

RESUME GUIDE

Version 1102012

Undergraduates

Action Verbs

Resume Worksheets

Sample Reference Sheet

Sample Resumes

How to Write a Cover Letter

INTERVIEWING GUIDE

Successful Interviewing

**Cooperative Education Program
College of Computer and Information Science**



Northeastern University

The Northeastern University Computer and Information Science Cooperative Education Resume Guide should be used in conjunction with the Undergraduate Catalog, Undergraduate and Graduate Student Handbook, Cooperative Education Handbook, and other procedural guide which contain Northeastern University's primary statements about academic programs, policies, and procedures; degree requirements; student responsibilities; and general personnel policies benefits and services.

This information is provided in addition to the Cooperative Education Handbook published annually by the Departments of Cooperative Education, Northeastern University, Boston, Massachusetts. Its purpose, by further describing a specific program, is to augment, not to supplant the Cooperative Handbook.

Accreditation

The New England Association of Schools and Colleges, Inc accredit Northeastern University.

Equal Opportunity Policy

Northeastern University is an equal opportunity/affirmative action educational institution and employer.



Northeastern University

RESUME WRITING

Your resume sells YOU! It is a personal summary of your experiences and qualifications for the position you are seeking. Often the first contact you have with employers is your resume. It informs them of your accomplishments, education, personal background, and work experience. Your resume also generates interest to get you to the next step – the interview.

Your resume tells an employer who you are, what you know, what you have done.

RESUME HEADINGS

Begin by filling out a resume worksheet. It will help you organize the information you will be using in the resume. A good resume will include:

EDUCATION

College: Include area of concentration; major and minor; indicate you are a candidate for a Bachelor of Science in Computer Science; expected date of graduation; academic achievements, honors, awards; extra-curricular activities (sports, clubs, committees).

High School: Include name and location of your high school; year of graduation; major programs studied; academic achievements; honors, science fair awards; all of your extra-curricular activities. Pertinent advanced courses such as drafting, computer technology, physics, calculus, machine shop and/or electronics should also be included.

COMPUTER KNOWLEDGE:

List all computer languages you know and computer systems you are familiar with. Also, add special computer related experiences, i.e. building a personal computer, writing programs, building a website, etc.

WORK EXPERIENCE:

Include all work experiences, full or part-time, paid or volunteer. In reverse chronological order, the most recent being first, list the position you held, specific duties, place of employment and location, and dates of employment. The description of the duties of each job should emphasize the tasks performed, indicating specialties learned, skills developed, scope of responsibility, and results achieved. Of particular importance are experiences illustrating leadership potential, organizational ability, communication skills, ingenuity, and teamwork. Use ACTION VERBS! Answer the question "What did I actually do?" not "What was I suppose to do?"

INTERESTS/HOBBIES:

Include all hobbies that you have and are involved in outside of school; Model Building, Chess, Auto Mechanics, Debating, Painting, Kits, Training Aardvarks. Try to choose hobbies which are "conversation starters".

COMMUNITY AND SERVICE ACTIVITIES:

Include all community and service related activities you were involved with in high school or are presently involved.

REFERENCES:

Under the heading "REFERENCES" the statement, "References Available Upon Request" will suffice. (It is important, however, that you are prepared to give at least three references when filling out your company application form). References are usually former managers or professors, not family members.

RESUME NOTES

A good resume is brief and concise, typed neatly in block form with no errors. It must be easy to read. When preparing your resume, cover the following points:

Limit yourself to one page only. As a rule, two page resumes are acceptable only when you have over ten years of experience. Employers prefer to read only one page.

Make sure to print your resume on a good quality printer and make sure copies are crisp and clear.

Print it on 8" X 11" plain white bond paper in block form. Use margins between .75 inches and 1.25 inches. Use the same margin on all sides.

Double space between each section of the resume.

Spelling must be accurate. Use your dictionary or your spell check.

Use clear and concise statements describing your experiences. Use proper grammar and punctuation. Start phrases with action verbs.

Use a heading at the beginning of each section. Set it off by typing it in all caps, underlining the heading, or bolding.

Under the headings "EDUCATION" & "EXPERIENCE," the most recent should be listed first.

Have someone review your resume before you submit the final copy.

When describing your experiences start each sentence or bullet with a powerful action verb that will stand out and tell the employer that you have really done something.

SUGGESTED ACTION VERBS

accomplished	contributed	explored	ordered	served
achieved	coordinated	fabricated	organized	serviced
adapted	created	filed	originated	shopped
added	debugged	financed	performed	shot
administered	decreased	gained	planned	sold
analyzed	delivered	generated	planted	solved
applied	delivered	hammered	prepared	sponsored
assembled	demonstrated	handled	produced	spread
assisted	designed	implemented	programmed	stapled
attained	developed	improved	provided	strengthened
attained	devised	increased	published	studied
augmented	documented	initiated	purchased	supervised
awarded	drafted	installed	raised	supplemented
boosted	drew	invented	reconciled	taught
bought	earned	investigated	reduced	tended
broadened	edited	laid-out	remodeled	tested
built	eliminated	launched	repaired	traced
calculated	ensured	leveled	reported	trained

calculated	established	maintained	researched	transformed
catered	evaluated	mastered	restored	transmitted
compiled	exceeded	measured	revamped	utilized
completed	excelled	modernized	revised	verified
conducted	expanded	observed	revitalized	washed
constructed	expedited	operated	saved	wrote

Leadership, Decision Making, or Management Skills

allocated	founded	led	pioneered	spearheaded
determined	governed	managed	presided	sponsored
directed	hired	moderated	produced	staged
elected	initiated	motivated	recruited	started
enlisted	inspired	operated	represented	supervised
formed	instituted	oversaw	selected	

Administrative, Organizational, and Follow-Through Skills

administered	delegated	headed	ordered	referred
appointed	determined	implemented	organized	regulated
arranged	directed	initiated	overhauled	reorganized
assembled	dispatched	installed	oversaw	represented
cataloged	dispensed	instituted	planned	revamped
centralized	disseminated	issued	prepared	reviewed
collected	distributed	launched	prescribed	routed
completed	eliminated	maintained	presided	scheduled
conducted	enforced	managed	processed	selected
consolidated	executed	motivated	provided	supervised
contracted	formalized	obtained	recorded	supplied
controlled	founded	offered	recruited	terminated
coordinated	governed	opened	rectified	updated

Communication Skills

acquainted	contacted	handled	moderated	spoke
acted as liaison	correspond	informed	negotiated	summarized
advised	counseled	informed	notified	taught
advocated	demonstrated	instructed	presented	trained
answered	demonstrated	instructed	promoted	trained
apprised	displayed	interpreted	publicized	translated
arbitrated	drafted	interviewed	published	translated
authored	edited	introduced	recommended	wrote
briefed	educated	lectured	referred	
commented	explained	listened	reported	
conducted	familiarized	marketed	responded	
consulted	guided	mediated	sold	

Analytical or Research Skills

amplified	computed	edited	interpreted	studied
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analyzed	consulted	evaluated	interviewed	surveyed
analyzed	detected	examined	investigated	systemized
assessed	diagnosed	forecasted	programmed	tested
audited	differentiated	formulated	researched	
calculated	discovered	gathered	researched	
compiled	documented	identified	searched	

Ability to Create or Innovate

authored	conceived	created	devised	invented
composed	conceptualized	designed	established	originated
revolutionized				

Counseling, Helping, or Mediating Skills

aided	comforted	fostered	provided	treated
assisted	contributed	guided	settled	tutored
attended	counseled	instilled	supported	
collaborated	facilitated	mentored		

Ability to Convince or Sell

arbitrated	encouraged	negotiated	publicized	sold
convinced	marketed	persuaded	resolved	solicited
dissuaded	mediated	promoted	secured	

Planning & Development

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

Financial/Records Management

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

Manual

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

CCIS RESUME WORKSHEET

First and Last Name

[Http://www.blahblahblah.com](http://www.blahblahblah.com)

Street Address • City, State, Zip • Phone • email
Available: *month, date, year – month date, year*

EDUCATION

NORTHEASTERN UNIVERSITY, Boston, MA 201__ - PRESENT

College of Computer Science and Information Science

Candidate for a Bachelor of Science in Computer Science 201__

Related Courses: *(Use actual course titles)* _____

Honors: _____

Activities: _____

HIGH SCHOOL, City, State 201__ - 201__

Related Courses: _____

Honors: _____

Activities: _____

COMPUTER KNOWLEDGE

Languages: _____

Systems: _____

Software: _____

Other: *(if other related computer experience)* _____

WORK EXPERIENCE

Job Title _____

Company Name, City, State 201__ - 201__

Brief job description *(2-5 bullets long, start with action words, do not use "I" or "My")*

- _____
- _____
- _____

Job Title _____

Company Name, City, State 201__ - 201__

• *(Include jobs such as summer, part time and volunteer)*

- _____
- _____

Project Title

Class (Name of class or other venue) 201__

Brief description of project and tools used.

- _____
- _____

INTERESTS

List hobbies or interests. This is also a place to add special background information which is not covered elsewhere.

- _____

References Available Upon Request

Sample Resume Worksheet

Name _____

Email _____

Available: month, date, year – month date, year

LOCAL ADDRESS

PHONE: _____

HOME ADDRESS

PHONE _____

EDUCATION

NORTHEASTERN UNIVERSITY, Boston, MA 201__ - PRESENT

College of Computer Science and Information Science

Candidate for a Bachelor of Science in Computer Science, 201__

Related Courses: *(Use actual course titles)* _____

Honors: _____

Activities: _____

HIGH SCHOOL, City, State 201__ - 201__

Related Courses: _____

Honors: _____

Activities: _____

COMPUTER KNOWLEDGE

Languages: _____

Systems: _____

Software: _____

Other: *(if other related computer experience)* _____

WORK EXPERIENCE *(list most recent job first)*

COMPANY NAME, City, State 201__ - 201__

Job Title *(if applicable)* _____

Brief job description *(2-5 sentences or bullets, start with action words, do not use "I" or "My")*

- _____
- _____
- _____

COMPANY NAME, City, State 201__ - 201__

Job Title *(if applicable)* _____

Brief job description: _____

(Include jobs such as summer, part time and volunteer) _____

- _____
- _____
- _____

INTERESTS

List hobbies or interests. This is also a place to add special background information which is not covered elsewhere.

- _____
- _____
- _____
- _____
- _____
- _____

References Available Upon Request.

SAMPLE REFERENCE SHEET

References for YOUR NAME

1. **Name** of Reference Person

Title
Organization
Department
Mail Stop or Office Number
Street Address
City, State, Zip code
(Area Code) Phone Number
E-mail (optional)
Nature and length of relationship

2. **Name** of 2nd Reference Person

Title
Organization
Department
Mail Stop or Office Number
Street Address
City, State, Zip Code
(Area Code) Phone Number
E-mail (optional)
Nature and length of relationship

3. **Name** of 3rd Reference Person

Title
Organization
Department
Mail Stop or Office Number
Street Address
City, State, Zip Code
(Area Code) Phone Number
E-mail (optional)
Nature and length of relationship

Reference Sheet Suggestions

- *Ideally, students should have a minimum of one academic reference.*
- *When selecting reference providers, be sure to approach them in advance.*
- *Allow them the opportunity to decline the request.*
- *Approach only those persons you are reasonably sure would provide a positive image of you to employers.*
- *Let the reference person know why you seek a reference, who they can expect to hear from, and the time period during which they can expect to be contacted by those seeking the reference.*
- *Sometimes, a transcript and a resume is helpful to reference providers.*
- *Most resumes indicate that the candidate can furnish references. Bring references to the interview.*
- *Provide the list of references only if requested by the interviewer. Finally, be sure to thank your reference providers for their assistance and update them on your situation once you have finished interviewing.*

A Student

astudent@ccs.neu.edu | www.astudent.com

Local: 888-888-888 | 888 Address St. #222 | Boston, MA 02115

Home: 444-444-444 | 444 Address St. | Boston, MA 02115

Availability: **Jan.-June 2010**

EDUCATION

NORTHEASTERN UNIVERSITY, Boston, MA Sept. 2007-Present
College of Computer Science and Information Science
Candidate for a Bachelor of Science in Computer Science and Multimedia 2012
Related Courses: Animation Basics | Hypermedia | Object Oriented Design | Computer Organization
Honors: 3.76/4.0 GPA | Dean's List | Advanced Placement (AP) credit
Activities: Choir

LA REINA HIGH SCHOOL, Thousand Oaks, CA Aug. 2003-June 2007
Honors: AP Credit: Physics | Calculus | English Language & Literature | Government
National Honor Society | Bank of America Awards: Social Science, Music: Vocal
Activities: Liturgical Music | Campus Ministry | Moorpark College Swing Dance Club

COMPUTER KNOWLEDGE

Languages: C | Java | Actionscript 3 | CSS | HTML | PHP | Scheme | ACL2
Systems: Windows: Vista | XP | 2000 | Mac-OS | Linux
Software: Adobe: After Effects | Photoshop | Dreamweaver | Illustrator | Flash | Flex
Autodesk Maya | Avid | MySQL | Microsoft Office

PROJECTS

THE BOUNCING ROOFED EYE Feb.-April 2009
Creator

- Storyboarded and discussed story idea in classroom setting
- Modeled, textured and rigged character in Maya
- Animated and rendered character, prop and set in Maya
- Composited rendered shots and added music in After Effects

TEA TIME Jan.-Feb. 2009

Co-Creator

- Photographed string as it was moved along backdrop
- Color-corrected shots in Photoshop, compiled shots and added music in After Effects

WORK EXPERIENCE

AARON BROTHERS, Thousand Oaks, CA June-Aug. 2008, 2009
Sales Associate

- Assisted customers in finding frames and matting for artwork, operated cash register
- Cut custom mats and glass, assembled final pieces in frames

NORTHEASTERN COMPUTER SCIENCE DEPARTMENT, Boston, MA Sept.-Dec. 2008
Tutor for Fundamentals of Computer Science

- Tutored, mentored students in lab setting on individual basis and corrected homework

INTERESTS

- Comic Books | Music: vocal, violin, piano | Swing Dance | Beginner French: speaking and reading

References and reel will be furnished upon request

John Doe, III

Some Street
Some City, Some State 99999

Available: **July 2012 – December 2012**
jd@somesite.net

Home: 555-2390
Cell: 555-8383

Education

Northeastern University, Boston, MA 2010-Present
College of Computer and Information Science GPA: **3.63/4.00**
Candidate for a Bachelor of Science in Computer Science and Business 2012
Related Courses: Logic and Computation, Theory of Computation, Object Oriented Design,
Computer Organization, Database Design, Systems and Networks
Honors: Federal Cyber Service: Scholarship for Service, Dean's Scholarship, Delta Alpha Pi,
Dean's List: Fall 2008, Spring 2009

Mashed High School, Mashed, MA 2005-2010
Related Courses: Java, C++, Web Design
Honors: Computer Science Achievement Award, Kiwanis Scholarship,
National Honor's Society

Computer Knowledge

Languages: Java, C, Assembly, C++, HTML, PHP, MySQL, BASIC
Software: Eclipse, Weblogic Server, XAMPP, Toad for Oracle, Tortoise SVN, Scientific Notebook,

Work and Volunteer Experience

PowerAdvocate, Boston, MA June 2009 – December 2009
Software Developer Co-op

- Developed automated test suites using HtmlUnit and TestNG to replace manual testing
- Implemented code fixes for errors found in the software
- Developed a product enhancement to allow users to choose whether automated emails generated by the product are sent from the PowerAdvocate mail client or the user's mail client
- Created a user interface for product administrators to change customers' usernames upon request

Massachusetts Department of Energy Resources, Boston, MA June 2008 – August 2008
Portal Intern

- Developed new content and modified existing content on the agency's web site to be added to a portal shared by multiple state agencies
- Provided input as to how our agency's content could be organized in the new site

Vacuum Technology Associates, Hingham, MA 2004-Present
Network Administrative Assistant

- Implemented new data structures in the company database
- Modified time sheet application to coincide with the payment schedule of the company's third party payroll services provider

Project Reach, Marshfield, MA
Tutor September 2002- May 2006

- Supervised and tutored elementary school students in all general subjects

Interests

- Skiing: Participated in the adaptive ski program at Loon Mountain for 7 years

References to be furnished upon request

BELLE BARCLAY

Phone: (555) 555-1433 • 1200 Ocean Drive • Boston, MA 02115 • E-mail: belle@ccs.neu.edu

Available: **Jan.-June 2010**

EDUCATION

Northeastern University, Boston, MA September 2010 – Present

College of Computer and Information Science

Candidate for a Bachelor of Science in Information Science and Business, 2013

Activities: Women's Computer Science Interest Group (CISters), Nutrition Club,
Leadership Education Growth Opportunities (LEGO) program, Service Committee

GPA: 3.57/4.0

Annie Country Day School, Annie, MA 2005 - 2010

Honors: GPA 3.7/4.0, Graduated *cum laude*, National Honor Society member, University of
Rochester Xerox Award for Innovation and Information Technology, Prize in
Advanced Placement French

Activities: Amnesty International (co-president), Fundraising Committee (co-president)

COMPUTER KNOWLEDGE

Languages: Java, Scheme, HTML

Systems: Macintosh OS, Windows 95/ME/XP/Vista

Software: Microsoft Office (Word, PowerPoint, Excel), Minitab 15, Dreamweaver, Photoshop

WORK EXPERIENCE

Abercrombie & Fitch Boston, MA

Sales Associate October 2009 - Present

Provide customers with a warm greeting and assist them in finding items that best suit their style.

Answer questions about merchandise. Ensure that store maintains an orderly appearance.

The Local Scoop Ice Creamery Boston, MA

Ice Cream Scooper / Cashier June 2009 – August 2009

Fulfilled customers' orders in a fast-paced environment while providing excellent customer service.

Operated cash register. Restocked inventory. Cleaned work station and tools.

Flippin' Burgers Newton, MA

Meal Preparer / Cashier August 2008 – February 2009

Assembled burgers and sandwiches in accordance to customers' specific requests. Accepted detailed orders on telephone and in person. Operated cash register. Maintained restaurant cleanliness.

VOLUNTEER EXPERIENCE

LAM Treatment Alliance Cambridge, MA

Administrative Assistant April 2009 – May 2009

Organized extensive collections of files and notes. Completed data entry tasks. Assisted with updating and cataloging financial records. Edited and proofed written documents.

Environment Massachusetts Cambridge, MA

Campaign Volunteer June 2008 – July 2008

Performed data entry. Responded to phone calls. Organized files. Conducted advocacy phone calls.

Youth Enrichment Services Boston, MA

Junior Chaperone June 2007 – August 2007

Supervised and instructed children during outdoor bicycle trips. Ensured safe use of equipment.

INTERESTS

Dance (jazz, modern), art history, internet, nutrition, poetry.

References will be furnished upon request.

Robert Monesko

Home Address

Apt 1337
123 Fake St.
Boston, MA 02120

Available May 2012

student@ccs.neu.edu
Phone: (617) 373-2000

EDUCATION

Northeastern University, Boston, MA 2010-Present
College of Computer and Information Science
Candidate for a Bachelor of Science in Computer Science and Information Science May 2015
Related Courses: Systems & Networks, Human Computer Interaction, Algorithms and Data,
Database Design, Object Oriented Design, Theory of Computation
GPA: 3.6/4.0 Dean's List 2010-2011

Crystal Springs Uplands School, Hillsborough, CA 2005-2010
Four years theatre crew, computerized sound and lighting systems and trained students in their use.
Competed on basketball and badminton teams.

COMPUTER KNOWLEDGE

Languages: C#, Java, Python. Less Comfortable: C++, Ruby, JavaScript, Scheme, SQL.
Systems: Windows 7/NT/XP/Vista/2009/7/2009 R2, Mac OS X, Ubuntu Linux
Projects: Built GWT and AppEngine powered tournament manager for PAX: East
Developed Netghost: a client/server network game.
Wrote MCRoll: an add-on for tracking in-game guild statistics on *World of Warcraft*
Developed a SQL & PHP powered character manager for a D&D style role playing game.

WORK EXPERIENCE

Software Development Engineer Intern

Microsoft Corp., Issaquah, WA January - June 2009

- Developed the User Interface for a Client/Server platform tool for managing environment variables.
- Designed, Developed and Deployed an ASP.NET web application for managing subscriptions on three subsystems.
- Contributed to software services on an active messaging platform developed in MSIT.

IT Field Technician

Google, Inc., Phoenix, AZ January - August 2008

- Supported engineering and sales offices remotely and locally in the Southwest Region of the US.
- Consulted with engineers on second tier support issues, identifying requirements and implementing solutions.
- Designed and deployed for a test a chat support solution for the Fieldtech organization.

IT Associate

Fisher Investments, Woodside, CA August - September 2007

- Supported the business as a level one service desk technician.
- Designed the roll out of a MS Team Foundation Server for our application development teams.
- Provided support for servers via the Microsoft Operations Manager Console and WSUS.

Desktop Support Intern

Crystal Springs Uplands School, Hillsborough, CA Summers 2004, 2005, 2006

- Provided support to faculty and staff business departments on all technology issues.
- Maintained campus email and data storage servers.
- Directed and trained two subordinates during my third summer.

References Available Upon Request

rshackl@umc.org
555-698-8842

RUSTY SHACKLEFORD

Available: Jan 2012 – July 2012

420 Sickle St.
Garland, TX 75040

EDUCATION

Northeastern University, Boston, MA 2009 – Present
College of Computer and Information Science
Candidate for a Bachelor of Science in Computer Science May 2014
Relevant Courses: Object-Oriented Design, Operating Systems & Networks, Database Design,
Computer Organization, Principals of Information Science, Game Theory,
Fundamentals of Computer Science
GPA: 3.93/4.00
Honors: Dean's List, Honors Program

Cape Cod Institution, Osterville, MA 2008 – 2009

COMPUTER KNOWLEDGE

Languages: Java, C, Scheme, PHP, Perl, JavaScript, SQL, MIPS & Z80 assembly
Systems: Mac OS X, GNU/Linux, Solaris, FreeBSD, Windows Vista/XP/SBS 2003
Applications: vim, Eclipse, lighttpd, Apache, MySQL, bash, mdadm, netatalk, VMware ESXi
Special Projects:

- Developed a complete CMS for radio station website, written in PHP/MySQL
- Developing a remote, browser-based front-end for mplayer, written in PHP
- Set up multiple FreeBSD-based "gateways" (IP routing, NAT/PAT, DHCP) with traffic shaping, DNS caching, and VPN (PPTP) for friends/family/personal use

WORK EXPERIENCE

Northeastern University Boston, MA
Tutor for Fundamentals of Computer Science Sept 2010 – Dec 2010
• Graded weekly homework; aided students during labs & office hours; monitored student progress

Compass Computer Camp Teacher Aug 2010
• Taught problem solving through programming to students aged 12-18, using PLT Scheme
• Conducted lectures and assisted students as part of a team of five instructors

Riverview School East Sandwich, MA
Development Office Assistant Apr 2008 – Aug 2009
• Facilitated a large-scale alumni survey utilizing Blackbaud database software

Z Donut Co. Yarmouth, MA
Network Administrator, Part Time and On Call Jan 2005 – Aug 2007
• Configured and maintained network, Windows SBS 2003 server with Exchange for 10-15 users
• Balanced WAN connectivity between Verizon DSL Internet and corporate intranet

ACTIVITIES & INTERESTS

Activities: Radio DJ and Executive Board member at 104.9 FM WRBB, NU Wireless, NUACM
Interests: Hobbyist electronics, computer networking, stage lighting & sound, alpine skiing

References will be furnished upon request.

Scottie Pippen

pippen@ccs.neu.edu | www.pippen.com

Local: 888-888-888 | 888 Address St. #222 | Boston, MA 02115

Home: 444-444-444 | 444 Address St. | Boston, MA 02115

Availability: **Jan-June 2012**

EDUCATION

NORTHEASTERN UNIVERSITY, Boston, MA Sept 2009-Present

College of Computer and Information Science

Candidate for a Bachelor of Science in Computer Science and Multimedia 2015

Related Courses: Animation Basics | Hypermedia | Object Oriented Design | Computer Organization

Honors: 3.76/4.0 GPA | Dean's List | Advanced Placement (AP) credit

Activities: Choir

LOS ANGELES HIGH SCHOOL, Thousand Oaks, CA Aug 2004-June 2009

Honors: AP Credit: Physics | Calculus | English Language & Literature | Government

National Honor Society | Bank of America Awards: Social Science, Music: Vocal

Activities: Liturgical Music | Campus Ministry | Moorpark College Swing Dance Club

COMPUTER KNOWLEDGE

Languages: C | Java | Actionscript 3 | CSS | HTML | PHP | Scheme | ACL2

Systems: Windows: Vista | XP | 2000 | Mac-OS | Linux

Software: Adobe: After Effects | Photoshop | Dreamweaver | Illustrator | Flash | Flex

Autodesk Maya | Avid | MySQL | Microsoft Office

PROJECTS

THE BOUNCING ROOFED EYE Feb-April 2009

Creator

- Storyboarded and discussed story idea in classroom setting
- Modeled, textured and rigged character in Maya
- Animated and rendered character, prop and set in Maya
- Composited rendered shots and added music in After Effects

TEA TIME Jan-Feb 2009

Co-Creator

- Photographed string as it was moved along backdrop
- Color-corrected shots in Photoshop, compiled shots and added music in After Effects

WORK EXPERIENCE

AARON BROTHERS, Thousand Oaks, CA June-Aug 2008, 2009

Sales Associate

- Assisted customers in finding frames and matting for artwork, operated cash register
- Cut custom mats and glass, assembled final pieces in frames

NORTHEASTERN COMPUTER SCIENCE DEPARTMENT, Boston, MA Sept-Dec 2008

Tutor for Fundamentals of Computer Science

- Tutored and mentored students and corrected homework in lab setting and on individual basis

INTERESTS

- Comic Books | Music: vocal, violin, piano | Swing Dance | Beginner French: speaking and reading

References and reel will be furnished upon request

Mal Reynolds

77 Penny Lane. | Boston, MA 02115 | (456) 123-0441 | mal@ccs.neu.edu

Available: July 6, 2011 – December 18, 2011

Education

Northeastern University, Boston, MA 2009 – Present
College of Computer and Information Science
Candidate for a Bachelor of Science in Computer Science and Mathematics 2014
GPA: 3.557 / 4.0
Honors: Dean's List, Honors Program
Related Courses: Object Oriented Design, Linear Algebra, Algorithms and Data Structures,
Computer Graphics, Database Design, Web Development

Computer Knowledge

Languages: Java, C#, Javascript, SQL, .NET, HTML
Systems: Windows Vista / XP, Linux
Software: Eclipse, Visual Studio, Quick Test Professional, Oracle Database, SQL Server

Work Experience

Partners HealthCare, Boston, MA July 2009 – February 2010

IS Intern

- Rebuilt old projects using C# and SQL Server 2005
- Managed database development for internal projects
- Independently developed web applications for Partners' hospitals

Northeastern University, Boston, MA January 2009 – April 2009

Student Tutor

- Administered labs and office hours for students to get extra help
- Graded homework assignments for professors

Art Technology Group, Cambridge, MA July 2008 – December 2008

Quality Assurance Co-op

- Managed test case updating and execution
- Automated repetitive test cases
- Manipulated customer databases for internal testing

Special Projects

Eagle Scout Project

- Organized over 100 man hours of volunteer work
- Oversaw the repainting of all fences and benches in Park Visitor's Center

Interests

- Trumpet player for 9 years, beta testing games, camping, science fiction

References will be furnished upon request

Joe Needsajob

121 Any Street West | Boston, MA | 02115 | (617) 555-1212 (cell) | jneeds@ccs.neu.edu

<http://www.ccs.neu.edu/jneeds>

Available: **June – Dec., 2012**

EDUCATION

Northeastern University, Boston, MA Sept., 2009 - Present
College of Computer and Information Science
Candidate for a Bachelor of Science in Computer Science June, 2015
Relevant Coursework: Calculus, Algorithms & Data Structure, Probability,
Discrete Mathematics
Honors: QPA: 3.5/4.0, Dean's List

COMPUTER KNOWLEDGE

Languages: Java, C++, JavaScript, HTML, DHTML, C
Systems: UNIX, Linux, Windows (9x, NT, 2000, ME), Mac OS, DOS
Applications: ColdFusion, Fireworks, CodeWarrior, FrontPage, Microsoft Office

WORK EXPERIENCE

Airport Simulation Designer

Class project; Northeastern University; Boston, MA Sept., 2009 - Dec., 2009

- As part of a group, designed and developed a simulation of an air traffic control tower flight management program, using JAVA.
- Personally managed debugging and documentation of all objects.

Customer Service Representative

Orthodontic Specialists; Brooklyn, NY June, 2009 - Present

- Provided customer support (taking phone calls, scheduling appointments, staffing front desk) for a small private orthodontic clinic.
- Managed patient records via Microsoft Access database.
- Effectively managed load of up to 50 calls per day.

Freelance Technical Support

Self-employed; Brooklyn, NY 2007 - Present

- Assist clients in neighborhood and local church in setup, configuration, installation, and troubleshooting of individual and networked PCs.

INTERESTS , SPECIAL SKILLS, AND ACTIVITIES

Association for Computing Machinery Linux and open source
Fluent in Spanish (speaking and reading/writing) Fiction writing
Music (acoustic guitar) Spelunking

References will be furnished upon request

ISSA NEWBIE

11 Speare Place, Rm. 603 Boston, MA 02111 (617) 373 - 1777 newbie@ccs.neu.edu
Available: **January – June 2011**

Education

- NORTHEASTERN UNIVERSITY**, Boston, MA 2010 - present
College of Computer and Information Science
Candidate for a Bachelor of Science in Computer Science and Psychology, 2015
Related Courses: Fundamental of Computer Science,
Algorithms and Data Structures, Calculus,
Discrete Mathematics
Activities: Judo Club
- NORTH ANYTOWN HIGH SCHOOL**, Anytown, MA 2006 - 2008
Related Courses: Advanced Placement Calculus
Activities: Marching Band, Annual Top 40 Concert
MIDI Sequencing and Percussion
- LAWRENCE ACADEMY**, Lawrence, MA 2005 -2006
College Preparatory Curriculum
Activities: Football, Wrestling, Baseball, Jazz Band

Computer Knowledge

- Languages: Java, C++, C, HTML
Systems: UNIX, Linux, Windows, Mac OS
Software: Metrowerks CodeWarrior C++ Compiler, GNU GCC/G++ Compiler,
Microsoft (Word, Excel, PowerPoint, Works, Internet Explorer),
Netscape Navigator, Pine, Emacs, XEmacs

Work Experience

- NORTHEASTERN UNIVERSITY**, Boston, MA 2008 - Present
College of Computer and Information Science
Lab Proctor
Ensured security of lab equipment. Assisted users with applications.
Fixed printer problems.
- Theater Department 2005 - 2008
Theater Assistant
Built props and sets. Cleaned the work area.
- DONELAN'S SUPERMARKETS**, Dorchester, MA 2002 - 2005
Deli Clerk / Cashier
Handled perishables, checked customers, and stocked shelves

Interests

- Music: Percussionist: 10 years - Section leader during senior year
Martial Arts: Tae Kwan Do: 8 years - Attained second degree black belt
Judo: 6 months

References will be furnished upon request

ALICE SEARCHER

Local Address

133 Any Rd
SmallTown, CT 06525-1916
(203) 345- 5678

searcher@ccs.neu.edu

Permanent Address

360 Huntington Ave
Boston, MA 02115
(617) 373 3333

Available: July 3, 2012 – December 30, 2012

EDUCATION

NORTHEASTERN UNIVERSITY

College of Computer and Information Science

Candidate for a Bachelor of Science in Information Science

Related Courses: Fundamentals of Computer Science, Algorithms and Data Structures,
UNIX & Internet Tools, Discrete Mathematics, Calculus.

Activities: Undergraduate Volunteer Systems Group (crew), Ski Club

GPA: 3.2 / 4.0

Boston, MA

September 2010 - Present
2014

SMALLTOWN SENIOR HIGH SCHOOL

High school diploma

Honors: Outstanding Dedication to Music Department.,2008, 2009
Special Recognition for Leadership in Music, 2008

Related Courses: BASIC Programming.

Activities: Chamber Singers, Razor Sharps, Varsity Soccer Team,
SADD, Theatrical Lighting, Drama.

SmallTown, CT

September 2005 – June 2009

COMPUTER KNOWLEDGE

Languages: Java, C++, Visual Basic.

Systems: IBM PC (Windows, Linux), Sun Workstation (UNIX).

Software: Microsoft (Word, Microsoft Excel, Works, Internet Browsers), Netscape Navigator.

Special Project: Built first PC at age twelve

WORK EXPERIENCE

NORTHEASTERN UNIVERSITY College of Engineering

Computer Lab Proctor

- Maintain lab
- Answer students' questions
- Assist in use of computers in the lab

Boston, MA

2009 - present

CHARACTERS & COSTUMES

Amusement Coordinator

- Managed rides (moon walk, slide, maze, mini golf)

Guilford, CT

June 2009 - July 2009

SMALLTOWN RECREATION DEPARTMENT

Certified Life Guard/Swimming Instructor

- Opened and closed pool area
- Taught swimming to grade school students

SmallTown, CT

June 2008

INTERESTS

Sports: Swimming, high school/college soccer

Music: Play piano, trumpet, sing (acappella, female quartet)

Other: Chess, skiing, sailing, blading

References Available Upon Request

HOW TO WRITE A COVER LETTER

For best examples please see Career Services/Resume & Cover Letters
<http://www.northeastern.edu/careerservices/resumes/coverletters.html>
Sample Covers Included

A cover letter allows you to personalize your resume when it is mailed to prospective employers in response to advertisements or to inquire about possible job openings. The letter's main purpose is to generate interest on the part of the employer to first review your resume and to then want to set up an interview to meet you.

To attract the reader's ATTENTION, the cover letter must look good and be easy to read. Use of quality 8 1/2" X 11" paper, correct English, spelling, spacing, paragraphing, margins and above all, flawless typing is a must. Address it to a particular person by name, making sure that the spelling and title of the individual are correct. If you do not have the name of an individual for your address, then start your letter with the salutation Dear Hiring Manager, Dear Hiring Committee or Dear Sir or Madam. A good cover letter is not too long, so try to limit yours to only part of a single page.

The first paragraph should clearly state why you are writing the letter. State the name of the position and how you learned about it. You can write this in a way that will grab the reader's INTEREST.

The body of the cover letter should explain the value your experience would bring to the job. This portion of your letter should not be a repeat of your resume. You want to highlight relevant projects or experiences that help explain why your qualifications are a match for this position. It is also helpful to explain why the job and the company appeal to you. Your purpose here is to create DESIRE on the part of the employer to pursue your candidacy.

The last paragraph should request ACTION. Let the individual know that you will be following up with them by a stated date and then be sure to follow up. Be certain to let them know how and when you can be contacted as well. Remember to thank the individual for his or her time and consideration.

The letter should end with the formal closing, "Sincerely." Below the closing, type your name and then add your signature. Remember the use of AIDA (ATTENTION, INTEREST, DESIRE, ACTION) will result in a cover letter that is both pleasing to read and effective.

SUCCESSFUL INTERVIEWING

TAME YOUR INTERVIEW FEARS

Most people see the interviewer as the one with all the power. Remember, though, that you have something the interviewer wants, too, or you wouldn't be in the interview in the first place. Think of the interview not as an interrogation, but as a two-way conversation during which you and the employer determine whether you meet each other's needs. More often than not, the interviewer is nervous too.

Being properly prepared and informed about the interview process can help you focus your energy on what needs to be done and help you find the right job.

MAKE YOURSELF THE BEST CANDIDATE

RESEARCH THE ORGANIZATION

Learn as much as you can about the company *before* you go to the interview. Visit the company's web page or read company literature and find out about its *sales volume, competitors, services and products, size and reputation*. (For information on how to conduct research please refer to the **RESEARCH HANDOUT** at the Career Resource Center, or visit our web site at: www.careerservices.neu.edu)

RESEARCH THE JOB

In addition to researching the company, you also need to find out as much as you can about the job itself. Analyze the job description and match your experiences, interests and abilities to the job. Talk with people who have worked in similar positions in that organization or in other companies.

KNOW YOURSELF

Now that you have completed your company and job research, you need to turn the focus onto yourself. *How do your experience and qualifications fit with the requirements of the job?* Be able to discuss your strengths and weaknesses, your educational and work experiences, and your personal goals and values. Write down your accomplishments and prepare concrete and specific examples of these.

PREPARE FOR AND ANTICIPATE QUESTIONS

Be prepared to talk about your background, what you can bring to the company and why they should hire you. The questions in the Co-op Quiz are designed to help you prepare for the most common interview questions. Spend time thinking through your answers and practice them before your interview.

Read the job description thoroughly and anticipate questions that may be asked of you. Prepare answers beforehand to some of the more difficult or sensitive questions by practicing aloud or with a friend. You may also set up a videotaped mock interview with a Career Services staff member.

MAKE A LIST OF QUESTIONS TO ASK

The questions you ask will reveal a lot about your level of interest in the company and your preparedness for the interview. Don't ask questions that could be easily answered through your own research. Instead ask questions, which demonstrate a genuine interest in, and knowledge of the company and the position.

Examples:

- What characteristics does a successful person at your company have?
- Describe the typical co-op assignment.
- What have been some of the contributions made by individuals who have held this job previously?
- What are the problems I will be expected to solve?
- As I grow in this position, what options are there for additional responsibility?
- Could you tell me about the people with whom I will be working directly?
- How is a co-op student evaluated?
- When may I expect to hear from you regarding my candidacy?

MAKE A GOOD FIRST IMPRESSION

During the first few minutes of the interview, the interviewer makes certain judgments about your character and work style based on your dress, demeanor and body language. Be on time; sit where the interviewer indicates; and don't smoke or chew gum. Smile and offer a firm handshake. Maintain good eye contact and control nervous mannerisms. Dress professionally. Conservative business attire is best.

PREPARE YOUR REFERENCES

Develop a list of 3-5 people who can attest to your professional abilities. Your references might include former managers, co-workers, professors, clients or others who are familiar with your qualifications and on-the-job performance. Take copies of your list with you.

FOLLOW UP

Ask for a business card during the interview.

Write a brief letter or e-mail of thanks for the interview. Reiterate your interest in the position and briefly state why you are the best candidate. Inquire about the next steps in the interview process, and when you will be contacted again. If you don't hear from anyone in a week, follow up with your co-op coordinator.

What do employers look for when they interview students?

Naturally, all employers are looking for neat, clean, well-groomed, eager, energetic, enthusiastic, interested, observant, "sharp" people. These are the basics. But they are only the basics -the concrete block. To build and maintain an organization, employers need and look for more. The following are the most commonly sought after attributes most employers tell us they want.

Technical awareness.

Review your technical skills prior to the interview.

Communication skills. In most cases, the means of communicating information is verbal (spoken and written) English.

Economic awareness. Every human endeavor leading to the creation of an organization has goals, which are essentially involved with the assembly, allocation, and utilization of material, energy, and human resources.

Career maturity. Professional occupations establish and enforce their own standards and criteria of membership, certification and recognition. This is done through professional societies and honor societies. You can apply for membership in most, but membership in the honor groups is by invitation only. Join early - fees are lower for students.

WHAT KINDS OF QUESTIONS WILL I BE ASKED?

TRADITIONAL QUESTIONS

"What are your strengths and weaknesses?" The employer may be assessing how well you know yourself and how honest and open you are. You have an opportunity to showcase and give examples of your strengths and also to reveal a not too serious weakness. It is best to demonstrate how you are working to improve your stated weakness. For example, you might say, "My computer experience is somewhat limited. However, I recently took a week long training program on using Microsoft Office and I'm looking forward to building on the skills I learned."

"Where do you see yourself in five years?" They want to know if you are ambitious. If you find it hard to look five years out, try this: "Five years seems like a long time. I can see myself as a programmer analyst in two years. Five years from now, I might be a software developer or a systems analyst. I cannot know which direction I want to take until I've been in the field for awhile."

"Why should I hire you?" Here's where they find out how well you understand their needs and how confident you are of your qualifications for the position. A possible response could be: "I think you should hire me because I have the skills you need for this marketing support position. My technical skills exactly match the requirements as I've been using your software in my Co-op job. And my interpersonal skills are strong as a result of my student government experience."

"Why do you want to work here?" This is where the employer finds out how much you know about the organization. You want to convey your interest in contributing to their mission or in being part of an important project they've been awarded. For example: "I've read about your contract to develop tax accounting software for the federal government, and I want to be part of the action..."

BEHAVIOR-BASED INTERVIEW QUESTIONS

Many employers use behavioral questions asking you to discuss **specific examples** of yourself as a successful employee. In responding, you may use examples from work, school, community service, or any setting in which you have had work-related success.

Examples of behavioral questions include:

- Please give me an example of a time when you were confronted with a situation in which you had to learn a technical skill rapidly.
- Tell me about a situation in which you solved a technical problem as a member of a group or team. What was your role?
- This position requires meeting frequent deadlines. Please give me an example of a time when you had to work under time pressure.
- Tell me about a time when you had to deal with a difficult customer. How did you handle the situation and what happened?

Answering Behavior-Based Questions

Strong answers to behavioral questions describe **specific situations** where **your actions** are the focus. In asking behavior-based questions, employers are attempting to get a "glimpse" of you as a worker. Often, behavioral questions cover specific "themes" required by the position, such as: time management, teamwork, initiative, organizational and communication skills, etc. In preparing for an interview, review the job description to discover what kinds of behavioral questions the employer may ask.

One strategy for answering behavior-based questions is to use the **S.T.A.R.** formula (Situation, Task, Action, Result). Using **S.T.A.R.** ensures that you deliver a complete and concise answer. For example, let's take the last question above and answer it according to the **S.T.A.R.** model.

"Tell me about a time when you had to deal with a difficult customer. How did you handle the situation and what happened?"

Situation "While working as a salesperson for Deluxe Caterers, I was given an account that had been mishandled by our company in the past. When this customer came in to place a large, new order, she was angry, expressing dissatisfaction with past service and asked us to guarantee superior work this time around."

Task "I wanted to maintain this customer relationship, but also to not promise service we could not deliver and compound the problem. I expressed regret to her over past service problems and told her I would review her order in detail with my supervisor and get back to her within 24 hours."

Action "I scheduled a meeting with my supervisor and we reviewed her order, identifying potential pitfalls, resulting in our adjusting the services we could provide. I then returned the customer's call, negotiated a new contract, and faxed it to her."

Result "While the customer was a little disappointed that we could not provide everything she wanted, she appreciated my being honest about what we could do. In the end both parties were happy."

Don't be frustrated if the interviewer interrupts you to ask probing questions that will enhance his or her understanding of your work style. This gives you an opportunity to clarify your response.

TWENTY QUESTIONS

Below are some questions you may review to help you prepare for your interview.

1. Why are you interested in this position?
2. Tell me about yourself.
3. Can you describe a time on the job when something didn't go as planned?
4. Can you describe one or two of your most important accomplishments?
5. What is important to you in a company? What things do you look for in an organization?
6. Why did you major in x?
7. Can you think of a problem you have encountered when the old solutions didn't work and you came up with new ones?
8. What has been a high-pressure situation you have been under in recent years? How did you cope with this?
9. In your last review what did your supervisor suggest needed improvement?
10. What would you say is the most important thing you learned from your college career?
11. What qualities do you look for in a supervisor?
12. How do you handle stress?
13. What has been your favorite extracurricular activity in school and why?
14. Describe a situation in which you had to be creative. What did you find challenging and/or exciting about this?
15. List three things former coworkers would say about you.
16. What did you do in your last job that helped facilitate teamwork?
17. How would you describe your leadership style? Give specific examples of how you practice this.
18. How do you keep up with what's going on in your company/industry/profession?
19. What was the most important idea or suggestion you received recently from your co-workers or supervisor? What happened as a result?
20. Please give me an example of a conflict you have encountered and how you handled it?