

Resume Guide

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 and formatted neatly.
- Make sure to proofread your resume; it is helpful to both edit your resume yourself and have others review it to ensure that there are no mistakes.

What are the major components of a resume?

Heading

- At the top of your resume, you need to create a heading that includes your name (in bold, largest word on the page), phone number, email address and the town, state abbreviation, and zip code where you live.
- Make sure that your email address and voicemail are set up, appropriate and checked frequently.

Professional Summary (optional)

- One way to quickly attract an employer's attention is by including a professional summary. A professional summary consists of several well-crafted sentences or bullet points that showcase your best skills and top qualifications. 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, list the following:

- Name of school
- Location of school (town, state abbreviation)
- Degree, and (expected) date of graduation
- Major

Consider also including:

- Grade point average (optional; consider including if above 3.0)

- Relevant courses (optional)
- Scholarships, honors, awards (optional)
- Extracurricular activities (optional)

Skills

Consider including a few lines highlighting skills such as

- Computer Skills
- Technical Skills
- Laboratory Skills
- Language Skills

Make sure to represent your skills accurately (for example you could describe language skills as “Bilingual in English and Portuguese; Conversational Spanish” to make a distinction between levels of competency in different languages

Experience

- The experience section of your resume includes your employment history. It can also include unpaid experiences, such as volunteer positions and internships, which help qualify you for positions.
- It is not necessary to include every position that you have ever held— be selective to highlight those experiences that best qualify you for the position that you are applying for.
- List your employment in reverse chronological order (your most recent experience first). State position held, employer, location of employment (town and state) and dates of employment.
- Describe each position according to job duties and accomplishments emphasizing accomplishments most related to the job you are applying for.
- Make sure to thoughtfully include transferable skills—these are skills that you gained in one role that will bring value to your next role. For example, if you have worked as a Barista at Starbucks, but want a role as an administrative assistant, you might focus on your ability to work effectively with people
- *Begin each phrase with action verbs* (see page 3 for examples).
- When possible, quantify and qualify your accomplishments, i.e. “surpassed sales quota by 15%”, “trained and supervised 5 employees”, “maintained average case load of 85.”

Other possible sections of the resume

- Professional certificates or licenses
- Academic projects
- Publications
- Major accomplishments
- Memberships/affiliations
- Civic Engagement
- Interests
- Military experience

RESUME ACTION VERBS

Remember: **Always** use **action** verbs; not “duties included” or “responsible for.” Do not misrepresent your duties— describe them as professionally and accurately as possible.

COMMUNICATIONS

advised	corresponded	informed	mediated	published
advocated	counseled	interpreted	moderated	recommended
arbitrated	demonstrated	interviewed	notified	referred trained
authored	displayed	lectured	negotiated	translated wrote
commented	edited	liasoned	promoted	
consulted	guided	marketed	publicized	

PLANNING & DEVELOPMENT

broadened	devised	i mproved	modified	produced
created	discovered	initiated	planned	proposed
designed	drafted	invented	prepared	
developed	estimated			

ADMINISTRATION

administered	conducted	contributed	dispatched	executed
appointed arranged	consolidated	delegated	dispensed	founded
completed	contracted	determined	distributed	governed
	controlled	directed	eliminated	managed

ANALYSIS

amplified	detected diagnosed	forecasted	researched
analyzed	differentiated	formulated	solved
calculated	evaluated	identified	studied
compiled	examined	investigated	systemized
computed		programmed	tested

FINANCIAL/RECORDS MANAGEMENT

audited	classified collected	guaranteed	maximized	purchased
allocated	condensed	invested	minimized	recorded tallied
balanced	documented	inventoried listed	monitored	traced
catalogued	expedited	logged	processed	updated
charted			procured	

MANUAL

assembled	delivered	modernized	repaired	rewired
built	installed	navigated	replaced	trimmed
constructed	maintained	operated	restored	

GENERAL

accomplished	contributed	increased	provided	strengthened
achieved	delivered	initiated	served	transformed
expanded	originated	serviced	performed	completed

Your Name

Town, MA • Email: youremail@gmail.com • Phone: 000-000-0000

PROFESSIONAL SUMMARY or OBJECTIVE (optional)

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

Be specific with your objective
Highlight best qualifications in
summary

EDUCATION

MassBay Community College, City, State (abbreviated)

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

Relevant Coursework (*optional*):

Honors/Awards (*optional*):

GPA (*optional include if above 3.0*):

Activities (*optional*):

COMPUTER SKILLS:

LANGUAGE SKILLS:

PROFESSIONAL EXPERIENCE

Job Title

Most Recent Employer, City, State (abbreviated)

Month 20xx – Month 20xx

- Text (Use action verbs to begin each bullet point. Include responsibilities, achievements. Quantify and describe results 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

SUMMARY

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

EDUCATION

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

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

ACADEMIC PROJECTS

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

PROFESSIONAL WORK EXPERIENCE

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

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

Elena Example

Framingham, MA 12365

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

HEALTHCARE EXPERIENCE

Medical Receptionist

Horizons Medical, Wellesley, MA

Jan. 2020 – March 2021

- 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

ADDITIONAL WORK EXPERIENCE

Barista

Starbucks Coffee, Natick, MA

March 2021 – Present

- Provided friendly and efficient customer service in fast-paced environment
- Prepared orders to customer specifications quickly and accurately
- Ensured cleanliness and sanitation of workstation throughout shift

Sarah Sample

Framingham, MA 01701

Phone: 508-123-9876 Email: 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 2024

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 2019 - Present

Shift Manager (May 2022 – 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 2019 – May 2022)

- 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

- Bilingual in Portuguese and English

TECHNICAL SKILLS

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

Edith Example

Wellesley, MA 02481

edithexample@gmail.com • 781-123-4567

EDUCATION

MassBay Community College, Wellesley Hills, MA

Candidate for Associate of Science in Accounting

December 2023

GPA: 3.6

Honors: Phi Theta Kappa (Honor Society)

Activities: Vice President of Business Club (Sept. 2022 - present)

Relevant Courses:

- QuickBooks
- Financial Accounting I & II
- Principles of Management
- Microeconomics
- Managerial Accounting
- Principles of Marketing
- Introduction to Taxation
- Macroeconomics

SKILLS

- **Computer:** QuickBooks and Microsoft Office including Excel, Word and PowerPoint
- **Languages:** Bilingual in English and Portuguese

EXPERIENCE

Accounting Tutor

MassBay Community College, Wellesley Hills, MA

Jan. 2022 - 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. 2022 – 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

Certified Nursing Assistant

OptumHealth, Framingham, MA

Jan. 2018 - March 2020

- Monitor residents' health, took vital signs and administered medications.
- Documented information in paper and electronic records and reported any changes/incidents of residents.
- Interacted with residents and answered patient calls in a respectful and kind manner. using active listening skills
- Assisted residents with activities of daily living (ADL) including eating, ambulating, toileting and dressing.

CIVIC ENGAGEMENT

Boston Marathon, *Event Volunteer*, Boston, MA

April 2022 & 2023

Edward Example

Waltham, MA | 508-123-4567 | e_example@massbay.edu

SUMMARY

- Highly motivated and creative Interior Design student with proven track record of delivering excellent client service seeking a Spring 2024 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, Room Planner, Room Sketcher, and House Designer software.

EDUCATION

Candidate for Interior Design Certificate

MassBay Community College | Wellesley, MA | Expected May 2024

GPA: 3.7

Honors: Dean's List

Relevant Coursework: Interior Design with CAD/AutoCAD, Color Theory and Techniques, Commercial and Residential Presentation Techniques, Small Business Management, Intro. to Interior Design, History of Home Furnishings, Materials in Design (current), Architectural Drawing for Interior Design (current)

EXPERIENCE

Store Associate | *The Gap* | Dedham, MA | August 2021 – 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 appearance by neatly restocking merchandise.
- Operate the cash register to process card transactions efficiently.

Sales Associate | *CVS* | Waltham, MA | Oct. 2018 – June 2020

- 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.
- Operated the cash register, processing cash, credit and electronic payments and returns efficiently.

INTERESTS: Music (8+ years of flute), Fashion, and Photography

Joan Smith
EEC Certified Teacher

Framingham, MA 01702

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

PROFESSIONAL SUMMARY

- Dedicated and caring EEC certified teacher with over 3 years of experience providing children 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

EDUCATION AND CERTIFICATES

MassBay Community College | Framingham, MA

Candidate for Associate Degree in Liberal Arts: Early Childhood Education | Expected May 2024

Early Childhood Education Certificate | December 2023

G.P.A. 3.4

Honors: Phi Theta Kappa

Relevant Courses: Disabilities: Diagnoses and Interventions, Intro to Early Childhood Education; Children's Literature; Early Childhood Curriculum

Child and Infant First Aid/CPR/AED, American Red Cross, December 2023

SKILLS

Language Skills: Bilingual in English and Spanish

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

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

Eliana Sample

Newton, MA 42629

508-321-2345 | elianasample@madeupemail.com

EDUCATION and CERTIFICATIONS

Massachusetts Bay Community College | Framingham, MA

Associate Degree in Radiologic Technology | May 2023

ARRT Certification | Pending July 2023

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.

Donna Demonstrate

Natick, MA 01772 • (781) 444-1234 • donnademonstrate12@gmail.com

EDUCATION

MassBay Community College, Wellesley, MA

Expected May 2024

Candidate for Associate degree in Business Administration with a focus in marketing

GPA: 3.8

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

MARKETING/LEADERSHIP EXPERIENCE

Chair of Public Relations Committee, Student Government Association

Sept. 2022 – Present

MassBay Community College

Wellesley, MA

- Use Canva and Photoshop to create compelling promotional flyers and online content for the Student Government Association (SGA)
- Managed 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

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

Au Pair, The Turner Family, Wellesley, MA

Sept. 2021 – Aug. 2022

- 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.

Receptionist | BRB Tech | Brasilia, Brazil

June 2020 – Sept. 2021

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

ED JONES

Framingham, MA 01701

508-876-5431 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
- *Electrical systems
- *Clean driving record
- *Preventative maintenance
- *Small engine mechanics
- *Bilingual in Spanish & English
- *Suspension and alignment
- *Brake repair and replacement
- *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

Henderson Automotive Repair

Aug. 2022 – Present

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 regarding vehicle issues and potential repairs
- Organize work records and file reports

Automotive Technician

Graves Repair Shop

June 2020 – Aug. 2022

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 00000 | (508) 555-5555 | lmartinez@massbay.edu

OBJECTIVE:

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

MassBay Community College, Wellesley, MA Expected: December
2019 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

Proficient: MATLAB, SolidWorks, Java, Microsoft Office

ACADEMIC PROJECTS

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 2019.**

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 2018.**

WORK EXPERIENCE

Walmart, Dedham, MA May 2016 - 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 2014 - Present

Gas Station Associate

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

LANGUAGES

Fluent Arabic

CHRIS COOPER

Wellesley, MA 02401 | (555) 555-5555 |

chriscooperexample@gmail.com

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

MassBay Community College, Wellesley, MA, May 2020

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

B.A. Economics

SKILLS SUMMARY

- 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

Walgreens, Framingham, MA

Jul 2020 – Jul 2021

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 2019

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, RFID encoding for specific customers, shrink wrapping and boxing.
- Performed other office duties, including inventory, stocking shelves and aiding marketing department.

TechBuddies, Cambridge, MA

Jan 2008 – Feb 2012

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, AM | 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	PCR	Autoclave
Nucleic Acid Extraction	Reverse Transcriptase- PCR	Trained on In-Cell Analyzer - (High Content Imaging System)
Aseptic Techniques	Gel Electrophoresis	CPR/First Aid Certified
Buffer Preparation	cDNA Synthesis	Microsoft Office
Western Blotting Analysis	Florescence Microscopy	
RNA Isolation		

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

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 2021.

EDUCATION

MassBay Community College | Wellesley, MA | Expected Graduation, May 2021

Associate of Science in Computer Science, **GPA:** 3.0

Cyber Security Certificate

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

Relevant Coursework: Software Design (java), Data Structures (Java), System Programming 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

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

Proficient: Microsoft Office

Languages: Hindi, Punjabi

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

ACADEMIC PROJECT

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

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

March 2014-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

Costco Foundation

2017-2020

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