

Resume & Cover Letter Guides + Samples



Resume Writing

- [Guidelines](#)
- [Action Verbs](#)
- [Vmock](#)
 - Using AI and data analytics, VMock provides detailed resume feedback.
 - Video: [How to Use VMock to Polish Your Resume](#)

Resume Samples

- [Consulting](#)
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- [Health Care](#)
- [Information Systems](#)
- [Marketing](#)
- [Real Estate](#)
- [Functional Resume Sample](#)
 - Places focus on transferable skills
- [Mid-Career Resume Sample](#)
 - Places focus on journey and accomplishment

Working outside of the U.S.

- [Resume Guide for China](#)
- [Resume Sample for China](#)

Cover Letter

- [Guidelines](#)
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ORGANIZATION | *Organize your resume with distinctive sections*

- Headline with your brand (“Hydraulic Project Manager”) instead of “Summary” or “Qualifications Summary” at the top
- Experience sections can include full-time work, part-time work, internships, leadership roles, & academic projects
- Experience and Education should be listed in reverse chronological order

DESIGN & FORMAT | *Ensure the readability of your resume*

- Add a blank line between sections, jobs, and educational institutions
- Equal margins on all 4 sides of the page (0.5”-1”)
- Consider using lines to distinguish sections
- Use tabs to align information on the page, such as aligning dates to the right margin
- Do not use tables
- Maximum 1-2 font types, with standardized fonts being best practice (ie: Arial, Georgia, Cambria, Calibri, Garamond)
- If using 2 font types, make sure they are the same style font (serif vs. sans serif)
- Do not use shading



CONTENT | *Writing should be crisp, concise, and compelling*

- Use Power Bullets when writing bullets to show your impact, instead of listing every task you performed
- Start each bullet with an action-oriented verb that helps the reader visualize you in action
- Keep things short. One page for every 5 years of experience is a general rule of thumb
- Concise bullets – no more than 2 lines for each bullet
- Short list of bullets – no more than 6 bullets for each job
- If there are multiple projects with a long tenured job, consider using subheadings to categorize functions
- Use relevant and meaningful section headers (ex: Marketing Research Experience or Consulting Experience instead of just Experience)
- Contact information only needs to contain your email, phone number, and customized LinkedIn URL:
 1. Click the Me icon at the top of your LinkedIn homepage.
 2. Click View profile.
 3. Click Edit public profile & URL in the right rail. You'll be redirected to the Public profile settings page.
 4. Under Edit your custom URL in the right rail, click the Edit icon next to your public profile URL. It'll be an address that looks like www.linkedin.com/in/yourname.
 5. Type the last part of your new custom URL in the text box.
 6. Click Save.

Schedule an appointment with a Career Coach in Handshake for a resume review, after working on your resume in VMock and achieving a score of 85% or higher.

Action Verbs

Resume Writing



You know not to start your power bullets with “Responsible for” or “Duties included,” but do you find yourself repeatedly using the same verbs? Avoid this common mistake by getting using compelling verbs to catch the hiring managers’ eyes. Use these lists to start brainstorming the start of your bullets.

ADMINISTRATION + ORGANIZATION

administered	compiled	implemented	oriented	referred
appointed	delegated	initiated	organized	regulated
arranged	dispatched	instituted	overhauled	represented
budgeted	dispensed	issued	oversaw	revamped
catalogued	distributed	launched	planned	reviewed
centralized	eliminated	managed	prescribed	routed
charted	executed	motivated	presided	selected
classified	founded	obtained	provided	supervised
consolidated	governed	offered	recruited	supplied
coordinated	headed	orchestrated	rectified	terminated

ANALYTICAL

analyzed	deciphered	evaluated	prioritized	studied
ascertained	deliberated	forecasted	programmed	substantiated
assessed	detected	formulated	projected	synthesized
compared	devised	identified	questioned	systemized
compiled	diagnosed	integrated	rated	tested
computed	estimated	investigated	recommended	validated
conceptualized	evaluated	justified	researched	verified
critiqued	examined	measured	scrutinized	

Action Verbs

Resume Writing



COMMUNICATION

addressed	communicated	drafted	lobbied	publicized
advised	composed	edited	marketed	published
advocated	consulted	explained	mediated	queried
apprised	conveyed	guided	moderated	recommended
arbitrated	convinced	illustrated	negotiated	reported
authored	corresponded	informed	notified	summarized
briefed	counseled	instructed	persuaded	trained
campaigned	demonstrated	interpreted	presented	translated
clarified	documented	interviewed	promoted	

FINANCIAL + RECORDS MANAGEMENT

audited	classified	invested	minimized	recorded
allocated	condensed	inventoried	monitored	scheduled
balanced	documented	itemized	processed	scrutinized
catalogued	expedited	logged	procured	tallied
charted	forecasted	maximized	purchased	verified

INITIATIVE + LEADERSHIP

accelerated	boosted	encouraged	hired	moderated
accomplished	chaired	endorsed	implemented	modernized
achieved	coached	enhanced	increased	motivated
acquired	delegated	enriched	influenced	officiated
administered	demonstrated	established	initiated	overhauled
advanced	designated	expanded	innovated	pioneered
allocated	directed	expedited	inspired	recruited
appointed	educated	facilitated	introduced	revamped
approved	elicited	fostered	judged	spearheaded
authorized	empowered	founded	launched	supervised
bolstered	enabled	guided	mobilized	trained

Consulting Resume Sample



Firstname Lastname

Phone • Email • LinkedIn Customized URL

EDUCATION

Johns Hopkins Carey Business School

Master of Business Administration: Analytics, Innovation, and Leadership

GMAT: 99th percentile (760, V: 46, Q: 49); GPA: 3.8

Highlighted Courses: Global Strategy, Competitive Intelligence, Strategic Human Intelligence

Baltimore, MD

Expected May 2021

Name of Undergraduate Institution

Degree Granted, Major and Minor

Honors: GPA: 3.71, Magna Cum Laude

Location

MMM-YYYY

EXPERIENCE

Organization Name

MBA Intern – Internal Strategy Consultant

Washington, DC

Jun 2020-Aug 2020

- Worked directly with C-Suite on internal strategy consulting project to accelerate growth of company division
- Developed project scope, conducted qualitative and quantitative analysis, presented weekly updates, and developed implementation plan; identified recommendations representing potential 8.8% increase in revenue, 8.3% increase in gross margin, and net positive impact on cash flow return on invested capital (CFROIC)
- Analyzed Oracle data using regression analysis, allowing company to better understand projected trend of fundamental business driver and identify \$3.5 million in new business opportunities

Organization Name

Ongoing Responsibilities Across Positions

Location

MMM YYYY-MMM YYYY

- Managed relationships with 84 business clients across 10 industries and 24 countries
- Co-led cross-functional teams (finance, communications, strategy) to help clients develop corporate growth strategy

Senior Program Associate

MMM YYYY-MMM YYYY

- Designed, oversaw, and evaluated business mentoring program that paired 170 corporate executive volunteers with clients across 6 countries; delivered program on time and within budget
- Managed corporate partnerships, valued at approximately \$535,000, including CompanyA and CompanyB
- Led data analysis project in Stata to develop benchmarks for new initiative, using data from 107,000+ businesses

Program Associate

MMM YYYY-MMM YYYY

- Recruited, onboarded, and supervised 32 staff in groups of two to eight
- Led internal technology platform change initiative, reducing monthly management process workload by 90%

COMMUNITY LEADERSHIP

Organization Name

Leadership Role

Location

MMM YYYY-MMM YYYY

- Worked with senior stakeholders across school to raise \$15,000+ in external funding, secured speakers, and executed conference and case competition, one of the largest student-run events at school

ADDITIONAL CONSULTING PROJECTS

Johns Hopkins University

Technology Transfer Office Student Project

Location

MMM YYYY-MMM YYYY

- Conducted Go-to-Market research for new patented technology, including market sizing, patent landscape analysis, pricing analysis, and financial model projections

ADDITIONAL QUALIFICATIONS

Languages: English (native), Spanish (fluent), Chinese (beginner)

Travel: 18 countries across 5 continents

Technical expertise: Microsoft Office, C++, Java, CSS, HTML, Stata, Salesforce, Crystal Ball

Finance

Resume Sample



Firstname (Nickname) Lastname

Phone • Email • LinkedIn Customized URL

EDUCATION

Johns Hopkins Carey Business School

Washington, DC

Master of Science: Finance

Expected Aug 2021

- **National Investment Banking Competition** - Proficient in financial statement modeling, DCF modeling and valuation involving financial due diligence for mergers and acquisitions
- **Member of Beta Gamma Sigma** – International Business Honor Society for academic excellence
- **Inca Case Competition**- Team won first prize for designing business development strategies

CFA Institute

Location

CFA Level 1 – Passed

MMM YYYY

Name of Undergraduate Institution

Location

Degree Granted, Major and Minor

May 2019

Honors: GPA: 3.94/4.0; Magna Cum Laude

School of Exchange Studies

London, UK

Managerial Accounting and Financial Control – Summer School Course

Summer 2016

EXPERIENCE

Organization Name

Washington, DC

Finance Intern

Jun 2020-Aug 2020

- Prepared and analyzed financial statements and conducted market research to create industry benchmarking reports for National Head of Financial Reporting for India and South Asia, as part of Indian GAAP Reporting
- Researched, reviewed, and completed financials of 17 profit centers to assist external auditors conduct cost and tax audits

Organization Name

Location

Finance Intern

MMM YYYY-MMM YYYY

- Booked service bills worth \$70,000 as part of accounts payable team
- Compiled expense reports to assist manager in preparing financial statements

LEADERSHIP & COMMUNITY OUTREACH

Women in Business, Carey Business School

Washington, DC

Vice President – Capacity Building

MMM YYYY-Present

- Plan and lead workshops and events to help students build skills for career advancement and professional development

Delhi Commonwealth Women's Association – Medical Centre

City, Country

Volunteer Teacher

MMM YYYY-MMM YYYY

- Taught English to 35 female hospital attendants to improve career prospects
- Conducted weekly presentations to improve preventative health capacity of vulnerable populations
- Innovated low-cost solutions to enable individuals to sustain proper hygiene and reduce vector-borne diseases

Commerce Society of Undergrad University

City, Country

Corporate Communications Head

MMM YYYY-MMM YYYY

- Raised \$15,000 from sponsorships and managed various events for Bizstreet (National Business Festival)
- Facilitated funding for student entrepreneurs by designing and organizing Genesis (B-Plan competition)

SKILLS & SELF-LEARNING

- Argus Enterprise Training, Bloomberg Market Concepts Training, SQL, VBA, R and Python, Advanced Microsoft Excel
- Certified in Linear Regression for Business Statistics and Business Applications of Hypothesis Testing, Confidence Interval Estimation on Coursera, Certified in C, C++ programming languages
- Farming 4 Hunger – Consulting project to design and develop solutions and opportunities for non-profit organization

Health Care

Resume Sample



Firstname (Nickname) Lastname

Phone • Email • LinkedIn Customized URL

EXPERIENCE

Qiagen	Gaithersburg, MD
Research & Development Scientist	Oct 2004-Present
<ul style="list-style-type: none">Evaluate new technologies identified by Qiagen Business Development and/or Corporate Research from both scientific and IP perspectives to ensure it is compatible with new product concepts in technology portfolioPerform comprehensive due diligence research on competitor's technology as part of "Technology Development Team"Write and present data reports from on-site and in-house scientific evaluations of competitor's technologies to business development and marketing for utility in new product concepts	

EDUCATION

Johns Hopkins Bloomberg School of Public Health	Baltimore, MD
Johns Hopkins Carey Business School	
Master of Business Administration/Master of Public Health	Expected May 2022
<i>Thesis:</i> Identification of a 5HT1A Fusion Transcript in Human Primary Lymphocytes	
Name of Undergraduate Institution	Location
Degree Granted, Major and Minor	MMM YYYY
<i>Honors:</i> GPA: 3.94/4.0; Magna Cum Laude	

RESEARCH EXPERIENCE

Center for Genetic Medicine & Washington Hospital Center	Washington D.C.
Research Associate	Jul 2002-Aug 2004
<ul style="list-style-type: none">Managed discovery and identification of novel SNPs that are shown to be directly associated with atherosclerosisIdentified SNPs using Denatured High Performance Liquid Chromatography (DHPLC) and SequencingGenotyped over 1,000 patient samples for 10 different SNPs using both restriction enzyme digests and TaqMan assaysConducted literature research to support grant proposals	

PRESENTATIONS & PUBLICATION

L. Kobayashi, J. Giles, C. Fishman, G. Chan, A. Lorincz and I. Nazarenko* (submitted September 2007)
HPV Typing of Cervical Specimens from China using a Novel Hybrid Capture® Sample Preparation Method Combined with GP+PCR and Multiplex Detection on Luminex® XMAP®

SKILLS

Computer: MS Windows, Word, Excel, Access, and PowerPoint
Language: Chinese, Spanish
International/Cultural Experience: Kenya, China, Japan

Information Systems

Resume Sample



Firstname (Nickname) Lastname

Phone • Email • LinkedIn Customized URL

TECHNICAL SUMMARY

- **Software:** MVS, JES2, DOS, VM, CICS, TSO, DB2, Omegamon, Netview, Zeke, Autosys, UCC7, Windows, Word, Outlook, Exchange, Remedy
- **Hardware:** IBM 3090, AS/400, IBM System 360 & 370, IBM Tape, Robot, IBM 3480 & 3420 tape drives, Xerox Printers, IBM Printers
- **Languages:** JCL, COBOL

CERTIFICATIONS & SELF-LEARNING

- Certified SAS Base Programmer (Dec 2019)
- Statistical Business Analysis using SAS 9.0: Regression and Modeling (Aug 2019)
- Module in Quantitative Economics, Pennsylvania State University (Dec 2018)

EDUCATION

Johns Hopkins Carey Business School

Washington, DC

Master of Science: Information Systems

Expected Aug 2021

Highlighted Coursework: Developing Internet Systems and Services, Cybersecurity, Emerging Frontiers in Health Technologies and Strategies

Name of Undergraduate Institution

Location

Degree Granted, Major and Minor

MMM YYYY

Honors: GPA: 3.94/4.0; Magna Cum Laude

EXPERIENCE

Organization Name

Location

Online Manager

Jan 2017-Jul 2019

- Spearheaded startup's content management system from ground-up
- Developed marketing tools, web applications, and social media, to provide knowledge, engagement, and access to prospective and current clients

Organization Name

Location

Job Title

MMM YYYY-MMM YYYY

- Developed semiweekly business reports and consolidated products information for order tracking
- Coordinated internally to obtain business requirements related to network capacity and pricing quotes
- Generated order forms and managed 600+ sale transactions in Business Support System
- Engaged in dynamic team environment and increased efficiencies by 10% in sales flows to manager

PROJECTS

Implementation of Machine Learning Model to Recognize the Gender of the Speaker by Voice

- Created model based on series of speech recording samples to detect gender of speaker
- Applied acoustic analysis with WarbleR library to reformat audio files into 500 MB numeric data file
- Cleaned and prepared data with principle component analysis and t-SNE to reduce dimensions
- Trained data and implemented CART, random forest, SVM, XGBoost, K-Means, and KNN using Python
- Tested overfitting by using L1 and L2 Regularization; final model reached 90% accuracy

Marketing Resume Sample



Firstname Lastname

Phone Number • Email • LinkedIn Customized URL

EDUCATION

Johns Hopkins Carey Business School Baltimore, MD
Master of Science: Marketing MMM YYYY
Highlighted Courses: Marketing Research, Data Analytics, Customer Analytics

Name of Undergraduate Institution City, State
Degree Granted: Major MMM YYYY

DIGITAL MARKETING EXPERIENCE

Company City, State
Marketing Intern MMM YYYY-MMM YYYY

- Formulated strategic vision and mission through landscape assessment, and stakeholder analysis
- Overhauled brand language and brand mantra, and devised content, digital and B2B marketing strategy
- Implemented digital marketing strategy, resulting in 30% increase in reach and over 10% increase in engagement

Company City, State
Digital Marketing Consultant and Liaison MMM YYYY-MMM YYYY

- Orchestrated social media marketing campaign, established 500-keyword list for SEO, and improved design and usability of website by analyzing activity data and emerging trends of young adults from 531 field surveys and media platforms
- Designed career interview and lifestyle videos to attract people aged 18-25
- Liaised between founder and marketing members to coordinate marketing activities and administer strategy plans

Company City, State
Website Founder MMM YYYY-MMM YYYY

- Designed and developed website layout, logo, and vision of content for Educational Quotient blog, YouTube, email, and social media, supporting digital cross-promotion efforts and emanating cohesive and clear brand image
- Mined and synthesized technical data from Google Analysis, Google Console, and SUMO, identifying behavioral trends of users and accelerating clean and user-friendly web pages
- Optimized keywords, inserted links, URL for posts, creating accessible and informative web pages, improving SEO, and achieving 5% rise of page views in one month

LEADERSHIP EXPERIENCE

Student Marketing Association Baltimore, MD
Vice President of Outreach MMM YYYY-MMM YYYY

- Supervised team of 10 for outreach, resulting in 6 pro bono consulting opportunities for student body
- Introduced marketing simulation competition; managed execution by hosting 12 students over 13 days

Net Impact – Carey Business School Chapter Baltimore, MD
Vice President of Marketing MMM YYYY-MMM YYYY

- Implemented marketing strategy across various platforms yielding sales of 120 tickets and 2 sponsorships for Net Impact Conference

SKILLS

Software: Microsoft Office, Zoom, iMovie, SAS (SQL), Google Analytics, WordPress, Adobe XD, R, SPSS

Languages: Chinese (native), English (fluent)

Certifications: Google Analytics Certification, SAS Certified Advanced Programming

Real Estate Resume Sample



Firstname (Nickname) Lastname

Phone • Email • LinkedIn Customized URL

EDUCATION

Johns Hopkins Carey Business School

Washington, DC

Master of Science: Real Estate and Infrastructure

Expected Aug 2021

Highlighted Coursework: Real Estate and Infrastructure Valuation, Real Estate Funds and Portfolio Management, Real Estate Investment Trusts: Analysis and Structuring

Name of Undergraduate Institution

Location

Degree Granted, Major and Minor

MMM YYYY

Honors: GPA: 3.94/4.0; Magna Cum Laude

REAL ESTATE EXPERIENCE

Organization Name

Location

Real Estate Appraiser & Real Estate Analyst

Jan 2015-Dec 2019

- Analyzed and valued property's Market value As-Is, Liquidation Values, Upon Competition Value, Contributory Value Investment Value, Insurable Value, Tax Assessment Values, and Value in use by following and adhering to guidelines provided by Uniform Standards of Professional Appraisal Practice
- Assisted in analyzing comprehensive market data and creating models for data tables and graphs in order to determine trends in demographics, absorption rates, escalating or diminishing returns, property use, and projection on current and future supply and demand
- Collected data sales history, zoning, tax assessments, aerial photos, rental rates, current and historical capitalization rates, and on-site photos for property

Organization Name

Location

Job Title

MMM YYYY-MMM YYYY

- Performed forensic appraisals and reviews of appraisal to determine validity of original reconciled values by analyzing historical property data
- Served as assistant to Chief Appraiser to provide management with definitive data for consideration in determining market value
- Gained geographical competency of real property appraisals expanded to urban townhomes, condos, a subdivision, to suburban, lake properties and other subdivisions and communities

LEADERSHIP & COMMUNITY OUTREACH

Real Estate & Investment Association, Carey Business School

Washington, DC

President

MMM YYYY-Present

- Coordinate annual Real Estate trek to New York City in collaboration with faculty and staff by recruiting, selecting, and preparing students to visit influential alumni hosts and strategic advisors of the school

Women in Business, Carey Business School

Washington, DC

Vice President – Capacity Building

MMM YYYY-Present

- Plan and lead workshops and events to help students build skills for career advancement and professional development

ADDITIONAL INFORMATION

- **Computer Skills:** Adobe Photoshop, STATA, Oracle Crystal Ball and ARGUS
- **Languages:** Fluent in English and Chinese
- **License:** Virginia Certified Residential Appraiser

Functional Resume Sample



Functional resumes are useful for people who 1) are transitioning into a new sector/industry; 2) have frequently changed jobs; or 3) have gaps in their professional history. The focus is on transferrable skills.

Your Name

Phone Number • Email • LinkedIn Customized URL

Career Goal or Headline (your functional area of expertise/your brand)

Two or three line statement that summarizes your industry and functional experience. Mention any technical skills or specialties that most relate to your career objective. Your professional statement should also include an indication of your career interests.

SKILLS

Certifications:

Software:

Languages:

BUSINESS DEVELOPMENT EXPERIENCE

- Result/Achievement/Major Responsibility #1
- Result/Achievement/Major Responsibility #2
- Result/Achievement/Major Responsibility #3
- Result/Achievement/Major Responsibility #4

PROJECT MANAGEMENT EXPERIENCE

- Result/Achievement/Major Responsibility #1
- Result/Achievement/Major Responsibility #2
- Result/Achievement/Major Responsibility #3
- Result/Achievement/Major Responsibility #4

OTHER SKILL EXPERIENCE (choose 2-3 sections based on the transferable skills needed for your career goal)

- Result/Achievement/Major Responsibility #1
- Result/Achievement/Major Responsibility #2
- Result/Achievement/Major Responsibility #3
- Result/Achievement/Major Responsibility #4

EMPLOYMENT HISTORY

Company	Location
<i>Job Title</i>	Month Year-Month Year

Company	Location
<i>Job Title #2 (if received promotion within same company)</i>	Month Year-Month Year
<i>Job Title #1</i>	

Company	Location
<i>Job Title</i>	Month Year-Month Year

EDUCATION

Johns Hopkins University Carey Business School	Washington, D.C.
<i>Master of Business Administration</i>	May 2020
<i>Relevant Coursework:</i> Global Strategy, Design Thinking, Cybersecurity, Economics for Decision Making	

University of Virginia	Charlottesville, VA
<i>Bachelor of Art in Middle Eastern Studies</i>	May 2001
<i>Bachelor of Art in Political and Social Thought</i>	

Mid-Career Resume Sample



Name, degrees

Phone Number | Email | Customized LinkedIn URL

MANAGING DIRECTOR PROFILE

Proven success directing and improving strategic business and patient care operations

Healthcare management change agent with repeated success delivering innovative program management, leadership and direction for multi-specialty ambulatory, acute and sub-acute health care organizations and consistently realizing targeted outcomes, budgets, cost improvements, compliances and quality metrics. Effectively collaborate across organization to meet goals and quickly master workflow and reporting systems. Optimize patient care quality while increasing patient volume and reducing costs.

Areas of Expertise

- Clinical Performance Outcomes/Patient Safety
- Cost Reduction and Avoidance
- EMR Implementation
- Contract Development/Negotiation
- Budget Administration/Management
- Project/Program Management
- Reporting/Analytics
- Regulatory Compliance

PROFESSIONAL EXPERIENCE

Facility Name	Washington, DC
Senior Director of Health Services	9/2015-Present

Orchestrate strategic planning and management operations for all ambulatory care operations, including primary care, general dentistry, ophthalmology and psychiatric services for community-based service organization serving 15,000+ low-income or homeless individuals. Ensure cost-effective and quality patient care that complies with all regulations and industry guidelines. Manage and administer monthly budgets and expenditure reviews, prepare annual budget and oversee payment and reimbursement systems.

Key Achievements:

- Increased patient volume and number of appointments by 55% by developing and implementing strategic marketing plans, forming new partnerships and restructuring patient scheduling system
- Cut administrative costs by 43% while optimizing patient care by restructuring staff scheduling and hours within practice scope
- Reduced budget deficit for primary care by 95% and dentistry services by 130%
- Generated \$1.2M in additional insurance reimbursement by creating new business model
- Improved quality of care through expert use of data tools and software, including Meaningful Use, PCMH, CRISP, UDS, HRDIS, PQRS and CCQM-PC

Facility Name	Rockville, MD
Director of Nursing Services	1/2014-8/2015

Directed and managed nursing services for five-star senior-living community with 160 skilled nursing beds, 66 assisted living beds and 200 clinical staff.

Key Achievements:

- Increased number of revenue sources and vacant beds while establishing cost containment strategies and improving quality of care via effective new business model with emphasis on restructured staffing systems
- Led nursing services to earn facility's highest CMS Annual State Survey results with no healthcare deficiencies to place as #1 sub-acute rehab facility in Baltimore County and within top five in Maryland
- Increased revenue by \$11K per day by achieving 100% occupancy rate for new skilled rehabilitation unit within three months of opening
- Saved 45% by reducing nursing and clinical department budgets while enhancing safety

Mid-Career CONT.

Resume Sample



Name | Page 2

- Developed value-added customized company-wide EMR system and restructured clinical educational curriculum to meet higher standards for evidenced-based practice
- Formed new contractual partnerships for pharmacy and lab services, resulting in higher operational efficiency, patient satisfaction scores and quality of care level

Smith and Associates, LLC

Washington, DC

Independent Healthcare Consultant

8/2013-1/2015

Delivered expertise in clinical operations, quality assurance programs, infection control, nursing education and training to management and staff of Continuing Care Retirement Communities (CCRCs).

Key achievements:

- Reduced number of hospital readmissions by 38%
- Cut equipment and medical supplies expenses by 28% via cost savings analysis and recommendations

Riverview Hospital

Baltimore, MD

Assistant Director of Nursing Services

1/2013-8/2013

Oversaw Quality Assurance and Performance Improvement Program and established clinical operational protocols for post-hospital, skilled nursing facility.

Key achievements:

- Reduced infection rates by 35% by establishing infection control program and reduced hospital readmission rates by 42%
- Improved regulatory compliance documentation for physicians and staff
- Trained, supervised and directed 85 nurses and nursing assistants

ADDITIONAL EXPERIENCE

RN Case Manager, Sun Valley Hospice, Richmond, VA, (8/2011-12/2012)

Critical Care Nurse, ABD Medical Services, Paris, OH, (4/2011-3/2012)

Charge Nurse/Clinical Nurse III, George Washington Hospital, Washington, DC (3/2010-3/2012)

EDUCATION AND CREDENTIALS

Johns Hopkins Carey Business School

Baltimore, MD

Master of Business Administration, Health Care Management

5/2015

Georgetown University

Washington, DC

Bachelor of Science in Nursing

12/2009

Resume Guide for China

Resume Writing



CONTENT

- Use relevant and meaningful section headers
- Remove information not relevant to your career objective

DESIGN & FORMAT

- Add a blank line between sections, jobs, and educational institutions
- Equal margins on all 4 sides of the page (0.5"-1")
- Consider using lines to distinguish sections
- Use tabs to align information on the page, such as aligning dates to the right margin
- Do not use tables
- Maximum 1 font type; standardized fonts are best (宋体、微软雅黑 etc.)
- Do not use shading
- Use A4 as the paper size for Chinese resumes
- 1 page resume is the most common format

ORGANIZATION

- Personal Information
- Education
- Work Experience
- Extracurricular Involvement
- Honors & Awards (optional)
- Interests & Skills

Resume Guide for China CONT.

Resume Writing



PERSONAL INFORMATION

- Name
- Contact Information
 - Include phone number/email address that can reach you directly
- Date of Birth
- Professional Headshot
 - This is standard in China, not the in U.S. Consider going to a professional.
- Political Status
 - Required for state-owned firms, optional for foreign companies

EDUCATION

- Should appear in reverse chronological order (present to past)
- High school information should not be included
- Include:
 - Graduation Date
 - Institution and Location (be sure to check the official translation of the institution's name before putting it on your resume)
 - Degree
 - GPA; as shown on the transcript
 - Any additional information related to your academic career (ex: Honors program, scholarship)

WORK EXPERIENCE / COMMUNITY INVOLVEMENT

- Include your previous internships and full-time positions in the work experience section.
- Include your student organizations and volunteering experiences in the community involvement section. If space is limited, only list the activities with leadership positions.

Resume Guide for China CONT.

Resume Writing



WORK EXPERIENCE / COMMUNITY INVOLVEMENT CONT.

- Include:
 - Dates of employment
 - Organization name and location
 - Position title
 - Job functions
 - Writing should be crisp, concise, and compelling
 - Short paragraphs – no more than 3 lines
 - Short bullets – no more than 2 lines for each bullet
 - Short list of bullets – no more than 6 bullets for each job
 - If there are multiple projects within a long tenured job, consider using subheadings to categorize functions
 - Use quantitative numbers to describe specific accomplishments
 - Utilize STAR (situation, task, action, result) technique

HONORS & AWARDS (optional)

- You can include any awards, achievements, or academic distinctions in this section. All the information in this section can also be included as part of the education or other sections.
- Include:
 - Name of the Award
 - Date
 - Short Description of the award; use quantitative numbers to describe the importance of the award

INTERESTS & SKILLS

- Foreign Languages
 - Only list the languages that you will be comfortable speaking in a professional setting
 - Indicated the level of proficiency on your resume (native, work proficient, basic)
- Achieved Certifications (CFA, CPA, etc.)
- Computer Software
 - Include coding skills (C++, R, Python, etc.) if applicable
 - It is optional to list basic computer software, such as MS Word, Excel, and PPT
- Hobbies (optional)
 - Good way to potentially create connections with recruiter and have something interesting that may stand out from other applicants (ex: marathon running)

Resume Sample for China

Resume Writing



张三

性别 女 生日 1996.11.1
电话 +1 1234567890 邮箱地址 12345@qq.com



教育背景

2018.08 – 2019.08	约翰霍普金斯大学	巴尔的摩, 美国
	硕士 金融	GPA: 3.3
2014.09 – 2018.07	北京大学	北京, 中国
	学士 金融	GPA: 3.79

工作经验

2018.09 – 现在	约翰霍普金斯大学, 凯瑞商学院职业发展规划办公室	巴尔的摩, 美国
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职业指导

主要职责 1. 针对回国求职及准备留美的中国留学生, 提供简历指导和职业发展规划建议

2017.07 – 2017.09	招商证券	深圳, 中国
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投行部门实习生

主要职责 1. 根据企业提交的财报报表及资料协助撰写基金上市所需的尽职调查报告
2. 利用过往市场数据去预估特定待发行基金的公司所属行业的发展趋势及潜在风险

2015.07 – 2015.09	浦发银行	上海, 中国
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客户经理助理

主要职责 1. 协助客户经理完成个人客户贷款的相关工作, 包括约见客户、调查报告、准备及核查合同和分析票据信贷筹集资金的中小企业数据, 并做出企业的风险评估
2. 随同助销员外出办理信用卡、网银, 包括为产品推荐会准备材料和礼品, 一对一为客户介绍信用卡和网银的使用方式

社会实践

2014.09 – 2018.07	北京大学学生会, 北京大学	北京, 中国
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外联部部长

主要职责 1. 组织各类晚会、讲座、以及各类竞赛, 帮助在校学生更好的融入校园生活
2. 与各个商家进行微信宣传广告、活动合作洽谈, 累计筹集超过 12345 元的广告费用用于学生会的日常活动经费

2014.09 – 2018.07	院党支部, 北京大学	北京, 中国
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书记

主要职责 1. 策划支部党员活动, 开展新生党课等党务工作, 增进了与人沟通及协调工作的能力
2. 定期召开支部党员大会、民主生活会、交流会, 积累了一定的组织管理经验

2014.09 – 2018.07	首都图书馆	北京, 中国
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志愿者队长

主要职责 1. 与志愿者管理方协调解决志愿过程中暴露的问题, 任职期间, 所带团队获“先进集体”称号, 个人获“优秀组织者”称号
2. 为首都图书馆整理、编排、收集超过 123 份声像资料

个人奖项

2014.09 – 2018.07	一等奖学金 (专业前 10 名)
2015.05	第五届“一二三杯”创业创新大赛一等奖

技能与特长

语言	英语 – 流利, 西班牙语 – 基础日常交流
证书	CFA Level I, 证券从业资格证
技能	Java, C++
爱好	打篮球, 登山, 跳舞

Guidelines

Cover Letter Writing



WHAT'S THE PURPOSE?

While cover letters are seemingly disliked by most, they're still a standard part of the process. While they may not be required for some opportunities, it is still best practice to submit one, as your competition may be doing so in order to stand apart.

- It demonstrates your ability to communicate professionally and organize your thoughts in a cohesive manner, both of which are pertinent to most positions.
- A well-written cover letter commands the reader's attention. It demonstrates interest and knowledge in the industry and employer.
- The opportunity to interview is the ultimate goal of your cover letter and resume.

TOP TIPS

- **Send to the appropriate person.** Your letter will be more effective when you address it to a specific person within the organization. Do due diligence in finding the hiring manager's name. If you are unable to get a specific name, "Dear Hiring Manager," and "Dear Human Resources Manager," or acceptable alternatives.
- **Research the employer.** Use information obtained through research to demonstrate that you know about the company while also explaining why you want to work for the organization.
- **Keep it to one page.** Any longer and it may not be read.
- **Leave qualifiers out of your letter.** Don't use the expressions "I feel that..." or "I think that..." as these qualifiers only weaken what comes after them. Usually, these statements can be left out and the remaining sentence can stand as is.
- **Count the "I" in your letter.** If you start your sentences with "I" more than 3-4 times, you've used it too much. Starting most sentences with "I" can give the impression of poor communication. This can usually be fixed with some rephrasing. For example, "I have had experience in..." could change to "My experience includes..."
- **Create your own letterhead.** Using the same format of listing your name and contact information on your resume and cover letter gives a consistent look across documents.
- **Reread your letter.** Keep in mind that this is typically your first professional impression with a prospective employer. Keep it easy to read/scan, grammatically correct, with no typos.

Schedule an appointment with a Career Coach in Handshake for a cover letter review.

Traditional Sample Cover Letter Writing



ORGANIZATION

The cover letter breaks everything down clearly for the hiring manager. You do not repeat your resume, but you highlight the parts of your background with a few anecdotes that show you are a natural fit for the position.

Your Mailing Address

MM/DD/YYYY

Company Mailing Address

Dear Hiring Manager:

It is with great interest that I submit my application for the Summer Internship available in the Chicago office of ABC Insurance. After speaking with James Carey, an analyst at your firm, about the challenges you are facing this year since the buyout, I believe I can immediately contribute to the work of your firm.

I am graduating this summer with a Master of Science in Finance from the Johns Hopkins Carey Business School. My qualifications as related to your position include:

- **Creative Problem-Solver:** At XYZ Bank, I tweaked weekly and monthly spending reports to more clearly highlight trends. This was praised by my manager for saving the team time and improving systems.
- **High Customer-Service Orientation:** As Vice-President of the Carey Women in Business Club, I increased membership by 25% by designating a member to welcome prospective members at networking events.
- **Strong Analytical and Research Skills:** I have intermediate skills in Hadoop, basic programming in Python, self-taught myself coding in C, and I am eager to learn more.

Attached please find my resume for your review. I look forward to meeting you and sharing more about how I can help ABC Insurance accomplish its goals. I can be reached by email at youremail@jhu.edu or by phone at 123-456-7890 if you need further information about my qualifications. Thank you for your time and consideration.

Sincerely,

Ivan A. Job

Ivan A. Job

Schedule an appointment with a Career Coach in Handshake for a cover letter review.

Creative Sample Cover Letter Writing



ORGANIZATION

The cover letter breaks everything down clearly for the hiring manager. You do not repeat your resume, but you highlight the parts of your background with a few anecdotes that show you are a natural fit for the position.

Your Mailing Address

MM/DD/YYYY

Company Mailing Address

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Build for what's next™