

RESUME GUIDE



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RESUME BASICS

What is a resume?

- A resume is a carefully designed document that provides information about your education, skills, experience and other qualifications that are important to prospective employers.
- Your resume serves as a marketing tool concisely summarizing and highlighting your background and achievements in such a way that will generate job interviews.

How long should my resume be?

- Resumes are often one page in length, though experienced professionals might need to extend their resumes to a second page.

Editing my resume

- Resumes should be error-free with neat and consistent formatting.
- It is essential to carefully proofread your resume! It is often useful to both edit your resume yourself and have others review it to ensure that there are no mistakes.

COMPONENTS OF A RESUME

Heading

- At the top of your resume, include a heading with your name (in bold and the largest text on the page), phone number, email address, and the city and state abbreviation where you live.
- Make sure that your email address and voicemail are set up, professional, and checked regularly.

Professional Summary (optional)

- A professional summary is a short section that highlights your **best skills** and **top qualifications**. It is a great way to quickly attract an employer's attention.
- Typically, a professional summary consists of several well-crafted sentences or bullet points. Please see sample resumes for successful examples.

Education

- List degrees and certificates that you are earning or have completed. Education should be listed with your most recent educational experience first.
- Generally, you do not need to include high school more than 2 years after graduation unless you are a nondegree seeking student or your high school provided specialized skills (such as a technical school).
- For each degree/certificate, list the following:
 - Name of school
 - Location of school (town, state abbreviation)
 - Degree, and (expected) date of graduation
 - Major
- In your Education section, you can also consider also including:
 - Relevant Coursework – Courses that are directly related to the job or field you're applying for
 - Grade point average (GPA recommended if above 3.2)
 - Scholarships, honors, awards
 - Extracurricular activities

Skills

Use the skills section to highlight key skills that are relevant to the job, such as computer skills, technical abilities, laboratory experience, or language proficiency.

- Be honest and specific about your skill level. For example: *“Fluent in English and Portuguese; Conversational in Spanish”* clearly distinguishes between levels of fluency.

Experience

The experience section of your resume highlights your work history and other relevant experiences including paid jobs, internships, volunteer roles, and other positions that demonstrate your qualifications. In some cases, you might choose not to include every job you've held. Focus on highlighting the most applicable experiences, while still demonstrating a consistent and reliable work history.

- List your most recent experience first, then work backward. For each role, include your job title, employer name, city and state, and dates of employment.
- Use bullet points to describe your responsibilities and accomplishments. Focus on tasks and achievements that relate directly to the job you're seeking.
- Incorporate keywords from the job description to show alignment with the position and to help your resume pass through applicant tracking systems (ATS). Look for key skills, tools, and responsibilities mentioned in the job posting, and use similar language where it applies to your experience.
- Highlight transferable skills—abilities from one job that apply to another. For example, if you worked as a barista and are applying for an administrative role, you might emphasize communication, time management, and customer service skills.
- Begin each bullet point with a strong action verb (see page 6 for examples).
- When possible, include numbers to show the impact of your work. For example: *“Helped serve 50+ customers per shift,” “Trained 2 new team members,”* or *“Organized a fundraiser that raised \$1300”*

Additional Optional Resume Sections

- Military Experience
- Professional Certificates or Licenses
- Academic Projects
- Publications
- Major Accomplishments
- Memberships/affiliations
- Civic Engagement
- Interests

USING AI TO SUPPORT RESUME WRITING

AI tools (like ChatGPT or online resume builders) can be helpful resources to get started or improve your resume. While AI shouldn't replace your ideas and judgment, it can save time and give useful suggestions.

Here are smart ways to use AI when writing your resume:

Protect Your Personal Information

When using AI tools:

- Do not share personal details, such as your full name, phone number, home address, or student ID.
- Avoid uploading your full resume unless you're using a secure and private platform.
- Share only non-sensitive content like job titles or draft bullet points.

Brainstorming Content

If you're not sure how to describe a past job, club role, or volunteer experience, try asking an AI tool. For example, *"How can I describe my job as a front desk assistant at a campus gym on a resume?"* You'll get sample bullet points to help you shape your own.

Improving Wording

AI can help you make your writing more professional or concise. Paste in one of your bullet points and ask: *"Can you make this resume bullet more impactful?"*

Generating Action Verbs

Stuck on what words to use? Ask for action verbs that match your role or skills. For example, *"What are strong action verbs for highlighting customer service?"*

Tailoring Your Resume to a Job

Paste in a job description and ask: *"What keywords should I include in my resume for this job?"* or *"How can I tailor my resume for a summer internship in marketing based on this job posting?"*

Use AI Responsibly

Always review and edit any content AI provides. Make sure it accurately reflects your own experience.

- AI tools can sometimes "hallucinate" or generate incorrect or made-up information. You are responsible for checking the accuracy of everything in your resume.
- Keep your resume authentic and written in your own voice. Employers want to learn about you, not just polished phrases.

EXAMPLES OF RESUME ACTION VERBS

Remember: Always use action verbs to begin your bullet points. Here are some of our favorites!

Achieve	Deploy	Initiate	Program
Administer	Design	Innovate	Promote
Advise	Detect	Inspire	Propose
Advocate	Determine	Install	Provide
Allocate	Develop	Integrate	Publicize
Amplify	Devise	Interpret	Publish
Analyze	Diagnose	Interview	Purchase
Appoint	Differentiate	Inventory	Quantify
Arrange	Direct	Investigate	Recommend
Assemble	Discover	Invent	Reconcile
Assist	Dispatch	Lead	Record
Audit	Display	Lecture	Recruit
Author	Dispense	Liaison	Refer
Balance	Distribute	List	Repair
Broaden	Document	Log	Replace
Build	Draft	Maintain	Report
Calculate	Drive	Manage	Research
Calibrate	Edit	Market	Restore
Care	Eliminate	Maximize	Revamp
Catalogue	Encourage	Mediate	Rewire
Chart	Enforce	Mentor	Schedule
Coach	Engage	Minimize	Secure
Collaborate	Enhance	Moderate	Sell
Collected	Establish	Modernize	Solve
Comment	Estimate	Modify	Spearhead
Compile	Evaluate	Monitor	Streamline
Complete	Examine	Motivate	Study
Compute	Execute	Navigate	Support
Conduct	Expedite	Negotiate	Sustain
Connect	Facilitate	Notify	Systemize
Consolidate	Formulate	Operate	Tally
Construct	Foster	Optimize	Teach
Consult	Founded	Organize	Test
Contribute	Generate	Overhaul	Train
Coordinate	Govern	Oversee	Troubleshoot
Correspond	Guide	Partner	Tutor
Counsel	Help	Perform	Update
Count	Hire	Plan	Validate
Create	Identify	Prepare	Verify
Debug	Implement	Present	Write
Delegate	Improve	Process	
Deliver	Incentivize	Procure	
Demonstrate	Inform	Produce	

Your Name Template 1

Town, MA • Email: youremail@gmail.com • Phone: 000-000-0000

SUMMARY (Optional)

A summary is a short section that highlights your best skills and top qualifications. It is a great way to quickly attract an employer's attention. Consider beginning this section with two adjectives that best describe your strengths. Typically, a professional summary consists of several well-crafted sentences or bullet points. Please see sample resumes for successful examples.

EDUCATION

MassBay Community College | City, State (abbreviated)

Candidate for Associate of Arts/Science or Certificate in Major | Expected Month 20xx

Relevant Coursework (optional): Include courses that are relevant to the job that you are applying for

Honors (optional):

GPA (optional, consider including if above 3.2):

Extracurricular Activities (optional):

SKILLS

- **Computer Skills:** *This may include Microsoft Office, Google Workspace, or programming*
- **Language Skills:** *Include if you speak an additional language. You can qualify your language skills with descriptors like bilingual, fluent, conversational, basic, etc.*

PROFESSIONAL EXPERIENCE

Job Title

Most Recent Employer | City, State (abbreviated) | Month 20xx – Month 20xx

- Text *(Use action verbs to begin each bullet point. Include responsibilities and achievements. Quantify and describe results of actions when possible.)*
- Text
- Text

Job Title

Employer | City, State (abbreviated) | Month 20xx – Month 20xx

- Text
- Text

Job Title

Employer | City, State (abbreviated) | Month 20xx – Month 20xx

- Text
- Text

YOUR NAME TEMPLATE 2

Address | City, State ZIP | (000) 000-0000 | yourname@domain.com

SUMMARY

X years experience... or Seeking position in....

EDUCATION

Undergraduate College, City, State (abbreviated)

Degree/Certificate, Major/Concentration, Expected Month, 20xx

(Examples of categories to include below: GPA, Dean's List, Honors, Awards, Relevant Coursework, Activities, Internships)

- *Text*: Description (Month/Semester 20xx)
- *Text*: Description (Month/Semester 20xx)

TECHNICAL, COMPUTER, LABORATORY SKILLS

- *Text (include language, computer, industry, technical skills; unique or relevant interests)*
- *Text*

ACADEMIC PROJECTS

Title of Project, who were participants, purpose, details/technology and skills used, outcome, was it presented? Where? When?

PROFESSIONAL WORK EXPERIENCE

Most Recent Employer, City, State (abbreviated)

Month, 20xx-Month, 20xx

Title

- *Text (responsibilities, achievements)*
- *Text*
- *Text*

Employer, City, State (abbreviated)

Month, 20xx-Month, 20xx

Title

- *Text*
- *Text*

VOLUNTEER/COMMUNITY ACTIVITIES

- *Position, Organization, City, State (20xx – 20xx)*
- *Position, Organization, City, State (20xx – 20xx)*

Harry Hospitality

Framingham, MA

Phone: 508-123-9876 Email: h_hospitality@massbay.edu

SUMMARY

Bilingual (Portuguese-English) and outgoing hospitality student with 4+ years of restaurant experience and a strong academic record, seeking Spring 2026 internship opportunity in the hotel industry.

EDUCATION AND CERTIFICATIONS

MassBay Community College

Associate Degree in Hospitality Management

GPA: 3.7

Relevant Coursework: Front Office Management, Intro to Tourism, Food and Beverage Management, Conference & Event Planning, Financial Accounting I and II, Intro to Hospitality, Microcomputer Applications for Business

Wellesley Hills, MA

Expected May 2026

ServSafe Food Handler Certification

Expires March 2027

EXPERIENCE

Papa Gino's, Natick, MA

Shift Manager (May 2024 – Present)

March 2021 - Present

- Supervise, train, and lead a team of 6 employees during shift ensuring smooth restaurant operations. Promoted to shift manager to outstanding performance
- Schedule employee shifts to keep restaurant fully staffed, while accommodating individual requests
- Manage inventory levels and place orders to keep restaurant fully stocked
- Respond to customer concerns effectively and proactively
- Ensure restaurant follows all food quality, presentation and health protocols
- Conduct register audits at the end of shifts. Make secure and timely bank deposits

Waitstaff (March 2021 – May 2024)

- Greeted customers warmly, answered questions and offered menu recommendations
- Managed a high volume of orders accurately recording customer specifications
- Successfully promoted daily specials and upsold additional menu items
- Provided exceptional customer service, resolving customer concerns promptly and professionally

LANGUAGE SKILLS

- Bilingual in Portuguese and English

TECHNICAL SKILLS

- Experienced user of restaurant POS systems
- Microsoft Office, and Google Workplace

Beatrice Business

Wayland, MA | 000-000-0000 | example@gmail.com

EDUCATION

Candidate for Associate of Science in Business Administration

MassBay Community College | Wellesley, MA | Expected May 2026

GPA: 3.8

Honors: Phi Theta Kappa (Honor Society)

Relevant Coursework: Financial Accounting I & II, Principles of Management, Principles of Marketing, Introduction to Taxation, Macroeconomics, and Microeconomics

SKILLS

Technical Skills

Microsoft Office including Advanced Excel, Word and PowerPoint

Language Skills

Trilingual in Haitian-Creole, French, and English

EXPERIENCE

Accounting Tutor

MassBay Community College | Wellesley Hills, MA | Jan 2025 – Present

- Selected by professor because of outstanding academic achievement in accounting coursework and strong interpersonal skills to tutor MassBay students twice a week in *Financial Accounting*
- Provide one-on-one support to students, helping them to understand fundamental accounting principles, financial statement analysis, financial reporting and inventory valuation
- Adapt tutoring strategies to meet the diverse learning needs of students

President of Business Club

MassBay Community College | Wellesley Hills, MA | Sept 2025 – Present

- Lead weekly meetings of 30+ business club students to initiate, plan and execute regular activities and events for club members and student body
- Collaborate with Career Services department to create professional development opportunities for business students
- Recruit business students to join club resulting in membership more than doubling
- Solicited and successfully secured sponsorship for fundraising event from local bank

CIVIC ENGAGEMENT

Event Volunteer

Boston Marathon | Boston, MA | April 2024 & 2025

INTERESTS

Trail Running, Cooking, and Bike Riding

Allison Accounting

Boston, MA | accountingexample@gmail.com | | (919) 555 – 8293

Education

MassBay Community College, Wellesley, MA

AS in Accounting

GPA: 3.7

Honors: Phi Theta Kappa

September 2024 – Present

Expected Graduation Date: May 2026

Academic plan to complete a BS in Accounting

Expected Graduation Date: May 2028

CPA Eligible: May 2029

Experience

The Dandelion, Boston, MA

Lead Hosts / Waitress

- Train new hosts and become a resource in case any unexpected problems arise
- Greet customers the moment they walk into the restaurant
- Seat 70 – 100+ groups every night to ensure the best experience
- Coordinate with 30+ staff (servers, bussers, and kitchen staff) to ensure smooth service

September 2024 – Present

United Way, Boston, MA

Summer Intern

- Updated the contact information for 350+ current and former program participants
- Collaborated with 5 other summer interns to compiled 5+ years of program data

June 2024 – August 2024

Professional Affiliations

National Association of Black Accountants (NABA), MassBay Community College

Member (January 2024 – Present)

- Selected as a representative from MassBay chapter to participate in the 2025 NABA convention

Additional Skills

Languages: Spanish (fluent), Korean (Beginner)

Technical: QuickBooks (Expert), Google Suite (Expert), Microsoft Office (Expert), Canva (Intermediate), Java (Intermediate)

Other: Attention to Detail, Interpersonal Communication, Time Management

***Adapted from PwC template**

SARAH SAMPLE

INTERIOR DESIGN STUDENT

Wellesley, MA

781-239-1000 | e_example@massbay.edu

EDUCATION

Interior Design Certificate
MassBay Community College
Wellesley, MA | Expected May 2026
GPA: 3.7

Relevant Coursework:

- Interior Design with CAD/AutoCAD
- Commercial and Residential Presentation Techniques
- Color Theory and Techniques
- Architectural Drawing for Interior Design
- Intro to Interior Design
- Computers and Technology
- Small Business Management
- History of Home Furnishings
- Materials & Techniques

SKILLS

- CAD/AutoCAD
- Project Management
- Teamwork
- Time Management
- Materials Selection
- Color Theory
- Space Planning
- SketchUp
- Microsoft Office
- Customer Service
- Bilingual in Portuguese and English

PROFILE SUMMARY

Highly motivated and creative Interior Design student with proven track record of delivering excellent client service seeking a Fall 2026 internship. Eager to learn and apply academic knowledge to create spaces that combine aesthetics and functionality. Able to coordinate complex logistics to ensure operational efficiency. Proficient in CAD/AutoCAD and SketchUp.

WORK EXPERIENCE

Store Associate Framingham, MA
The Gap Oct 2024 - Present

- Use visual merchandising techniques to create attractive displays and merchandise arrangements that are eye-catching and accessible.
- Help customers locate items and provide them with the information they need for a pleasant store experience.
- Use color theory to suggest flattering clothing, provide styling advice, and guide customers towards purchasing decisions.
- Maintain a clean and organized store front appearance by neatly restocking merchandise
- Operate case register to process transactions efficiently

Floor Assistant Ashland, MA
CVS Aug 2022 - Sept 2024

- Maintained a clean, organized and visually appealing store environment
- Arranged engaging holiday and sale merchandise displays to drive sales
- Provided exceptional service to customers in high-volume store, answering questions and fostering a welcoming environment

INTERESTS

- Music (8+ years of flute), Fashion, Photography

Christopher Criminal Justice

Ashland, MA | 000-000-000 | email@gmail.com

SUMMARY

High-achieving Criminal Justice student and experienced security professional. Skilled in monitoring incidents, responding to emergencies, and maintaining accurate reports. Strong communicator with the ability to coordinate effectively with team members, public safety partners, and the community. Eager to leverage academic knowledge and hands-on experience to support emergency response.

EDUCATION

Associate of Science in Criminal Justice

Massachusetts Bay Community College | Wellesley, MA | Anticipated graduation: May 2027

Relevant Coursework:

- Criminal Law and Procedures
- Introduction to Criminal Justice
- Cybercrime
- Introduction to Criminology
- Juvenile Offenders

Honors: Dean's List **GPA: 3.6**

PROFESSIONAL EXPERIENCE

Security Officer

Allied Universal | Worcester, MA | September 2024 – Present

- Conduct routine and random perimeter patrols of campus facilities to deter theft, vandalism, and unauthorized access.
- Monitor access points and enforced site-specific policies while providing customer service to students, staff, and visitors.
- Respond to incidents including medical emergencies, disturbances, and alarms with a calm, problem-solving approach.
- Document daily activities, patrol logs, and incident reports using digital security systems with accuracy and timeliness.
- Communicate effectively with team members, site leadership, and public safety partners to maintain a safe environment.

Landscaping Assistant

Mahoney Landscaping | Ashland, MA | Summers 2022 – 2024 (seasonal role)

- Assisted with routine grounds maintenance, including mowing, trimming, planting, and debris removal
- Worked as part of a crew to complete outdoor projects efficiently while following safety guidelines
- Demonstrated reliability through punctuality, attention to instructions, and consistent work ethic

Clarissa Communications

Natick, MA • (781) 444-1234 • communicationsexample@gmail.com

EDUCATION

MassBay Community College, Wellesley, MA

Expected May 2026

Candidate for Associate degree in Liberal Arts: Communications GPA: 3.6

Awards/Honors: MassBay IMPACT Award: Awarded for outstanding impact and improvement of campus life; Dean's List all semesters; Phi Theta Kappa Honors Society

TECHNICAL SKILLS

- Skilled at using Canva and CapCut to create effective images, videos, and marketing materials
- Adept at navigating and creating content for social media platforms such as Instagram, X, Facebook, and YouTube
- Microsoft Office including Excel, Word, PowerPoint, Outlook, and Access
- Google Workspace including Sheets, Docs, and Slides

LANGUAGE SKILLS

- Fluent in Portuguese and English

PUBLIC RELATIONS AND LEADERSHIP EXPERIENCE

Chair of Public Relations Committee, Student Government Association

Sept 2025 – Present

MassBay Community College

Wellesley, MA

- Use Canva and Photoshop to create compelling promotional flyers and online content for the Student Government Association (SGA)
- Manage the SGA's Instagram and Facebook accounts and the college's "MassBay Go app" to promote upcoming events, drive student involvement, and highlight the accomplishments of SGA
- Meet regularly with Director of Marketing and Director of Student Engagement to collaborate on social media efforts and find innovative ways to reach student body
- Selected as a featured participant in a promotional MassBay video developed to increase enrollment

WORK EXPERIENCE

Office Assistant, Student Development

Sept. 2025 – Present

MassBay Community College

Wellesley, MA

- Greet current and prospective students in a welcoming manner by phone and in-person
- Assess students' needs and directed them to appropriate department
- Efficiently execute administrative tasks including filing, organizing, making copies, and assembling information folders to ensure seamless operations

Receptionist

June 2023 – Sept. 2024

BRB Tech

Brasilia, Brazil

- Warmly welcomed guests entering the building, creating a positive first impression for visitors
- Managed incoming calls answering customer inquiries and directing them to appropriate department in both Portuguese and English
- Efficiently logged service requests contributing to prompt customer attention using Excel

Edith Education

EEC-Certified Teacher

Framingham, MA | Email: educationexample@gmail.com | Phone 000-000-0000

PROFESSIONAL SUMMARY

- Dedicated and compassionate EEC-certified teacher with over 3 years of experience providing nurturing care to children ages 2-7
- Skilled at creating developmentally appropriate curriculums and building inclusive classrooms
- Bilingual in Spanish and English. Demonstrated success communicating and collaborating with parents and teachers

EDUCATION AND CERTIFICATES

MassBay Community College | Framingham, MA

Candidate for Associate Degree in Liberal Arts: Early Childhood Education | Expected May 2026

GPA 3.4 | Honors: Phi Theta Kappa

Massachusetts Department of Early Education and Care (EEC)

Certification for Teacher, Preschool, and Infant/Toddler | Issued May 2025

Child and Infant First Aid/CPR/AED | American Red Cross | Issued April 2025

SKILLS

Language Skills: Bilingual in English and Spanish

Computer Skills: Microsoft Office including Word, PowerPoint, Excel and Access

PROFESSIONAL EXPERIENCE

Teaching Assistant

Red Barn Nursery School | Weston, MA | September 2025 – Present

- Provide nurturing care to toddlers and pre-K children, establishing a safe and positive environment for children to learn and grow
- Assist the lead teacher in the planning and execution of enrichment activities, to support academic, fine and gross motor, and social-emotional development
- Help with daily classroom record keeping to chart each child's developmental process
- Maintain a positive attitude and communicate effectively with parents and teaching team
- Ensure classroom's organization and cleanliness by tidying up daily and adhering to sanitation protocols

Babysitter

Multiple Families | Framingham & Natick, MA | September 2023 – August 2025

- Provided attentive care and organized fun and educational activities for children ages 2-8
- Prepared well-balanced dinner and snacks for the children
- Established trusted relationships with parents and effectively communicated with them about their children's activities and behaviors

Philip Phlebotomy
Framingham, MA
508-123-4567 | youremail@gmail.com

SKILLS SUMMARY

- Organized and dedicated Certified Phlebotomist with 1+ years administrative experience in medical setting
- Bilingual in English and Spanish with the ability to communicate calmly and professionally with patients
- Skilled and experienced in venipuncture and dermal puncture with adolescent, adult, and elderly patients
- Proven abilities in specimen handling and following quality control, infection control, and safety procedures
- Knowledge of medical terminology and HIPAA regulations
- Adept at using Meditech software and Microsoft Office

EDUCATION and CERTIFICATIONS

Phlebotomy Certificate of Completion

MassBay Community College, Framingham, MA, May 2023

CPR/AED, American Red Cross, Jan. 2023 - Current

High School Diploma

Framingham High School, Framingham, MA, June 2022

PHLEBOTOMY CLINICAL TRAINING

Newton-Wellesley Hospital, Outpatient Lab, Wellesley, MA, March 2023 – May 2023

- Drew patients' blood using excellent technique and composed manner
- Prepped specimens for couriers to pick-up and deliver to lab for processing

EXPERIENCE

Medical Receptionist

Jan. 2023 – Present

Horizons Medical

Hopkinton, MA

- Greet patients, ensure full front desk coverage, and answer patient questions by phone and in person
- Submit prior authorizations of referrals to insurance companies and processed confidential paperwork following HIPAA procedures
- Schedule patient appointments with 4 different physical therapists in busy outpatient setting

Au Pair

Sept. 2021 – Aug. 2022

Private Family

Wellesley, MA

- Assisted in the management of a busy household, prioritizing and completing tasks effectively to enhance the day- to-day experience of family
- Supervised children, bringing them to and from activities, planning and making meals, helping with homework and keeping to an established schedule.

Betty Behavioral Health

Dedham, MA • Email: youremail@gmail.com • Phone: 000-000-0000

SUMMARY

Motivated and compassionate emerging behavioral health professional with hands-on clinical training and a strong academic foundation in psychology, sociology, and human services. Training in a residential treatment setting, gaining experience in treatment planning, group facilitation, case documentation, and client support. Demonstrated strong communication skills, cultural competence, and a commitment to promoting mental health in diverse communities.

EDUCATION AND CERTIFICATES

Associate of Arts in Liberal Arts: Behavioral Health

MassBay Community College, Wellesley, MA

May 2025

Relevant Coursework: Advanced Behavioral Health, Human Growth & Development, Drugs and Society, Intro to Psychology, Intro to Social Welfare, Intro to Behavioral Health, Psychological Disorders, Disabilities: Diagnosis and Intervention, Group Dynamics, Oral Communication, Ethics

EXPERIENCE

Behavioral Health Practicum

Advocates, Hudson, MA

Spring 2025

- Completed a semester-long clinical training placement focused on supporting individuals with behavioral health needs in a residential treatment setting.
- Assisted in the development and documentation of treatment plans, tracking client progress and identifying areas for skill development.
- Facilitated and co-facilitated group sessions under supervision, addressing topics such as coping skills, emotional regulation, and community integration.
- Observed and supported daily interventions, providing role modeling and positive reinforcement to individuals working toward recovery goals.
- Participated in team meetings and case discussions.

Front Desk Associate

YMCA West Roxbury, West Roxbury, MA

February 2024 – April 2025

- Greeted and checked in members and guests, ensuring a welcoming and professional environment
- Supported membership office by conducting tours for prospective members, promoting YMCA programs, services, and benefits during peak hours
- Answered phone calls and emails, providing information and directing inquiries to appropriate department
- Maintained an organized front desk and supported facility cleanliness by regularly tidying common areas

Rachel Radiologic

Newton, MA

508-321-2345 | rachelradiologic@madeupemail.com

EDUCATION and CERTIFICATIONS

Massachusetts Bay Community College | Framingham, MA

Associate Degree in Radiologic Technology | May 2026

ARRT Certification | Pending July 2026

CPR/BLS and First Aid Certified | *American Red Cross* | Issued Sept 2025

RADIOLOGIC TECHNOLOGY CLINICAL INTERNSHIPS

Landmark Medical Center | Woonsocket, RI | Sept. 2025 – May 2026

Newton-Wellesley Orthopedic Associates | Newton, MA | May 2025 – Aug. 2025

MetroWest Medical Center | Framingham, MA | Jan. 2025 – May 2025

- Managed up to 50 procedures per day working effectively with diverse populations including non-English speakers and all ages including pediatric, adult and geriatric patients
- Excellent communication skills with patients; adept at maintaining a calm demeanor and explaining procedures clearly
- In-depth knowledge of anatomy, medical terminology and physiology
- Competency using both Digital Radiography (DR) and Computed Radiography (CR)
- Skilled at performing fluoroscopy examinations including barium swallow, UGI, barium enema, and hysterosalpingogram
- Experienced user of fixed and portable radiography and C-Arm operation
- Knowledge of patient safety procedures, OSHA regulations, and HIPPA laws
- Experience using PACS and Meditech software

EXPERIENCE

School Volunteer | **Ward Elementary School** | **Newton, MA** | **Sept. 2018 – June 2024**

- Organized and executed over 12 classroom and community events at the Ward Elementary School for up to 80+ children and their families such as multicultural night, pen pal lunch, movie nights and school graduation
- Handled all logistics and acted as point person at Ward Elementary School family events. Effectively managed any issues that arose by problem-solving in real time
- Led committees of parent volunteers to develop innovative and inclusive programming for children and their families
- Collaborated with teachers and staff to ensure seamless communication and keep programs aligned with classroom learning goals

Cashier | **Target** | **Framingham, MA** | **June 2018 – Feb. 2023**

- Operated cash register accurately processing customer transactions.
- Greeted customers, addressed inquiries, and resolved concerns.
- Collaborated with team members to keep checkout lanes organized and efficient at busy store.

Simone Surgical

Boston, MA | 617-123-4567 | srtexampleresume@gmail.com

PROFESSIONAL SUMMARY

Dedicated and detail-oriented Certified Surgical Technologist with clinical training supporting surgeons and nurses in various surgical procedures in high-paced operating rooms. Current Certified Registered Central Service Technician with over four years of experience maintaining sterile environments and preparing surgical instruments. Committed to patient safety and surgical efficiency through teamwork, precision, and calm under pressure.

EDUCATION AND CERTIFICATION

Associate Degree in Surgical Technology | May 2026

MassBay Community College | Framingham, MA

Clinical Training:

Newton-Wellesley Hospital | Wellesley, MA | Spring 2026

Framingham Union Hospital | Framingham, MA | Fall 2025

National Board of Surgical Technology and Surgical Assisting Association Certifying Examination

Anticipated October 2025

Certified Registered Central Service Technician (CRCST) | December 2022

Healthcare Sterile Processing Association

Central Processing Technology Certificate | May 2022

MassBay Community College | Framingham, MA

PROFESSIONAL EXPERIENCE

Sterile Processing Technician I

Mass General Brigham | Foxborough, MA | May 2022 – August 2025

- Cleaned, disinfected, decontaminated, and sterilized surgical instruments and equipment following strict hospital and regulatory standards. Loaded and operated autoclaves and other sterilization units.
- Assembled and reset surgical trays and instrument sets with precision.
- Conducted regular quality assurance checks communicating repair needs to supervisors.
- Maintained inventory levels by receiving, inspecting, restocking, and organizing sterile supplies and surgical carts across multiple hospital departments.
- Provided guidance and informal training to junior technicians.

Waiter

Leviathan Restaurant | Boston, MA | May 2020 – August 2023

- Delivered high-quality service in a fast-paced dining environment, serving up to 200 guests per shift. Accurately recorded orders specifying customer requests
- Communicated effectively with kitchen staff and team members to ensure timely and accurate food delivery, adapting quickly to changing priorities during peak hours.

Ciara Certified Nursing

Framingham, MA • Email: youremail@gmail.com • Phone: 000-000-0000

SUMMARY

- Compassionate and multilingual (fluent in English-Portuguese) Certified Nursing Assistant (CNA) with strong communication skills developed in customer service roles.
- Skilled in assisting clients with activities of daily living (ADLs) including grooming, bathing, oral hygiene, personal care, toileting, feeding, and mobility while always demonstrating respect and maintaining clients' dignity.
- Dedicated to maintaining patient comfort and safety. Eager to apply conscientiousness and commitment to patient wellbeing to provide exceptional care.

EDUCATION AND CERTIFICATES

Certified Nursing Assistant Program

MassBay Community College | Framingham, MA | June 2025

BLS Provider (CPR and AED) Certified

American Heart Association | Issued March 2025

High School Diploma

Framingham High School | Framingham, MA | June 2023

PROFESSIONAL EXPERIENCE

Server

Cookie Monstah | Needham, MA | September 2024 - Present

- Provide friendly customer service by taking orders and serving ice cream in a fast-paced environment.
- Operate cash register and handle transactions accurately.
- Maintain cleanliness of counters, equipment, and dining areas to meet health standards.
- Restock supplies and assist with inventory to ensure smooth daily operations.
- Work collaboratively with team members to deliver efficient and positive customer experiences.

ADDITIONAL SKILLS

- Language Skills: Fluent in English and Portuguese
- Computer Skills: Microsoft Office

Patrick Practical Nursing

Framingham, MA • Email: youremail@gmail.com • Phone: 000-000-0000

SUMMARY

- Motivated Practical Nursing student with anticipated Massachusetts licensure in June 2026.
- Clinical training in vital signs, health assessments, aseptic technique, infection control, wound care, medication administration, catheterization, and tracheostomy care.
- Fluent in Portuguese and English with experience serving diverse populations including non-English speakers and pediatric, adult and geriatric patients.
- Eager to provide safe, patient-centered care and contribute to a collaborative healthcare team.

EDUCATION, LICENSURES & CERTIFICATIONS

Practical Nursing Certificate

MassBay Community College | Framingham, MA | May 2026

NCLEX-PN Exam - Scheduled for June 2026 (Massachusetts Licensure)

BLS for Healthcare Providers, American Heart Association | Issued Jan. 2025

NURSING CLINICAL ROTATIONS

MetroWest Medical Center, Framingham, MA	<i>Long-term Care</i>	March 2026 – April 2026
Sturdy Memorial Hospital, Attleboro MA	<i>Medical-Surgical Floor</i>	January 2026 – March 2026
Reliant Medical Group, Framingham, MA	<i>Pediatrics</i>	October 2025 – December 2025

WORK EXPERIENCE

Barista

Starbucks | Framingham, MA | May 2024 - Present

- Provide friendly and efficient customer service in fast-paced environment generating a loyal customer base.
- Prepared orders to customer specifications quickly and accurately contributing to seamless operations.
- Adhered to strict sanitation and food safety guidelines, ensuring a clean and safe environment for both customers and team members.

COMMUNITY ENGAGEMENT EXPERIENCE

Volunteer

American Red Cross | Framingham, MA | September 2025 – Present

- Provided compassionate support to diverse individuals and families, communicating effectively in English and Portuguese
- Assisted with event setup, registration, and distribution of supplies
- Helped bridge language barriers by translating information for Portuguese-speaking participants

Riley Registered Nursing

Framingham, MA | 508-123-4567 | rileyregisterednursing@gmail.com

PROFESSIONAL SUMMARY

Compassionate and detail-oriented Associate Degree in Nursing (ADN) student with expected graduation in May 2026, preparing for RN licensure. Committed to delivering patient-centered care and clinically trained in comprehensive patient assessment, care planning, medication administration, and coordination of care. Demonstrates strong clinical judgment, critical thinking, and prioritization skills in fast-paced healthcare environments. Brings a strong foundation in trauma-informed support from previous role as a Residential Counselor. Bilingual in English and Spanish with the ability to communicate with patients in calm manner.

EDUCATION, LICENSURES & CERTIFICATIONS

Associate in Science in Nursing

MassBay Community College, Framingham, MA, May 2026

NCLEX-RN Exam - Scheduled for Aug. 2026 (Massachusetts Licensure)

BLS for Healthcare Providers, American Heart Association, Issued Aug. 2024

NURSING CLINICAL ROTATIONS

MetroWest Medical Center , Framingham, MA	<i>Long-term Care</i>	March 2026 – May 2026
Beth Israel Hospital , Needham, MA	<i>Medical-Surgical Floor</i>	January 2026 – March 2026
Reliant Medical Group , Framingham, MA	<i>Pediatrics</i>	September 2025 – December 2025

PROFESSIONAL EXPERIENCE

Residential Counselor, *Chester Group Home*, Worcester, MA, 2023 – 2024

- Provided direct care and emotional support to young adults with complex trauma histories, ensuring safety and stability in a therapeutic group home setting
- Applied de-escalation techniques and physical interventions to maintain a secure environment
- Modeled positive behavior and communication to support social-emotional development
- Collaborated closely with a multidisciplinary team to implement individualized treatment plans
- Accurately documented daily behaviors, incidents, and progress notes in compliance with agency and state guidelines
- Demonstrated reliability and adaptability by fulfilling full-time second shift responsibilities and stepping in for mandated overtime as needed to support youth care continuity

LANGUAGE and TECHNICAL SKILLS

- Bilingual in English and Spanish
- Microsoft Office, including Word, PowerPoint, and Excel, and Google Workspace
- Electronic Health Record (Epic Systems)

Alexandra Automotive

Framingham, MA • 508-876-5431 • alexandraautomotive@example.com

SKILLS SUMMARY

Hardworking Automotive Technician committed to providing quality service. Bilingual and skilled at communicating with customers clearly and effectively in Spanish and English.

*Diagnoses and Repair

*Preventative maintenance

*Suspension and alignment

*Electrical systems

*Small engine mechanics

*Brake repair and replacement

*Clean driving record

*Bilingual in Spanish & English

*Strong customer service skills

EDUCATION AND CERTIFICATIONS

MassBay Community College, Ashland, MA

Associate in Science Degree in Automotive Technology, Chrysler, Expected May 2024

- MOPAR Career Automotive Program, Certified by the ASE Education Foundation (ASEEF) in all eight performance areas.
- EPA 609
- Hunter Alignment Certification

Honors: Phi Beta Theta **GPA:** 3.4

Activities: Vice President of Business Club

Minuteman High School, Lexington, MA

Automotive Technology Program, High School Diploma, June 2020

EXPERIENCE

Automotive Technician

Aug. 2024 – Present

Henderson Automotive Repair

Wellesley, MA

- Service brakes and fuel systems
- Install timing gears and timing belts
- Order accurate quantities of parts and supplies to maintain necessary inventory
- Communicate with customers in English and Spanish regarding vehicle issues and potential repairs
- File reports and maintain organized work records

Automotive Technician

June 2022 – Aug. 2024

Graves Repair Shop

Framingham, MA

- Rebuilt and repaired engines
- Executed all phases of power system tear down and repair
- Removed and replaced tires, shocks, struts, and brakes
- Repaired and installed radiators and water pumps
- Contributed to repeat and referral business by using strong customer service skills

LANGUAGE SKILLS

Bilingual in Spanish and English

Edward Engineering

Worcester, MA | (508) 555-5555 | engineeringed@massbay.edu

SUMMARY

Engineering student with a passion for the environment and renewable energy, seeking research and internship opportunities that will not only utilize and build upon concepts and skills learned through coursework, but also allow for critical thinking, leadership, acquirement of professional experience and the exploration of academic principles.

EDUCATION

MassBay Community College, Wellesley, MA

Expected: December 2026

Associate of Science Degree in Engineering

GPA: 3.2

Activities: Senator - Student Government Association (SGA), Leadership, Engineering Club

Scholarships/Recognitions: S-POWER scholarship recipient (Fall 2025), Dean's List (Spring 2025)

Relevant Coursework: Calculus I, II, III, Differential Equations, Chemistry, Engineering Design with CAD, Engineering Computation, Engineering Mechanics: Statics, Dynamics, Strengths of Materials, Computers and Technology

TECHNICAL SKILLS

Proficient: MATLAB, SolidWorks, Java, Microsoft Office

ACADEMIC PROJECTS

Military Engine Crane Lift: Collaborating with two engineering peers, purpose was to prototype a "Military Engine Crane Lift" utilizing SolidWorks to assist with 3D model scanning. **Presented at the MassBay STEM Expo spring 2025.**

MATLAB Benchmark: Working as part of a design team, purpose was to build a benchmark within MATLAB using a comparison application. **Presented at the MassBay STEM Expo fall 2024.**

WORK EXPERIENCE

Walmart, Dedham, MA

May 2024 - Present

Photo Lab Technician

- Provide excellent customer service through the accurate and timely processing of orders
- Complete necessary editing of photos
- Maintain inventory and perform minor repairs to equipment to ensure quality control

Shell, Dedham, MA

January 2024 - Present

Gas Station Associate

- Attend to customers promptly and assist in resolving complaints
- Accurately perform administrative and data entry tasks

LANGUAGES

Fluent Arabic

Isaiah Information Technology

Wellesley, MA | (555) 555-5555 | isaiahitexample@gmail.com

PROFILE

Recent information systems technology graduate with technical support and call center experience looking for an entry-level opportunity in administrative or technology support. Additional qualifications include proven customer service, conflict resolution and management skills.

EDUCATION

MassBay Community College, Wellesley, MA, May 2026

Associate Degree in Information Systems Technology – Technology Concentration **GPA: 3.5**

Relevant Coursework: Computer Hardware, Computer Networks, Database Management, Fundamentals of IT, Linux, Systems Analysis, Programming, Scripting, Cyber Security, Web Development, Computer Science

Framingham State University, Framingham, MA, May 2020

Bachelor of Arts in Economics

SKILLS SUMMARY

- Java/Python/Linux (novice)
- Customer Service
- Helpdesk/Call Center
- Data Entry
- Hardware/Software Troubleshooting
- Graphic Design, Photoshop, InDesign, Illustrator
- Installation of Windows and Drivers
- Microsoft Word, Excel, PowerPoint
- Desktop/Smart Series Printer Assembly

EXPERIENCE

Walgreens, Framingham, MA

Jul 2022 – Jul 2024

Technician

- Coordinated hardware and software installation with Field Technicians.
- Identified and resolved network, software, and hardware failures.
- Managed installation appointments with managers.
- Recorded installation data into “Roll” database.
- Performed network testing and diagnostics with Support Link Software.

Copy Cat, Newton, MA

Mar 2019 - Nov 2022

Technical Support Assistant

- Prepared printers for shipment by updating firmware and optimizing printing quality.
- Upgraded printers to latest technology by disassembling, removing old components, installing new components, reassembling units, and then test and optimize printing quality.
- Managed printer consumables for shipment by applying product labels.
- Performed other office duties, including inventory, stocking shelves and aiding marketing department.

TechBuddies, Cambridge, MA

Jan 2018 - Feb 2019

Office Assistant

- Provided technical support on-site and remotely, including routine hardware/software maintenance diagnostics, troubleshooting and resolution.
- Assembled desktop components.
- Input data, organized information and ran custom reports using Excel.

Benita Biotechnology

Wellesley, MA | 781-555-5555 | bbt@internet.com

SUMMARY

Accomplished Biotechnology student with a passion for molecular biology, looking for a challenging research opportunity to enhance my laboratory skills and experiences in any cancer related field including molecular biology, epigenetics, or genomics. Academic plan to enter an accelerated Master's in Biotechnology program in the fall of 2026.

EDUCATION

MassBay Community College, Wellesley, MA

Associate of Science in Biotechnology | Expected: May 2026

GPA: 3.9

Activities: *Co-Founder, Secretary*, Biotechnology Club

Relevant Coursework: Intro to Biotech, Principles of Biology I & II, Principles of Chemistry I & II, Calculus I, Cell Culture, Molecular Biology, Gene Expression, Organic Chemistry I & II, Immunology

TECHNICAL SKILLS

Mammalian Cell Culture	PCR	Autoclave
Nucleic Acid Extraction	Reverse Transcriptase- PCR Gel	Trained on In-Cell Analyzer - (High Content Imaging System)
Aseptic Techniques Buffer Preparation	Electrophoresis cDNA Synthesis	CPR/First Aid
Western Blotting Analysis	Florescence Microscopy	Certified Microsoft Office
RNA Isolation		

ACADEMIC PROJECTS

Co-Optimization of HDAC Inhibitors and MTA1 Gene Silencing on Breast Cancer Cell Line as a Potential Inhibitor for Metastasis

- Collaborating as part of a research team, the purpose was to determine how different combinations of cell treatments would affect breast cancer. We tested several genes for expression levels using PCR and gel electrophoresis. Other tech and skills used included: cell culture, DNA extraction, RNA isolation, cell transfection using siRNA, and cDNA synthesis. We observed that our transfection using siRNA successfully silencing the MTA1 gene, which in turn downregulated an associated gene HSP-27. These results were promising for future work. **Presented at the MassBay STEM Expo, fall 2025.**

Rescue of Oxidative Stress in Neuroblastoma Cells Using HDAC Inhibitors

- Working as part of a research team, the purpose was to analyze the effects in gene expression levels in neuroblastoma cells treated with curcumin and exposed to the herbicide Paraquat. We tested several genes, including those in the Caspase family, key in the apoptotic cell death pathway, using PCR and gel electrophoresis. We found that Paraquat treated cells did show an increased expression level of apoptosis-related genes, including Caspase-9. Bio-Rad Thermal Cycler was used in PCR and cDNA synthesis, NanoDrop One was used in DNA and RNA quantification. Our outcome was promising for using a simple food additive, curcumin, as a potential rescue of neuron cells exposed to a toxic herbicide causing oxidative stress. **Presented at the MassBay STEM Expo in fall 2024.**

WORK EXPERIENCE

Newton Wellesley Hospital

Senior Mental Health Associate

September 2023 - Present

Newton, MA

- Facilitate small therapeutic groups in an in-patient psychiatric unit.
- Monitor and document patient's vitals and activities of daily living.
- Conduct safety checks and implement de-escalation strategies to ensure the well-being of patients and visitors.

Carmen Computer Science

Wellesley, MA | 555-555-5555 | c_computersci@internet.com

SUMMARY

Detail focused Computer Science student with professional customer service experience looking for an internship or research role in which to grow and learn from experienced team members while drawing upon successfully executed project experience. Passionate about designing software that solves problems and delights the end-user. Academic plan to enter a 4-year program in fall 2026.

EDUCATION

MassBay Community College | Wellesley, MA | Expected Graduation, May 2026

Associate of Science in Computer Science

Cyber Security Certificate

Activities: Work Study Employment (various administrative positions throughout campus)

Relevant Coursework: Software Design (Java), Data Structures (Java), System Programming with C, Computer Networking I and II, Programming I & II, Calculus I & II, Engineering Physics I & II, IT Fundamentals, Scripting, Security Awareness, Fundamentals of Cyber Security, Computer Architecture and Assembly Language

CORE COMPETENCIES

Novice: Java, C, C++, HTML, Python, Github

Proficient: Microsoft Office

Technical/General: Hardware/Software Troubleshooting, Customer Service and Sales

ACADEMIC PROJECTS

WorldCupSimulator - Collaborating as part of a team, utilizing JavaFX this project entailed splitting all 207 FIFA, football national teams into six regions. Programming team was divided into 5 (Front-end) and 6 (back-end). As a front-end programmer, presented the GroupStage, brought 207 teams to 32 by checking the teams with highest scores and dividing them into 8 groups. Presented at the virtual spring STEM EXPO 2025.

Car Race 3 - Collaborating as part of a programming team, this was a JavaFX project (extend JavaFX application) that implemented a Car race. We displayed GUI and 3 car object for car race and a button to start and finish the race. User can customize with button to add grass or remove grass from the grid. Presented at the virtual spring STEM EXPO 2021.

PROFESSIONAL EXPERIENCE

Sales Associate | **Costco** | Norwood, MA

March 2023-Present

- Recipient of 4 Homer Awards for Best Consumer Services, Certificate for Best Customer Service.
- Provide excellent customer service through superior product and knowledge of brand, store layout and policies and current promotions and incentives.
- Resolve customer complaints, escalating them when necessary.
- Manage stock, maintain pricing and attractive displays.

VOLUNTEER EXPERIENCE

Costco Foundation

2023-2025

Provide product and construction know-how in a service team environment to assist in building projects for underserved population.