

RESUME AND COVER LETTER WRITING

Twardowski Career Development Center
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To assist you with writing cover letters and resumes that most effectively present your skills and accomplishments to potential future employers, we have pulled together several resources and a number of sample resumes. There are many accepted “best practices” in writing resumes – things everyone should do – and yet you have a lot of flexibility with formatting and style: there is no one perfect resume. Use this guide to help you build an initial resume but then utilize the professionals in the career development office, your faculty and internship advisers, and others get feedback on how to best present your greatest strengths and experiences.

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RESUME BASICS

The typical ultimate goal of writing a resume is to get an interview. Expanding on this further, a resume is designed to accomplish three major objectives:

- 1) To introduce yourself to the employer: Be sure you have accurate contact information that you check regularly, which includes mailing address, phone number and email. Highlight your name to make it prominent (use bold type and in a slightly larger font than the rest of the page).
- 2) To identify and demonstrate your qualifications: A range of educational, work, student involvement, volunteer and other activities will demonstrate your qualifications. Tell your “story” as completely and concisely as you can, but be certain to emphasize key skills and accomplishments rather than general descriptions of duties.
- 3) To entice the recruiter to invite you to an interview: The recipient of the resume should not only be informed after reading the document but should also want to have more conversation with you. A resume that not only answers questions but raises curiosity or has something that encourages the employer to want to find out more can lead to the interview.

WORD LISTS

Your resume should use action-oriented language that conveys your skills, personal qualities and accomplishments. These lists represent only a few options but should help you get started. Have friends, coworkers and professors help you brainstorm, “How would you describe my skills?” Don’t try to use “buzz” words just to use them, and if you don’t know what the word means, don’t use it! In an interview you will have to expand and elaborate, so use language that is clear and simple, but descriptive, positive and action-oriented.

Use results-oriented terminology which includes verbs such as:

achieve	design	implement	maximize	plan
analyze	develop	innovate	motivate	revise
coordinate	direct	interpret	negotiate	solve
create	establish	manage	organize	supervise

Some key words for resume and cover letter preparation:

actively	delegate	generate	motivate	proficient	significant
accelerate	develop	increase	organize	recommend	simplicity
adapt	demonstrate	influence	originate	reduced	set up
administer	direct	implement	participate	reinforce	solve
analyze	effect	interpret	perform	reorganize	strategy
approve	eliminate	improve	plan	renovate	structure
coordinate	establish	launch	pinpoint	responsible	streamline
conduct	evaluate	lead	program	revamp	successful
complete	expand	learn	propose	revise	supervise
control	expedite	maintain	proven	review	support
create	found	manage	provide	schedule	teach

Self descriptive words:

active	consistent	efficient	logical	positive	self-starter
adaptable	constructive	energetic	loyal	practical	sincere
aggressive	creative	enterprising	mature	productive	sophisticated
ambitious	dependable	enthusiastic	methodical	realistic	systematic
analytical	determined	extroverted	objective	reliable	tactful
assertive	diplomatic	fair	optimistic	resourceful	talented
attentive	disciplined	imaginative	perceptive	respectful	will travel
broadminded	economical	independent	personable	self-reliant	will relocate

RESUME COMPONENTS

Typical sections of the resume are highlighted in gray and described below:

Contact Information:

Your contact information can be formatted in many ways, but the address should be below your name and your name should stand out (enlarged and/or bold). If you have multiple addresses, two can be given. However, the main purpose is for efficient contact between you and the employer, so avoid confusion by listing where you can most reliably be contacted.

Jane Doe

Street Address

City, State Zip

Phone (Cell, Home)

Email address

Objective (optional)

Objectives are optional, particularly when you apply online directly to a position – the employer then knows which job is your target. However to make your resume stand alone, such as in the absence of a cover letter or email that explains your objective, you may want to provide a specific statement of goals or purpose. The best objectives are specific and tailored. For example:

- Seeking a marketing internship utilizing my analytical, teamwork, and research skills.
- To obtain a public relations assistant position in the Communications department.

Qualifications / Profile (optional)

This is a section to summarize accomplishments, skill sets, or other qualities that you have to offer to the employer and which have been developed throughout all of your collective experiences. Qualities mentioned in this section should be reinforced through experiences in your resume. This is more commonly used by individuals with several years of experience.

Education

List the colleges and universities you are attending or have attended, degrees and graduation dates. Listing the month and year of when you will receive your degree is sufficient; if you attended another institution and transferred, you can show that by a range of dates. Unless there is something significant about your high school experience, you do not need to include it in your education section if it is more than two years in the past.

You can also list items such as GPA (not necessary if below a 3.0), honors or awards (if you have several, these may also be listed in other sections separately). See the sample below:

EDUCATION

West Chester University of Pennsylvania, West Chester, PA

Bachelor of Arts in English, May 2011

- GPA: 3.12; Dean's List, Spring 2010

Delaware County Community College, Media, PA

General Education courses, 2008-2009

Experience

This section can include work history, internships, student teaching, volunteer positions and other experiences in which you developed skills. By labeling it *Experience* rather than *Work History*, you can include both paid and unpaid experiences. You can also organize your resume to group positions that directly relate to the field or position sought. For example, *Related Experience* and *Additional Experience*. You can also label the section according to direct experience in a field, *Teaching Experience* or *Writing Experience*. Don't be afraid to be creative in order to better showcase your skills.

Here are two examples of how to present your experiences:

Accounting Intern

KPMG, Philadelphia, PA

June – August 2009

- Utilized Excel to track financial and tax record information for clients.
- Worked with a team of five auditors and received daily mentoring on client relations.

Wegman's Food Market, Exton, PA

Cashier, July 2007 to present

- Provide efficient and friendly customer service while processing sales.
- Assist with training new cashiers and seasonal employees.

Note that the organization of information in the second example is different. On your resume, pick one style to use for all of your experiences, but you do have some choices in style.

Activities, Involvement, Community Service, Awards and Leadership

Sections such as these can allow you to highlight other key leadership, teamwork, and interpersonal skills that are valued by employers. If you held a leadership position in a group, list that title in the description. If it is not clear what the organization is (some organizations use Greek letters) provide some detail by spelling out the full name. Here are two different types of examples, again giving you options with formatting and the amount of content to provide:

ACTIVITIES

- Black Student Union, 2008-present
- Peer Mentor, Office of Multicultural Affairs, 2009-2010
- Career Ambassador, career fair volunteer, Fall 2009

LEADERSHIP

LEAD Consultant, Office of Student Leadership and Involvement (Fall 2010 - current)
Organize and facilitate leadership development programs on campus. Work with an executive committee to plan the annual Leadership Conference in February.

Treasurer, Finance and Economics Society (Fall 2009 - Spring 2010)

Manage and allocate organization budget, submit funding requests to SGA, and review financial status monthly with faculty advisor.

Skills

A skills section is usually a brief list, to make it clear that you have comfort with computer applications, speak other languages, or are certified in areas related to your field (e.g., C.P.R.). If an employer does a keyword search on your resume and cannot find certain skill words, it won't help you. Use this section if you have not already mentioned these skills within the resume.

Skills: Proficient with Microsoft Word, Excel, and PowerPoint. Conversational Spanish.

References Available Upon Request

You will see this on many resumes, usually as a simple way to conclude the document. However, it is definitely an optional statement and can be left off if you need the space for more important content. If your resume appears short, this can be an acceptable line to use to add length. It can also be adapted to show you have other information in addition to the resume to share:

References and Co-Curricular Portfolio Available

Create a separate page for listing references. It should have 3-5 references listing the name, title, address, phone and email of each. If the relationship to you is not clear by the title, consider indicating their professional relation to you. The listing should also have your name and contact information at the top. Before listing someone as a reference be sure to check with the person; in addition, be sure to provide a copy of your resume.

SOME NOTES ABOUT FORMATTING

Should the resume be one or two pages? The general rule is that new college graduates should be able to best present themselves in one page. Employers review hundreds of resumes per application, so being concise, relevant and clear is to your advantage. You will find there are times when two-page resumes are appropriate (if you have a second page, be sure your name is on page 2). For candidates who have significant experience, or in sectors like government, education, and nonprofit, there is more latitude to use two pages. However, you must then be certain that the content is relevant and tailored to the position. The main question is whether you can fit everything on one page without sacrificing crucial information.

Be sure to use other good formatting practices. Use some highlighting strategies such as **ALL CAPS** or **Bold** or *Italics* to highlight key information, such as your university name or your job titles. At the same time, avoid using too many different strategies. In addition, keep your section headings aligned, and likewise if you indent text be sure to have good left-alignment to make it easy for the reader to skim down the page. Too much indenting and underlining can make a resume difficult to read.

Margins can usually be one inch around the top, bottom, left, and right. To fit a bit more content on the page, you can go as small as ¾-inch. Font size can be in the 10-12 point range, and it is usually best to avoid unusual fonts but rather stick to commonly used and easy to read styles such as Arial, Times New Roman, Garamond, or Calibri.

HOW EMPLOYERS REACT TO RESUMES

The following is taken from a survey conducted by the Society of Human Resource Management in which hiring managers were asked, “Of the mistakes you have indicated you have seen, which have caused you NOT to look at a particular candidate?” They are ranked from 1 to 10 and the higher the percentage the more you want to avoid doing this on your resume!

Resume/cover letter with grammatical errors or typos	86.5%
Cover letter without a resume	70.3%
Gaps in employment history	61.0%
Missing detailed job histories	57.8%
Missing specific employment dates	48.5%
Resume in narrative format	44.9%
Salary information not included (if asked for in ad)	38.0%
Resume more than two (2) pages long	19.5%
Resume without a cover letter	14.0%
Presented in chronological (most recent last) order	7.7%

RESUME DO's AND DON'Ts

Here are some Do's and Don'ts provided by the University of Vermont Career Services Office:

DO	DON'T
<ul style="list-style-type: none"> • Reflect you, the individual, as much as possible. • Use clear and articulate writing. • Condense to the most job-related qualifications. • Think through including political or religious affiliations. • Begin with action verbs. • Devote more space to your strong areas, whether they are education, professional development, work history, or college activities. • Use laser printing on "resume quality" paper stock. Use the same color for your cover letters and envelopes. 	<ul style="list-style-type: none"> • Include personal data (i.e. marital status, age, etc.) unless the information directly relates to job responsibilities. It is illegal for employers to otherwise require such information. • Use "I" statements. • Go over one page (exceptions: nursing, education, more experienced people). • List an experience more than once. • Have any grammatical or spelling errors or use punctuation inconsistently. • Include everything you have ever done. • Expect your first draft to be your final resume • Proofread, Proofread, Proofread! (DO proof read, DON'T misspell!)

ELECTRONIC SUBMISSIONS

Chances are good that the majority of your applications will be submitted electronically as opposed to the traditional hard copy via U.S. Mail. Applying to jobs and internships electronically usually means sending the resume, application, and cover letter via email or uploading it to an application or website. Make certain that your materials transmit well, without scrambling, changing format or becoming unreadable. Be sure to read the submission instructions carefully, noting if there are specific requirements such as a size limit to the file or a particular type of file that is preferred (e.g. Rich Text Format or .rtf, Word 2007 or .docx, .pdf).

Avoid excessive formatting. The more tables, headers, footers or italics that are used, the more difficulty you may have in the transmitting of your information. Send it to a trusted resource (such as the career center) or yourself first to be sure it transmits the way you expected it to. Graphics do not always transmit well and are not recommended in most fields.

If your materials are going to be scanned, you may want to review key words that are used in the field in which you are seeking employment. Spelling still matters. Electronic documents (including emails) should have the same attention to spelling and grammar that formal letters and documents receive. Don't use texting language or you are almost certain to NOT get a reply.

Contact information should be at the top of the page with the name always on the top line. Font should be large enough to be readable by scanning devices; size 11 or 12 font is recommended. The type style should also be a standard such as Arial or Times New Roman.

COVER LETTER BASICS

Whether by email, electronic uploads or traditional paper copies, cover letters are an important part of your job search materials. They are “functional writing”; introducing you, your qualifications, and your motivation to the prospective employer. They provide the opportunity for you to highlight qualities that target the needs of a specific company, agency or position.

Like resumes, cover letters should use accomplishment-focused and concise language. One page is the standard, usually with three to four brief paragraphs. If you prepare a cover letter to be printed in hard copy, use standard business letter formatting. If your cover letter will be in the form of an email, then you can begin with the salutation.

When concluding the letter, avoid overly familiar statements such as, “Truly Yours,” and “Gratefully,” but instead sign off with a straightforward, “Sincerely” and then sign your name. Via email, your signature is often inserted text using italics or a cursive font to simulate a real signature; you do not need to scan and insert an image of your actual signature.

Below are suggestions for what to include in your communication:

Opening Paragraph: State the reason for your letter with attention-getting self confidence. Be creative within the bounds of reason, respect and good taste. Include the type of job or the specific position you are seeking. If possible, mention how you became aware of the position and organization. Tell the person “why you are writing.”

Middle Paragraph(s): Refer to your key experiences, strengths and facts that you want the employer to notice. It is here that you should identify what skills, background, education or other tools you have that they need. Your resume should present facts to support this, but this section should not be a mere restatement of the information in the resume. Add detail to the facts in your resume. Be certain to also explain your motivation to work for this particular organization or in this particular role; leaving this out is one of the most common mistakes in cover letters. Tell the person “why they need YOU and why you are interested in THEM.”

Closing paragraph: This is where you request the interview. Ask that you be contacted to discuss the possibility of an interview or to set a mutually convenient time. Avoid presuming you will get an interview (e.g., “I will call you to arrange my interview time.”) but don’t be afraid to ask for an interview (e.g., “I welcome the opportunity to interview and will follow up next week to discuss the possibilities.”). You may suggest that you will contact them soon (e.g. Thursday, next week) to arrange an appointment. You may state that you will contact them to insure that they have received all the materials they require to consider you as a candidate for the position. Above all, be positive in your attitude; use confidence statements that convey you expect an appointment (e.g., “I am confident I can make a strong contribution to your team and look forward to hearing from you.”).

More Cover letter and job search correspondence samples are available on the Job Web online supplement to the *Job Choices* magazine: <http://www.jobweb.com/students.aspx?folderid=134>

SAMPLE RESUMES

In the section below you will see some general samples which incorporate some specific details relevant to different fields. View more resume samples on the career center's website (organized by academic disciplines) and on Job Web, the online supplement to the *Job Choices* magazine: <http://www.jobweb.com/resumes.aspx?folderid=142>

(Sample critiqued resume – without the notations, this would be a one page resume)

Jayne Dough

701 Hillview Drive • Cumberland, PA 18079 • 717-555-1776 • Jayne.dough@live.com

Your name and Contact information is the first thing on the resume. Be **SURE** it is correct. If you have multiple addresses, you can list them, but two is enough. Be sure the email is appropriate and check it regularly.

Objective or Summary

To secure a position in marketing that will best utilize my communication, group interaction, team leadership, and interpersonal skills.

This section can have many names: Profile, Summary, Qualifications. An **Objective** indicates your target job/field plus key strengths.

A **Summary** provides several specific yet broader skills and experiences you bring to the workplace, typically used by individuals with several years of experience.

This can be divided into several sections, "Activities", "Related Experience" or just labeled "Experience" depending on your priorities and organization.

Experience

West Chester Golf & Country Club, West Chester, PA

Mar 2008 - Current

Hostess Coordinator/Server/Banquet Server

Greet diners and coordinate service staff. Provide excellent and attentive customer service. Assist with servicing banquet parties of up to 150 guests.

Taste of Britain/Easy Elegance Catering, Devon, PA

Sep 2007 - May 2008

Food Service

Directly served the entire establishment during brunch and lunch. Accurately manage cash receivable duties for both the restaurant and the adjacent grocery item shop. Was the representative of the firm for private catering parties.

Hershey Lodge- Bears Den, Hershey, PA

Mar - Aug 2007

Food Service

Served as hostess, ensuring efficient seating and table management, greeting and communicating with guests, and assisting with food service.

SUBWAY Restaurant, Carlisle, PA **Jun - Aug 2006**
Oversaw satellite branch of this national sandwich chain located at the Auto Show Exhibition Grounds.
Capably handled high traffic customer order servicing and food preparation, especially on weekends.

Applebee's Restaurant, Exton, PA **Oct - Mar 2005**
Food Service

Emrich's Restaurant, Camp Hill, PA **May - Jul 2005**
Food Service

Multiple listings of a similar nature can be combined to save space:

Food Service **2003-2005**

Applebee's Restaurant (Exton, PA)

Emrich's Restaurant (Camp Hill, PA)

Education

West Chester University, West Chester, PA **May 2009**
Bachelor of Science in Business Management
GPA: 3.0

This section could be moved higher if more emphasis is to be placed on the fact that you have a degree. The GPA is OK to list, but not always required or suggested (especially if below a 3.0)

High School is not needed; and more than one college/university can be shown.

References Available Upon Request

This References line is not needed because it provides little information. However, if you have additional information like a website or portfolio, it can serve as a "prompt" for the reviewer. Such as:

References and Portfolio Available Upon Request

Mary Smith

123 Tudor Rd.

Philadelphia, PA 19128

215-999-7777 ms123456@wcupa.edu

OBJECTIVE

To obtain a nursing position in labor and delivery or NICU.

EDUCATION

West Chester University, West Chester, PA

Bachelor of Science in Nursing, June 2010

Cumulative GPA: 3.2

Relevant Coursework: Nursing Implications of Drug Interactions, Coping with Cancer, Advanced Adaptational Problems.

SKILLS & CERTIFICATIONS

- Educated patients for home care and discharge planning
- Operated and maintained monitors of biomedical equipment
- Medical terminology and medication administration skills
- Charting and documentation of patient care
- C.P.R. and First Aid Certified, American Red Cross

CLINICAL ROTATIONS

- Chester County Hospital, West Chester, PA (Fall 2009)
- The Birth Center, Bryn Mawr, PA (Fall 2009)
- Main Line Health Systems-Bryn Mawr Hospital, Bryn Mawr, PA (Spring 2010)
- Neighborhood Visiting Nurses Association, West Chester, PA (Spring 2010)

Summary of Skills:

- Worked with clients adapting to the stresses inherent in their individual health problems through supportive, therapeutic, and preventive measures.
- Assisted clients in crisis.
- Developed decision-making and client advocacy skills.

ACTIVITIES

- Student Nurses Association of Pennsylvania, Member (2008 – present)
- Mary Kline Professional Day, Volunteer (2008)

COMMUNITY SERVICE / VOLUNTEER

- Chester County Hospice, Volunteer (2009 – present)
- Kennett Middle School Park Clean-Up Day, Volunteer (2008)

Robert Thomas

Rob.thom@gmail.com

Permanent Address

105 E. Orange St.
Lancaster, PA 17602-4999
(717) 333-1111

Current Address

614 S. High Street Apt 3
West Chester, PA 19380
(610) 708-1109

OBJECTIVE:

To utilize my communications and writing experience in a television broadcasting organization.

EDUCATION:

West Chester University, West Chester, PA
B.A. in Liberal Studies, Overall GPA: 3.44
Minor in Journalism
Minor in Communications

May 2011

Selected Courses: Business and Professional Writing, Research Topics in Communications,
Technical Writing, Public Speaking

PROFESSIONAL EXPERIENCES:

Content Manager

On This Day In Led Zeppelin History, LZHistory.com

July 2007 – present

- Author daily newsletter with an average of 450 words per day
- Correspond with 1,900 recipients and a member of the band

Freelance Writer, *Daily Local News*

January 2009 – present

- Contribute articles on demand in a timely manner

Wire Editor, *The Quad, campus newspaper*

March 2009 – October 2010

- Select, edit and compile news stories for four pages of campus newspaper

OTHER EXPERIENCE:

Undergraduate Assistant, WCU Department of Communication Studies

Interpersonal Communication, Dr. Orien

Spring 2010

- Improvised dialogue on-the-spot to demonstrate key concepts of effective communication

Organist

Historic St. Mary's Catholic Church

August 2007 – present

- Lead weekly cantor and choir rehearsals
- Contract to perform at and plan weddings

LEADERSHIP:

Sigma Epsilon Fraternity, PA Chapter

December 2008 – present

- Provided leadership via several elected positions
- Assisted in raising over \$5,000 for philanthropy
- Responsible for increasing new member interest by more than 50%

Tim Hildebrandt

2408 Bradley Drive, Harrisburg, PA 17110

Phone: 111.222.3333

Email: peerless211@aol.com

- Education** **West Chester University**, West Chester, PA
Bachelor of Fine Arts candidate May 2011
Concentrations: Graphic Design, Art History, Web Design
- Pennsylvania State University**, University Park, PA
Coursework: AutoCAD Engineering Summer 2009
- Freelance** Cover Design, Bishop McDevitt Reunions 2010
- Graphic Design** Poster Art, OCD Circus Band 2009
- T-Shirt Design, West Chester Fraternity 2009
- Experience** **Rhino Ramps**, Harrisburg, PA
Retail Market Researcher September 2009-Present
- Conduct online market research and direct telephone outreach to interview local community members for data to develop sales strategies.
- Radio Shack**, West Chester, PA
Retail Salesperson March 2008-September 2009
- Provide efficient customer service and successfully address complaints or problems.
 - Trained new cashiers and supervised store in the absence of the manager.
- Sears Portrait Studio**, Harrisburg, PA
Photographer/Salesperson May-August 2007
- Utilized interpersonal skills and outgoing personality to engage children during photo sessions.
- Lower Paxton Township Recreation Camp**, Harrisburg, PA
Summer Camp Counselor June-August 2006
- Developed social, educational, and athletics events and programs for campers.
 - Directly managed a group of 15 adolescent campers and collaborated with other counselors on group activities.
 - Demonstrated patience, maturity, and creativity when providing support to campers who were homesick, experiencing conflict, and other adjustment issues in camp.
- Special Skills** *Music Composition, Audio Engineering, AutoCAD, Graphic Design*

Betty Helper

91 Flintstone Drive
Lanstown, PA 19406

610-345-5678
EH647583@wcupa.edu

EDUCATION

West Chester University of Pennsylvania, West Chester, PA

Bachelor of Science in Public Health: Health Promotion, May 2010

- Graduated Summa Cum Laude; **GPA: 3.83**
- Minor: Spanish
- Eligible for Certified Health Education Specialist Exam (anticipated October 2010)
- **Academic Dean's List**, West Chester University, 2006 - 2009
- **Outstanding Student Volunteer**, Feb 2009: Awarded for bridging efforts between Alpha Phi Omega Service Fraternity and the Maternal & Child Health Consortium of Chester County

COMPUTER SKILLS & RELEVANT COURSE WORK

- **Proficient:** Microsoft Word, PowerPoint, Excel; Macintosh PC
- **Completed coursework:** Program Planning & Evaluation, Health Behavior, Chronic and Communicable Diseases, Research Methods in Health, Health Marketing and Communications, Health Curriculum and Instruction, Public/Community Health, Health Care Delivery, Human Sexuality, Health Issues of Women, Transcultural Health

LEADERSHIP

Alpha Phi Omega National Service Fraternity, WCU

Sep 2007 - May 2010

- Vice President of Membership: Mentor to 12-member spring 2009 pledge class
- Public Relations Chair
- Relay for Life Team: Co-Captain (Apr 2009) - Coordinated team of 30 volunteers; Awarded "Best Theme." Captain (Apr 2010) - Coordinated team of 30 volunteers
- Scouting & Youth Chair: Liaison for youth-based organizations; Coordinated weekly service opportunities for chapter

EXPERIENCE

Quality Assurance Intern, Icon Clinical Research North Wales, PA

Summers 2008 - 2009

- Maintained quality assurance archive room
- Oversaw archival and off-site shipment of over 100 studies
- Audited and maintained randomization files

Data Entry Specialist, Icon Clinical Research North Wales, PA

May - Aug 2007

- Assisted CDC in managing confidential study information
- Handled departmental query requests
- Liaised with site coordinators for query resolution

ACTIVITIES

Student Member, Pennsylvania Public Health Association Sep 2007 - May 2010

Summer Support Coordinator, Kennett Square Family Center May - Aug 2009

- West Chester University Public Health Internship
- Developed standards-based curriculum for Kindergarten Transition Program
- Supervised 20 children during the 3-hour school day
- Coordinated additional summer programs which implement Parents As Teachers

Volunteer, Kennett Square Family Center Jun 2007 - Apr 2009

- Assisted with community-based events on a monthly basis
- Performed administrative duties as needed
- Coordinated Dental Health Fair in June 2007 for 70 participants

Tutor, Sankofa Charter School West Chester, PA Oct 2008 - Mar 2009

- Served as a mentor to 6th and 7th grade students
- Assisted students with Language Arts and Mathematics skills
- Lead Health Education classes as needed

Tutor, Honickman Learning Center, Philadelphia, PA Feb - May 2007

- Participated in conjunction with 6-credit course at Chestnut Hill College
- Assisted middle school students with daily assignments
- Participated in student skill-building activities

CONFERENCES

- Health Education Advocacy Summit, Washington D.C. Mar 2010
- Volunteer Leadership Retreat, West Chester University, PA Sep 2009
- Executive Leadership Retreat, Camp Saginaw, PA Sep 2009
- Integrative Health Conference, Childhood Obesity Trends, WCU Mar 2009