UNC GREENSBORO
Division *of* Student Affairs

Career & Professional Development

#1 EUC | 336.334.5454
careers@uncg.edu
cpd.uncg.edu

RESUME GUIDE

HOW DO I USE THIS GUIDE?

Use this guide to answer some of your questions about resumes before making an appointment with CPD. Make sure to read through the information and the example resumes, especially the ones that may apply to your situation. Then, take what you learned and create a resume, or edit the one you have, before uploading it to VMock!

RESUME APPROVAL PROCESS

What is it? Why do we have it?

CPD has a resume approval process when you upload your resume to Handshake to help ensure that you have the best possibility to succeed. Check the steps below to learn how it works.

STEP 1

Upload your resume to VMock. VMock is a virtual resume review and critique system that provides real-time feedback to help you improve your resume!

1. Log in to VMock with your UNCG credentials (go.uncg.edu/vmock)
2. Use a template or upload a PDF of your resume
3. Look at the detailed feedback and make changes
4. Reupload as necessary to get a score of 65+ (**UNCG students have a total of 10 uploads per academic year**)

STEP 2

Upload your revised resume to your Handshake. Handshake is a one-stop platform for students to find jobs , internships, and more. Connect with over 250,000 companies and non-profits, all in Handshake. Once you score a 65 or higher on VMock, follow the steps below.

1. Log in to Handshake using your UNCG credentials (handshake.uncg.edu)
2. Click on your name in the top right corner
3. Choose "Document" and add a new document (name your document with your first name, last name, and "Resume")
4. A member of the Career & Professional Development Team will approve your resume or provide comments for revisions within 48 business days
5. Apply for jobs using your approved resume

If you receive notice that changes have been suggested or required, return to VMock and check the feedback. You can also schedule a Resume appointment with a Career Coach for further help!

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WHAT IS A RESUME

A document that highlights your experiences, skills, and accomplishments, which could include current and past work experiences, extracurricular activities, certifications, awards, skills, and more. A resume helps to showcase what experiences you would bring the opportunity you're applying for such as an internship, job, or graduate school.

WHAT IS THE GOAL?

The goal of a resume is to get you to the next step in the process, whether that's a job or internship interview, or a conversation with a graduate school. A great resume helps you stand out and gives the employer or recruiter a reason to learn more about you.

WHEN AND WHERE YOU'LL USE IT

You'll use your resume in a variety of professional settings. Common examples include applying for part-time jobs, internships, research roles, full-time positions, and graduate programs. You may also share your resume at career fairs, networking events, or when connecting with professionals or mentors.

GENERAL GUIDELINES

- One page (typically*), clean and consistent formatting
- Experiences listed in reverse chronological order
- Action-oriented language, no first person
- Use of bullets points
- Easy legible fonts (Times New Roman, Georgia, Arial, etc.)
- Full degree names spelled out
- Font size 10–12 and 0.5"–1" margins

Most undergraduate students and recent graduates should aim for a one-page resume. More than one page may be appropriate for those with extensive experience, students making a career change, or when a longer resume is requested.

TAILORING YOUR RESUME

Customizing your resume for each opportunity helps highlight the most relevant skills and experiences, making it easier for employers to see your fit for the role.

- Use keywords from the job description throughout your resume
- Highlight experiences that align closely with the role's responsibilities
- Adjust your bullet points to reflect skills or results the employer values
- Reorder or emphasize sections based on what's most relevant

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OBJECTIVES VS. PROFILES

WHAT YOU NEED TO KNOW

- Objectives and Profiles are OPTIONAL!
- Place the objective or profile just below the contact information
- Indicate skills sets you can offer, potential outcomes if they hire you, and focus on employer needs
- Use keywords that appear in job postings & identify your strengths (what makes you stand out from others?)
- Do not include personal pronouns ("I", "my", "me")

Mariana Clarinet
Thomasville, NC 27360 • 336.906.9062 • mclarinet@uncg.edu

Objective
To obtain a position with Winston Salem Symphony using musical background and knowledge gained from experiences and education background

Education
Bachelor of Music in Music Education   May 2020
College of Visual & Performing Arts, UNC Greensboro
Honors: Graduated with Honors and magna cum laude
Recipient of Arts United of Davidson County Young Artist Scholarship

Performances and Professional Development
Member, Phi Kappa Lambda Honors Music Fraternity   May 2019–Present
Member, Society for Music Theory   September 2018–Present
Attendee, Music Theory Southeast Conferences, American Musicological Society Conferences   January 2018–May 2018
Participant, UNCG Wind Ensemble   January 2018–April 2018
  • Participated in a variety of tours across the United States
  • Performed at American Bandmasters Association conference
Organizer and Principal Performer, UNCG clarinet quartet, Converse Quartet   October 2017–December 2017

Music Related Experience
Clarinet Instructor, Private Studio, Winston-Salem, NC   April 2019–Present
  • Instruct clarinet students from area middle and high schools
  • Prepare students for auditions, develop musicianship, and compose musical examples and exercises
Student Teaching, Ledford Middle School, Thomasville, NC   January 2018–May 2018
  • Supported cooperating teacher in all aspects of teaching in band classroom
  • Conducted full-band rehearsals as well as private lessons and sectionals
  • Prepared and conducted students at rehearsals and concerts

Objectives

vs.

- May not be necessary if you are providing a cover letter for a position
- Short, concise statements that convey why you are writing the resume
- Highlights what kind of career you are seeking and what skills and experiences you have to offer

Profiles

- Include ONLY if you have industry experience so that you move toward a certain career direction
- Keep it concise (1–4 sentences or bullet points) showcasing what you have to offer
- Highlight specific qualifications and skills beneficial to the position
- May be necessary if you are changing a career path

Example Objective

OBJECTIVE

To obtain a part–time position, utilizing superior customer service skills to increase company sales and provide a position experience for all patrons.

Example Profile

PROFILE

- Proven experiences in reaching sales goals and self–motivated to succeed
- Excellent customer service orientation and ability to work in team environment
- Possesses effective organizational and communication skills

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RESUME CHECKLIST

OVERALL APPEARANCE

- ☐ One page (unless you have extensive, relevant experience, or multiple careers/degrees)
- ☐ Easy legible fonts (Times New Roman, Georgia, Arial, etc.)
- ☐ Font size 10–12 pt and 0.5"–1" margins
- ☐ Resume effectively uses white space and is easy and inviting to read
- ☐ Formatting (spacing, dashes, and indentation) is consistent throughout
- ☐ Headers are the same size font throughout; likewise for details and bullets, though header and bullet font size might differ
- ☐ No typos, spelling, or grammar errors

HEADER/CONTACT INFORMATION

- ☐ Full name is clear and prominent (16–18 pt font, bold)
- ☐ Contact info is given below name
- ☐ Email address is professional
- ☐ Phone number is current and correct
- ☐ Optional: LinkedIn URL or personal website/portfolio (if relevant)
- ☐ No need to include full mailing address (City and State will suffice)

EDUCATION SECTION

- ☐ Includes university: UNC Greensboro or University of North Carolina Greensboro
- ☐ Degrees are presented in reverse chronological order (most recent first)
- ☐ Degree is written out (Ex: Bachelor of Arts in Psychology)
- ☐ If appropriate, minor or concentration is also included
- ☐ Graduation date is listed
- ☐ GPA included (if 3.0 or above and relevant to the opportunity)
- ☐ If applicable, Study Abroad is also listed in this section

EXPERIENCE SECTION

- ☐ Organization name, role title, city, state, and dates (month/year) are listed above bullets
- ☐ Experiences are listed in reverse chronological order
- ☐ Bullets begin with strong, varied action verbs
- ☐ Past tense is used for concluded roles, while present tense is used for current/in-progress roles
- ☐ Personal pronouns such as "I" and "my" are avoided; use of articles "the" and "a" is limited
- ☐ Descriptions include industry buzz words/jargon and quantities when possible
- ☐ Bullets are impact statements and not listing responsibilities

OTHER SECTION

- ☐ Leadership, activities, volunteerism, relevant courses or projects, athletics, etc. Are listed and follow the same formatting as the experience section
- ☐ Other relevant skills are listed if applicable (languages, technology, certificates, etc.)
- ☐ No unnecessary or outdated sections (e.g., "References available upon request")

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IMPACT STATEMENTS

Your resume should do more than list what you were responsible for; it should show the impact you made. That's where impact statements come in. The key difference between responsibility and impact is that the impact is the result of carrying out your responsibilities. Think of the impact statement as the measurable outcomes achieved within a certain timeframe.

Example

Responsibility: Managed social media for campus club events

Impact Statement: Created and scheduled weekly Instagram posts for the UNCG Environmental Club, increasing events attendance by 40% over the semester

HOW TO WRITE IMPACT STATEMENTS

Start by thinking about your experiences and asking:

- What was the goal or purpose of my work?
- How did it support the organization or team?
- What changed because of my involvement?
- Did I go beyond expectations or improve something?
- Can I include numbers, outcomes, or feedback to show results?

IMPACT STATEMENT FORMULAS

Option 1: Action Verb + What You Did + Result/Impact

This approach helps you write a concise statement that describes how you contributed and what changed because of your efforts

Example: Organized a volunteer drive for the UNCG Food Pantry that brought in 300+ donated items during finals week

Option 2: SOAR

This version helps you create a detailed bullet that emphasizes frequence and measurable outcomes.

S – Statement of Action: What you did (start with a strong action verb)

O – Occurrence: How often you did it (weekly, per semester, etc.)

A – Amount: How much, how many (numbers, percentages, dollars, etc.)

R – Result: What happened because of your effort

Example: Led weekly tours for 20+ prospective students, contributing to a 10% increase in campus visit satisfaction rating over two semesters

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IMPACT STATEMENTS *(CONT.)*

PRACTICAL EXAMPLES

Campus Job – Front Desk Assistant

Responsibility: Answered phone calls and greeted visitors

Impact Statement: Managed front desk check-ins and questions for 50+ students daily, improving response time and helping maintain a welcoming environment

Campus Job – Resident Advisor

Responsibility: Oversaw a floor of residents and enforced policies

Impact Statement: Supported a community of 35 residents by planning monthly programs, resolving conflicts, and promoting campus resources, contributing to a safe and inclusive living environment

Internship – Marketing Intern

Responsibility: Helped with social media

Impact Statement: Designed and scheduled weekly posts on Instagram and Facebook, increasing follower engagement by 30% over eight weeks

Student Organization – Treasurer

Responsibility: Managed the club budget

Impact Statement: Tracked and allocated a $1,200 semester budget, allowing the club to host four events and stay within spending limits

Course-Based Project – Capstone

Responsibility: Participated in a group presentation

Impact Statement: Conducted research and presented findings on healthcare access barriers, receiving top score from faculty panel for quality of analysis and recommendations

Volunteering – Food Bank or Community Outreach

Responsibility: Helped organize donated items

Impact Statement: Sorted and packaged 250+ food items weekly at Spartan Open Pantry, supporting faster distribution to over 75 students and community members per week

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SECTION HEADINGS

Breaking your resume up into easy-to-read sections helps the employer quickly see your qualifications. Below are some suggestions to get you started.

SUGGESTED SECTION HEADINGS

ACADEMIC PROJECTS

ACCOMPLISHMENTS

ATHLETICS

AWARDS/HONORS

CERTIFICATIONS

CLINICAL ROTATIONS

CO-CURRICULAR ACTIVITIES

COMMUNITY INVOLVEMENT

EDUCATION

INTERNATIONAL EXPERIENCES

INTERNSHIP EXPERIENCE

LEADERSHIP EXPERIENCE

MEMBERSHIPS & AFFILIATIONS

OTHER EXPERIENCE

PRESENTATIONS

PUBLICATIONS

RELATED WORK EXPERIENCE

RELEVANT COURSEWORK

RESEARCH

SKILLS

STUDENT TEACHING

STUDY ABROAD

VOLUNTEER SERVICE

WORK EXPERIENCE

Consider including specialized sections such as "Marketing Internship" instead of simply Internships or "Community Outreach" as opposed to simply "Volunteering". The choices should reflect what will be most applicable to the employers who will read it.

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ACTION VERBS

Strong action verbs are used to describe experiences. Articulate your experiences using a bullet point format (rather than paragraphs) to be concise for the reader. Lead with an action verb.

Management Skills

administered, assigned, chaired, coordinated, contracted, controlled, delegated, developed, directed, evaluated, managed, organized, oversaw, planned, prioritized, spearheaded, supervised

Communication Skills

clarified, collaborated, communicated, convinced, corresponded, directed, edited, encouraged, influenced, mediated, negotiated, promoted, produced, publicized, recruited, represented

Research Skills

assessed, analyzed, classified, documented, examined, identified, inspected, observed, reviewed

Creative Skills

authored, conceptualized, created, customized, designed, directed, established, founded, initiated, integrated, introduced, invented, originated, performed, pioneered, researched, started

Teaching Skills

adapted, addressed, advised, clarified, coached, communicated, coordinated, enabled, guided, instructed, stimulated, strengthened, trained

Technical Skills

calculated, computed, constructed, designed, fabricated, gathered, input, maintained, modified, operated, overhauled, programmed, upgraded

Helping Skills

advised, assisted, counseled, demonstrated, diagnosed, familiarized, educated, expedited, facilitated, inspired, motivated, rehabilitated, stimulated, supported

Financial Skills

allocated, appraised, audited, balanced, budgeted, compiled, forecasted, marked, projected, surveyed

Clerical or Detail Skills

arranged, assembled, catalogued, implemented, monitored, purchased, reviewed, referred, scheduled, systematized, tabulated, validated

Accomplishments

accomplished, achieved, attained, expanded, improved, increased, recommended (solutions), resolved (problems), restored, transformed

TIPS

If your experiences were in the past, then you will use past tense verbs.
If you are currently working, then you will use present tense verbs.

DESCRIPTION EXAMPLES

- Enforced pool standards at all times, in order to ensure a safe swimming environment for all visitors.
- Created and distributed posters and pamphlets across the state to promote safe swimming procedures.
- Recruited, trained, and supervised two Junior Lifeguards.

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BUILDING A RESUME

1 Name is BIG! 14–20pt size!
One phone number • One email address

2 This section is optional!

3 Use FULL name of institutions with city, state. Ex: The University of North Carolina at Greensboro, Greensboro, NC

Degrees spelled out accurately!

List month and year of expected graduate date

Optional: Include GPA if 3.0 or higher

List institutions in reverse chronological order (most recent first)

4 List Job Title, Company/organization name, city, state, and dates (month and year to month and year)

Descriptions start with an action verb in proper tense; not with personal pronouns.

Descriptions emphasize relevant skills and accomplishments-these statements answer: How? Why? What? For whom?

When using bullets, use consistent format with periods or no periods

Arrange each experience in reverse chronological order by start date

5 This section is optional: (Leadership/ Extra-Curricular Activities/Research or Class Projects/Community or Volunteer Experience/Internship/Clinical Rotations/ Observations)

Format and arrange this section just like the experience section.

6 Include special computer, language (specific level of fluency) or career/ technical skills.

Soft skills, like communication skills, should be demonstrated through your experience section, not listed here.

1
Your Name
Your Address • Phone Number • Email Address • LinkedIn URL (optional)

2
Objective or Profile (optional)

3
Education
Bachelor of (Science or Arts), Full name of Major
University of North Carolina Greensboro (UNCG), Greensboro, NC   Your future graduation date
Relevant Coursework: (3–5 course names that are descriptive and speak to your qualifications)
GPA: (include if 3.0 or higher)

4
Professional Experience
Your Title   May 2022–Present
Company Name, City, State
- Identify major transferable skills gained starting with an action verb in proper tense; not with personal pronouns
- Explain how you fulfilled your job duties—exceed expectations, meet goals, surpass requirements
- Describe your skills in terms of level—efficiently, effectively, accurately

Your Title   June 2021–October 2022
Company Name, City, State
- Include specific outcomes of your efforts—did your project get implemented? Did you help the overall company mission?
- Include any technical proficiencies gained specific to your career field i.e. Peachtree Accounting Software
- Descriptions emphasize relevant skills and accomplishments answering: How? Why? What? For whom?

5
Relevant Projects (optional – format like previous sections)
Title of Project, Class Name, Semester completed
- Brief description of accomplishments, what your role was, and any results or skills gained. Begin with an action verb.

Leadership Experience (optional – format like previous sections)
Your Title, Previous Title   August 2022–Present
Name of Organization (campus club or organization), UNCG
- List all experiences in reverse chronological order by start date
- Describe the leadership skills gained in your duties. How many people did you lead?

Your Title   August 2021–May 2022
Name of Organization (i.e. church, civic organization), City, State
- Describe the leadership skills gained in your duties
- Describe major outcomes of your efforts in these roles

6
Skills
Computer: MS Word, Excel, Access, and PowerPoint and any others you have

Social Media: if applicable as a selling point for your skill set

Language: list proficiency level (Basic, Intermediate, Fluent

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ADDITIONAL TIPS

MAKE YOUR RESUMES ATS-COMPATIBLE

Many employers use Application Tracking Systems (ATS) to scan resumes before a human ever sees them. To make sure your resume gets through:

- Use standard section headings like Education, Experience, and Skills
- Avoid tables, text box, graphics, or columns as they can confuse ATS scanners
- Use a clean, consistent format with standard fonts
- Include key words from the job description within (skills, qualifications, and job titles)
- Spell out acronyms at least once
- Using platforms like Microsoft Word or Google Doc are ATS-friendly, be careful using platforms like Canva or any other graphic design sites
- Save and upload your resume as a PDF unless the employer requests a different format

MASTER RESUME

A master resume (also called a running resume) is your personal, everything-in-one-place document. It's not what you submit, it's your behind-the-scenes tool. We recommend a master resume to:

- Keep track of all jobs, internships, projects, volunteering, and skills
- Include full descriptions, dates, impact statements, and reflections
- Pull tailored information from when you create a job-specific resume
- Capture accomplishments before you get them

USING GENERATIVE AI TO HELP

Generative AI tools like ChatGPT can help you to ideate and tailor your resume.

You can ask it:

- Based on this job description, what keywords and skills would be helpful to highlight in my resume?
- Give me ideas for how to make this [past experience] transferable for [interested role]

It's important to note that AI should not be used to replace your voice. Use it as a tool to get started or brainstorm ideas but always review and revise to ensure it reflects you.