

## **Career Services Resume Guide**

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## RESUME BASICS

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### What is a resume?

- A resume is a carefully designed document that provides information about your education, skills, experience and other qualifications that are important to prospective employers.
- Your resume serves as a marketing tool— concisely summarizing and highlighting your background and achievements in such a way that will generate job interviews.

### How long should my resume be?

- Resumes are often one page in length, though experienced professionals might need to extend their resumes to a second page.

### Editing my resume

- Resumes should be error-free with neat and consistent formatting.
- It is essential to carefully proofread your resume! It is often useful to both edit your resume yourself and have others review it to ensure that there are no mistakes.

## COMPONENTS OF A RESUME

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### Heading

- At the top of your resume, include a heading with your name (in bold and the largest text on the page), phone number, **email address, and the city and state abbreviation** where you live.
- Make sure that your email address and voicemail are set up, professional, and checked regularly.

### Professional Summary (optional)

- A professional summary is a short section that highlights your **best skills** and **top qualifications**. It is a great way to quickly attract an employer's attention.
- Typically, a professional summary consists of several well-crafted sentences or bullet points. Please see sample resumes for successful examples.

### Education

- **List degrees and certificates** that you are earning or have completed. Education should be listed with your most recent educational experience first.
- Generally, you do not need to include high school more than 2 years after graduation unless you are a non-degree seeking student or your high school provided specialized skills (such as a technical school).
- **For each degree/certificate, list the following:**
  - Name of school
  - Location of school (town, state abbreviation)
  - Degree, and (expected) date of graduation
  - Major

- **In your Education section, you can also consider also including:**
  - Grade point average (GPA recommended if above 3.2)
  - Scholarships, honors, awards
  - Relevant Coursework - Relevant coursework refers to specific classes you've completed that are directly related to the job or field you're applying for
  - Extracurricular activities

### **Skills**

Use the skills section to highlight key skills that are relevant to the job, such as computer skills, technical abilities, laboratory experience, or language proficiency.

- Be honest and specific about your skill level. For example: *“Bilingual in English and Portuguese; Conversational in Spanish”* clearly distinguishes between levels of fluency.

### **Experience**

The Experience section of your resume showcases your work history as well as other relevant experiences—including paid jobs, internships, volunteer work, and leadership roles. You don’t need to include every position you’ve held; instead, focus on those most relevant to the role you’re applying for while still demonstrating a consistent and reliable work history.

#### **How to Structure Each Entry**

- List your most recent experience first and work backward chronologically. For each position, include the following details:
  - Job Title
  - Company Name
  - Location – City and State only (e.g., *Framingham, MA*)
  - Dates of Employment – Use either *Month & Year* (e.g., *June 2022 – August 2025*) or just *Year* (e.g., *2022 – 2025*)

#### **Writing Strong Bullet Points**

Use bullet points to describe your responsibilities and achievements in each role. Keep the following tips in mind:

- **Start each bullet point with a strong action verb** to clearly convey your contributions (see page 3 for examples).
- **Tailor your content to the job you’re applying for.** Focus on duties and accomplishments that are most relevant to the position.
- **Incorporate keywords and phrases from the job description** to align your experience with the employer’s needs and to help your resume pass applicant tracking systems (ATS). Look for important tools, skills, and responsibilities mentioned in the posting, and reflect them where appropriate in your bullet points.
- **Highlight transferable skills**—these are strengths you've developed in one role that are valuable in another, even across different industries. For example, if you worked as a barista but are applying for an administrative position, you might emphasize skills like communication, time management, or customer service.
- **Quantify your impact when possible.** Numbers give context and help employers understand the scope of your work. For example:
  - *Served 50+ customers per shift with speed and accuracy*
  - *Trained and mentored 2 new employees during onboarding*
  - *Organized a community fundraiser that raised \$1,300*

### **Additional Optional Resume Sections**

- Military Experience
- Professional Certificates or Licenses
- Academic Projects
- Publications

- Major Accomplishments
- Memberships/affiliations
- Civic Engagement
- Interests

## USING AI TO SUPPORT RESUME WRITING

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AI tools (like ChatGPT or online resume builders) can be helpful resources to get started or improve your resume. While AI shouldn't replace your ideas and judgment, it can save time and give useful suggestions.

Here are smart ways to use AI when writing your resume:

### Protect Your Personal Information

When using AI tools:

- Do not share personal details, such as your full name, phone number, home address, or student ID.
- Avoid uploading your full resume unless you're using a secure and private platform.
- Share only non-sensitive content like job titles or draft bullet points.

### Brainstorming Content

If you're not sure how to describe a past job, club role, or volunteer experience, try asking an AI tool: *"How can I describe my job as a front desk assistant at a campus gym on a resume?"* You'll get sample bullet points to help you shape your own.

### Improving Wording

AI can help you make your writing more professional or concise. Paste in a sentence and ask: *"Can you make this resume bullet more impactful?"*

### Generating Action Verbs

Stuck on what words to use? Ask for action verbs that match your role or skills: *"What are strong action verbs for teamwork or customer service?"*

### Tailoring Your Resume to a Job

Paste in a job description and ask: *"What keywords should I include in my resume for this job?"* or *"How can I tailor my resume for a summer internship in marketing based on this job posting?"*

### Use AI Responsibly

Always review and edit any content AI provides. Make sure it accurately reflects your own experience.

- AI tools can sometimes "hallucinate" or generate incorrect or made-up information. **You are responsible for checking the accuracy of everything in your resume.**
- Keep your resume **authentic and written in your own voice**—employers want to learn about *you*, not just polished phrases.

## EXAMPLES OF RESUME ACTION VERBS

**Remember: Always use action verbs to begin your bullet points. Here are some of our favorites!**

Achieve	Deploy	Initiate	Program
Administer	Design	Innovate	Promote
Advise	Detect	Inspire	Propose
Advocate	Determine	Install	Provide
Allocate	Develop	Integrate	Publicize
Amplify	Devise	Interpret	Publish
Analyze	Diagnose	Interview	Purchase
Appoint	Differentiate	Inventory	Quantify
Arrange	Direct	Investigate	Recommend
Assemble	Discover	Invent	Reconcile
Assist	Dispatch	Lead	Record
Audit	Display	Lecture	Recruit
Author	Dispense	Liaison	Refer
Balance	Distribute	List	Repair
Broaden	Document	Log	Replace
Build	Draft	Maintain	Report
Calculate	Drive	Manage	Research
Calibrate	Edit	Market	Restore
Care	Eliminate	Maximize	Revamp
Catalogue	Encourage	Mediate	Rewire
Chart	Enforce	Mentor	Schedule
Coach	Engage	Minimize	Secure
Collaborate	Enhance	Moderate	Sell
Collected	Establish	Modernize	Solve
Comment	Estimate	Modify	Spearhead
Compile	Evaluate	Monitor	Streamline
Complete	Examine	Motivate	Study
Compute	Execute	Navigate	Support
Conduct	Expedite	Negotiate	Sustain
Connect	Facilitate	Notify	Systemize
Consolidate	Formulate	Operate	Tally
Construct	Foster	Optimize	Teach
Consult	Founded	Organize	Test
Contribute	Generate	Overhaul	Train
Coordinate	Govern	Oversee	Troubleshoot
Correspond	Guide	Partner	Tutor
Counsel	Help	Perform	Update
Count	Hire	Plan	Validate
Create	Identify	Prepare	Verify
Debug	Implement	Present	Write
Delegate	Improve	Process	
Deliver	Incentivize	Procure	
Demonstrate	Inform	Produce	

## Your Name

Town, MA • Email: [youremail@gmail.com](mailto:youremail@gmail.com) • Phone: 000-000-0000

### SUMMARY (Optional)

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*A summary is a short section that highlights your **best skills** and **top qualifications**. It is a great way to quickly attract an employer's attention. Consider beginning this section with two adjectives that best describe your strengths. Typically, a professional summary consists of several well-crafted sentences or bullet points. Please see sample resumes for successful examples.*

### EDUCATION

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**MassBay Community College** | City, State (abbreviated)

**Candidate for Associate of Arts/Science or Certificate in Major** | Expected Month 20xx

**Relevant Coursework** (optional): Include courses that are relevant to the job that you are applying for

**Honors** (optional):

**GPA** (optional, include if above 3.2):

**Extracurricular Activities** (optional):

### SKILLS

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- **Computer Skills:** *This may include Microsoft Office, Google Workspace, or programming*
- **Language Skills:** *Include if you speak an additional language—you can qualify your language skills with descriptors like bilingual, conversational, basic, etc.*

### PROFESSIONAL EXPERIENCE

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#### **Job Title**

**Most Recent Employer** | City, State (abbreviated) | Month 20xx – Month 20xx

- Text *(Use action verbs to begin each bullet point. Include responsibilities and achievements. Quantify and describe results of actions when possible.)*
- Text
- Text

#### **Job Title**

**Employer** | City, State (abbreviated) | Month 20xx – Month 20xx

- Text
- Text

#### **Job Title**

**Employer** | City, State (abbreviated) | Month 20xx – Month 20xx

- Text
- Text

# YOUR RESUME

Address | City, State ZIP | (000) 000-0000 | [yourname@domain.com](mailto:yourname@domain.com)

## SUMMARY

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X years experience... *or* Seeking position in...

## EDUCATION

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**Undergraduate College**, City, State (abbreviated)

Degree/Certificate, Major/Concentration, Expected Month, 20xx

(Examples of categories to include below: GPA, Dean's List, Honors, Awards, Relevant Coursework, Activities, Internships)

- *Text:* Description (Month/Semester 20xx)
- *Text:* Description (Month/Semester 20xx)

## TECHNICAL, COMPUTER, LABORATORY SKILLS

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- Text (include language, computer, industry, technical skills; unique or relevant interests)
- Text

## ACADEMIC PROJECTS

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Title of Project, who were participants, purpose, details/technology and skills used, outcome, was it presented? Where? When?

## PROFESSIONAL WORK EXPERIENCE

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**Most Recent Employer**, City, State (abbreviated)

Month, 20xx-Month, 20xx *Title*

- Text (responsibilities, achievements)
- Text
- Text

**Employer**, City, State (abbreviated)

Month, 20xx-Month, 20xx

*Title*

- Text
- Text
- Text

## VOLUNTEER/COMMUNITY ACTIVITIES

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- *Position*, **Organization**, City, State (20xx – 20xx)
- *Position*, **Organization**, City, State (20xx – 20xx)

## Sarah Sample

Framingham, MA

Phone: 508-123-9876 Email: [s\\_sample@massbay.edu](mailto:s_sample@massbay.edu)

### SUMMARY

Bilingual (Portuguese-English) and outgoing hospitality student with over 4 years of hands-on experience in the restaurant industry and strong academic record seeking Spring 2024 internship opportunity in the hotel industry.

### EDUCATION

**MassBay Community College**

***Associate Degree in Hospitality Management,***

**GPA: 3.7**

**Wellesley Hills, MA**

**Expected May 2026**

**Relevant Coursework:** Front Office Management, Introduction to Tourism, Food and Beverage Management, Conference and Event Planning, Financial Accounting I and II, Introduction to Hospitality, Microcomputer Applications for Business

### EXPERIENCE

**Papa Gino's, Natick, MA**

**March 2021 - Present**

#### ***Shift Manager (May 2024 – Present)***

- Supervise, train, and lead a team of 6 employees during shift ensuring smooth restaurant operations. Promoted to shift manager to outstanding performance
- Schedule employee shift schedules to keep restaurant fully staffed while accommodating employees individual requests
- Manage inventory levels and place orders to keep restaurant fully stocked
- Respond to customer concerns effectively and proactively
- Ensure restaurant follows all food quality, presentation and health protocols
- Conduct register audits at the end of shifts. Make secure and timely bank deposits

#### ***Waitstaff (March 2021 – May 2024)***

- Provided exceptional customer service. Greeted customers warmly, answered questions and offered menu recommendations
- Managed a high volume of orders accurately recording customer specifications
- Successfully promoted daily specials and upsold additional menu items
- Resolved customer concerns promptly and professionally

### LANGUAGE SKILLS

- Fluent in Portuguese and English

### TECHNICAL SKILLS

- Experienced user of restaurant POS systems
- Microsoft Office and Google Workplace

## Beatrice Business

Wayland, MA | 000-000-0000 | [example@gmail.com](mailto:example@gmail.com)

### EDUCATION

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#### Candidate for Associate of Science in Business Administration

MassBay Community College | Wellesley, MA | Expected May 2026

GPA: 3.8

Honors: Phi Theta Kappa (Honor Society)

Relevant Coursework: Financial Accounting I & II, Principles of Management, Principles of Marketing, Introduction to Taxation, Macroeconomics, and Microeconomics

### SKILLS

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#### Technical Skills

- Microsoft Office including Advanced Excel, Word and PowerPoint

#### Language Skills

- Trilingual in Haitian-Creole, French, and English

### EXPERIENCE

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#### *Accounting Tutor*

MassBay Community College, Wellesley Hills, MA, Jan 2025 – Present

- Selected by professor because of outstanding academic achievement in accounting coursework and strong interpersonal skills to tutor MassBay students twice a week in *Financial Accounting*
- Provide one-on-one support to students, helping them to understand fundamental accounting principles, financial statement analysis, financial reporting and inventory valuation
- Adapt tutoring strategies to meet the diverse learning needs of students

#### *President of Business Club*

MassBay Community College, Wellesley Hills, MA, Sept 2024 – Present

- Lead weekly meetings of 30+ business club students to initiate, plan and execute regular activities and events for club members and student body
- Collaborate with Career Services department to create professional development opportunities for business students
- Recruit business students to join club resulting in membership more than doubling
- Solicited and successfully secured sponsorship for fundraising event from local bank

### CIVIC ENGAGEMENT

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#### *Event Volunteer*

Boston Marathon, Boston, MA, April 2022 & 2023

### INTERESTS

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Trail Running, Cooking, and Bike Riding

## **Sarah Evans**

Boston, MA | [sara.evans@gmail.com](mailto:sara.evans@gmail.com) | (919) 555 – 8293

### **Education**

**MassBay Community College**, Wellesley, MA

AS in Accounting

GPA: 3.7

Honors: Phi Theta Kappa

September 2024 – Present

Expected Graduation Date: May 2026

**Academic plan to complete a BS in Accounting**

Expected Graduation Date: May 2028

CPA Eligible: May 2029

### **Experience**

**The Dandelion**, Boston, MA

September 2022 – Present

Lead Host / Waitress

- Train new hosts and become a resource in case any unexpected problems arise
- Greet customers the moment they walk into the restaurant
- Seat 70 – 100+ groups every night to ensure the best experience
- Coordinate with 30+ staff (servers, bussers, and kitchen staff) to ensure smooth service

**United Way**, Boston, MA

June 2023 – August 2023

Summer Intern

- Updated the contact information for 350+ current and former program participants
- Collaborated with 5 other summer interns to compile 5+ years of program data

### **Professional Affiliations**

**National Association of Black Accountants (NABA)**, MassBay Community College

Member (January 2024 – Present)

- Selected as a representative from MassBay chapter to participate in the 2024 NABA convention

### **Additional Skills**

Languages: Spanish (fluent), Korean (Beginner)

Technical: QuickBooks (Expert), Google Suite (Expert), Microsoft Office (Expert), Canva (Intermediate), Java (Intermediate)

Other: Attention to Detail, Interpersonal Communication, Time Management

**\*Adapted from PwC template**

# SARAH SAMPLE

## INTERIOR DESIGN STUDENT

Wellesley, MA

781-239-1000 | e\_example@massbay.edu

### EDUCATION

**Interior Design Certificate**  
**MassBay Community College**  
Wellesley, MA | Expected May 2026  
GPA: 3.7

#### Relevant Coursework:

- Interior Design with CAD/AutoCAD
- Commercial and Residential Presentation Techniques
- Color Theory and Techniques
- Architectural Drawing for Interior Design
- Intro to Interior Design
- Computers and Technology
- Small Business Management
- History of Home Furnishings
- Materials & Techniques

### SKILLS

- CAD/AutoCAD
- Project Management
- Teamwork
- Time Management
- Materials Selection
- Color Theory
- Space Planning
- SketchUp
- Microsoft Office
- Customer Service
- Bilingual in Portuguese and English

### PROFILE SUMMARY

Highly motivated and creative Interior Design student with proven track record of delivering excellent client service seeking a Fall 2025 internship. Eager to learn and apply academic knowledge to create spaces that combine aesthetics and functionality. Able to coordinate complex logistics to ensure operational efficiency. Proficient in CAD/AutoCAD and SketchUp.

### WORK EXPERIENCE

**Store Associate** Framingham, MA  
The Gap Oct 2024 - Present

- Use visual merchandising techniques to create attractive displays and merchandise arrangements that are eye-catching and accessible.
- Help customers locate items and provide them with the information they need for a pleasant store experience.
- Use color theory to suggest flattering clothing, provide styling advice, and guide customers towards purchasing decisions.
- Maintain a clean and organized store front appearance by neatly restocking merchandise
- Operate cash register to process transactions efficiently

**Floor Assistant** Ashland, MA  
CVS Aug 2022 - Sept 2024

- Maintained a clean, organized and visually appealing store environment
- Arranged engaging holiday and sale merchandise displays to drive sales
- Provided exceptional service to customers in high-volume store, answering questions and fostering a welcoming environment

### INTERESTS

- Music (8+ years of flute), Fashion, Photography

## **Donna Demonstrate**

Natick, MA • (781) 444-1234 • donnademonstrate12@gmail.com

### **EDUCATION**

**MassBay Community College, Wellesley, MA**

**Expected May 2026**

***Candidate for Associate degree in Liberal Arts: Communications***

**GPA: 3.6**

**Awards/Honors:** MassBay IMPACT Award: Awarded for outstanding impact and improvement of campus life; Dean's List all semesters; Phi Theta Kappa Honors Society

### **TECHNICAL SKILLS**

- Skilled at using Canva and CapCut to create effective images, videos and marketing materials
- Adept at navigating and creating content for social media platforms such as Instagram, Twitter, Facebook and YouTube
- Microsoft Office including Excel, Word, PowerPoint, Outlook and Access
- Google Workspace including Sheets, Docs, Slides

**LANGUAGE SKILLS:** Bilingual in Portuguese and English

### **PUBLIC RELATIONS AND LEADERSHIP EXPERIENCE**

**Chair of Public Relations Committee, Student Government Association**

**Sept 2023 – Present**

***MassBay Community College***

**Wellesley, MA**

- Use Canva and Photoshop to create compelling promotional flyers and online content for the Student Government Association (SGA)
- Manage the SGA's Instagram and Facebook accounts and "MassBay Go app" to promote upcoming events, drive student involvement, and highlight the accomplishments of SGA
- Meet regularly with Director of Marketing and Director of Student Engagement to collaborate on social media efforts and find innovative ways to reach student body
- Selected as a featured participant in a promotional MassBay video developed to increase enrollment

### **WORK EXPERIENCE**

**Office Assistant, Student Development**

**Sept. 2023 – Present**

***MassBay Community College***

**Wellesley, MA**

- Greet current and prospective students in a welcoming manner by phone and in-person
- Assess students' needs and directed them to appropriate department
- Efficiently execute administrative tasks including filing, organizing, making copies, and assembling information folders to ensure seamless operations

**Receptionist**

**June 2020 – Sept. 2021**

***BRB Tech***

**Brasilia, Brazil**

- Warmly welcome guests entering the building, creating a positive first impression for visitors
- Manage incoming calls answering customer inquiries and directing to appropriate department in both Portuguese and English
- Efficiently log service requests contributing to prompt customer attention using Excel

## Charles Example

Dedham, MA • Email: [youremail@gmail.com](mailto:youremail@gmail.com) • Phone: 000-000-0000

### SUMMARY

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Motivated and compassionate emerging behavioral health professional with hands-on clinical training and a strong academic foundation in psychology, sociology, and human services. Training in a residential treatment setting, gaining experience in treatment planning, group facilitation, case documentation, and client support. Demonstrated strong communication skills, cultural competence, and a commitment to promoting mental health in diverse communities.

### EDUCATION AND CERTIFICATES

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#### ***Associate of Arts in Liberal Arts: Behavioral Health***

**MassBay Community College**, Wellesley, MA

May 2025

**Relevant Coursework:** Advanced Behavioral Health, Human Growth & Development, Drugs and Society, Intro to Psychology, Intro to Social Welfare, Intro to Behavioral Health, Psychological Disorders, Disabilities: Diagnosis and Intervention, Group Dynamics, Oral Communication, Ethics

### EXPERIENCE

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#### ***Behavioral Health Practicum***

**Advocates**, Hudson, MA

Spring 2025

- Completed a semester-long clinical training placement focused on supporting individuals with behavioral health needs in a residential treatment setting.
- Assisted in the development and documentation of treatment plans, tracking client progress and identifying areas for skill development.
- Facilitated and co-facilitated group sessions under supervision, addressing topics such as coping skills, emotional regulation, and community integration.
- Observed and supported daily interventions, providing role modeling and positive reinforcement to individuals working toward recovery goals.
- Participated in team meetings and case discussions.

#### ***Front Desk Associate***

**YMCA West Roxbury**, West Roxbury, MA

February 2024 – April 2025

- Greet and check in members and guests, ensuring a welcoming and professional environment
- Supported membership office by conducting tours for prospective members, promoting YMCA programs, services, and benefits during peak hours
- Answered phone calls and emails, providing information and directing inquiries to appropriate department
- Maintained an organized front desk and supported facility cleanliness by regularly tidying common areas

**Joan Smith**  
**EEC-Certified Teacher**

Framingham, MA | Email: joansmithexample@gmail.com | Phone 000-000-0000

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## SUMMARY

- Dedicated and caring EEC-certified teacher with over 3 years of experience providing nurturing care to children ages 2-7
- Skilled at creating developmentally appropriate curriculums and building inclusive classrooms
- Bilingual in Spanish and English. Demonstrated success communicating and collaborating with parents and teachers

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## EDUCATION AND CERTIFICATES

**MassBay Community College** | Framingham, MA

*Candidate for Associate Degree in Liberal Arts: Early Childhood Education* | Expected May 2026

**G.P.A. 3.4 | Honors: Phi Theta Kappa**

**Massachusetts Department of Early Education and Care (EEC)**

*Certification for Teacher, Preschool, and Infant/Toddler*, Certificate #: 00000000 | Issued April 2024

*Child and Infant First Aid/CPR/AED* | **American Red Cross** | December 2024

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## SKILLS

**Language Skills:** Bilingual in English and Spanish

**Computer Skills:** Microsoft Office including Word, PowerPoint, Excel and Access

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## EXPERIENCE

### *Teaching Assistant*

**Red Barn Nursery School** | Weston, MA | September 2023 – Present

- Provide nurturing care to toddlers and pre-K children, establishing a safe and positive environment for children to learn and grow
- Assist the lead teacher in the planning and execution of enrichment activities, to support academic, fine and gross motor, and social-emotional development
- Help with daily classroom record keeping to chart each child's developmental process
- Maintain a positive attitude and communicate effectively with parents and teaching team
- Ensure classroom's organization and cleanliness by tidying up daily and adhering to sanitation protocols

### *Babysitter*

**Multiple Families | Framingham & Natick, MA | September 2020 – August 2022**

- Provided attentive care and organized fun and educational activities for children ages 2-8
- Prepared well-balanced dinner and snacks for the children
- Established trusted relationships with parents and effectively communicated with them about their children's activities and behaviors

## **Elena Example**

Framingham, MA

508-123-4567 | elenaexample7@gmail.com

### **SKILLS SUMMARY**

- Organized and dedicated Certified Phlebotomist with 1+ years administrative experience in medical setting
- Bilingual in English and Spanish with the ability to communicate calmly and professionally with patients
- Skilled and experienced in venipuncture and dermal puncture with adolescent, adult, and elderly patients
- Proven abilities in specimen handling and following quality control, infection control, and safety procedures
- Knowledge of medical terminology and HIPAA regulations
- Adept at using Meditech software and Microsoft Office

### **EDUCATION and CERTIFICATIONS**

#### **Phlebotomy Certificate of Completion**

**MassBay Community College**, Framingham, MA, May 2023

**CPR/AED, American Red Cross**, Jan. 2023 - Current

#### **Framingham High School**

**High School Diploma**, Framingham, MA, June 2022

### **PHLEBOTOMY CLINICAL TRAINING**

#### **Newton-Wellesley Hospital, Outpatient Lab, Wellesley, MA**

**March 2023 – May 2023**

- Drew patients' blood using excellent technique and composed manner
- Prepped specimens for couriers to pick-up and deliver to lab for processing

### **EXPERIENCE**

#### **Medical Receptionist**

**Jan. 2020 – March 2021**

##### **Horizons Medical**

**Wellesley, MA**

- Greeted patients, ensured full front desk coverage, and answered patient questions by phone and in person
- Submit prior authorizations of referrals to insurance companies and processed confidential paperwork following HIPAA procedures
- Scheduled patient appointments with 4 different physical therapists in busy outpatient setting

#### **Au Pair**

**Sept. 2021 – Aug. 2022**

##### **Private Family**

**Wellesley, MA**

- Assisted in the management of a busy household, prioritizing and completing tasks effectively to enhance the day- to-day experience of family
- Supervised children, bringing them to and from activities, planning and making meals, helping with homework and keeping to an established schedule.

## **Eliana Sample**

Newton, MA

508-321-2345 | elianasample@madeupemail.com

### **EDUCATION and CERTIFICATIONS**

**Massachusetts Bay Community College | Framingham, MA**

*Associate Degree in Radiologic Technology | May 2025*

*ARRT Certification | Pending July 2025*

**CPR/BLS and First Aid Certified, *American Red Cross* | Sept. 2022 – Present**

### **RADIOLOGIC TECHNOLOGY CLINICAL INTERNSHIPS**

**Landmark Medical Center | Woonsocket, RI | Sept. 2022 – May 2023**

**Newton-Wellesley Orthopedic Associates | Newton, MA | May 2022 – Aug. 2022**

**MetroWest Medical Center | Framingham, MA | Sept. 2022 – May 2022**

- Managed up to 50 procedures per day working effectively with diverse populations including non- English speakers and all ages including pediatric, adult and geriatric patients
- Excellent communication skills with patients; adept at maintaining a calm demeanor and explaining procedures clearly
- In-depth knowledge of anatomy, medical terminology and physiology
- Competency using both Digital Radiography (DR) and Computed Radiography (CR)
- Skilled at performing fluoroscopy examinations including barium swallow, UGI, barium enema, and hysterosalpingogram
- Experienced user of fixed and portable radiography and C-Arm operation
- Knowledge of patient safety procedures, OSHA regulations, and HIPPA laws
- Experience using PACS and Meditech software

### **EXPERIENCE**

***School Volunteer* | Ward Elementary School | Newton, MA | 2014 – 2022**

- Organized and executed over 12 classroom and community events at the Ward Elementary School for up to 80+ children and their families such as multicultural night, pen pal lunch, movie nights and school graduation
- Handled all logistics and acted as point person at Ward Elementary School family events. Effectively managed any issues that arose by problem-solving in real time
- Led committees of parent volunteers to develop innovative and inclusive programming for children and their families
- Collaborated with teachers and staff to ensure seamless communication and keep programs aligned with classroom learning goals

***Cashier* | Target | Framingham, MA | June 2017 – Feb. 2021**

- Operated cash register accurately processing customer transactions.
- Greeted customers, addressed inquiries, and resolved concerns.
- Collaborated with team members to keep checkout lanes organized and efficient at busy store.

## Simone Riley-Thomas

Boston, MA | 617-123-4567 | [srtexampleresume@gmail.com](mailto:srtexampleresume@gmail.com)

### PROFESSIONAL SUMMARY

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Dedicated and detail-oriented Certified Surgical Technologist with clinical training supporting surgeons and nurses in various surgical procedures in high-paced operating rooms. Current Certified Registered Central Service Technician with over four years of experience maintaining sterile environments and preparing surgical instruments. Committed to patient safety and surgical efficiency through teamwork, precision, and calm under pressure.

### EDUCATION AND CERTIFICATION

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#### Associate Degree in Surgical Technology | May 2025

MassBay Community College | Framingham, MA

Clinical Training:

- Newton-Wellesley Hospital | Wellesley, MA | Spring 2025
- Framingham Union Hospital | Framingham, MA | Fall 2024

#### National Board of Surgical Technology and Surgical Assisting Association Certifying Examination

Anticipated October 2025

#### Certified Registered Central Service Technician (CRCST) | ID#1234567 | December 2021

Healthcare Sterile Processing Association

#### Central Processing Technology Certificate | May 2021

MassBay Community College | Framingham, MA

### PROFESSIONAL EXPERIENCE

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#### Sterile Processing Technician I

Mass General Brigham | Foxborough, MA | May 2021 – August 2024

- Cleaned, disinfected, decontaminated, and sterilized surgical instruments and equipment following strict hospital and regulatory standards. Loaded and operated autoclaves and other sterilization units.
- Assembled and reset surgical trays and instrument sets with precision.
- Conducted regular quality assurance checks communicating repair needs to supervisors.
- Maintained inventory levels by receiving, inspecting, restocking, and organizing sterile supplies and surgical carts across multiple hospital departments.
- Provided guidance and informal training to junior technicians.

#### Waiter

Leviathan Restaurant | Boston, MA | May 2020 – August 2023

- Delivered high-quality service in a fast-paced dining environment, serving up to 200 guests per shift. Accurately recorded orders specifying customer requests
- Communicated effectively with kitchen staff and team members to ensure timely and accurate food delivery, adapting quickly to changing priorities during peak hours.

## Edwin Example

Framingham, MA • Email: [youremail@gmail.com](mailto:youremail@gmail.com) • Phone: 000-000-0000

### SUMMARY

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Compassionate and dedicated Certified Nursing Assistant (CNA) currently enrolled in a CNA program with completion anticipated in March 2025. Passionate about helping others with strong communication and problem-solving skills developed in customer service roles. Eager to leverage interpersonal skills, empathy, and a commitment to patient well-being to provide exceptional care as a CNA.

### EDUCATION AND CERTIFICATES

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#### Certified Nursing Assistant Program

*MassBay Community College* | Framingham, MA | March 2025

BLS Provider (CPR and AED) Certified | *American Heart Association* | Issued January 2025

High School Diploma | *Framingham High School* | Framingham, MA | June 2023

### RELEVANT EXPERIENCE

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#### CNA Clinical Training | *Beaumont Rehab & Skilled Nursing Center* | Natick, MA | February 2025

- Assisted clients with activities of daily living (ADLs) including grooming, bathing, oral hygiene, personal care, toileting, feeding, and mobility.
- Provided perineal care and changed briefs, while maintaining clients' dignity at all times.
- Communicated with CNAs to accomplish tasks and support daily operations.
- Reviewed and updated patient charts in MatrixCare.

### ADDITIONAL WORK EXPERIENCE

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#### *Barista*

**Starbucks** | Framingham, MA | May 2024 - Present

- Provide friendly and efficient customer service in fast-paced environment generating a loyal customer base.
- Prepared orders to customer specifications quickly and accurately contributing to seamless operations.
- Adhered to strict sanitation and food safety guidelines, ensuring a clean and safe environment for both customers and team members.

**Suzie Sample**  
Framingham, MA  
508-123-4567 | [suziesample@gmail.com](mailto:suziesample@gmail.com)

## PROFESSIONAL SUMMARY

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Dependable and dedicated nursing professional committed to delivering compassionate, patient-centered care. Experienced in vital signs, health assessments, aseptic technique, infection control, wound care, medication administration, catheterization, and tracheostomy care. Brings a strong foundation in trauma-informed support from previous role as a Residential Counselor. Bilingual in English and Spanish with the ability to communicate with patients in calm and clear manner.

## EDUCATION, LICENSURES & CERTIFICATIONS

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<b>MassBay Community College</b> , Framingham, MA <b>Associate in Science in Nursing</b>	May 2025
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**NCLEX-RN Exam** - Scheduled for Aug. 2025

BLS for Healthcare Providers, American Heart Association	Issued Jan. 2024
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## NURSING CLINICAL ROTATIONS

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MetroWest Medical Center, Framingham, MA	<i>Long-term Care</i>	Spring 2025
Sturdy Memorial Hospital, Attleboro MA	<i>Maternity</i>	Winter 2025
Reliant Medical Group, Framingham, MA	<i>Pediatrics</i>	Fall 2024
Whittier Rehabilitation Hospital, Westborough, MA	<i>MedSurg Clinical</i>	Fall 2024

## PROFESSIONAL EXPERIENCE

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<b>Residential Counselor, Chester Group Home</b> , Worcester, MA	2022 – 2023
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- Provided direct care and emotional support to young adults with complex trauma histories, ensuring safety and stability in a therapeutic group home setting
- Applied de-escalation techniques and physical interventions to maintain a secure environment
- Modeled positive behavior and communication to support social-emotional development
- Collaborated closely with a multidisciplinary team to implement individualized treatment plans
- Accurately documented daily behaviors, incidents, and progress notes in compliance with agency and state guidelines
- Demonstrated reliability and adaptability by fulfilling full-time second shift responsibilities and stepping in for mandated overtime as needed to support youth care continuity

## LANGUAGE and TECHNICAL SKILLS

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- Bilingual in English and Spanish
- Microsoft Office, including Word, PowerPoint, and Excel, and Google Workspace
- Electronic Health Record (Epic Systems)

## ED JONES

Framingham, MA

508-876-5431 [e\\_jonesexample@massbay.edu](mailto:e_jonesexample@massbay.edu)

### SKILLS SUMMARY

Hardworking Automotive Technician committed to providing quality service. Bilingual and skilled at communicating with customers clearly and effectively in Spanish and English.

- |                       |                                 |                                 |
|-----------------------|---------------------------------|---------------------------------|
| *Diagnoses and Repair | *Preventative maintenance       | *Suspension and alignment       |
| *Electrical systems   | *Small engine mechanics         | *Brake repair and replacement   |
| *Clean driving record | *Bilingual in Spanish & English | *Strong customer service skills |

### EDUCATION AND CERTIFICATIONS

**MassBay Community College**, Ashland, MA

**Associate in Science Degree in Automotive Technology, Chrysler**, Expected May 2024

- MOPAR Career Automotive Program, Certified by the ASE Education Foundation (ASEEF) in all eight performance areas.
- EPA 609
- Hunter Alignment Certification

**GPA:** 3.4

**Honors:** Phi Beta Theta

**Activities:** Vice President of Business Club

**Minuteman High School**, Lexington, MA

**Automotive Technology Program, High School Diploma**, June 2020

### EXPERIENCE

**Automotive Technician**

Aug. 2022 – Present

**Henderson Automotive Repair**

Wellesley, MA

- Service brakes and fuel systems
- Install timing gears and timing belts
- Order accurate quantities of parts and supplies to maintain necessary inventory
- Communicate with customers in English and Spanish regarding vehicle issues and potential repairs
- File reports and maintain organized work records

**Automotive Technician**

June 2020 – Aug. 2022

**Graves Repair Shop**

Framingham, MA

- Rebuilt and repaired engines
- Executed all phases of power system tear down and repair
- Removed and replaced tires, shocks, struts, and brakes
- Repaired and installed radiators and water pumps
- Contributed to repeat and referral business by using strong customer service skills

**LANGUAGE SKILLS:** Bilingual in Spanish and English

## Luiz Martinez

Worcester, MA | (508) 555-5555 | lmartinez@massbay.edu

### SUMMARY

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Engineering student with a passion for the environment and renewable energy, seeking research and internship opportunities that will not only utilize and build upon concepts and skills learned through coursework, but also allow for critical thinking, leadership, acquirement of professional experience and the exploration of academic principles.

### EDUCATION

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**MassBay Community College**, Wellesley, MA

Expected: December 2025

Associate of Science Degree in Engineering

**GPA:** 3.1

**Activities:** *Senator* - Student Government Association (SGA), Leadership, Engineering Club

**Scholarships/Recognitions:** S-POWER scholarship recipient (Fall 2019), Dean's List (Spring 2019)

**Relevant Coursework:** Calculus I, II, III, Differential Equations, Chemistry, Engineering Design with CAD, Engineering Computation, Engineering Mechanics: Statics, Dynamics, Strengths of Materials, Computers and Technology

### TECHNICAL SKILLS

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**Proficient:** MATLAB, SolidWorks, Java, Microsoft Office

### ACADEMIC PROJECTS

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**Military Engine Crane Lift:** Collaborating with two engineering peers, purpose was to prototype a "Military Engine Crane Lift" utilizing SolidWorks to assist with 3D model scanning. **Presented at the MassBay STEM Expo spring 2025.**

**MATLAB Benchmark:** Working as part of a design team, purpose was to build a benchmark within MATLAB using a comparison application. **Presented at the MassBay STEM Expo fall 2024.**

### WORK EXPERIENCE

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**Walmart**, Dedham, MA

May 2022 - Present

*Photo Lab Technician*

- Provide excellent customer service through the accurate and timely processing of orders
- Complete necessary editing of photos
- Maintain inventory and perform minor repairs to equipment to ensure quality control

**Shell**, Dedham, MA

January 2021 - Present

*Gas Station Associate*

- Attend to customers promptly and assist in resolving complaints
- Accurately perform administrative and data entry tasks

### LANGUAGES

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Fluent Arabic

## CHRIS COOPER

Wellesley, MA | (555) 555-5555 | [chriscooperexample@gmail.com](mailto:chriscooperexample@gmail.com)

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Recent information systems technology graduate with technical support and call center experience looking for an entry-level opportunity in administrative or technology support. Additional qualifications include proven customer service, conflict resolution and management skills.

### EDUCATION

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**MassBay Community College**, Wellesley, MA, May 2025

**Associate Degree in Information Systems Technology – Technology Concentration**      GPA: 3.5

**Relevant Coursework:** Computer Hardware, Computer Networks, Database Management, Fundamentals of IT, Linux, Systems Analysis, Programming, Scripting, Cyber Security, Web Development, Computer Science

**Framingham State University**, Framingham, MA, 2013

**Bachelor of Arts in Economics**

### SKILLS SUMMARY

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- Java/Python/Linux (novice)
- Customer Service
- Helpdesk/Call Center
- Data Entry
- Hardware/Software Troubleshooting
- Graphic Design, Photoshop, InDesign, Illustrator
- Installation of Windows and Drivers
- Microsoft Word, Excel, PowerPoint
- Desktop/Smart Series Printer Assembly

### PROFESSIONAL EXPERIENCE

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**Walgreens**, Framingham, MA

Jul 2022 – Jul 2024

*Technician*

- Coordinated hardware and software installation with Field Technicians.
- Identified and resolved network, software, and hardware failures.
- Managed installation appointments with managers.
- Recorded installation data into “Roll” database.
- Performed network testing and diagnostics with Support Link Software.

**Copy Cat**, Newton, MA

Mar 2019 - Nov 2022

*Technical Support Assistant*

- Prepared printers for shipment by updating firmware and optimizing printing quality.
- Upgraded printers to latest technology by disassembling, removing old components, installing new components, reassembling units, and then test and optimize printing quality.
- Managed printer consumables for shipment by applying product labels.
- Performed other office duties, including inventory, stocking shelves and aiding marketing department.

**TechBuddies**, Cambridge, MA

Jan 2018 - Feb 2019

*Office Assistant*

- Provided technical support on-site and remotely, including routine hardware/software maintenance diagnostics, troubleshooting and resolution.
- Assembled desktop components.
- Input data, organized information and ran custom reports using Excel.

## Danielle Thompson

Wellesley, MA | 781-555-5555 | DT@internet.com

### SUMMARY:

Accomplished Biotechnology student with a passion for molecular biology, looking for a challenging research opportunity to enhance my laboratory skills and experiences in any cancer related field including molecular biology, epigenetics, or genomics. Academic plan to enter an accelerated Master's in Biotechnology program in the fall of 2020.

### EDUCATION:

#### MassBay Community College, Wellesley, MA

Associate of Science in Biotechnology | Expected: May 2023

GPA: 3.9

**Activities:** *Co-Founder, Secretary*, Biotechnology Club

**Relevant Coursework:** Intro to Biotech, Principles of Biology I & II, Principles of Chemistry I & II, Calculus I, Cell Culture, Molecular Biology, Gene Expression, Organic Chemistry I & II, Immunology

### TECHNICAL SKILLS:

Mammalian Cell Culture  
Nucleic Acid Extraction  
Aseptic Techniques Buffer  
Preparation Western  
Blotting Analysis  
RNA Isolation

PCR  
Reverse Transcriptase- PCR Gel  
Electrophoresis  
cDNA Synthesis  
Florescence Microscopy

Autoclave  
Trained on In-Cell Analyzer - (High  
Content Imaging System) CPR/First  
Aid Certified Microsoft Office

### ACADEMIC PROJECTS:

**Co-Optimization of HDAC Inhibitors and MTA1 Gene Silencing on Breast Cancer Cell Line as a Potential Inhibitor for Metastasis** - Collaborating as part of a research team, the purpose was to determine how different combinations of cell treatments would affect breast cancer. We tested several genes for expression levels using PCR and gel electrophoresis. Other tech and skills used included: cell culture, DNA extraction, RNA isolation, cell transfection using siRNA, and cDNA synthesis. We observed that our transfection using siRNA successfully silencing the MTA1 gene, which in turn down-regulated an associated gene HSP-27. These results were promising for future work. **Presented at the MassBay STEM Expo, fall 2019.**

**Rescue of Oxidative Stress in Neuroblastoma Cells Using HDAC Inhibitors** - Working as part of a research team, the purpose was to analyze the effects in gene expression levels in neuroblastoma cells treated with curcumin and exposed to the herbicide Paraquat. We tested several genes, including those in the Caspase family, key in the apoptotic cell death pathway, using PCR and gel electrophoresis. We found that Paraquat treated cells did show an increased expression level of apoptosis-related genes, including Caspase-9. Bio-Rad Thermal Cycler was used in PCR and cDNA synthesis, NanoDrop One was used in DNA and RNA quantification. Our outcome was promising for using a simple food additive, curcumin, as a potential rescue of neuron cells exposed to a toxic herbicide causing oxidative stress. **Presented at the MassBay STEM Expo in fall 2019.**

### WORK EXPERIENCE:

#### Newton Wellesley Hospital

September 2020- Present

*Senior Mental Health Associate*

- Facilitate small therapeutic groups in an in-patient psychiatric unit.
- Monitor and document patient's vitals and activities of daily living.
- Conduct safety checks and implement de-escalation strategies to ensure the well-being of patients and visitors.

## Jada Smith

Wellesley, MA | 555-555-5555 | j\_smith@internet.com

### SUMMARY

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*Detail focused Computer Science student with professional customer service experience looking for an internship or research role in which to grow and learn from experienced team members while drawing upon successfully executed project experience. Passionate about designing software that solves problems and delights the end-user. Academic plan to enter a 4-year program in fall 2026.*

### EDUCATION

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**MassBay Community College** | Wellesley, MA | Expected Graduation, May 2026

**Associate of Science in Computer Science**

**Cyber Security Certificate**

**Activities:** Work Study Employment (various administrative positions throughout campus)

**Relevant Coursework:** Software Design (java), Data Structures (Java), System Programing with C, Computer Networking I and II, Programming I & II, Calculus I & II, Engineering Physics I & II, IT Fundamentals, Scripting, Security Awareness, Fundamentals of Cyber Security, Computer Architecture and Assembly Language

### CORE COMPETENCIES

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**Novice:** Java, C, C++, HTML, Python, Github

**Proficient:** Microsoft Office

**Languages:** Hindi, Punjabi

**Technical/General:** Hardware/Software Troubleshooting, Customer Service and Sales

### ACADEMIC PROJECTS

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**WorldCupSimulator** - Collaborating as part of a team, utilizing JavaFX this project entailed splitting all 207 FIFA, football national teams into six regions. Programming team was divided into 5 (Front-end) and 6 (back-end). As a front-end programmer, presented the GroupStage, brought 207 teams to 32 by checking the teams with highest scores and dividing them into 8 groups. Presented at the virtual spring STEM EXPO 2021.

**Car Race 3** - Collaborating as part of a programming team, this was a JavaFX project (extend JavaFX application) that implemented a Car race. We displayed GUI and 3 car object for car race and a button to start and finish the race. User can customize with button to add grass or remove grass from the grid. Presented at the virtual spring STEM EXPO 2021.

### PROFESSIONAL EXPERIENCE

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*Sales Associate* | **Costco** | Norwood, MA

March 2023-Present

- Recipient of 4 Homer Awards for Best Consumer Services, Certificate for Best Customer Service.
- Provide excellent customer service through superior product and knowledge of brand, store layout and policies and current promotions and incentives.
- Resolve customer complaints, escalating them when necessary.
- Manage stock, maintain pricing and attractive displays.

### VOLUNTEER EXPERIENCE

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**Costco Foundation**

2021-2023

Provide product and construction know-how in a service team environment to assist in building projects for underserved population.