



The Office of Career Services

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www.qcc.cuny.edu/careerservices

The Office of Career Services acknowledges the significant work of the National Association of Colleges and Employers (NACE).

We wish to express our appreciation and gratitude to the Office of Marketing and Communications for their time, creativity and collaboration on this project.

Dr. Christine Mangino, President



222-05 56th Avenue, Bayside, New York 11364 • www.qcc.cuny.edu

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RESUME GUIDEBOOK

OFFICE OF CAREER SERVICES

*LAUNCH YOUR CAREER WITH CONFIDENCE.
A COMPREHENSIVE GUIDE TO CRAFTING A
WINNING RESUME.*



Hi Student,

This guidebook was put together for you, to help you get started on creating a resume which is the first step in your journey to finding the right job or internship for you.

So, what exactly is a resume? A resume is an outline of your professional experience that showcases your work history, skills, accomplishments, and other relevant information. It will help an employer or scholarship panel decide if you are a suitable candidate for their specific position, internship, apprenticeship, or academic opportunity. Your resume is always changing and evolving, as you continue to develop and enhance your skills and experience. Update your resume with any new skills, experiences, accomplishments, education, or anything that will increase your marketability for a desired opportunity.

What is the purpose of a resume? The purpose of the resume is to get you the interview, not the job. A resume should not simply list an inventory of tasks you perform in your current or previous jobs. It is a place for you to show how you can be an asset to the position based on your experience and skills. Focus on your accomplishments and what sets you apart.

Your goal is to entice the employer to invite you in for an interview (remote or in person) so that you can convince them that you are the right person for the opportunity.

- Your resume should answer the following questions:
 - › What can I do for the employer?
 - › Is my experience relevant to the position?
 - › Does it show examples of how I applied my skills?

This guidebook will show you the most common sections to include in your resume. You will learn how to write impactful bullets as well as how to highlight your unique skills. You will get tips on how to write a resume profile, resume samples to review as well as links to important resources. You will find out how to get your resume past applicant tracking systems (ATS) as well as a checklist to make sure your resume stands out from the crowd.

This guide is to help you get started. We invite you to schedule a meeting with one of our career coaches to help you fine tune your resume as well as assist you with any other career-related questions you may have.

We want you to take advantage of all the resources available to you at QCC. We wish you much success as you embark on your professional career.

The Office of Career Services

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WHERE DO I BEGIN?

Start by gathering as much information as possible. Do not worry about the format right now. The idea is to get all your information out on paper. We have included a Resume Worksheet to help you get started. The worksheet is there to help you organize your information and to ensure you do not leave anything out.

RESUME WORKSHEET

CONTACT INFORMATION

Name _____
City, State, Zip _____
Email Address _____
Phone Number _____

PROFILE/CAREER FOCUS

Profile/Career Focus-Usually 3-5 sentences or bullet statements that reflect your core expertise, education and your specific skills that meet the needs of the employer. Review the job/internship postings and identify the skills you have that are relevant to the opportunity.

KEY SKILLS – List 5-10 skills and/or knowledge you have.

EDUCATION

Exact Degree Title: (i.e.; Associate in Arts, Associate in Science, Associate in Applied Science)

Exact Program of Study: (i.e.; Liberal Arts, Public Health, Psychology)

Anticipated Graduation Date: (mm/yyyy) _____

GPA: (Only 3.0 or higher) _____

Honors: (E.g.: Dean's List) _____

Activities/Clubs: _____

Relevant Coursework: (Do not include course #'s) _____

WORK EXPERIENCE

For each position indicate the following. Pay attention to your specific skills and how they relate to the position you are applying to.

Company Name: _____

Company Location: (city, state only) _____

Job Title: _____

Dates of Employment: (mm/yyyy) _____

Accomplishments: (Focus on the skills you used, the results you achieved. Were you recognized for a specific task? Did you go above and beyond the scope of your duties?)

Company Name: _____

Company Location: (city, state only) _____

Job Title: _____

Dates of Employment: (mm/yyyy) _____

Accomplishments: (Focus on the skills you used, the results you achieved. Were you recognized for a specific task? Did you go above and beyond the scope of your duties?)



RESUME SECTIONS

Your resume should be divided into clearly labeled sections that allow employers to quickly skim through and learn about your relevant experience. The following sections are a guide to what should be included. Keep in mind each person has their own accomplishments and experiences, thus not all sections are relevant for everyone. This list is not a complete list. There may be other sections to include that are specific to your field and experience. Consult with the Office of Career Services with any specific questions.

CONTACT INFORMATION

Should include: first & last name, city, state, zip code, phone number and email address (email address should be professional), LinkedIn URL. Do not include "Address," "Phone" or "Email" before each item; the reader will be able to identify these without your help.

PROFILE/CAREER SUMMARY

A resume profile is a brief summary of an applicant's skills, experiences, and goals as they relate to a specific opportunity. Be sure to tailor your resume profile to fit the specific opportunity for which you are applying and indicate the skills that qualify you for it. This statement is typically 3-5 bullet points in length or a short paragraph. **There will be a section on how to create a profile.**

EDUCATION

Start with the most recent first, the colleges you have attended or are attending should be listed with the name of the university, city and state, month and year of graduation, degree, and **your program of study**. You should also list your GPA, if it is 3.0 or above, and any honors recognition or accomplishments (e.g., dean's list, graduation honors, etc.). **No high school information is required.**

Your degree is either an Associate in Science, Associate in Arts, or an Associate in Applied Science, followed by **your program of study**. Also include your anticipated graduation date. Once you graduate you will delete the word anticipated and just leave the mm/yyyy you graduated. When you put "Anticipated" before your graduation date, it indicates to an employer that you are still in school. For example:

Queensborough Community College, City University of New York, Bayside, New York, Associate in Science, Computer Science, Anticipated June 2024

Once you graduate, you will delete the word anticipated (see below example)

Queensborough Community College, City University of New York, Bayside, New York, Associate in Science, Computer Science, June 2024

HOW TO WRITE QUEENSBOROUGH COMMUNITY COLLEGE DUAL/JOINT DEGREE PROGRAMS

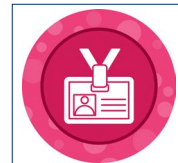
Example:

The City University of New York, Dual/Joint Degree Program, New York, NY Associate in Science, Computer Science and Information Security, Queensborough Community College, anticipated 6/25
Leading to the **Bachelor of Science in Computer Science and Information Security, John Jay College of Criminal Justice.**



AWARDS & HONORS

Indicate type, month/year (e.g., Dean's List, Sep 2023 - Present). Employers are not looking for high school awards unless they are at a national level.



MEMBERSHIPS

Are you in any **QCC clubs or organizations**? If you held/or hold a position indicate the name of your position, name of group and participation years, for example: President, Stock Market Club 2023-2024.



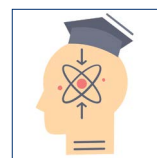
RELEVANT COURSEWORK

This is an area for you to show an employer you have some knowledge of a particular area without having relevant job experience. Add a few QCC courses that relate to the opportunity to which you are applying. Do not use course numbers. Write out the course titles.



LICENSES AND CERTIFICATIONS

Add the granting agency name, expiration date. Add Basic Life Support (BLS) or Cardiopulmonary Resuscitation (CPR) certificates if you have earned them. Add your driver's license if it is relevant to the opportunity to which you are applying. Add any additional licenses and certifications that may be relevant. This can also include computer certifications.



SKILLS

This can include language skills, hard skills, soft skills, technical skills, or any skills relevant to the position you are applying for.



EXPERIENCE

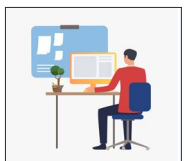
This does not just have to be paid work, it could be internships, research experience etc. You can title the section to reflect the experience (Internship Experience, Research Experience etc.).

List your experience in reverse chronological order, meaning your most recent experience goes first. For each position, list the Company Name, Company Location (city, state only), Your Title and the beginning and ending dates of employment. If you are still employed there, give your starting date and the word “Present” to show that you still hold that job. Then for each position list the skills and results you achieved. Make sure to list the most significant accomplishments at the top of your bulleted list.



COMMUNITY SERVICE/VOLUNTEER WORK

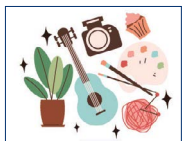
Include, dates of service, name of organization and location. You may write one or two phrases describing your work.



PROJECTS

Depending on **your program of study**, including a project section on your resume may be necessary. In addition, if you do not have any relevant experience you may have to highlight your education as much as possible. This would mean

including class projects, research projects, presentations or anything that will illustrate your relevant skills.



INTERESTS

If there is room on the page list interests, i.e., hobbies, sports, cultural activities.

WHAT IS A RESUME PROFILE AND HOW TO WRITE ONE?

A resume profile can be called many things (career focus, summary of qualifications, professional summary, profile statement etc.). This section highlights your most impressive and relevant accomplishments, skills, and experiences and follows immediately after your contact information.

Be sure to tailor your profile to fit the specific opportunity for which you are applying and indicate the skills that qualify you for it.

Hiring managers scan thousands of resumes for one job. A hiring manager tends to decide within 10 seconds whether a resume goes in the Yes, No, or Maybe pile for interviews. If they cannot see your qualifications quickly and easily, your resume will not pass the 10-second test. Your profile will show the hiring manager quickly and convincingly that you are the best person for the job and can increase your chance of landing in the Yes pile.

HOW TO WRITE A RESUME PROFILE

First, go back to the job description you are applying for. What skills and qualifications are they looking for? Your summary should be slightly different for each job you are applying for since the qualifications for each job will be unique.

Then think about the following questions:

- What makes you unique?
- Why would you be the best person for the job?
- What do you have to offer and what are your greatest achievements?
- Remember to focus on what the employer needs, not what you want or need.

HOW LONG SHOULD IT BE?

Your resume profile should be about 3-5 sentences. Bullets or paragraph formats are both acceptable.

EXAMPLES OF WHAT NOT TO DO:

Profile: To obtain a position as a marketing manager where I can use my skills and experience to enhance my career.

What is wrong with this profile?

First you are not showcasing what your specific skills are. Secondly you are indicating what you want, not what the employer wants. Finally, you are not addressing the needs of the employer.



EXAMPLES OF STRONG RESUME PROFILES:

College Student (Tutor)

Dean's List student with extensive tutoring experience. Create worksheets and practice exams to improve students' grades by an average of ten points in Algebra I, Algebra II, and Pre-Calculus. Praised for the ability to break down problems and clearly communicate mathematical concepts.

College Graduate (Editorial Position)

Detail-oriented English major with extensive journalism experience. Managing editor of college paper with strong leadership skills, particularly in assignment delegation and maintenance of set deadlines. Well-versed in proofreading strategies and APA guidelines.

Customer Service

Customer services specialist with extensive management experience. Strong interpersonal skills with certification in employee mediation and team building. Innovative problem solver: developed and implemented new service strategies to increase customer satisfaction by 30%.



SKILLS

HOW TO WRITE IMPACTFUL BULLETS

Showcasing your skills and accomplishments on a resume can be challenging. You do not want to just list your role, responsibilities, and tasks. You want to show employers how you can contribute to their organization. Before you start writing your accomplishments consider the following questions:

- **Have I ever: Saved time, increased sales, implemented a new process, solved a particular problem, multitasked, took initiative without being asked, managed a team, trained a co-worker.**
- **What are you most proud of? What would others say about your work performance?**

Now consider the following formula to create impactful accomplishment statements:

Action + Project+ Result

Action – choose an action verb that describes what you DID and what YOUR contribution was

Project – what was the task you completed or problem you solved

Result – what was the impact of your work, what did you achieve, quantify if you can

Weak Bullet:

Promoted new menu items to customers.

Stronger Bullet:

Trained servers on new menu items and how to promote them, resulting in a 20% increase in daily sales.

For a list of skills to consider click here.

HARD vs. SOFT SKILLS

WHAT ARE SOFT SKILLS?

Soft skills are characteristics and personality traits that enable someone to work effectively with others. Soft skills are an important part of your individual contribution to the success of an organization. Soft skills can be challenging to measure or quantify. They are becoming more important than ever before as organizations struggle to find ways to be more productive and remain competitive. Soft skills are becoming the hard skills of today's work force. It is not enough to have all the technical skills without developing the softer, relationship-building skills that lead to a successful work environment. Soft skills are often referred to as transferable skills, because we take them with us from job to job.



EXAMPLES OF SOFT SKILLS: Organization, creativity, problem solving, leadership.

WHAT ARE HARD SKILLS?

Hard skills are quantifiable, objective usually acquired through education, certification, training, or licensure. A hard skill implies expertise to perform a specific task. Hard skills can be tested to demonstrate knowledge of a specific skill.

EXAMPLES OF HARD SKILLS: Microsoft Office, computer programming, foreign language skills plus many more.

WHAT ARE THE LEVELS OF PROFICIENCY WHEN DESCRIBING YOUR HARD SKILLS?

Basic or beginner – you have a common understanding and knowledge of the skill.

Intermediate – you can successfully complete the tasks and can usually do it independently.

Advanced/Proficient – Expert, demonstrated consistent excellence in the skill.



WHAT ARE QCC SUPER SKILLS?

The National Association of Colleges & Employers (NACE) has identified key skills that employers and career services professionals have deemed necessary to be successful in the workplace. Employers have stressed that the NACE Career Readiness skills are skills they want to see students develop while in college so they are prepared and can contribute to their organizations in the future.

The eight QCC Super Skills essential to enter the workforce are:

**Career & Self Development • Leadership • Communication • Professionalism
Critical Thinking • Teamwork • Equity & Inclusion • Technology**

[Click here to access the QCC SUPERSKILLS BOOKLET](#)

ACTION VERBS

It is important to use action verbs when describing your experience. Action verbs can grab the attention of the hiring manager, setting you apart from the competition. Using action verbs helps provide a clear understanding of what you have accomplished. Try to start each sentence with a strong action verb to describe your skills and experience. Diversify your verbs and responsibilities; employers do not want to see the same sentences copied and pasted for multiple jobs.

Action Verb Examples: Instead of saying “Responsible for” you can use:

- Accomplished
- Navigated
- Created

[For more examples of action verbs click here](#)

There are three different verb tenses you can choose from: **present, past, and future tense.** **Present tense** is the grammatical tense that you use when you are describing an action that is currently happening. **Past tense** is the grammatical tense you use to describe an action that happened in the past. **Future tense** is used to describe actions that will happen in the future. For the purpose of resume writing, you will typically only select between present and past tense.

Verb Tense Example:

- **Present tense:** Collaborate with the team on performance goals.
- **Past tense:** Collaborated with the team on performance goals.



APPLICANT TRACKING SYSTEMS

WHAT IS AN APPLICANT TRACKING SYSTEM?

An applicant tracking system (ATS) is software that employers use to find the most qualified candidates for a role. These systems help streamline the hiring process and remove resumes that do not meet the qualifications. An ATS is more likely to submit your application to the hiring manager for review if you have optimized your resume and cover letter for the job you are specifically applying for. Make sure that you highlight the skills and competencies emphasized in the job posting or application. Include keywords that are used in the job/internship description.

TIPS ON HOW TO GET YOUR RESUME THROUGH THE APPLICANT TRACKING SYSTEM (ATS):

- Avoid tables, graphics, images, photos, or other complex formatting
- Use standard headings
- Use keywords from the job description
- Tailor your resume to fit a specific job, paying attention to the keywords in the description
- You should customize your resume for each position and opportunity. What are the specific requirements of the position, internship, or job?

KEYWORDS

Resume keywords refer to phrases and expressions in a resume that relate to a specific job position. Using keywords allows hiring managers to sift through resumes quickly by using software with specific filters to track keywords. That is why it is important to tailor your resume to the specific job you are applying to, increasing your chance of having your resume selected for review. For example, an ATS for a medical facility might scan applications for an administrative position, looking for phrases like “medical records.” Including keywords in your resume can ensure your application makes it to a hiring manager.

Keywords are a concise way to describe a skill or experience. However just listing the keyword without describing the context is not enough. For example, an employer may list leadership qualities in the job description. You need to explain what you did and how you acted as a leader and what was accomplished under your supervision.

FORMATTING & APPEARANCE

The format of your resume is very important. The information needs to be neat, clean, organized, easy to read with a simple layout and design. A recruiter spends on average 20-30 seconds scanning your resume. If your information is not clearly organized, it most likely will be rejected by the hiring manager. Formatting errors can draw the eye away from the content. **In addition, your resume must be error free.** Do not rely on spell check to pick up all the errors. Have a friend, family member or member of The Office of Career Services review your resume.

Things to keep in mind when formatting your resume:

- Font size and type (size 9-12 points) (Type: Arial, Calibri, Verdana), to name a few that are ATS (Applicant Tracking System) friendly
- Header should be larger than the rest of your resume (14-point font size is acceptable)
- As an undergraduate, your resume should be no more than one page but if you have considerable experience your resume can be a page and a half
- Be consistent with font size, spacing, bolding, date formatting, indents
- List your academic and work experience in reverse chronological order, meaning most recent experience first
- Margins should be at least 1/2” on all sides, but no more than 1”
- When printing, use the single side printing option and a good quality printer. Always use 8 1/2 x 11 white paper
- Be sure to submit your resume in the format that the employer indicates. If the employer does not require a specific format convert it to a PDF format. Employers want to see PDF resumes 99% of the time. This will prevent distortion of formatting if opened on a computer that differs from your own.



TOP RESUME MISTAKES

- 1. Assuming spell check is good enough.** Proofread, then have someone else read it.
- 2. Including High School.** It is understood if you are in college, you have graduated from high school.
- 3. Not using strong action verbs or using the wrong verb tense.** Use present tense verbs for current job, past tense verbs for prior jobs.
- 4. Lack of keywords.** Companies use Applicant Tracking Systems (ATS) to screen resumes based on keywords. Not having enough may prevent you from being considered. Pull keywords from the job description if appropriate.
- 5. Making resume more than one page.** Recruiters scan your resume for less than 45 seconds. A two-page resume will most likely not be read.
- 6. Experience not listed in correct order.** Job experiences should be listed in reverse chronological order (most recent first).
- 7. Incomplete contact information.** Make sure to include your cell phone and a professional email address. Do not include your age or a photo.
- 8. Listing degree incorrectly.** Degree is either an Associate in Arts or Science, or an Associate in Applied Science. **Your program of study** is listed after your degree.
- 9. Inconsistent formatting.** Hiring managers want to see a neat, clean, easy to read resume. Make sure fonts and dates are consistent throughout. Do not include photos or too many fonts.
- 10. One size does not fit all.** Eighty-seven percent of hiring managers say it is important to tailor your resume to the needs of the job.
- 11.** Do not use pronouns (I, we, they).
- 12.** Make sure Queensborough is spelled correctly.

CHECKLIST/RUBRIC

CATEGORY	YES	NO	DESCRIPTON
Appearance			Is the resume one page?
			Are all the dates aligned, is there appropriate spacing in-between sections so nothing looks crowded?
Font			Are the font styles (bold, italics, underlined) used consistently?
			Is the selected font easy to read (suggested fonts: Calibri, Verdana, Arial)?
			Are the font sizes for text 9-11 points and used consistently?
Section Headers			Are the section headers easy to identify, bold, all caps and underlined?
			Are the section headers in order of relevance and in reverse chronological order?
Content			Are the bullet points provided in short, concise phrases, not long sentences, descriptive enough for the reader?
			Does the resume include experiences that highlight career readiness skills?
			Does the resume include keywords listed in the job description?
Grammar/ Mechanics			Do bullet points begin with action verbs and are they in the correct tense?
			Is the resume free of errors, including capitalization, spelling, and punctuation?
Contact Info			Is the name included, bolded, and a few font sizes larger?
			Is the email address listed professional?
			Is there a phone # listed?
			Is there a city, state, zip listed?
Education			Are the degree and program of study listed accurately?
			Is the graduation date (month/year) included?
			Is Queensborough spelled correctly?
			Is the overall GPA included if (3.0 or higher)?



SAMPLE RESUME - Little Experience

RESUME EXAMPLE, LITTLE EXPERIENCE

MELISSA EMBRY

Bayside, NY 11364
(718) 631-6297
membry@gmail.com

EDUCATION Queensborough Community College
The City University of New York, Bayside, NY
Associate in Arts, Liberal Arts & Sciences, anticipated 6/24
GPA: 3.6
Membership: Future Psychologist of America, Vice President, fall, spring 2023; QCC Music Society, spring 2022-Present.
Relevant Coursework: Speech Communication, English Composition and Literature, Pre-Calculus, Introduction to Psychology.

EXPERIENCE 6/21-Present
Self-Employed, Queens, NY
CHILDCARE PROVIDER
Provide childcare for a neighborhood family. Supervise and ensure the safety of two children, ages four and seven. Prepare meals and feed children. Schedule playdates and keep children occupied with games and age-appropriate activities. Communicate regularly with the parents throughout the day.

SKILLS

- MS Word, MS Excel, MS PowerPoint, MS Teams, Zoom, Blackboard and Google Docs.
- Able to take direction and be a contributing team member.
- Highly organized, able to multitask and accomplish multiple objectives.
- Professional demeanor and attentive to detail.

COMMUNITY SERVICE Bottomless Closet - Queens, NY, 1/23 - Present

- Assist clients with choosing interview outfits. Sort and organize new inventory. Maintain the neatness of the clothing racks.

INTERESTS Hiking, painting, and karate. Active in community affairs.

SAMPLE RESUME - Some Experience

RESUME EXAMPLE SOME EXPERIENCE

NAME

City, State, Zip | Phone | Email

CAREER FOCUS: McDaniel College senior and member of the Baseball Team, seeking an internship with the Brooklyn Cyclones. Possess a deep knowledge of the game of baseball, and the New York Mets. Well-spoken, collaborative personality, focused on the goals of the team, customer service oriented, able to take direction and complete tasks independently. Polite, dedicated, disciplined, philosophical and good-natured. **Have an understanding of the following areas:**

Accounting I & II | Marketing & Consumer Behavior | Economics | Social Psychology | Small Business Management
Introduction to Statistics | Art & Digital Culture | Corporate Finance

TECHNICAL SKILLS MS Word, PowerPoint, Basic Excel, QuickBooks and Prezi. Knowledge of basic digital film and editing (iMovie), Adobe Photoshop, Social Media (Facebook, Twitter, Instagram, Snapchat).

EDUCATION McDaniel College, Westminster, MD
B.A., Business Administration, concentrations in Entrepreneurship, Management & Marketing
Anticipated graduation: May 2024
Awards & Honors: Dean's Honors List, fall 2021; spring 2022; fall 2023
GPA: 3.5

LEADERSHIP ACTIVITIES Player, McDaniel College Baseball Team, fall 2020 - Present
Have developed excellent time management skills by balancing baseball activities, coursework and co-curricular activities.
Member, Student Athletic Advisory Committee, fall 2022 - Present
Represent the McDaniel College Athletic teams via social media to improve game attendance and fan hype.
Co-Founding Member of the McDaniel Entrepreneurship Club, spring 2018 - Present
Helped establish the club and attended meetings to discuss the business ideas of members.

EXPERIENCE

Summer '23 **WINDOW WASHER, Sagaponack Window Washing, Sag Harbor, NY**
Washed and cleaned windows at private residences and businesses in the Hamptons.

Summer '22 **SOCIAL MEDIA ASSISTANT, Dan Strauss Music, (Remote)**
Assisted a musician with running his Twitter and Instagram accounts to promote his music career.

Summer '22, **ASSISTANT TO FACILITIES STAFF, The Waldorf School of Garden City, Garden City, NY**
Helped prepare the Waldorf School buildings and grounds for the start of the school year.

Summer '21 **BUS BOY/DELIVERY PERSON, Montana's Restaurant, Freeport, NY**
Cleaned tables and assisted wait staff with bringing food out to the tables. Delivered meals in the local neighborhood.

ADDITIONAL ACTIVITIES Player, Sag Harbor Whalers, Hamptons Collegiate Baseball League, summer 2021 and 2023.
Selected to the 2023 Hamptons Collegiate League All-Star Team.



SAMPLE RESUME - Technical

SKILLSFIRST

TECHNICAL RESUME EXAMPLE

GRACE QUEENS

gracequeens123@gmail.com • (123) 123-1234 • [linkedin.com/in/grace-queens-123](https://www.linkedin.com/in/grace-queens-123) • github.com/gracequeens123

EDUCATION

Queensborough Community College, The City University of New York | Bayside, NY
Associate In Science, Computer Science | GPA: 3.7
Relevant Coursework: Linux Operating System, Web Development, Network Administration
May 2024

TECHNICAL SKILLS & CERTIFICATIONS

Amazon Web Services (AWS) Certified Cloud Practitioner August 2023
Programming Languages: Java (Advanced), Python (Advanced), C (Intermediate), C# (Intermediate), C++ (Beginner)
Operating Systems: Windows XP/Vista/7/8/10, Linux
Software: Microsoft Office (Word, Excel, PowerPoint)

PROJECTS

YuckHub.com
• Dedicated 100 hours to the creation of a web app built with React using NYC/LA/Chi public API. Allows users to search restaurants health code violations

MUNCHMADNESS

- Dedicated over 225 hours to the creation of a web app built with React on Rails. With full user auth, and a ruby on rails back end, Munch Madness allows users to create, edit, delete, and review their favorite fast-food items. Compare reviews with other users and compete in community challenges

PROFESSIONAL EXPERIENCE

ALAVI FOUNDATION, New York, NY February 2023-April 2023
Information Technology Intern
• Employed HTML, CSS, and JavaScript to implement 5 weekly modifications to the company's website
• Managed and developed company website to improve customer satisfaction by 15%
• Identified and addressed 10 production issues by conducting detailed audits of proposals and rate revisions, resulting in significant improvements to quality assurance processes
• Measured the impact of issues on business units, worked with developers to recreate the problem, designed alternative work processes, and recommend a solution utilizing Python
• Resolved a critical issue where customer's orders were not being saved in the system database, leading to a 50% increase in product sales after the issue was resolved

LEADERSHIP EXPERIENCE

- **Fellow, America Needs You (2023 – Present):** Awarded a fellowship in a competitive 2-year career development and leadership program for first-generation college students in New York
- **Mentor, Coding Club- QCC (2023-Present):** Performed outreach to drive growth in club membership, recruiting 20+ new students, and educated them on beginner-level coding
- **Tutor, Tau Alpha Pi Society (2023-Present):** Tutored 30+ students on a weekly basis to improve learning and proficiency on computer science topics ranging from Web Programming, Linux OS, and Networking

SkillsFirst is a powerful, free platform to create resumes. SkillsFirst helps you master your story, by helping you create tailored, professional resumes that stand out from the competition. SkillsFirst partners with ChatGPT to provide you with a strong AI tool.

GETTING STARTED WITH SKILLSFIRST

- 1) Go to the QCC Career Services homepage:
<https://www.qcc.cuny.edu/careerservices/>
- 2) Under the banner Student Resources (right side of the page), click Create Your Resume & More.
- 3) This will bring you to the QCC SkillsFirst portal page.
- 4) Click on SkillsFirst Overview and watch a short video to learn more about the platform.
- 5) Next, click on the words SkillsFirst. Now you will be on the SkillsFirst portal page. Below the blue box that reads, "Sign In," click into: **Students, Alumni, Faculty & Staff click here to join.**
- 6) Create your SkillsFirst account.
- 7) Once you are in your SkillsFirst dashboard, click Create a Resume (right side of the page).
- 8) Click on Edit Sample. Now you will be on a page that reads - Select Resume Template. Scroll down and select one of the templates that you like. If you change your mind, you can always change it later.
- 9) Click on the template that appeals to you.
- 10) Now you will be on a page that reads - Select Resume Sample. Scroll down the page and select the sample titled QCC Chronological Resume Sample. At the top of the page click the green box that reads - Use This Sample. Now you are ready to begin building your resume using SkillsFirst.

If you have questions about accessing SkillsFirst, you have three options:

- You can stop by the Office of Career Services, located in the Library Building, room 429.
- You can call us at (718) 631-6297.
- You can email us at: www.Careerservices@qcc.cuny.edu



For assistance with your resume, please request a one-to one meeting via Handshake, with a member of our Career Services team, or you can join one of our weekly *Resume Hours*, listed under *Events*, in the QCC Career Center, which is located on your Handshake landing page. For more detailed information about Handshake, **click here to access the Career Services Handshake brochure.**

GENERAL RESUME TEMPLATE

JORDAN QUEENSBOROUGH

📍 City, State Zip code ✉ Emailaddress@domain.com ☎ Telephone Number with area code

PROFILE

Motivated, hardworking college student majoring in Public Health, seeking to join the H RTP: Public Health Internship Program with the New York City Department of Health and Mental Hygiene. Highly proficient in (add your relevant technical skills [software/platforms] that relate to the position.) Include a few soft skills that relate to the position. If you are fluent or speak a language(s) other than English include that information as well.

EDUCATION

Associate in Science, Public Health, anticipated month year
Queensborough Community College, The City University of New York, Bayside, NY

- GPA: If 3.0 or higher
- Awards and Honors: Indicate type, month/year (e.g., Dean’s List, Sep 2023-Sep 2023)
- Memberships: Are you in any QCC clubs or organizations? If so, indicate position, name of group and participation year
- Relevant Coursework: Add four or five QCC courses that relate to the opportunity to which you are applying. Do not use course numbers. Write out the course titles.

LICENSES AND CERTIFICATIONS

Certified Patient Care Technician, add the granting agency name, expiration date.

Add BLS or CPR certificates if you have earned them.

Add driver’s license if it is relevant to the opportunity to which you are applying.

Add any additional licenses and certifications that may be relevant.

EXPERIENCE

Sales Associate

Zara, New York, NY | Jun 2023 - Present

- Provide efficient, professional service in a hectic, mid-town clothing store.
- Assist shoppers with selecting appropriate items.
- Organize merchandise on the sales floor and maintain neatness and order in the dressing room.

ADDITIONAL SKILLS

Include any additional skills that are applicable to your abilities and not included in your Profile.

COMMUNITY SERVICE

Name of volunteer position

Name of Organization, City, State | dates of service

You may write one or two phrases describing your work.

INTERESTS

If there is room on the page list interests, i.e., hobbies, sports, cultural activities.

CLICK HERE TO DOWNLOAD THIS RESUME TEMPLATE



CAREER SERVICES RESOURCES

HANDSHAKE INTERNSHIPS & JOBS

QCC has partnered with Handshake, a free career management platform. Handshake connects QCC students to other students and employers. You'll have access to thousands of jobs, internships and events specifically for you and your interests. Handshake is the #1-way students find jobs and internships.

Click here to access Handshake instructions on how to activate your account, make an appointment with a QCC Career Coach and start searching for jobs and internships today!

HANDSHAKE

SKILLSFIRST

PATHFUL EXPLORE

CAREER COACH

FOCUS 2

CUNY INTERNSHIPS

