARY/BOARD MEMBER  | 20XX – 20XX    |
| • ST. JOSEPH CATHOLIC CHURCH    | PASTORAL COUNCIL MEMBER | 19XX – 20XX    |

# Rita Lot Moore

xxxx Reading Rainbow Way ♦ Baltimore, MD xxxxx  
(xxx) xxx-xxxx ♦ rita@moore.com

## QUALIFICATIONS

- Extensive knowledge of balanced literacy and expeditionary learning
- Skilled in assessing reading ability and developing individual plans based on students' needs
- Experienced in coaching new teachers with a focus on documenting significant gains in achievement

## EDUCATION

20xx-present	<b>Loyola University Maryland</b> Master of Education in Reading, Reading Specialist, expected September 20xx	Baltimore, MD
20xx-20xx	<b>Johns Hopkins University</b> Master of Arts in Teaching Secondary Education	Baltimore, MD
19xx-20xx	<b>Brandeis University</b> Bachelor of Arts in Education <ul style="list-style-type: none"><li>• Graduated cum laude and high honors</li></ul>	Waltham, MA

## WORK EXPERIENCE

20xx-present	<b>New Song Academy</b> <i>Expeditionary Learning Humanities Teacher</i> <ul style="list-style-type: none"><li>• Implement expeditionary learning model of instruction based on a constructivist approach towards building knowledge.</li><li>• Teach social studies and manage classroom of 20 students.</li></ul>	Baltimore, MD
20xx-present	<b>Maryland Writing Project</b> <i>Teacher Consult</i> <ul style="list-style-type: none"><li>• Work with a team to design and implement a program to support new teachers through an intense mentoring situation. Presented the success of this program at the National Writing Project's annual convention.</li><li>• Teach advanced high school writing program known as the Student Writers' Workshop.</li></ul>	Towson, MD
20xx-20xx	<b>Teach for America</b> <i>Middle School Language Arts Content Learning Team Leader</i> <ul style="list-style-type: none"><li>• Planned and implemented a two year long professional development program for approximately 13 first and second year middle school teachers.</li></ul>	Baltimore, MD
20xx-20xx	<b>Midtown Academy</b> <i>Language Arts/ Social Studies Teacher</i> <ul style="list-style-type: none"><li>• Designed a Language Arts/Social Studies curriculum for 60 students, 6<sup>th</sup> through 8<sup>th</sup> grade.</li><li>• Introduced, through a series of presentations, balanced literacy to faculty, parents, and Board Members.</li></ul>	Baltimore, MD
20xx-20xx	<b>Booker T. Washington Middle School</b> <i>Language Arts Teacher</i> <ul style="list-style-type: none"><li>• Implemented balanced literacy across grade levels to improve overall achievement in student performance.</li><li>• Selected by the Fund for Education Excellence to become a model teacher for balanced literacy.</li></ul>	Baltimore, MD

## **COMMUNITY INVOLVEMENT**

- 20xx      **America Reads**
- Developed a tutoring program to assist middle school students to improve reading and writing skills.
  - Organized and trained 10 local undergraduate students in techniques designed to target illiteracy.
- 20xx      **Aunt Pauline Oral History Project**
- Collaborated with the Director of Education at the Maryland Historical Society to create an oral history project which was displayed in the museum for 6 months about Aunt Pauline Wells, one of the first African American female gospel disc jockeys.

## **AWARDS/GRANTS**

- 20xx-present      **Words on Wheels Grant**
- Annually receive between \$8,500 to \$10,000 to coordinate a city wide poetry contest in which the winning poems are published with original art work from students at MICA on placards which are displayed on the city buses and light rail trains.
- 20xx      **Margaret Edwards Alexander Grant**
- Received \$2,500 to coordinate a project to improve students' interest in reading self-selected books and improve teachers' knowledge of young adult literature for all of the middle school teachers at New Song Academy.
- 20xx      **Teacher Inquiry Grant**
- Received \$1,500 to conduct an inquiry project based on the implication of using a readers'/writers' workshop with urban students from the Maryland Writing Project.
- 20xx      **Giller-Sagan Senior Paper Prize, Brandeis University**
- Awarded for the best senior thesis in the Women and Gender Studies department at Brandeis University.

# Eve Functional Commerce

xxxx Gay Street  
Baltimore, MD xxxxx

cell: (xxx) xxx-xxxx  
e-mail: eve@commerce.com

## SUMMARY

Accomplished professional with over 15 years of experience in marketing, product management, sales and customer service. Proven track record in leading teams to exceed revenue goals and provide high-end customer service. Passion for managing, working with, and mentoring people.

## CAREER HIGHLIGHTS

### MARKETING

- Developed business and marketing plans for a new division that designs, manufactures and distributes a line of collegiate apparel.
- Led the acquisition of licensing rights for over 50 collegiate logos.
- Executed merchandising programs to over 200 audio dealers nationwide by means of direct contact with sales force and dealers.
- Communicated with outside vendors, including licensing agents, artists and manufacturing vendors, for wall décor and speaker product line.
- Developed product marketing materials including product instruction manuals, sales support materials, multimedia presentations and product packaging.
- Coordinated marketing events and tasks including trade shows, sales training seminars, product demonstrations, mass mailings, and product videos.
- Assisted in development of marketing programs for new headset and telecommunications products.
- Conducted market research and developed competitive analyses for targeted market segments.

### MANAGEMENT

- Oversaw operations of three health club locations including the two top company revenue generators.
- Drove teams to meet monthly revenue and net operating income goals – all teams continually exceeded these goals.
- Ensured that all employees adhered to company procedures and provided exceptional customer service.
- Developed and implemented comprehensive systems that empowered and enabled staff.
- Provided organizational structure for a health club in order to conduct business in an efficient manner.
- Managed wait staff and daily accounting activities of popular restaurant.

### CUSTOMER SERVICE

- Led team of over 50 full- and part-time associates to provide exceptional customer service and continually improve member retention.
- Developed and maintained professional rapport with members to exceed retention goals by involving them in club activities and diffusing any account conflicts.
- Recruited and trained front-line customer service associates of health club to handle member relationships and inquiries.

### SALES

- Managed \$2 million annual sales revenue budget and exceeded sales team goals including breaking monthly and annual sales records.
- Generated profit for the company by exceeding monthly goals of 30 sales/month or \$5,000.
- Enhanced revenue streams by supporting and assisting other departments in promotion of club activities and products.
- Accounted for all parts of sales process by tracking leads, referrals, appointments, sales and revenues.
- Provided a growing base of prospects through corporate account generation.
- Developed a motivational sales training program that outlined operations of the business.

**FINANCE**

- Managed combined budget of \$8.4 million total revenue and \$2.1 million net operating income.
- Exceeded monthly budget goal of \$156,000 for \$1.8 million annual budget and net operating income goal of 31% achieving bonuses for all associates. This included breaking club revenue records throughout tenure.

**WORK EXPERIENCE**

<b>MERRITT ATHLETIC CLUBS</b> , Baltimore, MD	20xx – 20xx
<i>Regional Operations Manager – Fort Avenue, Annapolis, Canton</i>	20xx – 20xx
<i>General Manager – Fort Avenue</i>	20xx – 20xx
<i>Lifestyle Consultant – Fort Avenue</i>	20xx – 20xx
<b>NACHO MAMA’S</b> , Baltimore, MD	20xx – 20xx
<i>Floor Manager</i>	
<b>DAVIS DESIGN, INC.</b> , Baltimore, MD	19xx – 20xx
<i>Marketing Consultant</i>	
<b>NOISE CANCELLATION TECHNOLOGIES, INC.</b> , Linthicum, MD	19xx – 19xx
<i>Assistant Product Manager – NCT Audio Products, Inc.</i>	19xx – 19xx
<i>Assistant Product Manager</i>	19xx – 19xx
<i>Manager of MIS &amp; Customer Support</i>	19xx – 19xx
<i>Project Administrator</i>	19xx – 19xx

**EDUCATION**

**LOYOLA UNIVERSITY MARYLAND**, Baltimore, MD  
*Master of Business Administration in Marketing*  
The Joseph A. Sellinger, S.J. School of Business and Management (AACSB Accredited)

**ST. MARY’S COLLEGE OF MARYLAND**, St. Mary’s City, MD  
*Bachelor of Arts in Economics/Business Concentration*

# Libertad S. Feria

xxx Global Avenue | Baltimore, MD xxxxx

xxx.xxx.xxxx Mobile | libertad@feria.edu

## Objective

To obtain a full-time position within a cultural non-profit organization, with the opportunity to utilize fluency in multiple languages

## Education

May 20xx **Loyola University Maryland**, Baltimore, MD

*Candidate for Master of Arts, Liberal Studies*

- Capstone: The Gospel & Modern Sexuality

May 20xx **University of Massachusetts Amherst**, Amherst, MA

*Bachelor of Arts specializing in Gay & Lesbian Studies, University Without Walls*

- Published Thesis: The Social Construction of Sexuality and Identity
- **Honors:** Golden Key National Honors Society, University of Massachusetts Diversity Scholar

## Work Experience

July 20xx- **Loyola University Maryland, Office of Student Life Office**, Baltimore, MD

Present *Graduate Resident Coordinator*

- Supervise six Resident Assistants (RAs), assist RAs with programming, and conduct bi-weekly individual meetings with RAs.
- Provide emergency on-call response and crisis intervention to ensure residents' safety.
- Assist Assistant Director in planning staff meetings, area wide programs, in-service events, area retreats, and organizing the winter and spring RA training sessions.

July 20xx- **Loyola University Maryland, Office of Academic Affairs and Diversity**, Baltimore, MD

Oct 20xx *Diversity Research Graduate Assistant*

- Assisted the Program Assistant with programming and special events throughout the academic year, including planning the fall Diversity Reading Program and the spring Dr. Martin Luther King, Jr. Convocation.
- Developed flyers and marketing materials to advertise diversity events and programs.

Sept 20xx- **University of Massachusetts, Residence Life**, Amherst, MA

Aug 20xx *Assistant Resident Director*

- Encouraged students to develop an inclusive and responsible community through discussions of floor living guidelines, integration of new students, and floor activities.
- Supported and assisted 10 Resident Assistants throughout the academic year, planned strategic processes to improve the quality of work, and assessed the needs of each individual RA.
- Planned intensive group/team training during the school vacation(s) to maintain a high quality community development.
- Communicated university and community information to floor members.

- Jan 20xx- June 20xx **University of Massachusetts, Disability Services, Amherst, MA**  
*Customer Manager*
- Provided support services, assessed and ensured adequate accommodations for employees, students, and visitors with physical and psychological disabilities.
  - Worked directly with external agencies such as the Commission for the Blind and the Commission for the Deaf and Hard of Hearing.
- Sept 20xx- May 20xx **Massachusetts Career Development Institute, Holyoke, MA**  
*Teacher*
- Taught English as a Second Language to low income adults.
  - Created and implemented career development curriculum for a class of 18 adult students.
  - Maintained current knowledge of federal, state and institutional regulations pertaining to the rights of persons with an illegal and temporary residency status in this country.
- June 19xx- Aug 19xx **California State University Los Angeles, Los Angeles, CA**  
*Student Group Leader*
- Taught “Race, Class and Gender in American Society,” to 22 incoming “at-risk” freshmen.
  - Assisted faculty member in evaluation of lecture materials and examinations.
- Sept 19xx- Nov 19xx **Pueblo Nuevo Development, Los Angeles, CA**  
*Youth Programs Director*
- Created educational programs in art and trade skills for “high risk” multicultural youth.
  - Developed and implemented weekly “Young & Modern Safer Sex” program for youth and adults.
  - Planned, cultivated, implemented and supervised all fund raising.
- Sept 19xx- Nov 19xx **Instituto Latinoamericano de Prevención, Educación y Salud, San José, Costa Rica**  
*HIV/AIDS Educator & English Teacher*
- Taught “Sex, AIDS and Sexuality” course at the University of San José.
  - Developed ESL programs for HIV positive adults.
  - Created and taught art program “Arte y SIDA” to HIV positive elementary school children.

### Skills

- Fluent in Spanish, French and Italian

### Activities

- *Academic Advisor, SPECTRUM, Loyola University Maryland, 20xx – Present*
- *Volunteer, The Stonewall Center, University of Massachusetts, 20xx – 20xx*
- *Volunteer, AIDS Project Los Angeles, 19xx – 20xx*

**SALLY TEECHES**  
123 Education Avenue | Baltimore, Maryland 45768  
xxx-xxx-xxxx | steeches@email.com

**SUMMARY OF QUALIFICATIONS**

Dedicated educator with extensive experience in working with children of varied ages and abilities. Highly skilled in assessing students' abilities and developing individual plans to meet child's specific needs. Strong ability to innovate and create engaging learning environments for students of all levels.

**EDUCATION**

**Loyola University Maryland** Baltimore, Maryland  
Master of Arts in Teaching May 20xx  
Member: Kappa Delta Pi, National Honor Society in Education

**University of Maryland** College Park, Maryland  
Bachelor of Arts in English Literature May 20xx  
Honors: Magna Cum Laude

**TEACHING EXPERIENCE**

**Lansdowne Middle School/Loch Raven High School** Baltimore, Maryland  
Graduate Intern August 20xx – May 20xx

- Designed and taught full lessons using county curriculum guidelines and differentiated instruction
- Co-taught, regularly transitioning between leading the class and guiding individual students
- Participated in faculty and department meetings to learn how teachers communicate and organize
- Assisted with test-making, grading, assessment, and administrative tasks to learn best practices

**The Montessori School at Emerson Farm** Brooklandville, Maryland  
Teacher's Assistant, Summer Program Director June 20xx – August 20xx

- Execute expeditionary learning model of instruction based on constructivist approach towards building knowledge
- Designed and implemented a three-year curriculum model for Montessori summer program rotation

**Guilford Elementary/Middle School** Baltimore, Maryland  
Teaching Assistant October 20xx – May 20xx

- Tutored at-risk boys in reading during an afterschool program for well-rounded development
- Assisted teacher in English and Language Arts instruction of 6<sup>th</sup> to 8<sup>th</sup> grade students
- Helped organize recreational sports, snack times, cleanup, and other classroom management tasks

**Lakeland Elementary/Middle School** Baltimore, Maryland  
Teaching Intern September 20xx – June 20xx

- Co-taught 6<sup>th</sup> and 8<sup>th</sup> grade, and planned creative instruction for integral curriculum
- Served as classroom assistant, supervised extended field trips, including volunteer service
- Substituted for various grades as needed

**Pine Grove Elementary School** Parkville, Maryland  
Teaching Intern August 20xx – December 20xx

- Created and delivered lessons in all content areas to 4<sup>th</sup> grade students, including several Individualized Education Plans

**TEACHING EXPERIENCE (cont'd)****Overlea High School**

Graduate Intern

Baltimore, Maryland

March 20xx – May 20xx

- Taught 10<sup>th</sup> grade literature classes and co-taught a 9<sup>th</sup> grade English class
- Collaborated with mentor teacher to design and implement lesson plans and teaching strategies
- Made use of technology such as PowerPoint, Inspiration9 to create interactive and engaging learning experiences for the students

**ADDITIONAL EXPERIENCE****The Arena Club**

Camp Counselor

Bel Air, Maryland

June 20xx – August 20xx

- Organized games, planned lessons, and accompanied campers on weekly field trips
- Supervised children ages 5 to 15, including several with special needs, on a daily basis
- Acted as a field monitor for the club's weekly youth soccer clinic
- Distributed uniforms and equipment to the children, relayed news about the clinic to parents, monitored the timing of teaching segments, and ensured player safety on the field

**COMMUNITY INVOLVEMENT****Villa Maria**

Volunteer

Timonium, Maryland

20xx – 20xx

- Worked one-on-one with students of varying levels of emotional, behavioral, and mental disabilities

**Healthcare for the Homeless**

Volunteer

Baltimore, Maryland

20xx – 20xx

- Assisted in providing healthcare, medication, and resources to homeless community

**HeadStart Southeast**

Volunteer Assistant

Baltimore, Maryland

20xx – 20xx

- Aided students in learning English through engaging them in games and storytelling, and supervised outdoor recreation time

**Cristo Rey Jesuit High School**

Volunteer Tutor

Baltimore, Maryland

20xx – 20xx

- Tutored students in content areas, connected with the students in a positive way for support and guidance, and provided a safe after school environment

**SKILLS**

Proficient in Microsoft Office, Promethean Board, Inspiration9, and Photoshop

# Mark E'teer

xxx x<sup>th</sup> Street, Santa Monica, CA xxxxx • xxx-xxx-xxxx • Mark@eteer.com

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## Summary:

Experienced consumer marketing manager with proven ability in marketing billion-dollar consumer high-tech brands. International experience working in Europe and South America. Recognized for excellent communication skills and ability to lead large, cross-functional teams. Results oriented, highly disciplined, and strong team player.

## Education:

- May 20xx **LOYOLA UNIVERSITY MARYLAND** Baltimore, MD  
The Joseph A. Sellinger, S.J. School of Business and Management (AACSB Accredited)  
*Master of Business Administration, Marketing*
- Vice President of International Club and active member of Marketing Club
- May 20xx **UCLA** Los Angeles, CA  
*Bachelor of Arts, English Language and Literature; Dean's List*

## Experience:

- 20xx-20xx **INTEL CORPORATION** Santa Clara, CA  
**Corporate Marketing Group**
- 20xx-20xx *Worldwide Consumer Marketing Manager*  
Led worldwide cross-functional teams in the development of consumer campaign marketing plans to create awareness and demand for Intel's premium brands: Intel® Centrino™ mobile technology and Pentium® 4 processor. Ranked consistently in top quartile of peer group.
- **Strategy:** Drove development process of consumer marketing and channel strategy for the Intel Centrino mobile technology product launch, Intel's largest product launch in 10+ years.
  - **Messaging:** Developed end-user messaging in collaboration with product marketing division and selected and managed agency to develop copy for use across retail, event collateral and the Intel Inside® Program. Campaign recognized by top management to be Intel's most successful campaign.
  - **Program Management:** Created vision and received executive management buy-in for a national series of events targeting professional women to generate excitement for wireless computing and CMT. Events met or exceeded attendance goals and 85%+ of attendees stated they were more motivated to go wireless after attending event.
  - **International:** Selected for a three-month assignment in Munich, Germany, to manage European messaging project including qualitative research resulting in consistent European-wide messages. Owned Intel-Sony co-marketing budget of \$5 million and program definition for Germany, UK and France.
- 20xx *Program Manager, Intel Latin America* Buenos Aires, Argentina
- Led redesign project for Intel.com Latin America, including management of Marcom Agency in Brazil, localization of content and coordination with team in U.S.
  - Served as client manager for more than 35 Intel partners participating in the Buenos Aires Intel® eBusiness Forum.
- 20xx-20xx **THE WEBER GROUP** Palo Alto, CA  
*Account Executive* (promoted from Assistant Account Executive after nine months)
- Developed press releases for new product launches for clients such as Xerox New Enterprises, Pervasive Software and Computer Curriculum Corporation (CCC).
  - Secured 40% increase in client's budget as result of team's successful media engagements.

## Additional

**Information:** Fluent in Spanish (speaking, reading, writing); enjoy skiing, cooking, Latin dance

# ELEC TRICIAN

xxxx Charge Drive #xxx  
Columbia, Maryland xxxxx

xxx-xxx-xxxx (Cell)  
elec@trician.com

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## SUMMARY:

Total of 12 years of extensive industry experience in Software Development life cycle which includes Team Management, Requirement gathering and analysis, Software Design, Development, Testing and support.

## EDUCATION:

20xx – Present **LOYOLA UNIVERSITY MARYLAND** – Baltimore, Maryland  
The Joseph A. Sellinger, S.J. School of Business and Management (AACSB Accredited)  
*Candidate for Master of Business Administration, May 2009*

19xx – 19xx **MADURAI KAMARAJ UNIVERSITY** – Madurai, India  
*Bachelor of Science Electrical Engineering*

## EXPERIENCE:

20xx – Present **ARBITRONG INC.** – Columbia, Maryland

20xx – Present *Lead Software Engineer, Project Apollo*

- Work in a heterogeneous project JV with A.C.Neilson, using J2EE, Spring, and JAVA applications with Oracle, and Sybase database and mobilink synchronization server.
- Work closely with technology in interfacing with the hardware encoding engine.
- Enabled seamless software upgrade in remote client locations and saved customers over \$25,000.
- Designed an efficient code allocation process for clients' workstations to work offline.
- Leverage existing code management system through service oriented architecture giving the P&G's pilot program flexibility to switch it off.
- Coordinated technical work with the offshore team and completed project successfully within budget and delivered the project with quality and on schedule.
- Assist in setting up the clustered application server.

20xx – 20xx *Senior Software Engineer, Portable People Meter (PPM)*

- Co-Authored Arbitron's flagship PPM project, involved in design, development and testing.
- Managed 4 member "SWAT" team and effectively handled production and support issues.
- Partitioned Encoding Management System from the PPM Web application.
- Ported PPM application from web logic to the JBOSS application server.
- Automated maintenance procedures and reduced the support monitoring from over 25 hours to 2 to 3 hours.
- Wrote scripts to enable data flow from legacy Radio Station Information (RSI) system, Geo Demographic Relations (GDR) system and Sample Management System (SMS).

19xx – 20xx **CERIDIAN INFO TECH INDIA (P) LTD** – Trivandrum, India

*System Analyst*

- Worked several late hours and on weekends to deliver the project on time, and helped the clients earn revenue of several million dollars.
- Completely rewrote the Daily Processing System (DPC).
- Designed General Work Allocation Package for allocating diaries users.
- Worked as an oracle DBA involved in database creation, database maintenance, user/schema objects creation, extensively used Oracle Tools such as SQL Loader, Exports, and Imports utilities.

19xx – 19xx **WIPRO SYSTEMS LIMITED** – Bangalore, India

*Consultant Software Engineer*

- Worked in Subscriber Management System for Bytel, UK a subsidiary of CSG Systems Denver, CO.
- Migrated customer care and billing systems from CA-Ingres 6.4 to Oracle/Unix and Developer 2000.
- Worked as Oracle DBA and performed database maintenance and backup activities.

19xx – 19xx

**NIXEL TECHNOLOGY – Mumbai, India**

*Senior Programmer Analyst*

- Developed and tested Materials Management System for J.K Shoes.

*Programmer Analyst*

- Developed, tested and maintained payroll system for Studd India (P) Ltd.

*Programmer*

- Developed, tested and maintained Accounting system for Subhalakshmi Benefit Funds Ltd.

*Programmer*

- Maintained, developed, and tested Sales and Purchase system of Retort Labs.

**COMPUTER EXPERIENCE:**

- **Hardware:** Windows-NT, HP Server- 6000, IBM PC's, Digital Alpha Server
- **OS:** Windows-95/3.1, UNIX, MS DOS
- **Languages:** JAVA, C, C++, Fortran, Basic
- **Databases:** Oracle 10.\*9.\*8.\*7.\*, Sybase, Ingres 6.4, MySql
- **Tools/Utilities:** Spring, J2EE, JBoss 3.2.6, Hibernate, Web logic 6.0, Eclipse, Visual C++ 6.0 , Designer 2000, Developer/2000, Pro\*C, Power Builder 4.0, Visual Basic 4.0, Delphi 2.0

**AWARDS AND CERTIFICATIONS:**

- SUN Certified Business Component Developer JAVA 2 Platform 1.3 20xx
- Best Employee of the year, Arbitron Inc. 20xx
- SUN Certified Programmer for JAVA 2 Platform 1.4 20xx
- Classified as an exempt employee, Arbitron Inc. 20xx

**TRAINING AND CONFERENCES:**

- Spring Framework Training – Interface21, USA 20xx
- Software Development West Conference, USA 20xx
- Learning Tree Effective Communication Skills, USA1 20xx
- Sun's 20xx Java Developer Conference – Java One, USA 20xx
- OO Analysis and Design for Java Technology, USA 20xx
- Developing Enterprise applications using EJB – BEA, USA 20xx
- Training in Designer 20xx – Concourse, India 20xx
- Programming in Delphi – Info Drive, India 19xx
- Advanced Diploma in Computer Applications – SSI, India 19xx

**ADDITIONAL:**

- Active in Arbitron Climate Control Board
- Active member of Art of Living Foundation
- Avid reader, classical singer, experimental cook, amateur gardener

# Nancy Ann Money

xxx Sunnyside Drive  
Bowie, MD xxxxx

xxx-xxx-xxxx  
nancyann@money.com

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## **Education:**

**Loyola University Maryland**, Baltimore, MD

Master of Business Administration (GPA: 3.6)

The Joseph A. Sellinger, S.J. School of Business and Management (AACSB Accredited)

Anticipated December 20xx

- Traveled to the Czech Republic and France as part of an International Study Tour

**Howard University**, Washington, DC

Bachelor of Business Administration in Finance

December 20xx

- Graduate Cum Laude, Dean's List

## **Professional Experience:**

**National Cooperative Bank (NCB)**, Washington, DC

June 20xx-Present

*Assistant Vice President, Team Lead*

June 20xx-Present

- Lead weekly credit committee meetings in the absence of the Senior Credit Manager
- Developed and delivered a presentation for credit managers resulting in new loan originations
- Assist the Senior Credit Manager in developing policies for the credit department
- Accompany the Chief Credit Officer to Congressional Briefings
- Present credit memos on behalf of the lenders during weekly credit committee meetings
- Manage and monitor a streamlined underwriting process implemented by the department
- Mentor new employees and provide guidance on underwriting techniques
- Coach existing employees with respect to job performance and professional goals, and aid in the development of an action plan for an employee experiencing job performance difficulty

*Senior Credit Analyst*

October 20xx-June 20xx

- Edited and reviewed credit packages prepared by colleagues and suggested changes in deal structure, wording, and overall presentation
- Interviewed and assessed employment candidates for positions within the department
- Performed analysis for real estate and commercial transactions
- Conducted bi-weekly staff and pipeline meetings for the department

*Credit Analyst*

June 20xx-October 20xx

- Prepared credit packages, with an average size of \$1.5 million, for new business consisting of financial, industry and business analyses
- Responsible for underwriting existing Employee Stock Ownership Plan, hardware, franchise, grocery, SBA, and Alaska Native credit facilities during the renewal process
- Recognized as a top producer with \$40 million in deals underwritten per year
- Worked closely with the Chief Executive Officer and Chief Credit Officer on multi-million dollar deals with regard to risk assessment and debt repayment ability
- Participated in weekly meetings with senior level managers to discuss potential risks of new business
- Presented analyses and recommendations to the Credit Manager and loan officers in order to maintain the most current information for the portfolio
- Ensured compliance with financial reporting requirements by collecting and analyzing tax returns, financial statements, A/R aging, and collateral statements quarterly and yearly
- Conducted interviews and meetings with clients in order to produce complete representation of clients financial position and risk analyses
- Reviewed and provided final approval for commitment letters prepared by loan officers to ensure accuracy and cohesiveness with the credit analysis

**Atradius, (formerly) Gerling NCM, Baltimore, MD**

*Risk Underwriter*

November 20xx-June 20xx

- Prepared credit packages for weekly credit committee meetings that contained financial, economic, and industry analyses for companies where exposure exceeded \$25 million
- Developed underwriting strategies for major markets in 29 countries within Latin America, Central America, South America, and the Caribbean
- Analyzed financial statements and credit insurance policies, performed economic analysis, prepared company profiles, and determined the business case for extending credit insurance
- Tracked claim activity and assessed recovery potential based on current country conditions
- Developed a business intelligence network, which became a recognized resource to senior management, underwriters, and salespersons, to stay abreast of the political and economic climate in various countries
- Selected by senior management, based on performance and bilingual ability, to assist underwriters in Mexico and brief senior managers on current underwriting guidelines
- Assigned to take part in weekly country committee meetings to advise group economists on late payment information and credit insurance claim activity to better formulate underwriting strategies
- Maintained a database for business decisions by staying abreast of the latest news developments in countries with political and economic risk
- One of a dozen employees to successfully complete a rigorous accreditation process to increase underwriting authority to 500,000 Euros after one year of employment
- Chosen by senior management, based on writing ability and understanding of the business to prepare weekly reports of credit committee meetings, distributed worldwide
- Managed a portfolio of automotive and furniture companies

**Allfirst Bank, Baltimore, MD**

*Commercial Credit Analyst Trainee*

June 20xx-November 20xx

- Worked with U.S. customers to gain credit financing for businesses in Latin and South America through the Export Import Bank of the United States
- Prepared risk, and financial analyses on middle market, large corporate, non-profit, and international companies
- Conducted financial analysis, consisting of cash flow and working capital analysis, profit and loss trend analysis, and company audits consisting of industry analysis and company visits
- Prepared credit packages containing financial analysis and company audits for bank relationship managers and credit officers to assist in annual and semiannual loan review

**SunTrust Bank, Bethesda, MD**

*Retail Management Associate*

January 20xx-June 20xx

*Retail Management Associate Intern*

June 19xx-January 20xx

- Produced over \$100,000 in new business each month
- Selected to train new employees on product knowledge and teller functions, and coached existing employees on effective selling techniques
- Developed a marketing plan and college recruitment list to aid in the search for new hires
- Referred potential commercial clients to business line partners
- Implemented revenue enhancing activities including monthly scorecards and customer sales calls
- Recognized by the Retail President for obtaining \$1 million in deposits

**Special Skills/Training**

- Fluent in Spanish
- Completed Omega Financial Accounting for Lenders and Commercial Loans to Business courses, and RMA training courses in Loan Structuring I & II
- Participated in SBA 7a and 504 training conducted by the National Association of Government Guaranteed Lenders (NAGGL)

## MERCY N. PARRISH

xxx Care Avenue • Washington, DC xxxxx • (xxx) xxx-xxxx • mercy@parrish.com

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### EDUCATION

**LOYOLA UNIVERSITY MARYLAND**, Columbia, MD  
Master of Science in Pastoral Counseling, expected October 20xx

**GEORGETOWN UNIVERSITY LAW CENTER**, Washington, DC  
Juris Doctorate, May 20xx

**JOHNS HOPKINS UNIVERSITY**, Baltimore, MD  
Bachelor of Arts in Chemistry, May 20xx

### RELEVANT EXPERIENCE

**ST. AGNES HOSPITAL CHRONIC PAIN PROGRAM**, Baltimore, MD, August 20xx-July 20xx  
*Counseling Intern*

- Provide individual psychotherapy to persons with chronic pain
- Facilitate bi-monthly support groups for program members
- Develop and conduct weekly psycho-educational classes to groups and individuals
- Work on a multi-disciplinary treatment team for chronic pain patients

**GREATER BALTIMORE MEDICAL CENTER, BARIATRICS**, Baltimore, MD, January 20xx-July 20xx  
*Counseling Intern*

- Provided individual psychotherapy to bariatric patients throughout the surgical process
- Facilitated monthly support groups for interested, current and past bariatric patients
- Advocated for patients services and concerns
- Supported the medical team through patient contact and assessment

### RECENT CIVIC ACTIVITIES & AFFILIATIONS

**CHRISTIAN COMMUNITY GROUP HOMES**, Washington, D.C. – Winter 20xx-Present

- Volunteered through the Adopt-A-Senior Program

**TRINITY EPISCOPAL CHURCH**, Washington, D.C. – Spring 20xx-June 20xx

- *Outreach Commission* - Raised funds and coordinate community social justice projects
- *St. Luke's Guild* - Visited several sick and shut-in members of the church regularly
- *Trinity Volunteer Corporation* - Served as a board member and coordinator for a project which provided college graduates an opportunity to live together on church grounds while working full-time with local social service agencies in the greater Washington, D.C. area

**ADOPTIONS TOGETHER, INC.**, Silver Spring, MD – Fall 20xx-Spring 20xx

- Recruited potential parents for Project "If Not US", encouraging the adoption of adolescent African-American children
- Organized and participated in informational and cultural events for adoptive families and children

### WORK EXPERIENCE

**BLANK ROME LLP**, Washington, DC – September 20xx-May 20xx  
*Associate*

**GEORGETOWN UNIVERSITY LAW CENTER**, Washington, DC – Spring 20xx  
*Student Assistant to Professor Patricia King*

**GUILFORD PHARMACEUTICALS**, Baltimore, MD – September 19xx-May 20xx  
*Chemical Research Assistant*

## Mini Sterz

xxxx Spirit Way | Baltimore, MD xxxxx

mini@sterz.net | xxx-xxx-xxxx

### OBJECTIVE

Seeking a position providing pastoral counseling for adolescents and adults.

### EDUCATION

#### Loyola University Maryland

*Master of Science in Pastoral Counseling*

GPA: 3.75

Baltimore, MD

5/xx

#### Converse College

*Bachelor of Arts in Elementary Education*

Spartanburg, SC

12/xx

### CLINICAL EXPERIENCE

#### Academy for College and Career Exploration (ACCE)

*High School Counseling Intern*

Baltimore, MD

9/xx-5/xx

- Conducted initial interviews, assessed psychosocial and environmental issues, developed treatment plans, and monitored client progress.
- Counseled clients on resolving problems in individual therapy sessions.
- Utilized psycho-educational techniques to assist male and female clients with coping skills, life skills, and anger management.

#### Saint Frances Academy

*High School Counseling Intern*

Baltimore, MD

9/xx-5/xx

- Provided individual and group counseling for students in a Catholic high school setting.
- Conducted intake interviews and assessed situational factors in order to develop appropriate treatment plans.
- Facilitated anger management group for female students, utilizing skills and techniques to assist clients with grief and anger related issues, and experiences of abuse and abandonment.
- Engaged in professional dialogue with staff and parents while maintaining client confidentiality.
- Formulated diagnostic impression with differential diagnosis.
- Developed a growing understanding of clients' phenomenological perspective.
- Engaged clients in the formulation of therapeutic alliance process.
- Developed awareness of multicultural and other diversity issues.
- Demonstrated ability to convey and accept feedback with nonjudgmental attitude.
- Followed ethical and legal issues procedures and advise.

## RELATED EXPERIENCE

### **Alpha's Glory**

*Crisis Pregnancy Counselor*

Aberdeen, MD

2/xx-7/xx

- Administered one-on-one peer counseling to pregnant women in crisis.
- Provided psycho-education to client and family.

### **Center for Ministry Development**

*Young Neighbors in Action- Site Coordinator*

Baltimore, MD

8/xx-9/xx

- Organized and facilitated a week of service opportunities for youth groups from various parts of the country and coordinated with social service agencies in Baltimore City for service placement.

### **Catholic Network of Volunteer Services**

*Campus Recruitment Associate*

Tacoma, MD

6/xx-9/xx

- Recruited undergraduate students to participate in long-term volunteer service with the 200+ programs in the network.
- Acted as a student resource for student considering long-term volunteer service.
- Developed and facilitate programs to assist students with their post-graduation discernment.

### **Elizabeth City Church**

*Volunteer Grief Support Facilitator*

Elizabeth City, NC

9/xx-7/xx

- Provided therapeutic support to individuals and groups.
- Designed and facilitated support group sessions and activities.

### **New Colony Baptist Church**

*Youth Minister*

Billerica, MA

6/xx-6/xx

- Organized and facilitated a week of service opportunities for youth groups from various parts of the country and coordinated with social service agencies in local area for service placement.

## PROFESSIONAL CERTIFICATIONS & AFFILIATIONS

- Licensed Clinical Graduate Counselor
- National Certified Counselor
- Professional Youth Ministry Certificate, The Archdiocese of Baltimore
- American Counseling Association
- American Association of Pastoral Counselors

# Tess Terrs

xxxx North Charles Street  
Baltimore, MD xxxxx

xxx-xxx-xxxx  
tess.terr@loyola.edu

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## EDUCATION

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*Master of Science in Clinical Psychology, Practitioner Track* 20xx – 20xx  
**Loyola University Maryland**, Baltimore, MD

- Honors: Who's Who Among America's Colleges and Universities – 20xx

*Bachelor of Arts in Psychology; Spanish Minor* 20xx – 20xx  
**Miami University**, Oxford, OH

- Honors: Dean's List (2003); Miami University Student Leadership Award for Service to the Community (20xx-20xx); Women's Lacrosse Team Captain and Delegate to Women's Collegiate Lacrosse League National Convention (20xx-20xx)

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## CLINICAL EXPERIENCE

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*Scoring Assistant* February 20xx – Present  
**Dr. Frank Wolkenberg**, Baltimore, MD

- Score neuropsychological assessments and enter scores into data report.
- Create and implement data entry system to facilitate various scoring programs.

*Extern* January 20xx – Present  
**Johns Hopkins University School of Medicine**, Baltimore, MD

- Engage in collection, processing, and presentation of data for research involving alcohol use among inpatient clients recovering from stroke.
- Administer assessments and observe neuropsychological testing process.

*Extern* August 20xx – December 20xx  
**Adams Hanover Counseling Service**, Hanover, PA

- Provided individual and group therapy to chronically mentally ill and dual diagnosis individuals.
- Created and implemented treatment plans.
- Completed intake assessments, cognitive, and projective testing.

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## RELATED EXPERIENCE

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*Graduate Resident Coordinator* August 20xx – Present  
**Loyola University Maryland, Office of Student Life**, Baltimore, MD

- Supervise a staff of 10 undergraduate employees.
- Provide crisis response and intervention on campus.
- Supervise and coordinate operation of security desks in residence halls.
- Initiate intervention and educational conferences within judicial system, and participate in judicial panel hearings.

*ER Advocate* October 20xx – October 20xx  
**TurnAround Inc.**, Baltimore, MD

- Responded to sexual assault victims in the emergency room, and provided counseling, consultation, and support.
- Served as liaison between victim, medical staff, and police.

*Senior Counselor* February 20xx – July 20xx

***Cornell Abraxas Center for Adolescent Females***, Pittsburgh, PA

- Provided individual and group counseling to adolescent girls coping with substance dependence.
- Maintained family and referral source contacts.
- Developed and implemented treatment planning.
- Completed HIV testing, in addition to pre- and post-test counseling.
- Testified regarding progress and need for treatment in the juvenile justice system as well as provided written assessment of progress and need for treatment to court.
- Mentored and supervised counselors and counselor assistants.

*Counselor III* May 20xx – February 20xx

***Mercy Behavioral Health***, Pittsburgh, PA

- Served as primary counselor to patients who are chronically mentally ill.
- Monitored medications, met for weekly counseling (including vocational and life skills along with emotional/psychological difficulties), updated treatment team, and handled any situations that arose while on duty.

*Research Assistant* May 20xx – August 20xx

***University of Pittsburgh, Department of Psychology***, Pittsburgh, PA

- Assisted with research in the area of victimization.
- Provided assistance with data collection, processing and presentation.

***HOTLINE COUNSELOR AND MENTOR*** September 20xx – May 20xx

***Community Crisis and Counseling Center***, Oxford, OH

- Completed 45 hours of counselor training.
- Committed at least four hours weekly plus overnight shifts to crisis hotline counseling.
- Guided new volunteers through training process, including observation and proficiency exams.

***RAPE CRISIS ADVOCATE*** January 20xx – May 20xx

***Butler County Rape Crisis Program***, Oxford, OH

- Counseled callers on crisis hotline.
- Provided on-site counseling to sexual assault victims at Butler County Hospitals.
- Served as liaison between victim and medical/legal authorities.

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PROFESSIONAL CERTIFICATIONS

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- Certified HIV/AIDS pre- and post-test counselor
- Certified Trauma Counselor

# ANNA FREUD

xxxx Therapy Lane Apt #xxx  
Columbia, MD xxxxx

anna@freud.com  
XXX-XXX-XXXX

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## EDUCATION

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### **Loyola University Maryland**, Baltimore, MD

- ◆ 15 credit Certificate of Advanced Study Program towards Pennsylvania state licensure (December 20xx)

### **Loyola University Maryland**, Baltimore, MD

- ◆ M.S. in Counseling Psychology, Practitioner Track (September 20xx)
- ◆ GPA: 3.80

### **The Pennsylvania State University**, University Park, PA

- ◆ B.S. in Human Development and Family Studies, with Children, Youth, and Family Studies Option, Minor in Psychology (May 20xx)

## RELEVANT EXPERIENCE **MPB Group, Inc.**, Columbia, MD

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### **Kennedy Krieger Institute**, Baltimore, MD

*Therapist (May 20xx – Present)/Intern (August 20xx – May 20xx)*

- ◆ Provide individual and family therapy to foster children ages 8-18 in an outpatient mental health clinic
- ◆ Conduct in-take interviews and outcome measurement surveys with clients
- ◆ Formulate client diagnoses, create treatment plans, and maintain client files
- ◆ Participate in weekly case presentations and attend client treatment meetings
- ◆ Consult with foster care agencies and social workers

### **Adult, Adolescent, and Child Counseling Associates**, Bethesda, MD

*Intern (January 20xx – April 20xx)*

- ◆ Observed and analyzed therapist and clients during counseling sessions
- ◆ Entered client in-take information into computer database
- ◆ Carried out administrative duties such as assisting in the editing and revision of office documents, answering telephones, and faxing and typing documents

### **Mamie D. Lee School**, Washington D.C.

*Intern (January 20xx – April 20xx)*

- ◆ Facilitated weekly “Character Education” activities in an urban setting with clients ages 3-21 with developmental disabilities
- ◆ Assisted and observed therapeutic sessions between school counselor and students
- ◆ Planned and developed weekly therapeutic activities pertaining to self-esteem and social skills
- ◆ Assisted classroom teacher with teaching reading and math lessons to students

### **Penn State, Psychology Department**, University Park, PA

*Practicum Participant (September 20xx– December 20xx)*

- ◆ Worked directly with middle school children in a rural setting and facilitated activities that targeted adolescents’ social and emotional competence
- ◆ Developed weekly lesson plans focusing on forming and maintaining friendships
- ◆ Led discussions on how to handle conflict, gossip, and teasing

**Penn State, Human Development and Family Studies Department, University Park, PA**

*Volunteer/Participant (June 20xx – December 20xx)*

- ◆ Assisted with the College Student Attitudes Project, a longitudinal study that measured attitude and behavior changes across the transition to college
- ◆ Facilitated survey data collection sessions and answered participants' questions
- ◆ Conducted library research and scored measures of data

**ADDITIONAL EXPERIENCE**

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**Howard County Recreational Licensed Child Care, Columbia, MD**

*Director/Group Leader (August 20xx – May 20xx)*

- ◆ Planned and coordinated a well-rounded program of recreational activities including sports, arts and crafts
- ◆ Supervised 53 children and maintained current files on each child
- ◆ Conducted staff meetings and completed performance reviews on staff members
- ◆ Maintained relationships with children, parents, and staff

**Howard County Recreation and Parks Camp Reach Out, Columbia, MD**

*Group Leader (Summers 20xx – 20xx)*

- ◆ Supervised 25 high-risk, school age children
- ◆ Planned and led craft, athletic, and group activities daily
- ◆ Assisted Director in keeping accurate attendance of 120 children on weekly field trips

**TRAINING/SKILLS**

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- ◆ Attended 2007 Maryland Psychological Association Graduate Student Conference
- ◆ Attended 2007 Eastern Conference on Child Sexual Abuse Treatment
- ◆ CPR and First Aid Certified

# KIM ENGLISH

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xx Schoolhouse Drive ♦ Cockeysville, MD xxxxx ♦ (xxx) xxx-xxxx ♦ chim@english.com

## SUMMARY OF QUALIFICATIONS

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Self-motivated professional with over six years of continued employment in public and private education sectors, serving diverse populations in grades K-12. Consistently demonstrates the ability to dramatically improve the quality of youth through extensive guidance and development. Possess keen knowledge of statistical applications and qualitative and quantitative research methodologies. Proven history of counseling through developing action plans to exceed goals through strategic planning, staff development, and project execution.

## EDUCATION

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*Master of Education in School Counseling*, Loyola University Maryland, Baltimore, MD: September 20xx

*Bachelor of Science in Psychology*, Morgan State University, Baltimore, MD: May 19xx

## PROFESSIONAL EXPERIENCE

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*Instructional Assistant*, Kennedy Krieger Institute, Baltimore, MD: May 20xx-Present

- Provide student educational and behavioral services.
- Assist with the implementation of instruction to (No Child Left Behind) Maryland core learning goals, content standards, and specific industry standards.
- Collaborate with the interdisciplinary professional staff.
- Assist with the implementation of instruction in accordance with individualized education plan and provide effective strategies for academic and behavioral success.

*Technician*, Endless Options, Baltimore, MD: May 20xx-Present

- Provide home and community services for children with delayed development disabilities.
- Serve as an advocate for children with autism by participating in various events such as those sponsored by Autism Speaks.
- Research, analyze and interpret data to inform clients on behavior and academic progress, and subsequently develop and implement behavior protocols.
- Develop relationships with individuals, families and agencies that focus on individual specific outcomes.
- Collaborate with children and their families to ensure academic achievement.
- Initiate and facilitate communication between managers and clients, regarding how to deliver service and resolve issues.

*School Counseling Intern*, Essex Elementary School, Essex, MD: January 20xx-April 20xx

- Coordinated individual, group, and classroom therapy sessions, and actively managed case loads of students K-12.
- Assisted students to resolve peer conflicts, provided educational and vocational guidance, and empowered students to improve their own lives.
- Developed and coordinated school counseling program for 471 elementary students.
- Planned, organized and critiqued a school counseling group.
- Analyzed and critiqued research documents in counseling culminating in a formal review of the research literature.
- Collaborated with parents and stakeholders to ensure child's success in all core domains: academic, career, and personal/social needs for all students.

**WORK EXPERIENCE**

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- *Group Leader*, Open Door Inc., Towson, MD: 20xx-20xx
- *Project Aide/Intern*, National Youth Sports Program, Baltimore, MD: 20xx-20xx
- *Assistant to Dean of Health Education Program*, Boston College, Boston, MA: 20xx-20xx

**PROFESSIONAL DEVELOPMENT**

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- Presented paper/poster presentation entitled, *The Role of Economic Factors in Partner Perceptions*, at several academic institutions.

**AFFILIATIONS**

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|---|--------------|
| ▪ American School Counseling Association              | 20xx-Present |
| ▪ Maryland Association for Counseling and Development | 20xx-Present |
| ▪ Maryland School Counselors Association              | 20xx-Present |
| ▪ American Psychology Association                     | 19xx-Present |

**SKILLS**

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- Proficient in Microsoft Word, Excel, PowerPoint, Internet Applications
- Educational Software: Inspiration, Kids Inspiration, and Board Maker
- Statistical Software

# Your Online Image—Make it Professional!

## How is your online image?

- Having a professional online image is vital in today's competitive environment. Employers search potential candidates for both INTERNSHIPS and JOBS to make initial interviewing decisions.
- Use caution when posting information on the Internet. Do not post anything online that you would not want a prospective boss to see.
- Google your name to determine your online presence. What kind of personal information do you have on the Internet? Have you posted something recently on Amazon? Facebook? Youtube? A blog?
- Do you have negative content posted online, also called “digital dirt?” Examples of this could include: inappropriate photographs, content about drinking or doing drugs, a negative post about a professor or a previous boss, radical political views, and discriminatory comments.
- If you have negative “digital dirt,” and you cannot delete it, enhance it by creating new, positive, smart content. Employers are less likely to find your digital dirt if it is on page 10 of their Google search for you.



## Take the following steps to create professional online content:

- Set up a LinkedIn Profile by following this guide: <http://grads.linkedin.com>.
- Visit <http://learn.linkedin.com/students/> to learn more about using LinkedIn.
- Join LinkedIn groups such as The Career Center at Loyola University Group, Loyola Univ Maryland Alumni Group, or The Sellinger School. These are beneficial because you can join group discussions, monitor job postings, and have access to more networking contacts.
- Have a clean Facebook profile and set your privacy settings by following this guide: <http://www.allfacebook.com/2009/02/facebook-privacy>.
- Comment on a blog or forum in a positive, non-controversial way.
- Write product or book reviews on sites like Amazon.com or Overstock.com. Make sure they sound intelligent and well-communicated.
- Consider purchasing your own URL (\$1.99 per year) at GoDaddy.com.
- Set up a Twitter account and tweet intelligently. Visit our website for more information on Twitter.



## THE CAREER CENTER AT LOYOLA UNIVERSITY MARYLAND

### On-Campus Recruitment Program – Participation Guidelines

1. Participants activate their account and update their profile on HireLOYOLA
2. It is expected that participants meet all company requirements (i.e. abide by company stipulated GPA cut-offs and major requirements) before signing up for an interview. Interviews are open to all Loyola University undergraduate and graduate students who meet the requirements set forth by the employing organization. Alumni/ae are able to participate in the On-Campus Recruitment Program. However, priority is given to current students.
3. All participants must attend the *Effective Resumes and Employment Correspondence*, *Interviewing for Success Part I*, and *Interviewing for Success Part II* workshops before the date of their first on-campus interview appointment.
4. An **Open** interview schedule indicates that any student that meets the requirements listed by the employer is invited to select an interview time.  
A **Pre-Select** interview schedule indicates that the employer would like to review the resumes and select the candidates that they would like to interview on campus. Once the employer selects the candidates and notifies The Career Center the interview time slots will be released.
5. Sign-ups are on a first-come, first-served basis. **Students can sign up on HireLOYOLA on designated sign-up days.** Be sure to confirm your time by looking at the interview schedule before you exit the system. **BE CAREFUL** - use the “edit” feature to change your time, once you use the “cancel” key you will be blocked out of that schedule.
6. Once a participant schedules an interview with a company, he/she is automatically obligated to attend that appointment. In the event that participants are unable to keep an on-campus interview appointment, **that individual must notify The Career Center at least 2 class days in advance. One (1) no-show constitutes suspension** from the recruitment program. Students can only cancel interview appointments in person or by phone, **NOT** through other students.
7. Additions and/or corrections will be posted on HireLOYOLA and the bulletin board inside The Career Center. **You are responsible for keeping up-to-date with these announcements.**
8. All employers participating in the On-Campus Recruitment Program are expected to comply with equal opportunity employment laws.
9. Snow Policy: When classes are cancelled for the entire day, on-campus interviews are also cancelled for that day and all attempts will be made to reschedule.  
If classes are delayed due to bad weather, contact The Career Center for information regarding interview appointments.

***THE CAREER CENTER RESERVES THE RIGHT TO REPLACE ANY STUDENT ON A COMPANY SCHEDULE IF THAT STUDENT DOES NOT FOLLOW THE ABOVE ON-CAMPUS RECRUITMENT PROGRAM PARTICIPATION GUIDELINES.***