

SPECIALTY SAMPLES
FIRST-YEAR STUDENT
ATHLETE
STUDY ABROAD
VETERAN
FUNCTIONAL
REFERENCES



225 Lawrence Center | 610.436.2501 | cdc@wcupa.edu

Fredrick Freshman

CAMPUS ADDRESS

123 University Hall, West Chester, PA, 19383
Ff123123@wcupa.edu | (999)888-7777

PERMENENT ADDRESS

555 Harold Dr., Philadelphia, PA, 19017
Ff123123@wcupa.edu | (999)888-7777

EDUCATION

West Chester University of Pennsylvania, West Chester, PA
Bachelor of Arts in Sociology, Graduation: May 2020

OR

West Chester University of Pennsylvania, West Chester, PA
Currently Enrolled as Pre-major, Graduation: May 2020

Roman Catholic High School, Philadelphia, PA
GPA 3.89/4.0, Graduation: June 2016

WORK EXPERIENCE

Target, Philadelphia, PA

Sales Associate, June 2015 – Present

- Assist customers with purchases
- Handle customer questions and complaints, working to ensure customer satisfaction
- Operate cash register
- Monitor security system

Juniata Golf Club, Philadelphia, PA

Grounds Keeper, March 2014 – September 2015

- Helped with general outdoor maintenance of the course
- Worked as member of grounds crew team
- Maintained lawn equipment
- Assured general maintenance of golf carts

ACTIVITIES

- Colleges Against Cancer 2016 - present
- American Cancer Society Relay for Life 2010-2016
- Yearbook committee 2015-2016
- Class Treasurer 2014

SKILLS

Microsoft Office: Word, Excel, PowerPoint, Outlook; basic Spanish

HONOR & ACTIVITIES

- Eagle Scout, May 2015
- National Honor Society

Special Notes for freshman resumes:

- Your name should be a larger font than the rest of your resume
- Chose an option for your education depending on if you have declared a major or if you are still deciding (referred to as Pre-Major)
- Eventually your high school education and experiences will be removed for college education and experiences
- Objectives are optional. Notice one was not used in this sample
- Avoid using personal pronouns
- .5" -1" margins all the way around
- Limit your resume to one page

Anna Athlete

34 Sports Avenue Media, PA 19063 | 610.555.5555 | aa123456@wcupa.edu

EDUCATION

Bachelor of Science, May 2017, West Chester University of Pennsylvania, West Chester, PA

- **Major: Marketing**

INTERCOLLEGIATE ATHLETICS

Division II Women's Varsity Soccer Team

West Chester University, Fall 2013-Present

- Devote 20+ hours per week to athletics while maintaining a full-time student status
- Collaborate with fellow team members both on and off the field
- Dedicate large amounts of commitment and responsibility towards fellow players and coaches
- Participate in various clinics and training sessions to teach athletic and life skills to youth
- Serve the community through ongoing projects, including fundraising efforts for local schools

RELATED EXPERIENCE

Philadelphia Union, Chester, PA

Community Relations Intern, Summer 2013

- Supervised Union Soccer School Summer Camps and Tournaments
- Collaborated with staff to plan five fundraising and community engagement events
- Prepared presentations to promote the Philadelphia Union Foundation
- Supported the mission of the Philadelphia Union by contributing to game day responsibilities
- Participated in YSC Community Day and several other community service projects

LEADERSHIP EXPERIENCE

YMCA, West Chester, PA

Youth Soccer Instructor, Fall 2013-Present

- Coach soccer team for youth ages 7-8 years
- Coordinate weekly practices and social gatherings
- Mentor team members both on and off the field by providing individual support

Day Camp Head Counselor, Summer 2014

- Supervised camp counselors to ensure programs were running smoothly
- Organized games and events to encourage social interactions among campers
- Collaborated with six other Head Counselors to create weekly learning themes

Day Camp Counselor, Summers 2012-2013

- Engaged children, ages 4-10, in various developmental activities
- Ensured safety and well-being of campers
- Communicated with families to ensure campers were given necessary assistance

AWARDS & ACTIVITIES

- Certified Student Leader through SAIL (Students Actively Involved in Leadership), Fall 2015
- Attend various workshops with Women Leading Up Series, Spring 2015, Fall 2015
- Participate in Annual Spring Leadership Experience, Spring 2015

SKILLS

- Proficient utilizing Microsoft Word, Excel, PowerPoint and Prezi

SAM SPANISH

123 Ram Road Kennett Square, PA 19348

610.555.5555

Sam.Spanish@gmail.com

Education

December 2015

West Chester University of Pennsylvania, West Chester, PA

Bachelor of Arts in Spanish, Minor in Sociology

- **GPA: 3.84**, Dean's List All Semesters
- **Member of Alpha Mu Gamma** (The National Collegiate Foreign Language Honor Society)
- **Recipient of the Lombardi-Peters Award** (Selected for outstanding ability through courses and service)
- **Fluent in Spanish** (Reading, writing, and speaking)

International Experience

May-June 2015

Universidad del Centro Educativo Latinoamericano, Rosario, Argentina

Summer Abroad Program

- Participated in a home-stay with an Argentinean family
- Traveled throughout Rosario with native Student Ambassadors
- Visited local attractions and communicated in Spanish through coursework and field trips

January-May 2013

University of Seville, Seville, Spain

Semester Abroad Program

- Engaged in classes and activities with native Spanish students
- Completed a home-stay with a local Spanish family
- Immersed self in language, cultural and service opportunities

Related Experience

August 2013-Present

Spanish Club, West Chester University

Member

- Attend weekly meetings to discuss current topics and communicate in the Spanish language
- Visit attractions to increase knowledge of Spanish history and culture
- Serve the community by participating in clean-up days and fundraisers
- Mentor first-year students to assist with their language and cultural skills

August-December 2013

La Comunidad Hispana (LCH), Kennett Square, PA

Intern

- Translated and interpreted documents for ESL (English as a Second Language) clients
- Created and presented workshops on education and career skills
- Organized social events and fundraisers to engage community members
-

Additional Experience

June 2012-Present

Half Moon Restaurant and Saloon, Kennett Square, PA

Server

- Communicate with customers in Spanish, as needed
- Provide excellent customer service and receive positive feedback on a consistent basis
- Ensure a clean and enjoyable dining experience for customers
- Assist managers and coworkers with special events

Matthew Military

321 Nation Drive, Malvern, PA 19355
(484)123-4567 ~ mm999888@wcupa.edu

EDUCATION

Bachelor of Science, Criminal Justice

West Chester University, May 2016

GPA 3.6, Dean's List: 3 semesters

Associate in Science, Sociology

Delaware County Community College, May 2014

GPA 3.8

EXPERIENCE

Veterans Center VA Work-Study, West Chester University, Veterans Center

Sept. 2015 – May 2016

- Responded to telephone inquiries from veterans, military personnel, and students applying for/or participating in DVA education benefits programs at West Chester University and tracked contacts in log
- Managed, filed, photocopied, and mailed DVA documents and education forms of current, previous veterans, dependents using DVA education benefits, active duty, guard and reserve
- Reviewed weekly veteran reports for changes in credit hours and notifies certifying official of revisions
- Assisted veterans with undergraduate/graduate application process and inquiries
- Provided military and veteran students and dependents with information concerning college programs and services on and off campus, i.e., counseling services, tutoring services, disability services, Chester County Vet Center, Coatesville VA Hospital, etc.
- Assisted with updating and maintenance of the university military and veterans office web site
- Prepared military and written veteran outreach information (flyers, brochures, newsletters) for distribution both on campus and in the community
- Provided service with other veteran projects as needed

Aircrewman, US Navy

May 2009- May 2011

- Coordinated with fellow crewmen to complete combat, reconnaissance, transport, and search and rescue missions overseas
- Operated and maintained aircraft communications and detection equipment to ensure safety and security
- Collaborated with others to maintain proper inventory of cargo, fuel, and emergency equipment
- Commended by officers for courtesy and professionalism

ACTIVITIES

Secretary, Student Veterans Association, West Chester University

Sept. 2015- May 2016

- Documented and distributed all meeting notes.
- Provided formal written communication from organization from organization when needed.
- Assisted with marketing and outreach efforts to increase VSG on campus
- Participated in monthly meetings and discussions related to the enhancement of student veterans' engagement on campus

SKILLS

Computer: Proficient in Microsoft Office, Photoshop and Illustrator

Language: Fluent in Spanish

Arnold Alumnus

111 Main Street, Downingtown, PA 19335 • 610-101-2020 • a.alumnus@gmail.com

PROFILE

- Eleven years of experience in the Information Technology field. Direct software and systems training and support for a network of 10 retail technology stores and all administrative offices.
- Possess an energetic, engaging, and effective training and presentation style.
- Experienced problem solver and trouble-shooter.
- Proven ability to design cost-effective systems for efficient organization of information.
- Demonstrated record of high customer satisfaction, as reported in quarterly feedback surveys.

PROFESSIONAL EXPERIENCE

Training

- Developed and presented an average of 15 classes monthly, in-person and via webinar platforms, for clients throughout the northeastern United States.
- Trained hundreds of individuals at all levels - executives, accountants, sales associates, technical support representatives - in computer literacy and software applications.
- Managed the design and implementation of customized hands-on classroom trainings and computer labs through consultation with department heads and store managers.

Systems Design and Implementation

- Designed multi-functional workstations for cost-effective use of hardware and scheduling multiple-user access. Increased employee productivity by 15% within 6 months.
- Designed a new inventory system for seven American Computers stores, reducing loss by 5% and improving the efficiency of information retrieval to facilitate monthly restocking orders.

Customer Service

- Managed the field-service maintenance program for all northeastern stores, including supervising a five-person team staffing a 24-hour support hotline.
- Transformed in-store customer service workflow model to more quickly process customer equipment repairs, with average repair time decreasing from 5 to 3 days.
- Successfully identified software problems in the initial service call 95% of the time.

WORK HISTORY

American Technology Company, Exton, PA

Director of Training, January 2008 – present

Sales Manager, August 2005 – January 2008

Customer Support Manager, June 2005 – January 2008

Service Manager, October 2004 – May 2005

Ajax Widgets, Philadelphia, PA

Phone Support Specialist, June 2001 – October 2004

EDUCATION

West Chester University of Pennsylvania, West Chester, PA

Bachelor of Science in Computer Science, May 2005

Technical Certifications: Certified Microsoft Network Administrator (CMNA)
Microsoft Certified Systems Administrator (MCSA)
Microsoft Certified Professional (MCP)

Elizabeth Smith

208 N.E. Fifth Street Apt. 2B
Minneapolis, MN 55414
(555) 333-2134
email@yahoo.com

PROFESSIONAL EXPERIENCE

Counseling and Student Development

- Counsel and motivate students and alumni to identify and understand their interests, skills, and values in relation to academic, career, and life planning.
- Conduct an average of 250 student and alumni appointments each semester, staff regular intake hours biweekly, and provide telephone and email counseling to those unable to attend in-person appointments.
- Plan and co-teach two sections of "Career Decision Making" 3-credit course for first- and second-year university students.
- Administer and interpret career assessments including Strong Interest Inventory, Myers-Briggs Type Indicator, Self-Directed Search, and Values Card Sort.
- Direct clients to Internet and career library resources, including professional publications, labor market trends, graduate catalogs, and occupational outlook information.
- Administered and graded exams, evaluated term papers, and conducted weekly study group for graduate students in "Clinical Use of Tests in Psychological Services" and "Masters Research Seminar" courses.
- Provided educational outreach to university and rural communities addressing HIV/AIDS awareness. Staffed an informational/crisis phone line for people with questions and concerns about HIV.

Program Administration

- Facilitate 20-30 workshops and classroom presentations each semester on a range of career development topics, including resume writing, interviewing, networking, and proactive job search strategies.
- Manage all aspects of the annual Networking Dinner for the College of Liberal Arts, which regularly attracts 100 students and 25 employer partners.
- Assisted with the implementation of the College of Liberal Arts "Graduate and Professional School Day" and "Job and Internship Fair" by managing all volunteer recruitment and coordination.
- Developed and co-facilitated "Out in the Workplace? From Campus to Career," a seminar addressing issues of sexual orientation in the workplace and in career decision making.

Team Supervision and Training

- Developed and supervise the Career Ambassador Program, a group of 10 paraprofessional students who provide front-line customer service, initial resume reviews, and outreach presentations to the campus community.
- Trained an average of 10 new seasonal employees weekly from late October through December for one branch of the world's largest toy retailer.

Research

- Completed a study (based on simulated data) investigating counseling professionals' attitudes toward male and female clients with AIDS.
- Designed and conducted an experiment investigating the influence of self-esteem on discriminatory behavior and agreement with unpopular social opinions.
- Interviewed children and their mothers in Head Start programs to assess maternal disciplinary styles and their relation to children's social cognitions and peer competence.

WORK HISTORY

Career Counselor	College of Liberal Arts Career Development Office University of Minnesota, Minneapolis, MN	2011-present
Teaching Assistant	Department of Counselor Education West Chester University, West Chester, PA	2010-11
Counseling Intern	Twardowski Career Development Center West Chester University, West Chester, PA	2010
Field Placement	Office of Leadership & Student Involvement West Chester University, West Chester, PA	2010
Human Resource Assistant Department Manager	Toys "R" Us, Exton, PA	2009-10
Management Trainee	Toys "R" Us, Exton, PA	2008-09
Phoneline Volunteer	The AIDS Project of Centre County, State College, PA	2006-08

EDUCATION

Master of Science in Counseling: Higher Education
West Chester University of Pennsylvania, West Chester, PA

Bachelor of Science in Psychology
Pennsylvania State University, State College, PA

HONORS

West Chester University Graduate School Tuition Scholarship Recipient
Chi Sigma Iota Honor Society
Evan Pugh Scholar Award - Penn State Academic Excellence
Golden Key National Honor Society

Samantha T. Student

123 N. High Street, Apt. 100
West Chester, PA 19380
484-111-2222
ss123456@wcupa.edu

REFERENCES

John Smith, Ph.D.

Associate Professor, Department of Communication Studies
West Chester University of Pennsylvania
512 Main Hall
West Chester, PA 19383
610-436-0000
jsmith@wcupa.edu

Ellen Thomas, M.B.A.

Instructor, Department of Economics & Finance
West Chester University of Pennsylvania
306 Anderson Hall
West Chester, PA 19383
610-436-1234
ethomas@wcupa.edu

Mary Jones

Manager
Ajax Widgets, Inc.
900 Industrial Boulevard
Exton, PA 19341
610-333-5678
Mary.Jones@ajax.com

Charles Whitmore

Director of Volunteer Programs
Big Brothers Big Sisters of Southeastern Pennsylvania
123 S. Broad Street
Philadelphia, PA 19109
215-111-2345
cwhitmore@bbbs.org

Jonathan Paul Rogers

123 S. New Street, Apt. 9, West Chester, PA 19380 • 484-222-1111 • jr654321@wcupa.edu

REFERENCES

John Smith, Ph.D.

Associate Professor, Department of Communication Studies
West Chester University of Pennsylvania
512 Main Hall
West Chester, PA 19383
610-436-0000
jsmith@wcupa.edu

Dr. Smith is my senior project advisor and an instructor of two of my completed courses.

Ellen Thomas, M.B.A.

Instructor, Department of Economics & Finance
West Chester University of Pennsylvania
306 Anderson Hall
West Chester, PA 19383
610-436-1234
ethomas@wcupa.edu

Ms. Thomas was the instructor of my Corporate Finance course.

Mary Jones

Manager
Ajax Widgets, Inc.
900 Industrial Boulevard
Exton, PA 19341
610-333-5678
Mary.Jones@ajax.com

Ms. Jones was my summer 2011 internship supervisor at ABC Company. She is now working Ajax Widgets in a new position.

Charles Whitmore

Director of Volunteer Programs
Big Brothers Big Sisters of Southeastern Pennsylvania
123 S. Broad Street
Philadelphia, PA 19109
215-111-2345
cwhitmore@bbbs.org

Mr. Whitmore was my supervisor and trainer during my two years of volunteer work.