



MQE

University of Pittsburgh

JOB SEARCH RESOURCES - STAGE ONE

- Resume templates
- Action words to use in a resume
- Using bullet points in your resume
- How to write bullet points
- Cover letter samples
- How to build a great profile in LinkedIn



MQE Career Services prepares students with workplace readiness skills, helps them to determine their career path, and supports them in developing their professional networks through services, resources and events in their pursuit of meaningful careers.

MQE Resume Sample

Name

Address • Phone • Email

EDUCATION

University of Pittsburgh (Pitt)

Candidate for Master of Science in Quantitative Economics; GPA TBD/4.0

Pittsburgh, PA

Expected April 2021

- Relevant Coursework: Communicating Economic Insights; Individuals, Firms, and Markets; Quantitative Methods; Incentives and Information; Economic Inference and Data; Data Design for Economic Applications (Capstone); Global Economics and Finance; Applications of Economics Analysis Techniques; Evidence-Based Analysis in Labor, Public and Health Economics; Big Data and Forecasting in Economics
- Capstone Project: TBD

University of Pittsburgh (Pitt)

Bachelor of Science in Economics; GPA: 3.6/4.0;

Pittsburgh, PA

April 2020

PROFESSIONAL EXPERIENCE

Data Scientist Intern

PNC Financial Services

Pittsburgh, PA

May 2019-August 2019

- Create forecasting models for pricing and viewership of inventory
- Data visualization & predictive modeling using R/Python
- Provide data-driven and machine learning solutions
- Articulate storytelling to business & product stakeholders

Marketing Intern

Pittsburgh Penguins, National Hockey League

Pittsburgh, PA

April 2018-April 2020

- Handled daily social media communications on Twitter, Facebook, LinkedIn, Google+, and Instagram;
- Assisted with planning and execution of major fundraising events
- Wrote Ice Time features for the foundation's "Community Update" section
- Acted as game night liaison for Sidney Crosby and Evgeni Malkin charity suite

Cashier

Giant Eagle Company

Pittsburgh, PA

June 2016-January 2018

- Supervised 5 other employees and provided on the job training for new cashiers
- Responded to service inquiries and coordinated resolutions with management and floor associates
- Completed shift start/end duties and generated reports for management

Other Resume Headings

RESEARCH & PUBLICATIONS (research papers, TA/RA projects, published professional writings)

LEADERSHIP & SERVICE (executive leadership and significant service projects)

AWARDS & ACHIEVEMENTS (fellowships, awards, scholarships, professional acknowledgements)

SKILLS (software programs, languages)

COMMON RÉSUMÉ SECTIONS

Résumé sections should be tailored to the position for which you are applying. Many of the following sections are flexible and can be combined to tell your unique story.



CONTACT INFO (REQUIRED):

- Name - slightly larger font than the rest of your résumé
- Your address (permanent and/or campus)
- Email address and phone number

EDUCATION (REQUIRED):

- University name and location
- Degree(s), Major(s), Minor(s), Certificate(s) and graduation date
- Include your GPA if over a 3.0

RELEVANT COURSEWORK:

- Include courses related to the internship/job you are applying for (this SHOULD NOT be a list of all the classes you have taken)
- Especially important for technical students

EXPERIENCE:

- List any relevant work and/or internship experience in reverse chronological order with most present experience first
- Name the organization, location, your role/position, date, and bullet points describing skills, responsibilities, or accomplishments you gained
- Emphasize duties, responsibilities, skills, abilities, and accomplishments
- Utilize strong action verbs and quantify results when possible

LEADERSHIP AND INVOLVEMENT:

- Like the Experience section, name the organization, location, your role/position, and the date
- If applicable, include a bullet point describing skills, responsibilities, or accomplishments you gained

SKILLS:

- This section usually includes technical skills like computer, language, science/laboratory, and production skills
- Do not list soft skills here, instead try to incorporate them into your experiences section

RÉSUMÉ CHECKLIST

- Is your résumé 1 page?
- Are verb tenses present tense for current experience and past tense for previous experiences?
- Is it easy to read with correct alignments?
- Is your résumé free of personal pronouns? Don't use I, me, we, us, etc.
- Is your résumé customized for the job you are applying for?
- Is your résumé completely free from spelling, punctuation, and grammatical errors? Not sure? Come meet with a staff member to make sure!

Other possible sections include: Projects, Activities, Languages, International Experience, Research, Internships, Honors, Service/Volunteer, Student Athlete, Presentations, Publications

ASHLEY WRIGHT

3500 Fifth Avenue | Pittsburgh, PA | 15213

abw87@pitt.edu | 412-555-1768

EDUCATION

University of Pittsburgh | Pittsburgh, PA

April 2019

Bachelor of Arts in **Communication** | Minor in **Studio Arts**

GPA: 3.4

Certificate in **Digital Media**

RELEVANT COURSEWORK

- Advanced Public Speaking
- Communication Ethics
- Digital Studio: Imaging
- Composing Digital Media
- Media Criticism
- Visual Rhetoric

EXPERIENCE

Pittsburgh Penguins, National Hockey League

Pittsburgh, PA

Community Relations Intern

April 2017-August 2017

- Handled daily social media communications on Twitter, Facebook, LinkedIn, Google+, and Instagram; increased followers on Facebook by 56%, Twitter by 16%, and Instagram by 41%
- Assisted with planning and execution of events such as Skates and Plates, Penguins Alumni Skate With The Greats, Pens and Pins Charity Bowling Tournament, and the 3rd Annual Wine Tasting Gala
- Wrote Ice Time features for the foundation's "Community Update" section
- Acted as game night liaison for Sidney Crosby and Evgeni Malkin charity suites

Giant Eagle

Pittsburgh, PA

Cashier

May 2015-April 2017

- Supervised 5 other employees and provided on the job training for new cashiers
- Maintained friendly attitude and followed all store protocols while answering customer questions and processing payments
- Organized returns and prepared carts for floor associates
- Responded to service inquiries and coordinated resolutions with management and floor associates
- Completed shift start/end duties and generated reports for management

LEADERSHIP AND INVOLVEMENT

Pathfinders, Marketing & Social Media Committee Chair

January 2016-Present

- Recruit over 3,000 perspective students via programs, tours, and telephone calls
- Represent the University of Pittsburgh at all times, as both a student and a tour guide
- Provide 5-10 campus and city tours per week to prospective undergraduate students

Spanish Club, Participant

September 2016-Present

Emerging Leaders, Participant

Fall 2016

SKILLS: Intermediate Spanish, Adobe Photoshop, Adobe InDesign

Action Verbs

Management Skills

Administered
Analyzed
Assigned
Chaired
Consolidated
Contracted
Coordinated
Delegated
Developed
Directed
Evaluated
Executed
Organized
Oversaw
Planned
Prioritized
Produced
Recommended
Reorganized
Reviewed
Scheduled
Supervised

Communication Skills

Addressed
Arbitrated
Arranged
Authored
Co-authored
Collaborated
Corresponded
Developed
Directed
Drafted
Enlisted
Formulated
Influenced
Interpreted
Lectured
Mediated
Moderated
Negotiated
Persuaded
Promoted
Proposed
Publicized
Reconciled
Recruited

Spoke
Translated
Wrote

Research Skills

Clarified
Collected
Critiqued
Diagnosed
Evaluated
Examined
Extracted
Identified
Inspected
Inspired
Interpreted
Interviewed
Investigated
Organized
Reviewed
Summarized
Surveyed
Systemized

Technical Skills

Assembled
Built
Calculated
Computed
Designed
Devised
Engineered
Fabricated
Maintained
Operated
Pinpointed
Programmed
Remodeled
Repaired
Solved

Teaching Skills

Adapted
Advised
Clarified
Coached
Communicated
Conducted
Coordinated

Developed
Enabled
Encouraged
Evaluated
Explained
Facilitated
Guided
Informed
Instructed
Lectured
Persuaded
Set goals
Stimulated
Taught
Trained

Financial Skills

Administered
Allocated
Analyzed
Appraised
Audited
Balanced
Budgeted
Calculated
Computed
Developed
Managed
Planned
Projected
Researched

Creative Skills

Acted
Conceptualized
Created
Customized
Designed
Developed
Directed
Established
Fashioned
Illustrated
Instituted
Integrated
Performed
Planned
Proved
Revised

Revitalized
Set up
Shaped
Streamlined
Structured
Tabulated
Validated

Helping Skills

Assessed
Assisted
Clarified
Coached
Counseled
Demonstrated
Diagnosed
Educated
Facilitated
Familiarized
Guided
Inspired
Motivated
Participated
Provided
Referred
Rehabilitated
Reinforced
Represented
Supported
Taught
Trained
Verified

Clerical or Detail Skills

Approved
Arranged
Catalogued
Classified
Collected
Compiled
Dispatched
Executed
Filed
Generated
Implemented
Inspected
Monitored
Operated

Ordered
Organized
Prepared
Processed
Purchased
Recorded
Retrieved
Screened
Specified
Systematized

Stronger Verbs for Accomplishments

Accelerated
Achieved
Attained
Completed
Conceived
Convinced
Discovered
Doubled
Effectuated
Eliminated
Expanded
Expedited
Founded
Improved
Increased
Initiated
Innovated
Introduced
Invented
Launched
Mastered
Originated
Overcame
Overhauled
Pioneered
Reduced
Resolved
Revitalized
Spearheaded
Strengthened
Transformed
Upgraded

From To Boldly Go: Practical Career Advice for Scientists, by Peter S. Fiske

Using Bullet Points in Your Resume to Stand Out (With Tips and Examples)

<https://www.indeed.com/career-advice/resumes-cover-letters/bullet-points-for-resume>

Since many employers only spend a few seconds looking at each resume to find qualified candidates, you want your resume to be as succinct as possible. You should choose a resume format that is easy to scan and makes your qualifications stand out to employers. Using bullet points to explain your work experience and skills is a great way to do this.

In this article, we explain how to effectively use bullet points in your resume.

Should you use bullet points for your resume?

Using bullet points in your resume is a great way to help employers notice your skills and qualifications that relate to the open role. You can use bullet points when you want to show your responsibilities and achievements for each of your previous jobs. Your skills section is also a great opportunity to use bullet points to organize them and make them easier to read.

Create your resume

When can you use bullet points for your resume?

Include bullet points when you are using a chronological or combination resume. Both of these kinds of resumes focus on your previous work experiences. Bullet points are not as useful for a functional resume which focuses more on in-depth skills rather than experience.

How can you use bullet points for your resume?

You can use bullet points in the work experience section of your resume. This is the part of your resume where you list all of your previous jobs that are relevant to the job you're applying to. You should list your jobs in reverse chronological order, meaning your most to least recent jobs.

Under each job, include two to four bullet points that outline any accomplishments or duties that relate to the job you're applying to. Be specific about what you accomplished, referencing specific results and data.

You can also use bullet points under your volunteer experience if you have it. You can provide details about your positions and the work you did. Also, you can use bullet points to list your skills and achievements.

Tips for using bullet points

Spend time crafting bullet points that show you are an experienced and qualified candidate. Here are some tips to get started:

- Relate to the job
- Be brief
- Be specific
- List in order of importance
- Use simple bullet points
- Use interesting action verbs

Relate to the job

When writing your bullet points, include accomplishments and job responsibilities that relate to the job you're applying to. If you find that some of your jobs don't relate, you may want to leave them out or try to reference similarities. One way to do this is by including soft skills used at that job that could also be used at the job you're applying to.

To save yourself time, make a master resume that lists all of your work experiences, education, volunteer experiences and skills. It can help you keep track of everything, and it's easy to pull from when making specific resumes. Since this master resume isn't specific to one job application, it may be a few pages long, which is fine since it's for your own use.

Be brief

Keep your bullet points brief by only including information that is absolutely necessary. Choose details that relate to the job you applied to and make you look accomplished and skilled in your field.

Be specific

Include specific details about who you worked with, what you did and why it was important. For instance, if you led a team of people, include how big your team was. Likewise, if you ran a successful ad campaign, share the specific data you collected, such as how many impressions you got. Numbers help employers have a better understanding of what exactly you accomplished.

List in order of importance

Include the most important information in your first bullet point. Continue to list things in order of importance and relevance so they stand out the most to employers.

Use simple bullet points

When choosing your bullet points, keep the formatting simple. Only use basic circles, squares or hyphens to keep your resume looking clean.

Use interesting action verbs

Start each bullet point with an action verb. Instead of using the same ones constantly, choose some more interesting action verbs that better describe exactly what you did in that role.

Here are a few interesting action verbs to use:

- Acquired
- Assessed
- Coordinated
- Formalized
- Launched
- Modified
- Orchestrated
- Spearheaded

- Sustained
- Transformed
- Yielded

Examples

If you are applying for multiple jobs at once, you may have to write different variations of your resume to tailor each resume to each job. These examples will help you understand how many different ways you can write your bullet points.

- Job descriptions
- Skills

Job descriptions

Here are three job descriptions with bullet points that you can review:

*Orange Media Agency | Albany, New York
Administrative Assistant, July 2018–January 2020*

- *Provided administrative support to senior executives to ensure smooth operations across the entire company*
- *Spearheaded training initiatives for new hires which included writing a 150-page employee handbook, creating training documents and scheduling manager meetings*
- *Compose daily reports for account executives and senior executives to help shareholders understand company goals and daily progress*

*University Marketing | Milwaukee, Wisconsin
Marketing Specialist, May 2016–September 2019*

- *Launched a marketing campaign to get more students to attend the annual acappella concert. Used social media, direct marketing and email marketing. Resulted in a 15% attendance increase from the previous year.*
- *Developed and implemented communication and marketing pieces, including direct mail, emails, online content, student newsletters, press releases and other materials as needed.*
- *Performed daily webmaster duties to ensure the university's website was up to date and accurate.*

*Dog Paws Palace | Athens, Georgia
Dog Handler, April 2017–December 2019*

- *Managed up to 25 dogs at once, making sure dogs displayed appropriate behaviors*
- *Oversaw the safety and comfort of all dogs in daycare and boarding*
- *Researched and implemented a new email system to streamline communications between the day care and clients, leading to higher customer retention and higher reported customer satisfaction*
- *Administered the proper food and medications to each dog*

Skills

Review these skills lists to see how to use bullet points:

Skills

- *HTML*
- *CSS*
- *JavaScript*
- *MuleSoft*
- *Database management*
- *Bug detection*
- *Communication*
- *Problem-solving*

Skills

- *Customer service-Proficient*
- *Conflict resolution-Advanced*
- *Communication-Proficient*
- *Time-management-Proficient*
- *NetSuite CRM-Advance*
- *Microsoft Word & Excel-Advanced*

Skills

- *Communication*
- *Time management*
- *Organization*
- *PBX*
- *Microsoft Office & Excel*
- *Fluent in Spanish*

WRITING BETTER BULLET POINTS

Often the most difficult part of developing a résumé is writing the bullet points.

Using bullet points on a résumé is an effective way to express your accomplishments and skills from experiences such as jobs, internships, research, leadership, and/or volunteering. To construct an effective bullet point, ask yourself, “What did I do?”, “How did I do it?”, and “Why did I do it/What were the results?”



WHAT DID YOU DO?

Situation/Task/ Responsibilities

To start, think about an experience you have had. A job, internship, research, leadership positions, volunteer work, etc. Now think about every task you completed during that experience.

Example: Ran social media pages

HOW DID YOU DO IT?

Skills Used/Action Verb

This is where you expand on your tasks. Review the list you just made and think about what skills you used to complete them. These can be technical skills or soft skills, like leadership and teamwork.

Example: Wrote thoughtful Facebook and Twitter posts and managed accounts using Hootsuite

WHY DID YOU DO IT?

Results

This is where you add context that helps the reader better understand why you completed the tasks you did. Consider and accomplishments that occurred because YOU did the work.

Example: Facebook and Twitter followers increased by 58% and 25%, respectively



BUILD YOUR BULLET POINTS

Each bullet point should start with a strong action verb (see list on reverse for examples). If the experience is still occurring, the verb is in present tense. If it has ended, past tense is used.

- Example:**
- Managed daily social media communications on Facebook and Twitter and scheduled posts using Hootsuite
 - Increased followers on Facebook by 58% and Twitter by 25% by posting relevant and interactive content

ACTION VERBS:

Acquire	Converse	Implement	Quantify
Act	Coordinate	Improve	Read
Advance	Correct	Influence	Receive
Advertise	Counsel	Inform	Recommend
Advise	Create	Initiate	Reconcile
Align	Delegate	Inquire	Record
Analyze	Design	Inspect	Recruit
Anticipate	Determine	Instruct	Repair
Appraise	Develop	Interpret	Represent
Arrange	Discover	Interview	Research
Articulate	Display	Inventory	Review
Assess	Dissect	Investigate	Revise
Assist	Document	Lead	Rewrite
Audit	Draft	Maintain	Schedule
Balance	Draw	Manage	Screen
Boost	Edit	Measure	Search
Budget	Educate	Modify	Sell
Build	Encourage	Monitor	Serve
Calculate	Engineer	Motivate	Sketch
Categorize	Enhance	Observe	Strategize
Challenge	Establish	Operate	Summarize
Change	Estimate	Organize	Support
Check	Evaluate	Participate	Survey
Clarify	Examine	Perform	Teach
Comment	Explain	Plan	Track
Compare	Explore	Prepare	Train
Comprehend	Facilitate	Present	Transform
Conclude	Forecast	Program	Translate
Construct	Formulate	Promote	Troubleshoot
Consult	Govern	Provide	Tutor
Contact	Guide	Publicize	Write
Contribute	Identify		

COVER LETTERS

Cover letters serve as a bridge between your resume and the specific job to which you are applying. Therefore, there isn't a "one size fits all" cover letter. A cover letter is also a reflection of your writing skills, so take time and care to proofread and review your document. Cover letters generally follow the following format:



Present Address

City, State, Zip Code

Date

Company Address

City, State, Zip

Dear Mr. or Ms. Last Name:

FIRST PARAGRAPH

Explain why you are writing to them, the specific job you are applying for, how you learned about the opening. If someone you know or someone from the company referred you, you should mention their name. You can get the reader's attention by mentioning one of your selling points or making an interesting comment about the company.

MIDDLE PARAGRAPH(S):

Tell the employer why you are qualified for the job and why it interests you. Stress your selling points and accomplishments, but don't just rewrite your resume. Expand upon what you already have in your resume. This is the place to focus on specific skills and experiences that this company would be interested in. If you have done your research about the company, you should be able to do this. Show the employer why you would be a good match for the position. This is also where you can explain in further detail why you're interested in this particular organization.

CLOSING PARAGRAPH:

Request an interview or some other type of action. Tell them how they can contact you (leave your phone and e-mail address where you can be reached). Thank them for considering your application.

Sincerely,

(First and last name)

EXTRA TIPS:

- If you do not know who to address the letter to, call the company and try to find out the name and title of the person in charge of hiring. Be sure to spell the name correctly!
- If you are unable to identify the person in charge, you can address it to the department that is hiring (“Dear Human Resources”) or simply (“Dear Employer”).
- Doing research about the company before writing the letter will make it easier to make the “match” between your qualifications and the employer’s needs.
- Cover letters should accompany emailed resumes.
- Your cover letter should not be a repetition of the wording on your resume.
- The font and formatting of your cover letter should match the font and style of your resume.
- Avoid general cover letters that do not refer to the specific position and company.
- The subject line for cover letters sent via email should have the position/job title and your full name.
- **PROOFREAD!**



Building a Great Student Profile

Showcase your experience and professional interests on LinkedIn!

1

Write an informative profile headline.

Your headline is a short, memorable professional slogan. For example, "Honors student seeking marketing position." Check out the profiles of students and recent alumni you admire for ideas.

2



Pick an appropriate photo.

LinkedIn isn't Facebook. Upload a high-quality photo (your profile will be 7x more likely to be viewed) of you alone, professionally dressed. No party shots, cartoon avatars, or puppy pics!



3

Show off your education.

Include all your schools, major(s) and minor, courses, and study abroad or summer programs. Don't be shy – LinkedIn is an appropriate place to show off your GPA, test scores, and honors or awards.

4

Develop a professional Summary.

Your Summary statement is like the first few paragraphs of your best-written cover letter – concise and confident about your qualifications and goals. Include relevant work and extracurriculars.

5

Fill "Skills & Expertise" with keywords.

This section is the place to include keywords and phrases that recruiters search for. Find relevant ones in job listings that appeal to you and profiles of people who have the kinds of roles you want.



6

Update your status regularly.

Posting updates helps you stay on your network's radar and build your professional image. Mention your projects, professional books or articles, or events you're attending. Many recruiters read your feed!



7

Show your connectedness.

Groups you join appear at the bottom of your profile. Joining some shows that you want to engage in professional communities and learn the lingo. Start with your university and industry groups.



8

Collect diverse recommendations.

The best profiles have at least one recommendation for each position a person has held. Recruiters are most impressed by recommendations from people who have directly managed you.

9

Claim your unique LinkedIn URL.

To increase the professional results that appear when people search for you online, set your LinkedIn profile to "public" and create a unique URL (e.g., www.linkedin.com/in/JohnSmith).



10

Share your work.

You can also add actual examples of your writing, design work, or other accomplishments on your profile, where you can share rich media or documents. What better way to sell your skills than to show employers exactly what you can produce?



Get a Great Profile.

Get going at www.linkedin.com