

Palm Beach Atlantic University

# Resume Guide for M.S. in Counselor Education & Resume Gallery

Brought to you by The Office of Career Development

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## Tips from Counseling Professionals for a Great Resume

- ✓ Don't use an objective, consider writing a profile statement or professional profile
- ✓ Have a 2 page resume showcasing both transferable skills and employment history
- ✓ If you don't have direct experience in the field, what they want to see are your transferable skills (see the section on Transferable Skills for Counselors)—this could include experience gained from volunteer activities

## Resume Myths

**Myth:** Someone is reading your resume and spending minutes pouring over it.

**Truth:** **50% of resumes submitted for jobs are never read.** By anyone. Ever. It may be an ATS (applicant tracking system) reading your resume. That means a computer software program is scanning your resume looking for key words. If a person does read your resume, they will spend 6 seconds reading it. Yes, you read that correctly, **6 seconds**.

**Myth:** You should not include volunteer experiences.

**Truth:** If you have relevant skills to the position you are applying for, then yes, list them as experience. Experience is experience whether you were paid for it or not. Think of stay at home mothers. They are basically the CEO, CFO and COO of their families. Those are relevant skills if applying for management positions. So don't shortchange yourself.

**Myth:** If you are a strong candidate, you don't need a great resume.

**Truth:** You have 6 seconds to impress the recruiter. Your resume needs to shine. If it doesn't, expect it to end up in the trash.

**Myth:** Companies won't hire Jen, Matt, or Jess.

**Truth:** Using your full name isn't what gets you an interview; having a stellar resume does.

**Myth:** Recruiters care about the courses you took in school.

**Truth:** Nope! They may care about your major, but generally most undergraduate and graduate programs (for any given major) take the same basic classes.

**Myth:** Showing personality on your resume is a bad thing.

**Truth:** Well, that depends on how you want to show it. Using fancy and colorful font is one way that will keep you filed in the garbage. Including personal information (marital status, age, etc) also not a good idea. However, in an activities/interests section including something like "Interests include gluten free baking and line dancing," or "James Bond fan" are tastefully appropriate and make for great conversation starters.

**Myth:** Using a resume template is okay.

**Truth:** A recruiter can spot a template a mile away. Not only are they wonky to format, they are not well liked. Cookie cutter resumes don't allow you to highlight effectively the parts of your resume that are really important. Also, they often come out looking much different than you anticipate.

**Myth:** I only need 1 resume.

**Truth:** Sorry, but you will change your resume for every position that you apply for. It is important to key word optimize for the positions you are applying for, and the key words are different for each position.

## Career Development Top Tips

1. Write a **professional profile** not an objective statement. Google it or look at examples in our gallery. Employers don't care what you want. They care about what you have to offer and if it fits their organizational needs.
2. **Show**, don't just tell. Or think of it this way: sell it to me, don't tell it to me. You are advertising yourself and skills, not just stating facts. The difference looks like this:  
Telling: Solicited new business.  
  
Showing: Conducted over 150 consultative sales calls weekly, qualifying potential customers through a five question format, resulting in a 10% increase in client base.
3. If you don't have direct experience in the field, show your **transferable skills**—this could include experience gained from volunteer activities.
4. **Key Word Optimize**. It is vital to include keywords that the employer is looking for. When you read the job posting, what words do they repeat? What skills, qualities and tasks seem to be emphasized? Use them!

## Mistakes That Drive Recruiters Crazy

1. Strict reverse chronological resumes. Consider using a hybrid style (<http://www.dummies.com/how-to/content/hybrid-resume-format-combining-timelines-and-skills.html>).
2. Burying the most important information.  
E.g. Poor = 2014, Junior League of the Palm Beaches (president)  
Better = **President**, Junior League of the Palm Beaches, 2014
3. Listing your computer skills. Only if you have advanced skills should you do this.
4. Vague objectives. Skip them altogether!
5. Fancy paper, font and other gimmicky attention grabbers. Let your work stand for itself. Skip the fluff.
6. Writing in first person. No personal pronouns: I, we, me, our! "I managed a team of six staff." = poor. "Managed a team of six staff." = better.

7. Paragraphs. Ugh. They are hard to read. Use bullets instead.
8. Spelling, grammar and punctuation errors. Even if your spelling is perfect, watch your punctuation. If you say you are detail oriented and yet only randomly use periods at the end of your bullets, that tells a recruiter you don't pay attention.
9. Writing job descriptions. If anyone else has had your position and can write the same bullet points on her resume, then you need to re-write yours.
10. Information older than 10 years. Unless the experience is the only thing directly related to the position you are applying for, then don't list it. Of course if you were at the company for 20 years and the latter part of the 20 falls within the last 10 years, then list it. But we don't need your entire career history.

## **Typestyle & Font**

Use one that is clean and easy to read. Consider not using a standard Times New Roman, but try something like:

Tahoma	Arial	Bookman	Garamond
Verdana	Gill Sans	Century Gothic	Century Schoolbook

## **Type Size**

Generally size 10-12, but look at the difference font can make depending on the typestyle you choose:

9 pt Verdana  
Awarded sales person of the year.

9 pt Calibri (too small)  
Awarded sales person of the year.

12 pt Times New Roman  
Awarded sales person of the year.

12 pt Bookman Old Style (too large)  
Awarded sales person of the year.

## **Resume Length**

For an average job seeker, 2 pages. There may be exceptions.

## **Graphics**

- No pictures
- Keep lines and bullets tasteful. Don't use too many styles of font or bullets.
- Relevant graphics showcasing sales records or management success may be appropriate.

## **Resume Formats**

**Reverse Chronological** – traditional style and most in our resume gallery fit this format

**Functional** – positions are listed at the bottom and functional categories list work experience regardless of what organization the skill was performed.

## **PROFESSIONAL EXPERIENCE**

### **MANAGEMENT AND MARKETING**

- Scheduled and supervised a staff of 35 individuals while functioning as an assistant manager.
- Processed confidential employee records, salary changes, expense reports and vacation/sick reports.
- Conducted evaluations and performance appraisals and reported findings to senior management.
- Created, planned and coordinated large events, conferences and workshops with 40-50 attendees.
- Focused on expansion of company brands and development of loyal client relationships.
- Identified marketing channels and communication strategies to deliver high-impact results.
- Promoted business objectives and mission by using local and national media relations.

### **CUSTOMER SERVICE AND ADMINISTRATION**

- Acknowledged for outstanding customer service while establishing strong client relationships.
- Served as right hand to lead managers of a national corporation in an administrative assistant capacity.
- Interacted with diverse group to schedule meetings and make travel arrangements for 10 executives.
- Administered payroll and maintained profit and loss statement, balance sheet and inventory.
- Consistently entrusted with large sums of money, petty cash, deposits, change orders and bank deposits.
- Proficient with multiple, company-specific database programs, Internet research and Microsoft Office: Outlook, Word, Excel and Access; used all programs daily to manage E-mail and shared calendar, distribute correspondence, produce reports, develop print media, brochures, fliers and pamphlets.

**Hybrid** – combines both reverse chronological and functional.

### **2005-08, Executive Assistant, General Marketing, Inc. (GMI), Baltimore Project Management**

- Planned and implemented a highly successful “Daughters to Work” day with GMI committee members, including overall event coordination for 85 participants.
- Coordinated logistics for video conferences and offsite meetings among national GMI offices, including travel, accommodations, equipment, and presentation materials.

### **Training & Communication**

- Provided confidential, executive-level support to President. Handled member and provider concerns with diplomacy, and followed through to ensure resolution.
- Trained, supervised, and motivated Administrative Assistant to Senior VP.

## Functional Skills Categories

Analysis	Architecture	Artistic
Auditing	Bookkeeping	Career Development
Clerical	Collection	Communication
Community Affairs/Relations	Community Organizing	Computer Use
Consulting	Contract Administration	Coordination
Counseling	Curriculum Development	Client Relations
Customer Service	Data Analysis	Data Collection/Entry
Data Processing	Data Development	Database Design/Development
Design	Drafting	Editing
Education	eLearning	Engineering
Evaluation	Facilitating	Finance
Financial Research/Planning/ Analysis	Forecasting	Fund Raising
Graphic Design	Group Work	Human Resources
Human Services	Information Systems	Inspecting/Instruction
Instructional Design	Interpreting	Interviewing
Interviewing/Investigation	Inventory Control	Investment
Layout	Leadership	Management
Market Research	Marketing	Materials Handling
Media Productions	Media Relations	Mediation
Medical Service	Merchandising	Negotiation
Network Design/Development/ Administration	Nursing	Office Support
Office/Clerical	OLAP Design/Development	Operations Analysis
Organization	Organizational Development Planning	Personnel
Planning	Political/Public Action	Presentation
Printing	Problem Solving	Product Development
Product Presentation/Demonstration	Production	Program Analysis/Development
Program Development	Program Evaluation	Program Planning
Program Promotion	Promotion	Public Relations
Publicity	Purchasing	Office Assistant/Manager
Quality Control/Assurance	Record Keeping	Reporting
Research	Resource Development	Retailing
Sales	Scheduling	Social Work
Special Events Planning	Staff Development	Supervision
Systems Analysis/Design	Systems and Procedures	Teaching
Team Building	Testing	Training
Volunteer Management	Writing	Youth Counseling

## Transferable Skills

If you are changing industries or fields and do not have direct paid work experience you will want to **show** transferable skills. These are skills you developed in one situation that you can take with you into another, even if the two situations are entirely different. These may be skills you developed through volunteer experiences. It is important to showcase these skills if they are relevant to the positions you are applying for.

### TRANSFERABLE SKILLS for COUNSELORS

- Active Listening
- Reflecting
- Empathy
- Establishing of Rapport
- Counseling & Psychology Theories
- Research
- Knowledge of Human Development
- Testing & Assessment
- Ethical Decision-Making
- Program Development
- Writing
- Communication Skills
- Technology Skills
- Career Counseling
- Multicultural Awareness
- Practicum Experiences
- Internships in a variety of settings
- Group Therapy
- Knowledge of Special Education Laws and Resources
- Public Relations
- Team work
- Curriculum Development
- Budget Management
- Conflict Resolution
- Teaching
- Multi-tasking
- Motivating Others
- Teamwork

**COMMUNICATION:** the skillful expression, transmission and interpretation of knowledge and ideas.

- Speaking effectively
- Writing concisely
- Listening attentively
- Expressing ideas
- Facilitating group discussion
- Providing appropriate feedback
- Tactful
- Insightful
- Negotiating
- Perceiving nonverbal messages
- Persuading
- Reporting information
- Describing feelings
- Interviewing
- Editing
- Sensitive

**RESEARCH AND PLANNING:** the search for specific knowledge and the ability to conceptualize future needs and solutions for meeting those needs.

- Forecasting, predicting
- Creating ideas
- Identifying problems
- Imagining alternatives
- Identifying resources
- Gathering information
- Solving problems
- Setting goals
- Extracting important information
- Defining needs
- Analyzing
- Developing evaluation strategies

**HUMAN RELATIONS:** the use of interpersonal skills for resolving conflict, relating to and helping people.

- Developing rapport
- Being Sensitive
- Listening
- Conveying feelings
- Providing support for others
- Motivating
- Sharing credit
- Counseling
- Cooperating
- Delegating with respect
- Representing others
- Perceiving feelings, situations
- Asserting

**ORGANIZATION, MANAGEMENT AND LEADERSHIP:** the ability to supervise, direct and guide individuals and groups in the completion of tasks and fulfillment of goals.

- Initiating new ideas
- Handling details
- Coordinating tasks
- Managing groups
- Delegating responsibility
- Teaching
- Coaching
- Counseling
- Promoting change
- Selling ideas or products
- Decision making with others
- Managing conflict
- Project Management

**WORK SURVIVAL:** the day-to-day skills that assist in promoting effective production and work satisfaction.

- Implementing decisions
- Cooperating
- Enforcing policies
- Being punctual
- Managing time
- Attending to detail
- Meeting goals
- Enlisting help
- Accepting responsibility
- Setting and meeting deadlines
- Organizing
- Making decisions

**FINANCE:** the ability to work with data, numbers and customers regarding financial products and services

- Product knowledge
- Targeted goals & deadlines
- Accuracy
- Audit records
- Investigate
- Balance money
- Calculate, compute
- Good communicator
- Analyzing data
- Attention to detail
- Focused

**LEADERSHIP:**

- Decisive
- Arrange & execute events
- Direct projects
- Audit records
- Negotiate
- Persuade
- Influence
- Lead teams
- Mediate problems
- Take risks
- Run meetings
- Delegate
- Get results
- 

**CREATIVE / ARTISTIC:**

- Create
- Music appreciation
- Expressive
- Write
- Play instrument
- Design
- Dance, body movement
- Perform Act
- Draw, sketch, paint

## **Key Word Optimize**

In order for your resume to be picked up by **Applicant Tracking Systems** you must use key words and phrases in your resume. As you edit the resume for each job you apply, I recommend saving each version. I provided instructions/recommendations for doing so at the end of the email. Be sure to save each new version as a PDF as well, and use the PDF to upload to sites - this will preserve formatting. Below are the areas you can edit to adjust for each job description:

### **Job Titles:**

Directly under your name/contact details are a series of three job titles (Project Manager, Revenue Manager, Analyst). Type in the title listed on the job posting, editing out one of the other titles. Adjust the titles as necessary for each position you apply for.

### **Branding/Profile Statement:**

This is the short paragraph on the 1st page beneath your name/contact details. You may edit words/phrases and sentences to address what each job posting is looking for. So for example if the job posting specifically states a number of times they want someone to give presentations, then you add a sentence that says, "Adept at designing and giving presentations . . . ."

### **Professional Highlights:**

Re-order according to importance and add/edit if there are things a job posting specifically states it wants. So if the company is seeking a top sales earner, the first few bullets should address sales success not presentations.

### **Knowledge & Skills:**

Trade out items within this three column section based on key words within the job posting. If management experience is highlighted over analyzing skills, emphasize that in this section. Use their wording: eg. job posting says Detail Oriented not Detailed, then use the term Detail Oriented.

### **Professional Experience:**

Re-order bullets according to what is important on the job posting. Adjust wording if necessary to meet the key words. It may be a matter of re-phrasing statements. If a posting states it wants someone who uses a "consultative sales approach" then a statement like "Sold \$1,500 in optional services per month" becomes "Sold \$1,500 in optional services per month using a consultative sales approach."

Each time you adjust your resume I suggest re-naming it. The formula I use for saving new versions of the resume is this:

My Name Resume Employer (e.g. Jennifer Fonseca Resume Carnival)

If you apply for more than one position with a company you may also want to list the an abbreviation for the Job Title. This way you are able to refer back to that specific resume when you are called for an interview. Remember to save it as both a Word doc and PDF.

### **Profile Statements**

A profile statement is generally used at the beginning of a resume for an individual with several years of experience. It is located just below one's name and contact details. It is a short paragraph—3 to 5 sentences that state the skills you bring to the table. Often it lists how many years of experience one has in a given field. Other things often put in a profile statement might be areas of expertise, management or leadership style, top skills. See the resume gallery for examples.

#### **SUMMARY**

More than 5 years' successful experience in customer service and support with recognized strengths in problem-solving, troubleshooting and planning/implementing proactive procedures and systems. Excellent working knowledge of Microsoft Excel, PowerPoint and Windows. Ability to train, motivate, and supervise employees. Self-sufficient, driven, and consistently looking for ways to improve processes. Keen ability to manage in critical & highly charged situations.

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## 26 Powerful Resume Phrases for Profile Statements

1. **Able to bring productive energy**, accuracy and enthusiasm to both individual and group projects
2. **Friendly, positive disposition**, able to converse with a pleasant and uplifting attitude
3. **Persuasive demeanor**, skilled at influencing the opinions & ideas of others and eventually convincing them to try or purchase a product or service
4. **Effective contributor**—capable of voicing opinions about ideas/projects and giving valuable input when needed
5. Always **looking to work beyond** any expectations and deliver exceptional results
6. **Experienced at taking overwhelming, confusing situations** and creating organization, efficiency and productivity
7. **Effective manager**—skilled at accomplishing projects by wisely delegating portions of workflow to those best able to complete certain tasks
8. **Effective counselor/consultant**—able to pinpoint needs of prospects/clients and give beneficial advice when needed
9. **Quick and enthusiastic study**—enjoy learning new skills and technology
10. **Conveniently flexible**—can easily adapt to any changes that may occur within an organization
11. **Effective communicator**—able to clearly relay information, both verbally and in writing
12. Able to analyze a problem/situation, and strategically plan to achieve the best possible solutions
13. **Exceptional motivator**, adept at inspiring others to do the best job possible
14. **Highly creative**, able to think of innovative ideas and solutions
15. **Great problem-solver**, able to outline specific, most cost-effective ways to reach a solution
16. Can successfully take a **project from concept to completion**
17. **Persistent and hardworking**—always striving to meet or exceed set goals
18. Able to **prioritize** and accomplish tasks in a sensible, productive order of importance
19. **Expertise** for functioning effectively in a team environment
20. **Effective at** leading other employees/team members towards achieving specific goals
21. **Effective at** making people feel at ease and comfortable about expressing their thoughts and opinions
22. **Great listener**—able to hear what customer/client is saying and trying to communicate
23. **Skilled at handling multiple tasks smoothly and effectively**
24. **Exceptional** interpersonal skills--capable of interacting with and working with a variety of personalities
25. **Strong work ethic**—always focused on accomplishing tasks/projects as smoothly & effectively as possible
26. **Bonus**: Strong sense of loyalty and commitment

## Professional Highlights

Some resumes use a bulleted list of achievements throughout one's career history. These are generally things like earning significant awards, being named top associate, increasing gross revenues by large sums. You get the idea. This allows an individual to put up top, front and center his/her top achievements instead of burying them below in a sea of bullets. For example:

### Professional Achievements

- Developed and implemented training for new policies, procedures and best practices for military student recruitment, resulting in a 10% enrollment increase for the Fall A 2014 session.
- TEACH Award recipient for exceeding region's performance metrics and outstanding colleague support and development for 3 years in a row within my 5 year career at DeVry University.
- Selected within six months of employment to be part of several specialty teams at DeVry including military specialty teams and engineering specialty teams.
- Implemented a process improvement methodology at Bisk Education focused on student retention resulting in a 15% retention increase for the location.

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### KEY ACHIEVEMENTS & AWARDS

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- Recipient of 2011 CEO WOW! Leadership Award, ranking the top manager in state of Florida.
- Earned prestigious WOW! Star each quarter of 2011, ranking in top 5% of managers. These are highly coveted and qualify winners for additional incentives for continued exemplary work/customer service (TD Bank).
- Led store to #1 out of 1,700 branches in the entire company (TD Bank).
- Top Gun Performer, exceeding loan volume by 365% and deposit growth by 125% of goal. (Wachovia).
- #1 regional manager out of seven regional managers in West Palm Beach market (Wachovia Bank).
- Promoted to greater positions and solicited by industry leaders based upon sales performance.

## Qualifications or Summary of Qualifications

This can be a useful bulleted list for those who need to make sure that they meet particular standards or qualifications in order to be considered for a position. Items that meet this criteria might include the following:

- Ability to speak a foreign language
- Use of particular technical skills, software, hardware
- Required licensure or certifications

## Skills & Abilities | Areas of Expertise

Often resumes of experienced individuals include an easy to read section that lists single word or phrases for skills, abilities, areas of expertise, technical skills, etc. I do not recommend creating a table, as Applicant Tracking Systems (ATS) do not pick these up. You can create tabs, use columns, or use symbols to separate the words or phrases contained in this section. Below are some examples:

**AREAS OF EXPERTISE**

Action Planning & Execution  
 Account Management  
 In-depth Troubleshooting & Problem Solving  
 Software Application Support

Training Development & Delivery  
 Communication – Tailored to Audience  
 MS SQL 2005/2008 Documentation  
 Follow through & Accountability

**Areas of Expertise include**

Curriculum Development  
 Performance Analysis  
 Project Management  
 Strategic Thinking

Adult Education  
 Relationship Management  
 Relationship Management  
 Training & Development

Process Improvement  
 Public Speaking  
 Organizational Consulting  
 Needs Assessments

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**CORE COMPETENCIES**

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TRAINING/MENTORING • MANAGING • COMPLEX PROBLEM SOLVING • ESTABLISHING & MAINTAINING CUSTOMER RELATIONS • DEVELOPING POLICIES & PROCEDURES • CRITICAL THINKING • PROBLEM SENSITIVITY • ANALYZING DATA, INFORMATION & SYSTEMS • ORGANIZING, PLANNING, PRIORITIZING • INFORMATION ORDERING • MONITORING/ASSESSING PERFORMANCE

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**KEY QUALIFICATIONS**

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FIELD TECH & TRAINING • HELP DESK MANAGER • CONFIGURATION, MAINTENANCE & TROUBLESHOOTING • TECHNICAL SUPPORT • IT PROJECT MANAGEMENT • TECHNICAL TEAM LEADERSHIP • ACCOUNT MANAGEMENT • LAN/WAN & INTERNET EDGE SOLUTIONS DESIGN & DEPLOYMENT • DNS CONFIGURATION

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**TECHNOLOGIES**

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**Programing:** BASIC • COBOL • C&C++ • PASCAL • FORTRAN • VISUAL BASIC • VISUAL C & C++ • HTML • NET OBJECT FUSION • MS ACCESS • PEOPLESOFT • ORACLE • MS SQL • **OPERATING SYSTEMS:** DOS • SERVER 2003 • VISTA • XP WIN7 • NOVELL • O/S2 • MACINTOSH • SCO UNIX • **OFFICE APPS:** MS OFFICE SUITE • PAGE MAKER • ADOBE ILLUSTRATOR & PHOTOSHOP • CORELDRAW! • FREELANCE GRAPHICS • HARVARD GRAPHICS • MICROGRAFX • PAINTWORKS • VISIO • QUARKXPRESS • **REMOTE ACCESS SOFTWARE:** LAPLINK • PC ANYWHERE • PROCOMM • CROSSTALK • CARBONCOPY • **INTERNET/NETWORKING:** LAN/WAN • FILE TRANSFER PROTOCOL (FTP) • HUBS • INTELLIGENT HUBS • FIREWALLS • NETWORK CABLING ROUTERS • INTERNET EXPLORER • MOSAIC • FIREFOX • OPERA • SAFARI

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**CORE COMPETENCIES**

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Cognitive-Behavior  
 Record Management  
 Continue Care Planning

Family Systems  
 Solution-Focused Brief Therapy  
 Group Facilitator/Leader

Group  
 Crisis Intervention  
 Client Assessment/Evaluation

## Types of diagnosis included the following:

Oppositional Defiant Disorder  
Adjustment Disorder  
Dysthymic Disorder  
Encopresis/Enuresis

Attention Deficit Hyperactivity Disorder (ADHD)  
Reactive Attachment Disorder  
Post Traumatic Stress Disorder  
Alcohol Abuse/Dependence

Major Depressive Disorder  
Bipolar II Disorder  
Bulimia Nervosa

## Bullets v Paragraphs in Your Work Experience

### Bullet Points

The best way to display your work history is with bullet points. Bullet points after each job allow you to state exactly what you achieved/performed at the job in a manner that draws your attention. Eyes tend to look directly at bullet points naturally. You also do not have to worry as much about being a good writer. Your bullet points should be written like so:

- *Increased sales by 35% within five months.*
- *Restructured sales department to improve efficiency.*
- *Implemented new sales strategy for knick knack division.*

### Paragraph descriptions

Paragraphs are not nearly as effective. Rarely do I suggest individuals use paragraphs to describe work responsibilities. Employers will spend no more than 30 seconds on a resume. It is easier on the eye to do bullet points. It also tends to bore the reader and powerful statements often get lost in the prose.

Look how the same bullet points above would appear in paragraph form:

*When I was working at ABC Sales Company Inc., I increased sales by 35% within five months and completely restructured the sales department to improve overall efficiency. I also organized division-wide changes in sales strategy.*

ZZZZZZzzzzzz. Boring. Also, the longer your paragraphs are, the less likely the hiring manager is going to read them. So why do paragraphs at all?

There is some value to paragraphs, and that value occurs when you are both:

- Good at Writing
- Without Any Real Accomplishments

When your work history does not contain any impressive jobs, or you didn't work in a role that allowed you to have any real effect on the success of the company (for example, it was your job to simply check inventory or enter data – useful, but only a small role in the huge company), there are very few ways to make an effective bullet point. Instead, you may wish to go to paragraph form:

*While employed at How & Why Corp., my ability to efficiently respond to customer's needs was constantly tested. My role allowed me to practice empathy, critical thinking skills and excellent customer service.*

This paragraph makes your job sound more glamorous, and though it doesn't draw the eye toward it in the way bullet points do, it is an effective way of writing your history for these types of positions.

### Does it Paint a Pretty Picture?

After you write your resume, post it on your wall, take a few steps back and ask yourself the following:

- Does it look clean, professional and nice?
- Is it easy to read?
- Does it look awkward?

By stepping back you are able to look at your resume as a whole piece. You are able to see the collection of bullets, tables and paragraphs. If it looks awkward to you, then it will look awkward to a Hiring Manager. While content trumps design, this is still an important element to consider.

Look at the below examples of bullets. Which one looks better to you?

Example 1:

- This is a short bullet.
- This is a long bullet and while the content is solid, its placement is awkward.
- This is a short bullet.

Example 2:

- This is a short bullet.
- This is a short bullet.
- This is a long bullet however, the content is solid and its placement here looks best.

## How to Write Powerful Accomplishment Based Bullets

- Write **accomplishment & achievement** based bullets—NOT job descriptions! Those are boring and likely don't show the employer what you really excel at.
- Begin with **past tense verbs** (e.g. managed, administered, created)
- No first person phrases (e.g. My responsibilities included, I preached, etc = no no)
- Showcase your **contributions** (e.g. Volunteered as interim pastor, serving congregation of 300 with 3 services a week.)
- **Show, don't tell** (e.g. Organized evangelistic outreach to community gathering over 150 Christmas gifts and distributing over 400 hot meals to families.)
- **Highlight achievements** (e.g. Selected out of 5 candidates to serve as interim pastor.)
- **Quantify**: anytime you can use a #, \$ or % do it!
- **Priority Order** them! Always list from most relevant/impressive to least.

<b>Bullets That Tell</b>	<b>Bullets That Show</b>
Filed documents.	Reorganized office filing system, including over 1,000 office files, in under 3 hours.
Valuable sales employee.	Contacted and maintained strong relationships with new customers resulting in an increase of sales by 12%
Trained employees.	Trained 19 employees in sales, customer service, and machine operation over the course of two weeks.
Planned programs.	Organized and executed 6 programs over a 4 month period covering topics such as study skills, stress reduction, and roommate relations.
(If you were Ben Carson 😊) Performed brain surgery.	Successfully performed brain surgery in 6 hours by removing a 5 centimeter tumor from the left hemisphere of a 12 year old's brain.

### Questions to Ask Yourself to Write Better Bullets

- What am I most proud about- remember that it isn't so much what you did, but how you did it. (e.g. how did you make a difference?)
- How did I do my job differently than any other?
- How was my role different from others?
- What did people recognize me for consistently?

## Resume Gallery

The following pages contain examples and samples of resumes from students both in the program and those who have graduated from the program.

NOTE: The following items may have been changed/edited

- ✓ Font sizes have been adjusted in order to better format resumes in the gallery
- ✓ Personal information to preserve privacy
- ✓ Content of items to better show you how to write a good resume

# NAME

Address, City, ST Zip Code  
 000-000-000 | [email@gmail.com](mailto:email@gmail.com)

## MENTAL HEALTH PROFESSIONAL

License # (if earned)

Type a professional profile here. It should be three to five sentences stating qualities and characteristics that you possess and which match what the job posting is seeking in an ideal candidate. Alternatively you could make a bulleted list of key achievements or qualifications that make you a good fit for the position.

### SKILLS & ABILITIES

Skill 1	Long Skill 2	Skill 3
Skill 4	Long Skill 5	Skill 6
Skill 7	Skill 8	Skill 9

### KEY QUALIFICATIONS/PROFESSIONAL HIGHLIGHTS

- Achievement – may list three to five of things which are related to the position you are applying for and which showcase your strengths.
- Achievement 2 – what are you most proud
- Achievement

### EDUCATION

**Palm Beach Atlantic University**, West Palm Beach, FL MO/YYYY  
 Degree | Track or Concentration

- GPA (if above 3.2)
- Awards—Description

**School 2**, City, State MO/YYYY  
 Degree & Major | Minor in XYZ

- GPA (if above 3.2)
- Awards—Description

### RELATED EXPERIENCE

**Employer/Organization**, City, ST YYYY-YYYY  
*Position Title*

- Accomplishment Bullet – how did you make a difference at this organization
- Accomplishment Bullet – what are you most proud of that you did? What was the result?
- Accomplishment Bullet

**Employer/Organization**, City, ST YYYY-YYYY  
*Position Title*

- Accomplishment Bullet
- Accomplishment Bullet

## Name P.2

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**Employer/Organization, Con't**

*Position Title*

- Accomplishment Bullet
- Accomplishment Bullet
- Accomplishment Bullet

**Employer/Organization, City, ST**

YYYY-YYYY

*Position Title*

- Accomplishment Bullet
- Accomplishment Bullet
- Accomplishment Bullet

### OTHER PROFESSIONAL EXPERIENCE

**Employer/Organization, City, ST**

YYYY-YYYY

*Position Title*

- Accomplishment Bullet
- Accomplishment Bullet
- Accomplishment Bullet

**Employer/Organization, City, ST**

YYYY-YYYY

*Position Title*

- Accomplishment Bullet
- Accomplishment Bullet
- Accomplishment Bullet

### TRAINING & CERTIFICATIONS

- Certification Title, Organization Who Provided It, Date
- Training Name, Organization Who Provided It, Date

# Name

901 S. Flagler Drive, West Palm Beach, FL, 33416  
561-123-4456 | name@email.com

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## **SUMMARY OF QUALIFICATIONS**

- Over four years of experience in various health care settings
- Ability to work in a variety of diverse communities with fluency in spoken and written Spanish
- Experience in working with both individuals and small groups in informal counseling situations
- Proficient in intake assessments and counseling techniques including client centered therapy, cognitive behavioral therapy, and the impact of physiological issues on mental health

## **EDUCATION**

### **Masters of Science in Counseling Psychology: Mental Health Track**

Palm Beach Atlantic University, West Palm Beach FL, May 2013

### **Bachelor of Arts in Communication with a minor in Psychology**

Palm Beach Atlantic University, West Palm Beach FL, May 2005

## **RELATED EXPERIENCE**

**Graduate Assistant, Health and Wellness Office** Date - Present  
Palm Beach Atlantic University- West Palm Beach, FL

- Documented patient visitation information and filed patient information according to office protocol
- Assessed level of need of patients arriving to health center

**Office Coordinator** Year - Year  
Rehabilitation Center – West Palm Beach, FL

- Supervised volunteers in properly filing, recording, and maintaining client data
- Organized scheduling of appointments for counselors
- Determined admission of first time clients

**Outreach Intern** Year - Year  
Salvation Army – West Palm Beach, FL

- Served as the contact person for all outreach volunteers and coordinated with local organizations to gather donations and supplies
- Interacted with local inner city persons while distributing food and hygiene supplies

**Resident Assistant** Year - Year  
Palm Beach Atlantic University – West Palm Beach, FL

- Designed opportunities for the holistic development of a group of 25 undergraduate students
- Mentored residents through intentional dorm programming and one on one meetings
- Confronted residents when problems arose and provided mediation when needed

## **OTHER WORK EXPERIENCE**

### **Teaching and Research Assistant**

Nova Southeastern University, Ft. Lauderdale, FL

### **Tutor**

Student Success Center, Palm Beach Atlantic University, West Palm Beach, FL

# Sailfish Sally

1234 Grassy Isle Trail, Lake Worth FL 33467  
561.222.2222 - name@pba.edu

Accomplished professional with diverse experience poised to transition solid background in sales management and marketing to excel in a substance abuse and counseling position within the mental health field. Offer outstanding team leadership, conflict resolution, and communication skills. Exceptionally organized and disciplined; possess well-developed interpersonal skills and the ability to motivate and direct others in a supportive cooperative team environment. Ability to empathize, show compassion and build trust with others.

## *Key Skills & Abilities*

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- Goal- oriented
- Detailed
- Muti-tasking
- Develops rapport easily
- Cultivates relationships and connects with others
- Flexible and energetic
- Problem-solver
- Time & Priority management skills
- Motivates others to achieve goals
- Fluent in Portuguese and conversational Spanish

## *Education*

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PALM BEACH ATLANTIC UNIVERSITY, Palm Beach, FL

### **M.S. in Counseling Psychology**

Expected date of graduation: Fall of 2015

PALM BEACH ATLANTIC UNIVERSITY, Palm Beach, FL

### **B.S. in Organizational Management**

## *Related Experience*

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### **Guardian Ad Litem- West Palm Beach Courthouse**

**May 2014- present**

- Currently assigned to 3 separate cases involving a total of 6 children who have been abandoned, abused or neglected by their caretakers.
- Made home visits a minimum of 1 time every 20 days for each case.
- Kept accurate and detailed records of visits to home and school, as well as and any pertinent information to the case.
- Appeared in court on behalf of child(ren) to give my recommendation on permanent placement of the child.

## ***Professional Experience***

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Direct Mail Impressions, Inc. - Boca Raton, FL

**Account Manager, November 2010- February 2014**

- Built rapport and gained client's trust by listening effectively to client's marketing goals and needs. Assessed client's current marketing materials and programs and collaborated with team members on how to creatively solve branding concerns and reach targeted goals.
- Responsibilities included assisting new and existing clients with management of marketing campaigns, as well as cultivate and improve client relations and product offerings.
- Collaborated with team of 7+ employees through day-to-day operations and creative development projects.
- Cultivated innovation amongst team members to generate new ideas and promote a team building organizational culture.

Brightway Insurance- Lake Worth, FL

**Sales Agent, January 2010– October 2010**

- Carefully listened to client's needs and made recommendations that fit their needs.
- Educated clients on the various homeowner insurance companies and respective policies available, depending on client's unique circumstances, assets, and needs.
- Worked effectively within organization's departments in order to facilitate smooth and streamlined processes.

US Mitigators, LLC - Boca Raton, FL

**Loss Mitigation Specialist/ Negotiator, June 2008- June 2009**

- Worked with distressed homeowners nationwide who were going through a hardship that had resulted in the default of mortgage loans.
- Coached clients through the process of obtaining a modification from their lender while at the same time, being sensitive to their situation.
- Counseled clients on how to improve and restructure their spending habits.

Century 21 Tenace Realty - Boynton Beach, FL

**Licensed Real Estate Sales Agent & Licensed Mortgage Broker**

**June 2002- June 2008**

- Assessed client's needs and assisted with the listing, purchasing, and rental of real estate.
- Assisted clients in navigating through the process of homeownership - from checking credit, to assessing what loan amount they were most comfortable with, and all the way to the sale and purchase of their home.

# Mimi Van der Grift

Mimi\_vandergrift@icloud.com 561-333-4444  
123 South Bromeliad, West Palm Beach, FL, 33401

## **PROFESSIONAL PROFILE:**

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Full time graduate student with experience volunteering with adolescent, at risk girls in a non-profit setting through mentoring, coaching, and providing life skills. Key characteristics include compassionate, effective listener and collaborative team player. Speaks some Spanish and understands it well.

## **EDUCATION:**

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Palm Beach Atlantic University – West Palm Beach, FL

**Masters of Science in General Counseling** – Anticipated May 2015

- General Counseling, M.S.

**Bachelors of Science in Psychology** and a minor in Creative Writing – December 2013

- GPA: 3.849/4.0
- Magna Cum Laude – December 2012
- Recipient of Who's Who Award – Spring 2012

## **RELATED EXPERIENCE:**

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*Christ Fellowship*, West Palm Beach FL

**Intern** – March – June, 2014

- Effectively handled incoming calls from individuals in crises
- Diffused emotionally charged individuals and conversations in order to accomplish the goal of scheduling appointments to address the issue
- Completed over 20 comprehensive intake forms weekly on behalf of the counselors

*Taylor's Closet*, Pompano Beach FL

**Program Coordinator** – August – November 2013

- Established and nurtured 36 relationships with at risk girls and their parents
- Made over 50 phone calls a month in order to encourage continued participation in the program
- Promoted to employee because of effective leadership as a volunteer
- Organized craft projects for the girls so that they would have freedom to express their emotions through art

**Volunteer** – October 2012 – December 2013

- Coached several adolescent girls a month by talking through life issues involving family, traumatic experiences, and personal struggles
- Empowered and motivated adolescent girls to continue to hope amidst their difficult circumstances living in the foster care system

*Vickers House South* – West Palm Beach, FL

**Volunteer English Teacher** – Fall 2011

- Taught beginner English to Spanish speaking students one-on-one in a planned, individualized, and articulated fashion

Volunteer English Teacher, Con't

- Facilitated English conversation in a group setting of eight Spanish students between the ages of 20 and 60

*Careforce International* – Dominican Republic

**Mission Trip Leader** – December 2011

- Led 20 college students in group meetings focused on personal and spiritual development
- Monitored group safety when entering unsafe environments in the village
- Arranged arts and crafts projects for more than 150 children in a Dominican Republic school

### **ACTIVITIES/INTERESTS:**

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*Palm Beach Atlantic University* – Fall 2010, West Palm Beach, FL

- Captain of Girls Club Lacrosse Team
- Instructed a team of 25 college women in the daily practice of lacrosse four days a week
- Hosted and led team bible studies of up to 30 college students
- Organized practices and group activities to enhance lacrosse ability

*College of Charleston* – Fall 2009, Charleston, SC

Intervarsity Small Group Leader

- Planned and taught group bible studies consisting of 10 or more college women that focused on life issues

## Alyssa Blankenship

7777 NW 60<sup>th</sup> Lane • Parkland, Florida 33067  
954-777-2222 • [alyssa\\_blankenship@pba.edu](mailto:alyssa_blankenship@pba.edu)

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### Education:

Palm Beach Atlantic University, West Palm Beach, FL.

Expected Aug. 2017

**Master of Science** in three tracks:

- Marriage and Family Therapy
- Mental Health Counseling
- Addictions Counseling

Florida Atlantic University, Boca Raton, FL

Dec. 2013

**Bachelor of Arts in Psychology**, Minor in Sociology

Magna Cum Laude GPA: 3.83/4.0

- Student Alumni Association (SAA)
- Phi Eta Sigma – National Honors Sorority for first-year college students with at least a 3.5 GPA
- National Society of Collegiate Scholars – Invitation to first and second-year college students with 3.4 or higher GPA
- South Florida Association of Christian Counselors
- Christian Counseling and Education Foundation

### Transferable Skills:

Organizing  
Solving problems  
Meeting deadlines  
Assuming responsibility

Providing care  
Empathizing  
Active listening  
Interpersonal skills

Analyzing data  
Reading for information  
Writing concisely  
Observing

### Experience:

Spanish River Christian School

Boca Raton, FL

*Teacher Assistant – Kindergarten*

Aug. 2013-Present

- Assisted with 21 kindergarteners; 5 with IEP (Individualized Education Program), 2 reading disabilities, 1 (ADD) Attention Deficit Disorder, and 1 auditory processing disorder symptoms
- Provided supervision and care of the children
- Led lessons when teacher was absent or had meetings
- Worked 21 hours a week, worked 20 hours as a graduate assistant, and took 3 graduate classes

Florida Atlantic University

Boca Raton, FL

*Graduate Assistant*

Jan. 2014-May 2014

- Handled graduate applications and wrote and sent out acceptance letters
- Assisted professors with projects and research

Direct Independent Study–with Dr. Ryne Sherman, Social Psychologist

Boca Raton, FL

*Research Assistant*

Jan. 2013-May 2013

- Conducted experiments and surveys with the volunteers
- Collected and recorded data and statistics on behaviors and psychological properties of situations
- Managed the laboratory and coded behaviors into a Situational Q-sort

Direct Independent Study  
*Researcher* Boca Raton, FL  
Aug. 2012-Dec. 2012

- Did research under the supervision of Dr. Laurence Miller, Clinical and Forensic Psychologists
- Researched on the chosen topic of self-esteem and society and its effects on body image and eating disorders
- Critiqued and mentored by Dr. Miller during research and writing of a 25 page paper during the semester

Bnai Torah Congregation  
*Receptionist* Boca Raton, FL  
Dec. 2011-Aug. 2013

- Handled up to \$2,000 from donations and contributions in a day
- Answered up to 30 phone calls a day, especially around the Holidays
- Worked with the accountant on bookkeeping during busy season while accounting office was short staffed
- Worked 15-20 hours while taking 18-20 credits per semester maintaining a 3.8 GPA

Church Nursery  
*Coordinator and Volunteer* Boca Raton, FL  
Oct. 2011-Jan. 2014

Organized volunteer hours and schedules

- Sent out reminder emails to the volunteers
- Cared for infants-5 years old during church services

River Pals Ministry  
*Youth Leader* Boca Raton, FL  
Aug. 2011-April 2012

- Was responsible for 6 kindergarten girls
- Taught an hour lesson
- Supervised during playtime and worship time
- Bonded with children and parents by greeting, playing, and talking with them about the lesson or the ministry
- Led as a camp counselor for the youth retreat in 2011

Mission Trip at Refugee Summer Camp  
*Elementary Character Education Leader* Clarkston, GA  
July 2011

- Put together team building activities, such as games which required cooperation, communication, and listening skills
- Organized lesson plans and assisted with daily lessons
- Managed culturally diverse groups divided by grade (K-5<sup>th</sup>) with 10+ children in each group

Youth Leader  
*Middle and high school girls' small group leader* Dayton, OH  
July 2009-June 2010

- Led a group of 8 girls during Sunday school
- Mentored the younger girls in the group

## Melissa Park

123 Main Court • Jupiter, FL 33458 • (561) 222-2222 • melissa\_park@pba.edu

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### EXECUTIVE SUMMARY

Empathetic, well-rounded, energetic professional with 18+ years of experience in leadership and a history of proven accomplishments. Major strengths include listening, analytical skills, program development, problem solving, training and supervision, organization and time management.

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### AREAS OF EXPERTISE

- Mentoring Women & Adolescents
- Group Facilitation
- Addiction
- Relapse Prevention
- Eating Disorders & Body Image
- Life Skills Training

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### EDUCATION AND PROFESSIONAL LICENSES

Palm Beach Atlantic University, West Palm Beach, FL Anticipated Graduation 2016  
**Masters of Science Counseling Psychology**

Le Moyne College, Syracuse, New York 1998  
**Bachelor of Science in Business Administration,**  
**Cum Laude,** Delta Mu Delta National Honor Society

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### RELATED EXPERIENCE

**Family of Women** Jupiter, FL **2009 – 2013**

**Program Leader, Speaker, Mentor, & Group Facilitator**

The Family of Women is a non-profit leadership organization that supports women to take responsibility for successful relationships and to contribute to society by being leaders everywhere in the world.

- Led groups of women to identify/pursue their dreams and breakthrough barriers resulting in one woman starting two businesses and another repairing her marriage.
- Taught guided lessons to model questioning, clarification and problem solving techniques to help women take responsibility for and improve the quality of their relationships.
- Provided empathetic support and a safe environment for women ages 18 – 50+ in order to be vulnerable and support each other.

**Vita Nova** West Palm Beach, FL **2010 - 2011**

**Cross Functional Task Force Member**

Vita Nova provides independent living programming for youth in the foster care system intended to prepare young adults aging out of the foster care system for self-sufficiency and employment.

- Taught independent living and self-help skills to prepare youth aging out of foster care for employment.
- Adapted and created assessments to prepare youth for employment and partnered with employers to create mentorship programs within the workplace.
- Assisted with the development and implementation of innovative program to create partnerships with employers in community resulting in higher success rates of student participants.

**Nelle Smith House** West Palm Beach, FL

2001 - 2011

**Volunteer**

The Nelle Smith Girls Group Home is operated by Children's Home Society of Florida and is a 12 bed residential program focused on the adolescents' self-confidence, self-discipline and practical living skills.

- Helped girls develop social skills through role play, group activities, practical experiences, and group outings.
- Counseled and mentored girls in developing personal and academic goals.
- Encouraged active learning by creating projects where the girls planned and taught lessons of their own choosing to the group.

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**OTHER WORK EXPERIENCE**


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**Gateway Financial Solutions, LLC** West Palm Beach, FL

2006 - Present

**Partner**

Gateway provides specialized tax and investment services directly to businesses and in alignment with CPA firms via a cross functional team of tax experts, business owners, and affiliate partners.

- Achieved 1st year profitability and increased revenues annually by 30% via the development of mutually beneficial strategic partnerships, negotiated vendor contracts, and resourceful allocation of resources.
- Pioneered innovative business model in niche market and grew business 100% via the development, growth and retention of interpersonal relationships.
- Coordinated trade shows/special events for elite client groups and managed all aspects of promotions

**MCI Communities, Inc.** Palm Beach Gardens, FL

2005 - 2006

**East Coast Acquisitions Market Analyst**

Identified, researched, and determined potential land acquisitions for luxury residential, hotel, and marina developments and communicated financial/written analysis supporting the purchase/sale of property.

- Launched and managed WCI's East Coast Acquisitions Market Research Department.
- Collected organized and analyzed competitive intelligence for pricing/absorption and made recommendations to executive team that consistently drove purchases for entire East Coast division.
- Created and employed a strategy to identify new sites by reorganizing and leveraging existing relationships and data to achieve a significantly more calculated and proactive approach.

**Resnick Group Inc.**, Jupiter, FL

2001 – 2005

**Product Development Manager**

Researched demographics of client database; produced competitive intelligence materials and provided justification for product specifications or changes obtaining an additional \$4 million in revenue annually.

- Launched ancillary products for a 27 year-old business and successfully expanded client base by attracting a new segment of the niche audience while still maintaining existing branding.
- Leveraged existing business by realizing key assets were not being marketed to full potential and was expanded the value of current product – and bottom line profits – with zero increase in workload or cost.
- Established strategic relationships to promote consumer and institutional investment products.

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**VOLUNTEER WORK**


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Women's Foundation of Palm Beach County - Girl's Leadership Institute

2009 - 2012

Quantum House – Received Special Recognition Award

2001 - 2013

Yoga Instructor for Women Recovering From Eating Disorders

2013 - Present

# Frantz Lamour

1234 Thornridge Lane. Royal Palm Beach, FL 33411. Tel: 561-888-2222. Email: frantz\_lamour@pba.edu

## **A Graduate Student in Mental Health and Marriage and Family Therapy**

Empathetic, patient and loving pastor/counselor with over 15 years experience helping youth, individuals and family develop their full potential and cope with life challenges. Foundational coursework and training in Cognitive-Behavioral and Family Therapy. Ability to provide individual therapy to clients diagnosed with variety of presenting problems. Skilled in increasing insight of clients of maladaptive coping mechanisms. Ready to collaborate with other professional counselors and mental health institutions to provide a comprehensive and holistic philosophy to clients in order to empower them to accomplish their goals in life.

### **CORE COMPETENCIES**

Cognitive-Behavior Individual Coaching Client Assessment/Evaluation	Pre-Marriage Counseling Post-Marriage Counseling Family Systems	Group Facilitator/Leader Provide Psycho-Education Group Training
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### **EDUCATION**

**Master in Mental Health and Marriage and Family Therapy** Expected May 2016  
 GPA: 3.92  
 Concentration: Mental Health Counseling, Marriage and Family Therapy, Palm Beach Atlantic University, West Palm Beach, Florida

**BS in Ministerial Studies** 2001  
 GPA: 3.5 – Dean’s List 4 Semesters  
 Concentration: Leadership, Church administration, Biblical expository teaching, Hobe Sound Bible College, Hobe Sound, Florida

### **EMPLOYMENT**

**Holy Church of Grace- West Palm Beach, FL** November 2001 – Present  
**Pastor/Counselor**

- Be available for counseling as needed
- Conduct individual, family and group therapy sessions
- Develop and write plans, process notes, and diagnostic summaries
- Document individual clients progress towards treatment goals and daily activities
- Lead Group Leader Training Program
- Conduct pre/post marriage counseling
- Design and implement strategic plans and develop high performing teams
- Guide HCOG in the discovery and fulfillment of its calling and mission
- Discern, articulate, and cast the vision of where God is leading HCOG
- Mobilize, equip, empower HCOG leadership
- Prepare and deliver weekly sermons
- Expand the congregation’s participation in mission activities
- Lead gatherings of HCOF (Bible study, meetings)
- Make HCOG available for weddings, funerals, and other community events. Be available to officiate Christian weddings and funerals at HCOG
- Model and encourage personal spiritual development

# Frantz Lamour

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**Serta Mattress Company** – Riviera Beach, FL

**Operational Supervisor**

May 1998 – August 2010

- Supervised everyday working of department operating process and increase efficiency of workers
- Prepared daily work schedule production and maintain employee attendance records
- Reviewed departmental and individual employee performance, and prepared related assessment reports, maintains activities logs, monitors productivity, and prepared reports for management
- Analyzed and identify all performance related issues and ensure appropriate steps to maximize quality and profit
- Analyzed all opportunities and recommend ways to improve efficiency and reduce costs
- Ensured compliance with applicable laws and company policies

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## PUBLICATIONS

Concentration: Empowering Family Systems:

- *A Dream Marriage*, ISBN 978-1-60791-217-0: This book is designed to provide a comprehensive understanding of marriage to build and strengthen marriage relationships.
- *Thank God for Sex*, ISBN 978-1-60957-280-8: Focusing on sex education and building sexual intimacy in marriage to help couples get full benefit from sexual intercourse.
- *Stop Marriage Disaster*, ISBN 978-0-9748096-9-4: Excellent book for pre-marriage counseling. This book is designed to prepare future couples before they say, “I do.”

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## SKILLS

- **Multilingual** – English, French and Creole
- **Writing Skills** –Ability to efficiently produce concise and organized reports
- **Public Speaking** –Ability to engage audiences with my creative presentations. Conducting roundtables about marital relationship and teaches on issues related to marriage, family, sex and singleness. A radio counselor and talk show host for many years
- **Leadership**- Providing guidance/ helping college students develop their full potential.
- **Interpersonal Skills** - Highly skilled at relationship building
- **Recruitment and Hiring** - including defining job roles, assessing needed skills and qualifications, and evaluating candidates

# Bonnie Jo Daniels

1234 Jackson Avenue, Greenacres, Fl 33463  
(561) 222-3333 | name@gmail.com

## SUMMARY OF QUALIFICATIONS

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- Over three years of experience in anti-human trafficking advocacy
- Ability to design life skills education for juvenile survivors of trafficking/at risk youth
- Community relations specialists focused on collaboration and mobilization of people
- Proficient at program development and training

## EDUCATION

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**Palm Beach Atlantic University**, West Palm Beach, Fl

Master of Science Counseling

Anticipated Graduation 2017

**Kaleo' Biblical School of Leadership**, West Palm Beach, Fl

May 2014

**University of Wisconsin Stout**, Menomonie, WI

Bachelor of Science Fashion Merchandising & Business Administration

May 1986

## TRAINING AND CERTIFICATIONS

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- **Office of the Attorney General**, Victim Service Practitioner Certification 2014
- **Department of Children and Family Services**, Community Trainer 2014
- **Florida Crime Prevention Certification**, Children Coping with Trauma & Cyber Bullying 2013
- **Wellspring Living**, Safe House Training Certification 2013

## PROFESSIONAL EXPERIENCE

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**Christ Fellowship, West Palm Beach, FL**

2010-September 2014

**Project Director/Hope for Freedom**

Hope for Freedom is a faith based initiative to raise awareness about human trafficking with a focus on domestic minor sex trafficking.

- Created and design programs for research, awareness, prevention, and intervention to eradicate human trafficking in the local community

**Project Director/Hope for Freedom, Con't**

- Developed community collaborations with law enforcement officers, service providers, and non-governmental agencies committed to the prevention and restoration of victims of human trafficking
- Designed a 15-hour, interactive training program to serve victims of domestic minor sex trafficking
- Created and designed a safety/awareness program for middle/high school students approved and certified by the Palm Beach County Schools District

*Areas of Expertise: Community engagement, partnership, and public relations; Volunteer recruitment, program development*

**Mary Kay Inc., West Palm Beach, FL  
Senior Director**

**1992-2010**

Mary Kay Inc, is an independent business consulting company that recruits and trains other women for business and entrepreneurial development. The position of directorship is achieved by recruiting 30+ women with a combined wholesale total of 16,000 within 4 months.

- Trained, developed, and supervised 75+ new business owners throughout the United States
- Administered and developed a business excelling in coaching, staffing, and project development
- Development, business plans, and results-based performance
- Established market trends, budgets and expense reports advancing to 450,000 in unit retail sales

*Areas of Expertise: Supervisory Leadership; Business management, recruitment, development, and retention*

**First Care Family Resources  
Client Educator**

**2000 -2011**

Developed one-on-one relationships with teens and women to educate them on pregnancy and early childhood development

**Calvary Chapel of the Palm Beaches  
Women's Ministry Operational Director**

**2002-2011**

Assisted Pastor Daryl and Aimee Nelson by organizing events, fund raiser and speakers

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## **Skills, Awards & Community Engagement**

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**Trafficking in America Conference**, South Florida Abolitionist of the Year 2014

**Human Trafficking Coalition of the Palm Beaches**, Certified Board Member

**Juvenile Justice Ministry**, Youth for Christ

**Biblical counseling**, Life Way Continuing Education

**International Aid Worker**, Dominican Republic, Mexico, China

**International Conference Speaker**, Global Partners in Hope-Beijing, China

# Kelsie Goller, MA

## National Certified Counselor

900 S. Olive Avenue # 210/West Palm Beach, FL 33401

Phone: 222-222-2222 E-mail: yourname@gmail.com

### Summary of Qualifications

National Certified Counselor with success in counseling individuals with *depression, anxiety, grief, trauma, family issues, relationship issues, history of emotional/physical abuse, disordered eating, OCD, and bipolar disorder*. Passionate about working with couples: certified PREPARE-ENRICH Facilitator (for premarital and marital counseling) and trained Couple Communication Instructor. Values diversity and the impact of culture on the individual. Proven success in achieving therapeutic goals with clients since August 2011 through *Solution-Focused therapy, Adlerian therapy, and Cognitive-Behavioral Therapy*. Recognized by supervisors as highly empathetic, intuitive, responsible, and dedicated.

### Education

Indiana Wesleyan University, Marion, IN

**MA Clinical Mental Health Counseling (April 2013)**

4.0/4.0

Taylor University, Upland, IN

**BA Psychology (May 2010)**

3.98/4.0 (Major: 4.0/4.0)

### Professional Certifications

- ◆ Currently in the process of registering as a Florida Registered Intern
- ◆ National Certified Counselor (NCC), through the National Board of Certified Counselors (NBCC)
- ◆ Completed Couple Communication I Instructor Training Workshop (March 2013)
- ◆ Certified PREPARE/ENRICH Facilitator (February 2013)

### Academic Honors

- ◆ Chi Sigma Iota (Academic and Professional Honor Society for Counseling)
- ◆ Alpha Chi (National College Honor Scholarship Society)
- ◆ Who's Who Among Students in American Universities and Colleges, 2010 edition.

### Work Experience

Palm Beach Atlantic University (West Palm Beach, FL)

August 2012- April 2013

#### Counselor Intern in the University Counseling Center:

- ◆ Conducted counseling sessions with 10-13 undergraduate students per week, with over 250 counseling sessions during the academic year
- ◆ Received many messages of gratefulness from clients who successfully overcame depression, anxiety, relationship issues, trauma, and disordered eating
- ◆ Praised by the Counseling Center Director for handling a large case load and working successfully with more challenging clients
- ◆ Maintained a client file for each student, with signed confidentiality forms, progress notes, and assessments
- ◆ Participated in case presentations in weekly staff meetings

Indiana Wesleyan University (Marion, IN)

August 2011- April 2012

#### Counselor Intern in the IWU Graduate Counseling Clinic:

- ◆ Conducted counseling sessions with 8-13 clients per week, with ~200 counseling sessions per academic year
- ◆ Served a range of ages (child to older adult) with a variety of presenting problems
- ◆ Praised by the Clinic Director for combining intelligence and compassion in order to care competently for clients
- ◆ Conducted a psychoeducational/spiritual group for young women regarding self-identity and self-worth issues
- ◆ Maintained a client file for each client, with signed confidentiality forms, progress notes, and assessments

Indiana Wesleyan University (Marion, IN)

August 2010- April 2012

**Research Assistant to the Division Chair:**

- ◆ Conducted intakes by phone with potential clients (about 30-40 client intakes per academic year)
- ◆ Served as a liaison between counselors and clients by cancelling, confirming, and rescheduling appointments
- ◆ Conducted research and performed statistical analysis on data sets. Research projects included:
  - Correlating measures of wellness and forgiveness
  - Analyzing the development of multicultural competencies among the IWU counseling master's students
  - Surveying Indiana mental health counselors for information about professional identification
- ◆ Aided in revising a text written by the division chair (*Foundations for Clinical Mental Health Counseling: An Introduction to the Profession, 2<sup>nd</sup> Edition*, by Dr. Mark Gerig)

Taylor University (Upland, IN)

January 2007- May 2010

**Student Assistant in the Psychology Department:**

- ◆ Teacher assistant (grader for Foundations of Psychology)
- ◆ Proctored proficiency tests
- ◆ Performed traditional office support functions, including data entry, photocopying, filing, etc.

**Professional Memberships/Conferences**

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- ◆ Member of the American Counseling Association (June 2011 to present)
- ◆ Attended 2012 Mental Health in Missions Conference (November 15-18, in Angola, IN)
- ◆ Co-presented with Dr. Mark Gerig at the 2012 Indiana Counseling Association Annual Conference on the professional identity of Clinical Mental Health Counselors
- ◆ Attended and volunteered at 2011 Christian Association for Psychological Studies International Conference (March 31- April 2, 2011, in Indianapolis, IN)

**Multicultural Experience**

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*Lived abroad in:*

- ◆ Kenya (10 years)
- ◆ The Democratic Republic of Congo (3 years)
- ◆ France (1 year)
- ◆ Switzerland (3 months)
- ◆ Ireland (3 months)

*Traveled to:*

- ◆ Madagascar
- ◆ Tanzania
- ◆ Denmark
- ◆ England
- ◆ The Netherlands
- ◆ The Bahamas

**Leadership Activities**

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- ◆ President of Taylor MuKappa (2009-2010) - Mu Kappa is an organization for Third Culture Kids (TCKs) and Missionary Kids (MKs) which plans activities for MKs and TCKs as they go through the challenging transition from their home countries to America
- ◆ Multi-Ethnic Student Association (2009-2010) - Brings together the presidents of the international and American ethnic groups on Taylor University's campus to work towards programming unity and inter-cooperation
- ◆ Taylor Disability Outreach (2008-2009) - Partners with Special Olympics Indiana to cheer on athletes with intellectual disabilities as they compete in sports
- ◆ Taylor International Orientation Staff Member (2008) – Assists MKs and TCKs with transition and orientation.

**Writing Samples:**

- ◆ Hampshire, K. L. (2011). *Grandparents raising grandchildren: A proposal for a psychoeducational support group*. Unpublished Manuscript.
- ◆ Hampshire, K. L., Keller, G., & Koczan, E. (2010). *Anorexia nervosa among college women: Research synthesis and proposed interventions*. Unpublished Manuscript.
- ◆ Hampshire, K. L. (2009). *Collectivism and individualism in religion*. Unpublished Manuscript.
- ◆ Hampshire, K. L. (2008). *Helping third culture kids: Examining counselor preferences and counselor effectiveness when counseling college-age third culture kids*. Unpublished Manuscript.

**MELISSA S. HUDSON**

1234 SW 24<sup>th</sup> Avenue | Boynton Beach, Florida 33426  
561.333.4444 | mshudson@gmail.com

**SALES | CUSTOMER SERVICE | FUNDRAISING | EVENT MANAGEMENT**

Performance-driven leader with demonstrated ability to drive sales and provide excellent customer service. Known for professionalism, personable nature and outgoing personality. Ability to develop rapport quickly and maintain trust with clients. Communicates in a clear, concise and motivating manner, while also being an effective listener. Interacts comfortably and enthusiastically with customers and staff. Areas of expertise include:

Client Management  
Project Management  
Dynamic Presenter

Leadership  
Training / Development  
Photoshop

Critical Thinker  
Complex Problem Solving  
Team Player

**QUALIFICATIONS**

- **Client / Customer Relations:** Describe your top achievement here.
- **Communication Skills:** Excellent written and verbal skills, proficient with electronic communication such as email, chat and VoIP applications.
- **Design & Graphics:** Created sketch plans, designed brochures and websites.
- **Efficiency & Time Management:** Proven track record of completing projects on time and within budget.

**EXPERIENCE**

THE HOPE FROM HARRISON FOUNDATION – Jupiter, Florida

4/2011 to Present

*Non-profit dedicated to raising awareness and resources for families of severely disabled children.*

**Co-Founder | Vice President**

Established organization to assist families whose children require in-home medical care, specifically children with neuromuscular disorders.

**Fundraising**

- Raised over \$75,000 through . . . .
- Created monthly newsletter reaching X number of individuals. . .
- Identified and developed relationships with potential donors by . . .and resulting in X% increase within 4 years.
- Developed fundraising activities, including a cultural festival hosting over X number of participants, to maximize participation and contributions, while minimizing costs.
- Decreased event costs by \$ or % by negotiating with vendors.
- Analyzed budget and conducted cost reporting to maximize contributions and minimize expenses.
- Developed end of year campaign . . .raising \$.
- Solicited corporate sponsorships with an estimated value of \$.

**Event Management**

- What you did + how you did it = results you got
- Oversaw a volunteer staff of X for a single day, annual event hosting over X number of attendees.
- Promoted and marketed event by . . . .
- Managed event budge of \$XX,XXX and came in under cost 4 consecutive years.
- Accomplishment statement.
- Accomplishment statement.

**Another Applicable Skill**

- What you did + how you did it = results you got
- Oversaw a volunteer staff of X for a single day, annual event hosting over X number of attendees.
- Promoted and marketed event by . . . .

EYES ON THE ISLAND – Palm Beach, Florida

4/2011 to 4/2015

*Full service eye and lens center providing eye exams, contact lenses and spectacle lenses to the Palm Beach community.*

*Transitioned out of landscape design to develop sales skills and better*

**Sales Consultant****Sales**

- What you did + how you did it = results you got

**Sales Consultant, Cont.**

- Oversaw a volunteer staff of X for a single day, annual event hosting over X number of attendees.
- Promoted and marketed event by . . . .

**Merchandising**

- What you did + how you did it = results you got
- Oversaw a volunteer staff of X for a single day, annual event hosting over X number of attendees.
- Promoted and marketed event by . . . .
- Another accomplishment . . .
- Another accomplishment
- Another accomplishment

K. HOVNANIAN HOMES – Boynton Beach, Florida 2/2006 to 10/2007

*Full service eye and lens center providing eye exams, contact lenses and spectacle lenses to the Palm Beach community.*

**Director of Entitlements, Marketing**

- Focus on bullets that emphasize marketing.
- Designed Photoshop images and PowerPoint presentations for . . .
- Accomplishment
- Accomplishment
- 

K. HOVNANIAN HOMES – Boynton Beach, Florida 2/2006 to 10/2007

*Fortune 500 company and 6<sup>th</sup> largest new home builder (nationally) involved in every aspect of marketing homes including, design, construction and sales.*

**Director of Entitlements, Marketing**

- Focus on bullets that emphasize marketing.
- Designed Photoshop images and PowerPoint presentations for . . .
- Accomplishment
- Accomplishment

LAND DESIGN SOUTH – West Palm Beach, Florida 6/2002 to 1/2006

*Landscape design company providing land planning, landscape architecture, traffic and environmental services to clients.*

**Assistant Project Manager and Landscape Designer**

- Focus on bullets that show transferable skills
- Established lasting client relationships forged through dedication to superior customer service.
- Conceptualized . . .
- Created a unique sense of place and atmosphere . . .
- Accomplishment

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**EDUCATION / DEVELOPMENT**

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University of Georgia, Bachelor of Landscape Architecture (1998)

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**MEMBERSHIPS / AFFILIATIONS**

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American Society for Public Administration (ASPA)  
American Society for Industrial Security (ASIS)  
International Association of Chiefs of Police (IACP)

FL Assoc. of Campus Safety & Security Admin. (FACSSA)  
Int'l Assoc. Campus Law Enforcement Admin. (IACLEA)  
Veteran of Foreign Wars (VFW)

# Sam Sailfish

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900 S Olive Ave, West Palm Beach, FL 33401 | xxx-xxx-xxxx | email@yahoo.com

MO, Day, YYYY

Name

Title

Organization

Address 1

City, State Zip

## **RE: POSITION OPENING**

Dear Name:

Paragraph 1: Make it memorable! You may engage your reader in one of several ways: 1) Tell me how you became interested in the field, industry or the position. 2) If you were referred to the position or know someone of influence at the organization, drop the name here. 3) If you are over or under qualified for the position OR your major/career history does not match the position/industry, the first paragraph of the cover letter is a great place to immediately address the concern. The employer will only spend about 20-30 seconds reading your cover letter – so be memorable!

Paragraph 2: This is the meat and potatoes of your cover letter: show not tell about your experience, skills, or qualifications that make you a fit for the position. Support these with results, or quick stories. Do not repeat information directly from your resume but highlight one or two specific examples that are the best representation of your assets for each organization. If asked for specific information (typically salary), provide a range based on the job requirements and the cost of living in the area – another opportunity to do research for the position. Providing the requested information is an easy measure of your ability to follow directions.

Paragraph 3: Wrap up and express your interest. Refer the reader to the enclosed resume and indicate your follow-up intentions. Take responsibility to follow-up. This shows initiative, perseverance, and follow-through. Include the best phone number to contact you at (make sure it has an appropriately professional voicemail message). Don't forget to thank the potential employer for his/her time, consideration, and attention. *[ I would welcome the opportunity to talk with you about my qualifications for the (position). If you have any questions or need to contact me, please call me at (561) 555-1342 or e-mail to John\_Smith@pba.edu. I appreciate your time and consideration.]*

Sincerely,

*[sign your name here – with a real pen!]*

Your Name

Enclosure: Resume

**JENNIFER HAMILTON**

1234 N. Ocean Blvd, Boynton Beach, FL 33435  
561-222-333 / [jennifer.hamilton@gmail.com](mailto:jennifer.hamilton@gmail.com)

April 8, 2014

Name  
Title  
Organization  
Address 1  
City, State Zip

**RE: POSITION AT ABC ORGANIZATION**

Dear Ms. Last Name

Restorative. It is a word that best describes my nature and drive to see both the human body and psyche in a whole condition. My interest initially began through fitness. As I continued my training in yoga and other forms of exercise I found how related our mind, body and soul are.

With more than two years' experience in the substance abuse/mental health field, I have developed a passion for helping others with the disease of addiction through counseling. Currently I am a second year student in the Counseling Psychology Master's Program at Palm Beach Atlantic University, and eager to apply my acquired knowledge at your organization.

My personal mission very much resonates with your organizational mission to help individuals in their holistic development and overcoming addiction through body and mind work.

Respectfully,

Jennifer Hamilton

Carrie C. Ellis

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Address: 2345 Cormorant Road, Delray Beach, FL 33444 (561)222-1234 carrie.ellis@pba.edu

October 21, 2015

Danielle Kinard-Friedman  
LCSW, Senior Therapist  
Center for Child Counseling  
7731 N. Military Trail, Suite 4  
Palm Beach Gardens, FL 33410

**RE: MASTER'S LEVEL INTERNSHIP**

Dear Ms. Kinard-Friedman:

Certified in Circle of Security Parenting and having led it both in a group and individually, I hope to provide this service to your clientele. I completed Touch Points at the Children's Service Council and am currently in my reflective practice sessions with two remaining. I am also an Empowered to Connect Parent facilitator; a model based on Trust Based Relational Intervention. I am eager to learn and implement techniques to assist children and families from adverse situations, specifically with trauma focused work with children.

As for experience, my husband and I plan, organize and facilitate the foster and adoptive outreach at Spanish River Church in Boca Raton for the past several years. We are former foster parents, adoptive parents and kinship care parents. A few years ago I decided to pursue Masters Degrees in Counseling Psychology to better serve the children and families I encounter in this role. I have reached that point in my educational pursuit to complete an internship.

I am attaching a copy of my resume for your review and hope you might consider me for an internship this coming winter. Thank you for taking the time out of your busy schedule to review this material. I hope to speak with you soon and to work with you encouraging the most vulnerable of children and families among us. If you have any questions or would like to contact me, please call me at (561) 222-1234 or email me at carrie.ellis@pba.edu.

Sincerely,

*[sign your name here – with a real pen!]*

Carrie C. Ellis  
Enclosure: Resume