



HOW-TO GUIDE: **Writing a**
RÉSUMÉ

CAREER DEVELOPMENT CENTER

Goals for Résumé Writing

Goal One: Understanding your Abilities

- A résumé is the final outcome of a process that begins with you taking stock of the abilities you possess
- The more abilities that you are aware of possessing, the greater value you have to offer to an employer or graduate school
- Knowing your abilities and understanding from where you acquired them will make you more confident as an applicant

Goal Two: Articulating your Abilities

- Knowing your abilities helps you; articulating them effectively shows you can help the reader/employer
- Never assume the reader knows what you mean; you must always be clear, concise, and use examples
- Employers will only give your résumé a 5-10 second review before making an initial decision, so excellent writing is imperative
- If the writing on your résumé is not good enough for Transy faculty, it is not good enough to send out

Drafting the *General Résumé*:

First Step: Don't worry about page length!

- Yes, you will ultimately be limited to a one page *application resume* to apply for a job or internship or 2 pages if you are applying to graduate or professional school, but you are not creating that *résumé* yet!
- The *General Résumé* can be as long as you need it to capture all of your good experiences and document the skills from them.

Second Step: List and Categorize *all of your experiences!*

- *Do Not Use a Template to create your résumé! Use a blank Word or Google Doc*
- Choose a style you like to format your *résumé*. It does not have to be complicated, however it does need to be consistent across every experience you include.
- “All of your experiences” include jobs, internships, shadowing, volunteer/community service, club and organization involvement, athletics, study abroad, and classes. *Yes, classes can go on résumés!*
- First years and sophomores may include *relevant* experiences from high school; juniors and seniors should include only college experiences unless a high school experience directly relates to the position you are seeking.
- Examples of categories include Education, Campus Involvement, Volunteer Work, Work History, Internships, Professional Experience.

Education:

Bachelor of Arts in Elementary Education, expected May
Transylvania University, Lexington, KY

Comment [MJ1]: Times 11 or Arial 10

Campus and Community Involvement:

Big Sister, Big Brother/Big Sister of the Bluegrass, Le
Senator, Transylvania Student Government Associatio

Comment [MJ2]: Follow this order: position,
organization, location, dates

Work History:

Server, Dudley's, Lexington, KY Summers 2015, 2016
Student Assistant, Transylvania Library, Fall 2015-present

Comment [MJ3]: Each entry is formatted
exactly the same. Choose your style, but be consistent

Professional Experience:

Shadowing, Cardinal Hill Rehabilitation Hospital, Lexington, KY Summer 2016

Third Step: Define the Skills you acquired and the Accomplishments you achieved

- Use “Action Words” found on the next page to define the skills you acquired
- **Do Not** focus on the day to day job duties such as “copying, answering phones, etc.”
- Keep the statements concise, but provide sufficient information to give context
- Whenever possible, describe the positive impact you contributed to the position
- Use numbers or amounts whenever possible
- Use the appropriate tense of the verb—past or present, but don’t use “ing”
- Avoid statements such as, “responsibilities or duties include,” as these are passive
- **Do Not** use personal pronouns (i.e. I, We, Us)
- Use more statements if the experience provided many skills; use fewer if it did not
- *Remember, we are not worrying about page length right now, so include all the statements you can come up with*

Education:

Bachelor of Arts in Elementary Education, expected May 2019

Transylvania University, Lexington, KY

- GPA 3.6, Dean’s List 4 terms
- Inducted into Alpha Lambda Delta First Year Honorary

Campus and Community Involvement:

Big Sister, Big Brother/Big Sister of the Bluegrass, Lexington, KY Fall 2015-present

- Mentor an 11 year old girl by listening, empathizing, and maintaining a trustworthy relationship
- Provide advice on handling difficult familial and social situations by answering her questions and encouraging her to stand up for herself to others
- Tutor her in math and reading and assisted in increasing her reading proficiency by two grades

Senator, Transylvania Student Government Association, Winter 2016-present

- Elected to represent students to the organization and administration
- Propose, deliberate on, and vote for bills to improve student learning opportunities
- Serve on the student life subcommittee and work closely with the Dean of Students to improve safety, social opportunities, and out of classroom learning experiences for the student body

Work History:

Server, Dudley’s, Lexington, KY Summers 2015, 2016

- Provide professional and personable customer service to all guests
- Prioritize and multitask among many competing demands in a fast paced environment by using good judgment and putting guests’ needs first

Student Assistant, Transylvania Library, Lexington, KY Fall 2015-present

- Assist students, faculty, and visitors by answering questions, directing them to resources, and checking out materials
- Balance a part time job with academic, social, and community responsibilities

Professional Experience:

Shadowing, Cardinal Hill Rehabilitation Hospital, Lexington, KY Summer 2016

- Observed multiple PT’s as they treated a variety of patients including children, athletes, and geriatric patients for issues related to disabilities, diseases, and injuries
- Demonstrated stretching and other movements to patients, under the supervision of a PT tech, and provided feedback to ensure the movement was performed correctly
- Assisted the PT’s by providing cold or heat packs, and exercise apparatus as they requested
- Developed personable and professional relationships with patients while maintaining confidentiality and HIPPA standards

Comment [MJC1]: Honors and awards go under the experience rather than in a separate category

Comment [MJC2]: Each statement begins with an action word

Comment [MJC3]: Statements should explain HOW, not only include the WHAT

Comment [MJC4]: This position does not talk about food or taking orders as those are tasks. The focus is on transferable skills rather than duties

Comment [MJC5]: This entry includes a lot of specificity as it is directly related the student’s goals

Action Words

| | | | | | | |
|---------------|----------------|--------------|--------------|--------------|-------------|--------------|
| accomplished | collected | elected | greeted | modified | reasoned | started |
| accounted for | combined | eliminated | guided | monitored | received | stopped |
| achieved | communicate | empathized | handled | motivated | recognized | streamlined |
| acquired | compared | employed | helped | negotiated | recommended | studied |
| adapted | completed | encouraged | identified | observed | reconciled | submitted |
| addressed | composed | enforced | illustrated | obtained | recorded | suggested |
| adjusted | computed | engaged | implemented | offered | recruited | summarized |
| administered | conceived | enlisted | improved | operated | redesigned | supervised |
| advised | conceptualized | ensured | improvised | ordered | reduced | supplied |
| aided | conducted | entered | incorporated | organized | referred | supported |
| allocated | consolidated | established | increased | overcame | related | surveyed |
| analyzed | constructed | estimated | influenced | oversaw | renovated | targeted |
| applied | consulted | evaluated | informed | paid | repaired | taught |
| appointed | continued | examined | initiated | painted | reported | tested |
| appraised | contracted | executed | innovated | participated | represented | took over |
| approved | controlled | exercised | inspected | perceived | rescued | totaled |
| arranged | convinced | expanded | instructed | performed | researched | toured |
| assembled | coordinated | expedited | insured | persevered | resolved | tracked |
| assessed | corrected | experimented | interpreted | persuaded | resulted in | trained |
| assured | counseled | explained | interviewed | photographed | restored | transferred |
| attained | counted | explored | introduced | piloted | returned | transformed |
| attended | created | expressed | invented | planned | revealed | translated |
| audited | critiqued | extracted | investigated | prepared | reviewed | traveled |
| authored | debated | facilitated | joined | presented | revised | treated |
| authorized | decided | fashioned | judged | prevailed | saved | troubleshoot |
| awarded | defined | figured | launched | processed | scheduled | tutored |
| balanced | delegated | filed | learned | produced | screened | typed |
| briefed | delivered | financed | lectured | profited | secured | uncovered |
| brought | demonstrated | fixed | led | programmed | selected | unified |
| budgeted | designed | followed | licensed | projected | sent | updated |
| built | determined | forecast | logged | promoted | separated | upgraded |
| calculated | developed | foresaw | made | proofed | served | used |
| cataloged | devised | formulated | maintained | proved | serviced | utilized |
| chaired | diagnosed | forwarded | managed | provided | shipped | weighed |
| changed | directed | fostered | manipulated | publicized | showed | welcomed |
| checked | discovered | found | marketed | purchased | simplified | won |
| chose | documented | founded | maximized | qualified | sold | worked |
| clarified | drafted | gained | mediated | ran | solved | wrote |
| classified | drew | generated | mentored | rated | sought | |
| closed | earned | governed | met | read | specified | |
| coached | edited | graded | modeled | realized | spoke | |

Adapting a General Résumé for an Application

Focus on the needs of the position:

- Start a new document and copy and paste the most valuable experiences from your general résumé that relate to the position into it.
- You create a “new” résumé each time you apply to a new experience
- If you do not believe a **skill statement** is useful for the employer to see, remove it
- If you do not believe a **position** is valuable for an employer to see, remove it
- Use the following rubric to assess the quality of your résumé; the more 5’s, the stronger your résumé

| Points | Poor 1 | 2 | 3 | 4 | Excellent 5 |
|------------------------------|---|---|--|--|---|
| AUDIENCE AND PURPOSE | <ul style="list-style-type: none"> • No audience intended • Lack of purpose • (This does not apply to the general résumé) | <ul style="list-style-type: none"> • Little attention to audience • Purpose not clear | <ul style="list-style-type: none"> • Audience is inferred, but not focused • Statements do not connect to purpose | <ul style="list-style-type: none"> • Résumé has intended audience • A few statements do not fit | <ul style="list-style-type: none"> • Résumé is clearly tailored to reader • Entries are purposeful • Statements are purposeful |
| CONTENT | <ul style="list-style-type: none"> • Simple listing of past positions without any statements provided • No insight demonstrated | <ul style="list-style-type: none"> • Focused on non-skill past duties • Paragraph writing • Use of personal pronouns • Little insight shown | <ul style="list-style-type: none"> • Some action words throughout • Some context provided • A few statements are unclear • Better insights | <ul style="list-style-type: none"> • Mostly uses action words • Offers good context and insight • Clear statements and wording • Evidence of learning apparent | <ul style="list-style-type: none"> • Action words utilized • Incorporates professional terms • Context provides visualization • Statements are clear and concise • Strong demonstration of ability |
| FORMAT | <ul style="list-style-type: none"> • No consistency in format • Poor use of space/wide margins • Unattractive presentation • Hard to read | <ul style="list-style-type: none"> • Some consistency, but not throughout • Difficult to read • Bullets not lined up | <ul style="list-style-type: none"> • Mostly consistent • Some spacing or margin issues • Most bullets line up • Readable | <ul style="list-style-type: none"> • A couple of inconsistent entries • Minor spacing issues • Easy to read | <ul style="list-style-type: none"> • Consistent format throughout • Easily readable • Effective use of space • Attractive, professional appearance |
| PRESENTATION | <ul style="list-style-type: none"> • Lack of headings • No order to entries • No relevancy | <ul style="list-style-type: none"> • Confusing headings • Some order to entries • Little relevancy | <ul style="list-style-type: none"> • Generic headings • Reverse chronological order • Some relevancy | <ul style="list-style-type: none"> • Good headings • Reverse chronological order • Relevant positions | <ul style="list-style-type: none"> • Professional headings used • Most relevant positions first • Entries in reverse chronological order |
| GRAMMAR AND MECHANICS | <ul style="list-style-type: none"> • 4 or 5 spelling/ grammar errors • Verb tenses are wrong | <ul style="list-style-type: none"> • 3-4 spelling/ grammar errors • Verb tenses are wrong | <ul style="list-style-type: none"> • 2-3 spelling/ grammar errors • Verb tenses have errors | <ul style="list-style-type: none"> • 1-2 spelling / grammar errors • Verb tenses are correct | <ul style="list-style-type: none"> • Résumé is free of errors • Verb tenses are all correct |

Submitting your résumé to an employer:

- Edit your résumé and be sure there are no grammatical or spelling errors
- Follow the job posting’s instructions for submission
- Whenever possible, submit your résumé as a PDF document so that format issues will not occur on the recipients’ computers

Examples of well written Transy résumés

Entrepreneurial Focus

859-555-0123 /exfocus17@transy.edu

Education:

Bachelor of Arts in Philosophy, Politics, & Economics (PPE), Expected May 2017

Transylvania University, Lexington, KY

- GPA- 3.1/4.00

Involvement:

Social Chair, Delta Sigma Phi Fraternity,

January 2015- Present

- Meet weekly with the Executive Board of the fraternity to discuss the general state of the organization.
- **Manage** a \$9,000 budget to plan and execute multiple social events throughout the year.
- Oversee social committee members on task completion, including working with Sergeant-at-Arms on risk management.
- Contact venue managers for event times and activities and negotiate terms of agreement
- Organize extensive events that allow members of the fraternity to travel, and increase brotherly bonds.

President, Transylvania Investment Club,

January 2015- Present

- Organize and manage a semesterly virtual investment club in which members are invited to invest \$10,000 in a way of their choosing to achieve the highest returns.
- Directed inexperienced members in potential investing philosophies and the advantages of beginning to invest at a young age.

Work Experience:

Basketball Official, Great Rivers Athletic Conference,

December 2013- Present

- Communicate effectively with coaches and players as to maintain a controlled, yet competitive, atmosphere.
- Collaborate with partners to ensure consistency in play-calling.
- Maintain a focused, calm demeanor in emotionally intense situations.

Founding Partner, GAIN Fund,

November 2015- Present

- Gained a greater understanding of the legality of investing, including tax and SEC regulations.
- Made 100% capital gains in my initial investment with Bitcoin.
- Display entrepreneurship in starting an endeavor which has demanded risk taking abilities.
- Develop relationships with other Fund members in order to establish a consistent investment philosophy.
- Arrange Fund bylaws in order to make meetings more efficient, and our investment philosophy more precise.

Intern, Ohio's 2nd Congressional Representative, Brad Wenstrup,

May 2014- August 2014

- Traveled to local cities and discussed the needs of a given town with mayors, city councils, chairpeople, etc.
- Aided constituents with the obtainment of deserved benefits such as government welfare, veterans' benefits, adoption forms, etc.
- Discussed the implementation of public services with project leaders, such as the Cincinnati Streetcar, and housing projects through the U.S. Department of Housing and Urban Development.

Founder, Central Sound Disc Jockeys,

April 2008- September 2014

- Created monthly operating budget for the management of the company.
- Scheduled events with various organizations and individuals.
- Negotiated contracts with customers concerning pricing, length of event, etc.
- Generated \$6,000 annual profit

Strong use of managerial/business verbs throughout the document showing a clear focus for employers.

RESEARCH RESUME

859-555-1234 / rxresume17@transy.edu

EDUCATION

Bachelor of Arts in Biochemistry, Expected May 2017

TRANSYLVANIA UNIVERSITY, Lexington, KY

- GPA: 4.0; William T. Young Scholarship: Full tuition and highest academic scholarship at Transylvania.
- Phi Delta Epsilon: Pre-Medical Fraternity, Planned and executed the first successful PhiDE Etiquette Banquet
- Alpha Lambda Delta: Academic Honor Society

Defined the scholarship so others understand its importance.

RESEARCH AND MEDICAL EXPERIENCES

Chemistry Research, DR. EDWARD MERINO, UNIVERSITY OF CINCINNATI June 2015—Aug 2015

- Executed Structure Activity Relationship (SAR) studies of a selective, reactive oxygen species (ROS) activated agent to determine the effect of the chirality at the alpha carbon, and the effect of size and orientation of the cyclohexyl group on the selectivity and toxicity of the ROS activated agent on Acute Myeloid Leukemia (AML) cells lines
- Presented a poster on research of 10 weeks and received the award for Best Poster Presentation

Uses highly specialized/ technical language that will be understood by the reader (even though it's nearly incomprehensible to lay people.)

Neuroscience Research, DR. BETHANY JURIS, TRANSYLVANIA UNIVERSITY Sept 2014—Apr 2015

- Completed Experiment Design and Data Collection Phase in an Implicit Association Task (IAT) experiment that examines fluctuations in the electrodermal responses to a categorization task between positive and negative connotation words with black and white race faces
- Currently participating in the Data Analysis Phase by organizing both the IAT and physiological data in Excel

Showed outcomes of the research.

Shadowing, UNIVERSITY OF KENTUCKY CHANDLER HOSPITAL, Lexington, KY Oct 2015—Present

- Shadowing various physicians, ranging in specialty from obstetrics/gynecology and emergency medicine, for a total of 8 hours currently

Shadowing, BAPTIST HEALTH, Corbin, KY Jan 2015—Present

- Shadowed Dr. Abigail Byrnes, a hematologist/oncologist, every three months for a total of 20 hours.
- Observed issues that can arise with various types of patients and cancers

Research Shadowing, OREGON SCIENCE & HEALTH UNIVERSITY, Portland, OR Jul 28—Aug 8, 2014

- Shadowed Dr. Anuradha Kumari in her lab at OHSU for two weeks and increased exposure to the daily workings of a scientific research lab using a cell culture system
- Observed techniques such as Western Blotting and Microscopy while working with Breast Cancer Cell Lines
- Directly aided with pipetting of certain chemicals, taking microscopic pictures of cells, assisted with the Western Blot Assay

Summer Medical Dental Education Program, UNIVERSITY OF LOUISVILLE, KY Jun—Jul 2014

- Competitive admission into a pre-medical and pre-dental academic preparation program, which occurs through a 3-hour credit course at the University of Louisville. Course covers organic chemistry, biochemistry, and physiology during a six-week period
- Explored topics such as Calcium Homeostasis, Diabetes and Metabolic Syndrome, and Atherosclerosis and Cardiovascular Disease.
- Cemented the concepts through three team-based learning days during which a group of ten dissect a medical or dental patient case and present it to the faculty and fellow students
- Shadowed Transplant and Pediatric surgeons at the local hospital

Defined what the experience was as it wouldn't be widely known.

Chemistry Tutor, TRANSYLVANIA UNIVERSITY Sept 2015—Present

- Utilize the knowledge obtained from general and organic chemistry, as well as experience as a writing center consultant, to help all students understand and be able to manipulate the unique structure of chemistry

First Year Resume

fyresume20@transy.edu / (859) 555-0125

The focus of this resume is a marketing position.

EDUCATION

Bachelor of Arts in Business Administration

Transylvania University, Lexington, KY-----

- Minor in Spanish
- President's Scholar

As a first year, she has not declared, but this is what she is planning to major in. If you aren't sure what to major in yet, simply use Bachelor of Arts. You can then add the major later.

--- *Expected May 2020*

RELEVANT EXPERIENCES

Assistant to Marketing Chair, Chi Omega Sorority, Lexington, KY-----*September 2016 – present*

- Assist in the management of Transylvania University Chi Omega's Instagram account
- Present information to followers in a way that draws their attention using high quality photos and intriguing copy that display a positive and desirable image of the organization and appeal to potential new members
- Edit photos so that they are cohesive and aesthetically pleasing, not only as individual photos, but as an entire account as well

Shares experiences directly related to the position.

Athlete and Marketing Chair, Transylvania University Cheerleading Team, Lexington, KY-----*August 2016 – present*

- Represent Transylvania University in a positive way by demonstrating good leadership and sportsmanship
- Demonstrate diligence in obtaining new skills by showing willingness to practice hard to learn new tumbling and stunting exercises
- Assess problems and recommend solutions, from stunt formations to team unity
- Assist in the management of the Transylvania University Cheerleading Instagram account
- Present the Transylvania cheerleading team in a positive way with appealing photos and copy that engage followers and potential recruits

Marketing Chair, Lafayette High School Junior Class Executive Board, Lexington, KY-----*August 2012 – May 2015*

- Promoted the High School prom by creating an Instagram account that encouraged students to attend the event
- Received the highest number of ticket sales for Prom in school history

As a first year, she chose to include two, highly relevant experiences from high school, but did not include other high school experiences outside of marketing.

Yearbook Editor, Lafayette High School, Lexington, KY-----*August 2015 – May 2016*

- Designed page layouts, photographed athletics, clubs, and events, and aided in forming a yearbook that was appealing and effective
- Delegated tasks to other yearbook staff members to complete to increase efficiency
- Reviewed all content prior to publishing to ensure there were no errors

WORK EXPERIENCE

Brand Representative, Hollister Co, Lexington, KY-----*November 2016 – present*

- Represent, promote, and market a product by appealing to the target audience in ways such as wearing the brand
- Underwent training to learn particular language and body language that Hollister uses to market to target buyers

Floral Assistant, Thomas Ripley Flowers, Lexington, KY-----*June 2015 – present*

- Assemble floral arrangements, corsages, boutonnières, and bouquets, demonstrating attention to detail and the importance of completing tasks completely and correctly
- Assess situations and determine the type and style of arrangement that will best please the customer.
- Display creativity by constructing many new floral designs

While there were other skills the student learned from the experience, she chose statements for her application that focused on marketing, design, and customer service.

Admissions Intern, Transylvania University, Lexington, KY-----*September 2016 – present*

- Aided in the presentation of Transylvania University's campus to prospective students by attending tours of the campus and answering questions from parents and prospective students
- Assist Admissions counselors with administrative tasks such as updating documents and answering phones

Campus Leader

cxleader17@transy.edu / (859) 555-0124

Education:

Bachelor of Arts in Biology: Molecular and Cellular Track and Anthropology; expected May 2017
Transylvania University, Lexington, Kentucky

- 3.557 GPA, Dean's List, 3 semesters

Academic experience:

August Term Scholar (2015-2016, 2016-2017 academic years)

- Collaborated with a faculty member outside of my field of discipline in preparing a month-long course and orientation activities for first-year students
- Represented students on a discussion panel to paint an accurate picture of the college transition
- Work alongside fellow scholars and faculty members to generate an impactful, resonating curriculum for incoming students by pulling out major themes from the texts and creating discussion questions from those
- Co-taught First Engagements course that challenged and stimulated students academically and socially, allowing them to create classroom guidelines, go beyond surface level reading, and have stimulating dialogues with a variety of their peers
- Modified an introductory genetics activity to provide students with a hands-on activity and spark an interest in science by making it accessible and relevant to previous discussions
- Mentored students in their first scheduling endeavor, familiarizing them with TNET, course catalogs, major patterns, and time management skills
- Acted as a link between student-life and academic-life, giving students an approachable mentor for questions and issues concerning their first year in college and Lexington

Used a specific example without overdoing the detail to show rather than simply tell.

Campus Involvement:

Phi Mu Sorority, (2013-present)

President, Discipline Chairman (January 2016-present)

- Oversee a chapter of 80+ women, including 11 executive council officers, and a budget of \$30,000
- Administer weekly meetings by creating and enforcing agendas and parliamentary procedure
- Innovated and organized chapter meeting forms and guiding documents
- Delegate tasks to officer team and general members
- Act as unbiased representative on the discipline committee, holding peers accountable for their actions
- Communicate regularly and clearly to members, executive council, area officers, and national officers about concerns, progress, and the state of the chapter

Academic Excellence Chairman (2015)

- Advertised academic opportunities to members, such as tutoring hours, scholarship applications, professional programs, and faculty presentations
- Monitored the GPA of each member and met with those who did not meet the 2.5 requirement to establish an academic plan for the following semester
- Partnered new members with upperclassmen members in shared academic fields to foster mentoring relationships and help to young students
- Encouraged members to perform well in the classroom with supportive notes and incentives
- Created a productive study space for members during finals week, providing comfortable, quiet areas and essential supplies (blue books, pencils, etc.)

While Transy's four sororities are, because of their history, fraternities, using "fraternity" would be confusing for employers if the applicant is a woman.

The applicant utilizes specific amounts to demonstrate ability and context.

There are two positions under the same organization, so the applicant listed each, while listing the organization once.

Alumna Resume

axresume@alumni.transy.edu / 859.555.0125

Professional Experience

Owner and Photographer, Alumna Resume Photography, Lexington, KY, 2005 - present

- Run a profitable business using marketing, communication and organizational skills, and accounting
- Use *Adobe Photoshop* editing software to mask, brighten, and crop images to present to client
- Communicate with client about expectations, needs and values to determine what kind of photoshoot is expected.
- Photograph on location depending on what venue client seeks and specialize in newborn, children, portrait, wedding, special events and sporting events.
- Observe and study clients to model subjects in a pleasing pose
- Capture images of special moments that will be family heirlooms for years to come
- Troubleshoot when a client is not cooperative and adapt behavior to capture images
- Expedite and present digital images to clients for review

Identifies specialized software skills.

Shows the mental skills that go along with the more technical skills associated with photography.

Sales / Inventory Specialist / Pawnbroker, The Castle Jewelry & Pawn, Lexington, KY, 2012 - present

- Assist customers in selecting merchandise for loved ones by listening to their wants and needs
- Educate customer about merchandise so an informed decision can be made about purchase
- Adapt personality to match customer to maximize sales and performance
- Problem solve and ask questions to achieve what each customer seeks
- Evaluate jewelry and determine worth of collateral for loans by measuring diamonds, colored gemstones and weighing gold, platinum, and/or silver
- Appraise and arrange loans for customers in need of financial help
- Counsel loan customer on benefits and drawbacks of the loan so an informed decision can be made
- Advise and offer suggestions of options
- Reconcile accounts using accuracy, quality control, and risk management in handling cash
- Meet and exceed sales quotas by earning top sales awards each year
- Examine and complete minor jewelry repairs
- **Awards:** *Top Sales Associate, Top Pawn/Buy Associate*

Retail Store Manager, The Diamond Gallery, Lexington, KY, 2010 - 2012

- Began *Pandora* jewelry line to create a lower price point, incremental and profitable product to carry
- Communicated with customers and aided in selecting gifts for loved ones
- Opened and closed store by being a key holder, operated the vault, let employees in and out, balanced credit card machine, accuracy in daily accounting procedures
- Merchandised store by setting up/taking down jewelry displays, hung promotional posters, and ordered jewelry and office supplies to restock inventory
- Created appraisals for customer purchases
- Met with Regional Account Representatives from Pandora Jewelry and Citizen Watch Company to place orders and gain knowledge on updates within their respective jewelry lines
- Examined and completed minor jewelry repairs

Independent Sales Distributor, Premier Design Jewelry, Lexington, KY, 2005 - 2008

- Direct sold affordable, profitable, high quality fashion jewelry
- Demonstrated fashion forward ways to wear jewelry to customers
- Made lasting friendships while working for a jewelry company that rewarded sales goals
- Built my own team of jewelry demonstrators

Education

Bachelor of Arts in Psychology, May 1992
 Transylvania University, Lexington, KY

- Minors in Education and Studio Art

Depending on how long you've been out of school, you can choose to move your education to the bottom, especially as your career positions become more important.