



Resume Writing

HOW TO WRITE A RESUME: A QUICK-START GUIDE

Are you looking to quickly begin creating your resume? Here's a fast 'how-to' to help you get started! Below are some basic sections found on resumes, along with some helpful notes on each. On page 6 of this guide, you'll find a comprehensive overview about the purpose of a resume and how to construct one. First, there are **two overarching themes for ALL resumes**:

1. After sophomore year, most - if not all - high school experiences come off of your resume.
2. Each section in your resume will be in Reverse Chronological Order. Meaning the most recent experience is listed first, then going back.

BASIC RESUME SECTIONS:

● Contact Information

- Include:
 - First and last name
 - Pronouns if you'd like to include yours
 - Address
 - Phone number (including area code)
 - Email address
- Use your school address if you're applying for an experience while you're on campus.
- Use your home address if you're applying for an experience while you're home.
- You can list BOTH home and school addresses and denote permanent versus school address.
- Ensure your voicemail is set up for the phone number you're including. Employers usually only call you once- they will not continue to try to make contact with you.

● Objective/Professional Summary

- An **objective** is typically a one sentence fragment and tells the employer what position you are applying for at their company.
 - They are also helpful for a Human Resources Representative or Administrative Assistant so they know who needs to review your resume before the interview.
- A **professional summary** is typically 2-3 sentence fragments that showcase your skill sets and what you have to offer the employer. This is also a great way to include some of the keywords or phrases from the job description.

● Education

- If you transferred into Springfield College, list your previous institution underneath Springfield College and include the range of dates attended (month and year to month and year).
- If you've obtained a degree (Associate's, Bachelor's, etc.) list this educational experience below Springfield College.
- Include:
 - Institution name
 - Location (city, state)
 - Expected graduation date OR end date of attendance
 - Major
 - Minor or Concentration (if applicable)
 - G.P.A. if it's over a 3.2 OR include Dean's List
- A **Relevant Coursework** subsection can be included. Typically you include 3-5 courses that directly pertain to the position that you're applying for or that make you uniquely qualified.

● Relevant Experience

- Include anything that directly relates to the position that you're applying for.
- It can be paid, unpaid, volunteer, etc.
- Include:
 - Company Name
 - Location (city, state)
 - Dates of employment or service - month and year is fine

- Your position title
 - Bullet points identifying your duties and responsibilities in your position highlighting the major ones first.
- **Work Experience**
 - Include anything that may not directly relate to the position that you're applying for but that has transferable skills (customer service, interpersonal communication, conflict mitigation, organization, etc.)
 - Include:
 - Company Name
 - Location (city/state)
 - Dates of employment or service - month and year is fine
 - Your position title
 - Bullet points identifying your duties and responsibilities in your position highlighting the major ones first.
- **Athletics**
 - Include:
 - Institution name
 - Team
 - Affiliation - member or captain
 - Dates participated
 - You can also include any awards received.
- **Activities/Leadership Experience**
 - Include:
 - Institution name
 - Name of club or organization
 - Affiliation - member or office position
 - Dates participated
 - Potentially, bullet points identifying your duties and responsibilities in your position highlighting the major ones first.
- **Certifications**
 - Include:
 - Certification title
 - Certification provider's name
 - Expiration date if applicable

Crafting strong bullet points ensures that you're showing employers the absolute best of you as an employee, while ensuring you're connecting yourself to the company by utilizing keywords and phrases from the job description. Here are a few notes on writing bullet points below!

WRITING STRONG BULLET POINTS:

- Start with an action verb that connects to a skill or competency
- Front load the bullet point
 - Within the first 4-6 words, tell the employer exactly what it is you're doing; the rest is added information they can go back to if they want
- Focus on what you DID in your experience rather than what you learned
- Use language from your prospective career field

Now that you have the basics, here are a few sample resumes you can look at for inspiration on formatting, as well as writing your bullet points. Don't just copy and paste what you see here!

Sample first year student resume:

Brooklyn Bennett (she/her)

Phone

Email

School address

Objective

To obtain the Summer Camp Counselor position at ABC Camp with Cumberland Parks and Recreation.

Education

Springfield College, Springfield, MA

May 2025

Bachelor of Science in Psychology

Minor: Social Justice

G.P.A.: 3.62

Cumberland High School, Cumberland, RI

June 2021

Relevant Experience

Partner's Program, Springfield College, Springfield, MA

September 2021-Present

Volunteer Mentor

- Tutor and mentor students from local, urban, elementary school in one-on-one settings
- Utilize active listening and interpersonal communication skills to build positive rapport with students
- Encourage students to make positive decisions while building a safe and non-judgemental environment
- Host students on Springfield College campus once per week to have dinner and play games focused on building positive socialization skills

Work Experience

Pasquale's Restaurant, Providence, RI

May 2019-Present

Waitress

- Provide customer service to patrons of the restaurant, as well as conflict mitigation to ensure a safe and positive experience for all patrons and staff members
- Collaborate with kitchen staff to ensure all dietary needs and allergy disclosures are followed
- Prepare and re-stock necessary items to ensure optimal flow of efficiency when bussing or resetting tables

Cumberland Recreation Department, Cumberland, RI

April 2018-July 2019

Youth Soccer Official

- Officiated games for youth league (ages 5-13)
- Provided explanation of rules to younger players
- Enforced sportsmanship with players and spectators

Activities/Leadership Experience

Springfield College, Springfield, MA

YMCA Club, Member

September 2021-Present

Cumberland High School, Cumberland, RI

Student Council, President

September 2018-June 2021

Performing Arts Club, Member/Actress

October 2017-June 2021

Sample resume for entry-level position:

Justice Johnson

Home Address

Phone

Email

Professional Summary:

Six years experience in customer service settings with two years experience in business settings. Experience working with QuickBooks, fast learner of new technologies and job duties. Possess emotional intelligence, ability to work independently as well as with a team, and well organized. Looking to utilize related experience and education to obtain an entry-level Client Services position at MassMutual Insurance Company.

Education:

Springfield College, Springfield, MA

May 2022

Bachelor of Science in Accounting

Minor: Business Management

GPA: 3.62 Major GPA: 3.90

Relevant Coursework: Managerial Accounting Intermediate Accounting I & II, Business Ethics, Business Communications, Research & Business Statistics, Business Law

Relevant Experience:

Vulcan Industries, East Longmeadow, MA

November 2021-Present

Assistant Manager

- Manage accounts payable and receivables in QuickBooks
- Oversee assigned purchasing credit card accounts and transactions including reconciliation and recording activities
- Conduct profit and loss analysis, sales comparisons, and monthly sales analysis
- Create improvement plans utilize findings in analyses to address concerns in sales, marketing, and loss prevention
- Assist in performance evaluations of ten employees and create action plans for areas of improvement
- Provide mentorship and support for employees, as well as interns
- Collaborate with supervisory staff when challenges arise regarding staff behavior, conflict mitigation, and mediation
- Attend monthly supervisory staff meetings to discuss new trends in the market, data analyses, and upcoming product improvements

Moriarty and Primack, LLC., Springfield, MA

January 2021-May 2021

Tax Intern

- Conducted profit and loss analysis, sales comparisons, and monthly sales analysis
- Analyzed client finances to create plan to achieve comprehensive estate planning goals
- Participated in business formation, choice of entity, accounting methods, and year ends
- Developed and maintained professional relationships with all levels of clients to increase customer satisfaction and strengthen client relationships
- Supported tax systems implementation and data management

H & R Block, Enfield, CT

December 2019-April 2020

Client Service Personnel, Seasonal

- Researched presenting tax issues and presented information to supervisory staff during monthly meetings
- Outreached to clients to ensure proper documentation would be present upon consultation
- Managed full project life cycle for clients and ensured top quality service
- Collaborated with tax preparers to better understand tax preparation process in order to provide accurate information to current and potential clients

Work Experience:

Panera Bread, West Springfield, MA

June 2017-January 2021

Cashier/Kitchen Staff

- Provided customer service to patrons to ensure positive experience and repeat business
- Answered questions about menu items, potential allergens, and other relevant matters
- Prepared fresh food items for sandwich bar to optimize workflow during busy hours
- Bussed tables and maintained cleanliness of dining room, including but not limited to refilling tea, lemonade, and coffee canisters

Co-curricular Involvement:

Springfield College, Springfield, MA

Student Government Association, Treasurer

September 2021-May 2022

New Student Orientation Leader (NSO)

August 2019-September 2021

Humanics in Action Day

2018 and 2019

Professional Affiliations:

The Association of Accountants and Financial Professionals in Business, Professional Member

May 2022-Present

Student Member

September 2021-May 2022

PURPOSE OF A RESUME

FOR YOU:

The resume is one of the most important components in the job, internship, and graduate school application process and can help you secure an interview. The resume is a marketing device that highlights your qualifications and shows employers the absolute best of you.

FOR THE EMPLOYER:

Employers receive many resumes for each position and, therefore, cannot read each one thoroughly. Typically, they will spend about 60 seconds looking at a resume. This is why it is critical to have written documents showcasing your abilities and highlighting your most relevant experiences first.

COMPONENTS OF AN EFFECTIVE RESUME

Let's look at a list of what makes a resume effective!

- Information is accurate
 - This includes your contact information, dates, job titles, company names and locations, your abilities- EVERYTHING.
- Bullet points under each experience are descriptive and showcase your abilities in the field or your transferable skills.
 - Be sure to include keywords and phrases from the job description, as well as language from the field.
- Easy to read
 - Always keep in mind readability! Create a sense of balance on the page and **bold**, underline, *italicize*, or use a **combination** of each, to highlight what you want employers to focus on.
- Consistent formatting throughout
 - Your resume is a clear example of your attention to detail. Make sure all headings, fonts, font sizes, margins, and spacing is the EXACT same throughout your document.

WHAT IS THE APPLICATION TRACKING SYSTEM?

At this point, you've seen the words "keywords and phrases from the job description" multiple times. Did you know that when you apply for a position online, you're applying through an Application Tracking System (ATS)? It's true! The ATS is programmed by the company or organization to find keywords and phrases from the job description within your application documents. It will not recognize similar words, only exact. This is why altering your resume for each position is so important! If you have what they're looking for, you'll get called for an initial interview (usually by phone).

An easy way to keep track of your resumes is to save them with the title of the position you are applying for and the company name. This way you can refer back to them as needed and also use them as a base for similar positions.

SELF-ASSESSMENT

Self-Assessment is a very useful tool in brainstorming what to include on your resume. It is also a skill employers will be looking for in the person they will hire. Here are a few questions to help get you started:

- *What is my educational background?*
- *What are my accomplishments?*
- *What work or leadership experiences have I had?*
- *What is my career objective?*
- *What are my interests and abilities?*

At this point do not limit anything. You want to list as much as possible and refine it later. You should list all work experiences, volunteer opportunities, co-curricular activities, internships, coursework, and any special skills.

ORGANIZE YOUR THOUGHTS:

Now that you have collected a list of information, it's time to eliminate, and elaborate. The most effective resumes are targeted toward the specific position you are seeking.

Look at the list you've created. Which items are relevant to the position you're applying for? Which items might have transferable skills? Which items highlight your leadership skills?

Now look at the dates of those items and list them from the most recent date, working back. Which items are more than five years old? Those might come off of your resume. Is there anything from high school on that list? If you're in your second year of college, they can come off the list, too.

Once you have the items that you want to keep you need to give them each a description. When elaborating on your experience you want to sell your strengths while being honest and genuine. Use the list of action verbs at the end of this guide to help you write dynamic bullet points for your experiences.

QUESTIONS TO CONSIDER FOR YOUR BULLET POINTS:

- *What were my duties?*
- *What skills did I utilize?*
- *What did I accomplish?*
- *What was I recognized for?*
- *What is MOST important for this potential employer to know?*

RESUME FORMAT

There is no "right" resume style or format. The right format for you is one that works and gains you an interview. A format that works for someone else may be totally ineffective for you.

Remember that the goal of a resume is to obtain an interview.

The most common resume format utilized is a **reverse chronological order**. It presents your most recent experience first and works back. This allows employers to easily look for the information they need in an organized manner. This is the most commonly used format and allows you to demonstrate a steady work history and growth in your field.

LAYOUT/KEY DESIGN POINTS

The most important characteristic of a resume's layout is that it presents your credentials in a clear, easy to read manner. Here are some guidelines to help you create a well-designed, professional resume:

- 1-2 pages depending on experience/major/industry
- Font size between 10-12 - most commonly is at 11 (right in the middle!)
- Margins should be maximum of 1 inch all around, however, they can be redacted to a half inch
- NO templates - they are too limiting and don't allow for movement of sections
- Headings can be tailored to highlight your targeted strengths, e.g., "Coaching Experience", "Clinical Experience", "Marketing Experience"
- Begin each bullet with an action verb to describe responsibilities and avoid using pronouns or phrases such as "Responsibilities included..."
- The text of your resume should be visibly balanced on the page; avoid leaving blank space
- Everyone in the United States (including the ATS) reads left to right, top to bottom. You want the employer to see the most important information at the left of the page such as where you've worked or what your title was. Less important information, such as dates, can go on the right side of the page
- Absolutely no spelling or grammar mistakes. Proofread!
- Spell out all acronyms or abbreviations unless they are commonly known in the field OR have been used in the job description

- Do not use images and do not include a professional picture - it is a liability to the employer and they will not consider your application
- Tailor each resume to the position that you're applying for and include keywords or phrases from the job description
- Be consistent in formatting and font from section to section; use consistent indentation, underlining, capitalization, bolding, and spacing
- Write with integrity; don't misrepresent yourself

THE CONTENT

The content of each resume will vary depending on each person's individual experience. **It is important that you do not just copy another person's resume.**

Resumes are organized by headings. Divide your experiences and skills so they are listed under the appropriate heading. Listed below are standard headings that are typically found on resumes followed by examples of ways to format each section. These headings/sections are moveable depending on what you want to highlight.

CONTACT INFORMATION:

- Name
- Address (school and home)
- Telephone Number (including area code)
- Email Address
- LinkedIn Profile (optional)

This information should be at the very beginning of your resume. Do not include any other personal information other than what is listed above (i.e., social security number, age, marital status, national origin, etc.). Ensure that the email address you use is one that you check regularly and that your voicemail is set up for the phone number you provide. You may also want to check to ensure your phone settings allow you to receive calls from unknown phone numbers. Typically, an employer will call you once and leave a message but it is up to you to return their call.

OBJECTIVE/PROFESSIONAL SUMMARY:

An **objective** is typically a one sentence fragment and tells the employer what position you are applying for at their company. They are also helpful for a Human Resources Representative or Administrative Assistant so they know who needs to review your resume before the interview. An objective is great for someone who has little or no experience in the field.

A **professional summary** is typically 2-3 sentence fragments that showcase your skill sets and what you have to offer the employer. This is also a great way to include some of the keywords or phrases from the job description. A professional summary is great for someone who has extensive experience in the field.

EDUCATION:

This section includes:

- Name of institution
- Location (city, state)
- Major
- Minor or Concentration (if applicable)
- Date of graduation (or expected graduation date)
- G.P.A. if it's over a 3.2 OR include Dean's List
- Honor societies

At this point, you will list Springfield College first. Below Springfield College, you can list undergraduate

institutions or other institutions you've gained degrees from (Associates', Bachelor's, etc.) or institutions you've transferred from. You can also include Study Abroad information (institution and dates), or relevant coursework in this section. Still keep in mind reverse chronological order!

RELEVANT COURSEWORK:

This is an optional subsection that you may want to include if you don't have a lot of experience in the field or have taken classes that make you a uniquely qualified candidate. List no more than five courses that you have taken that are relevant to your target position.

EXPERIENCE:

The Experience section is the most important part of your resume because this is where you show employers the best of you as a candidate. Experience can be formatted in many ways, but consider these tips:

- Reverse-chronological order within each section
- Demonstrate skills, accomplishments, achievements by using action verbs (Created, Designed, Implemented, Achieved, Taught, Initiated)
- Can have multiple sections as long as they are explicitly showcasing what is within the section
- Can be paid, volunteer, practicums, internships, and fieldwork experiences

For each experience on your resume, include:

- Job title
- Company name
- Location (city, state)
- Dates
- Bullet points identifying your duties and responsibilities in your position highlighting the major ones first.

HONORS AND AWARDS:

You may opt to include Dean's List, academic awards, and honor societies in this section if you have lengthy distinctions.

ACTIVITIES:

Include any activities that you were involved with and that exemplify your ability to lead others. Examples of activities are professional affiliations, sports teams (collegiate or intramural), clubs and organizations on campus, significant projects, and community or volunteer experience. Be sure to highlight any leadership roles that you have held such as serving as an officer or on a committee.

CERTIFICATIONS:

In this section, you can list any certifications you currently hold. It's important to be clear about the title of your certification, the organization that trained you, and the expiration date.

OTHER POSSIBLE SECTIONS:

Listed below are some additional sections that you may consider using in your resume, if applicable.

- Military Service
- Research
- Publications
- Certifications/Licensure
- Coaching Experience
- International Experience
- Professional Development/Memberships/Affiliations
- Volunteer/Community Service
- Languages

REFERENCES:

Do not include "References available upon request" on your resume. Most of the time, you will need to furnish a list of 3-5 references on a separate document that you can upload into the ATS or online application format. Be sure to ask your references if they are willing to be contacted to provide a reference for you and keep them informed about your job search. Below is a sample of how you can keep your references organized.

REFERENCES

Mr. John Johnson
Executive Director
YMCA of Lexington
111 Spruce Street
Lexington, KY 12345
(333) 123-4567

jjohnson@lexingtony.org

Dr. Joseph Daniels
Professor of Psychology
Springfield College
263 Alden Street
Springfield, MA 01109
(413) 748-1111

jdaniels@springfieldcollege.edu

Ms. Laura Lewis
Senior Accountant
Lewis Accounting Associates
222 Ocean Avenue
Wells, ME 34567
(207) 555-6789

lauralewis@gmail.com

Sample resume for full time job:

MARTIN MATHERS (they/them)

Address

Email

Phone

OBJECTIVE

To obtain a Facility Operations position at Gillette Stadium.

EDUCATION

Springfield College, Springfield, MA
Bachelor of Science in Sport Management
Minor: Business Management

May 2022

Edinburgh Napier University, Edinburgh, Scotland (Study Abroad)

Spring 2019

FACILITY OPERATIONS EXPERIENCE

Operations Intern, **Connecticut Sports Management Group**, New Britain, CT

June 2021-July 2021

- Collaborated with other interns to manage the setup and breakdown of sporting events including figure skating, softball, archery, baseball, rugby, and judo
- Worked Nutmeg State Games in event management including registration, scoring, supervising fan decorum, assisting with rules disputes, and communicating schedule changes to coaches
- Encouraged patrons of events to follow COVID-19 protocols in relation to masking, social distancing, and respecting other patrons' boundaries

Operations Intern, **DC United**, Washington, DC

January 2021-May 2021

- Managed setup and breakdown of training field and maintained the training fields for first team and academy teams
- Assisted Equipment Manager and Team Administrator in occasional first team tasks including establishing new goals on training field and depositing player paychecks
- Managed maintenance log tracking daily, weekly, and monthly tasks necessary to keep locker rooms and office areas in pristine condition
- Coordinated with staff to manage game day operations to increase efficiency of operational tasks before, during, and after home matches at RFK Stadium

Event Management Staff, **Springfield College**, Springfield, MA

September 2019-December 2019

- Assisted in the facilitation of multiple athletic events as part of Event Management and Promotions class
- Served as ball boy, usher, scoreboard operator, and public address announcer
- Assisted with setup and break down of fields and courts in a timely manner

RELATED EXPERIENCE

Intramural Official, **Springfield College, Campus Recreation**, Springfield, MA

September 2019-May 2019

- Officiated intramural events including softball, flag football, indoor and outdoor soccer, floor hockey, basketball, and volleyball
- Supervised participant behavior before, during, and after events to ensure fair play and safety of officials, participants, and patrons
- Selected by Director of Intramurals to be a Field Supervisor for 2016 NIRSA Regional Flag Football Tournament hosted by Springfield College

Student Team Manager, **Springfield College Men's Soccer Team**, Springfield, MA

September 2018-May 2019

- Assisted coaches in setting up and breaking down drills during practice

Mathers, Pg. 2

- Filmed home and away games for coaches to be used for team meetings

Senior Archery Counselor, Camp Eagle Feather, Rocky Hill, CT

June 2018-August 2019

- Taught children ages 9-13 the sport of archery
- Ensured safety of campers by reviewing rules every day, ensuring comprehension, and enforcing them throughout the day
- Assisted Camp Director with setup and breakdown of tents, cleaning, and properly storing equipment

Standard Bearer and Laser Operator, Travelers Championship, Cromwell, CT

June 2018, June 2019

- Escorted PGA Tour Professionals throughout green
- Updated scores through rounds
- Tracked and plotted players' shots via laser and transmit distances back to headquarters
- Collaborated with operations team during week prior to tournament to set up course

ATHLETICS

Springfield College, Springfield, MA

Men's Basketball Team, Member

September 2019-May 2022

LEADERSHIP AND COMMUNITY VOLUNTEER SERVICE

Springfield College, Springfield, MA

Men of Excellence, Member

Humanics in Action Day, Volunteer

October 2020-May 2022

September 2019

Sample resume for graduate school:

Sara Spellman

Address

Phone

Email

Objective

To become accepted to the Kinesiology Master's degree program at the University of Connecticut.

Education

Springfield College, Springfield, MA
Bachelor of Science in Applied Exercise Science
Minor: Nutrition
GPA: 3.59, Dean's List

May 2022

Certifications

AAAI/ISMA Certified Personal Trainer
CPR & AED, American Red Cross

Exp. June 2024

Relevant Experience

University of Massachusetts, Amherst, MA
Strength & Conditioning Intern

Spring 2022

- Assisted Strength Coaches with implementing strength and agility programs for teams and individual athletes
- Designed a twelve-week strength, agility, plyometrics, and speed program for Division I collegiate level athletes
- Provided support for injured athletes and implemented modified routines based on rehabilitation progress
- Maintained constant communication with coaches, athletic trainers, and other athletic staff on teams' performance and improvement
- Organize meetings and special events for sport specific program, including meeting with on-campus organizations to promote athletic programs

Powerhouse Training, East Longmeadow, MA
Intern

Fall 2021

- Provided one-on-one training for three athletes per day
- Facilitated group training sessions for up to eight athletes at a time, focusing on strength and conditioning
- Maintained weight room and facility to ensure athletes had a clean space to train
- Enforced COVID-19 protocols in terms of masking, social distancing, and respecting other athletes' boundaries to keep athletes, coaches, and staff safe

East Longmeadow Recreation Department, East Longmeadow, MA
Assistant Football Coach

Fall 2020-Spring 2022

- Coached 23 youth football players playing in a community recreation league
- Facilitated two practices per week and coached during one game per week
- Designed drills to help players hone skills in defensive and offensive positions
- Provided mentorship and built positive rapport with players by utilizing active listening and communication skills

Research Experience

Springfield College, Springfield, MA
Research Assistant
EMG Study

Fall 2021

Spellman, Pg. 2

- Assisted in research pertaining to Electromyography (EMG) to better understand problems with nerve-to-muscle signal transmission in collegiate level athletes
- Conducted protocol development for attaining quantitative and qualitative data via in-person and Zoom interviews with participants
- Attained, compiled, and analyzed data to determine outcomes and present to lead researchers

Research Assistant

May 2020-December 2020

Bone Health Study

- Assisted in research designed to look at the effects of a vegan diet on an athlete's bone density and overall bone health
- Collected and analyzed quantitative data pertaining to study and presented findings to lead researcher

Professional Development

"Liability Issues in Exercise Science" with Tom Bowler, Springfield College, Attendee

October 2021

Olympic Weight Lifting Movement, Volunteer, Springfield College

2019, 2020

New England American College of Sports Medicine, Providence, RI, Attendee

2019, 2020, 2021, 2022

Work Experience

Coughlin's Restaurant, East Longmeadow, MA

April 2020-August 2020

Springfield College, Media Services Department, Springfield, MA

May 2018-April 2020*

*Ended due to COVID-19

Activities/Athletics

Springfield College, Springfield, MA

Partner's Program

October 2019-May 2020

Exercise Science Club, Member

September 2018-May 2022

Springfield College Varsity Football, Member

September 2018-May 2021

Community Volunteer Experience

Humanics in Action Day, Springfield College, Springfield, MA

2018, 2019

St. Paul's Church, Springfield, MA

2016-2020

Sample resume for graduate school:

Michael A. Mitchell (he/him)
263 Alden Street
Springfield, MA 01109
(413) 999 - 9999
mstudent@springfieldcollege.edu

Professional Summary

To utilize four years of experience and education to provide counseling and rehabilitation services to clients via the position of Clinical Mental Health Counselor at Park West. Skilled at assessing clients' needs for services and promoting community services as needs. Effective in developing and reaching documented goals while committing to an authentic practice in building rapport with clients. Native speaker of Spanish and English, basic conversational speaker of Portuguese.

Education

Springfield College, Springfield, MA

Master of Education in Psychology

May 2023

Concentration: Clinical Mental Health Counseling

Central Connecticut State University, New Britain, CT

Bachelor of Science in Psychology

May 2018

Certifications and Languages

Native Speaker Spanish and English

Basic Conversational Portuguese

Mass CANS Certified, UMASS Chan Medical School

CPR/First Aid/AED, American Red Cross

Exp. June 2023

Suicide Prevention Certified, American Foundation for Suicide Prevention

Counseling Experience

Prime Family Care Services, Westfield, MA

May 2021-Present

Clinical Mental Health Counselor

- Facilitate couple, group, and family therapy sessions using Systems Approach providing for clients' maximum growth potential
- Process diagnostic assessments, intake interviews, and family assessments to determine best practices for treatment during counseling sessions
- Develop and implement treatment plans, complete relevant case documentation including outcome measures
- Refer families to additional community-based services for job training and medical care when necessary
- Conduct psycho-educational domestic violence groups
- Author curriculum and training manuals for safety protocols regarding client, staff, and practitioners

Guardian Angels Home Health Care, Enfield, CT

March 2018-May 2021

Counselor

- Counseled voluntary and involuntary clients using a range of therapy modes: Psychodynamic, social rehabilitative, gestalt, humanistic, and behavior modification
- Developed group therapy format for developmentally disabled adults; increased enthusiasm, involvement, and sense of empowerment by incorporating opportunities for choice and recognition
- Attended weekly staff meetings to discuss new patients, new trends in mental health care, troubleshoot challenges co-workers are facing, and new available trainings for staff
- Documented client progress notes, noting significant changes and reporting them to practitioners or supervisors for further investigation

Related Experience

ABC School, New Haven, CT

May 2015-December 2017

Teacher

- Organized a parent support group for families of developmentally disabled/mentally disturbed clients
- Coordinated with mental health and social service agencies to develop individualized program plans for kindergarten through fifth graders

Leadership/Community Volunteer Experience

Youth Services Commission, Volunteer, Westfield, MA

November 2017-Present

- Assist and hold open monthly dialogues with a multitude of youth organizations in the county including the Division of Youth Services, Division of Mental Health, and the Youth Detention Center
- Update Commission monthly on the progress of volunteer endeavors

Gang Task Force, Volunteer, New Haven, CT

May 2016-August 2019

- Partnered with the corporate sector to develop employment and career opportunities for youth to prevent future gang association

Professional Development/Affiliations

American Mental Health Counselors Association, Member

2018-Present

Recognizing and Changing Self-Defeating Behavior, Westfield State University

February 2021

Transforming Vicarious Traumatization, ABC Medical Center

November 2019

Group Approaches to Treatment of Addiction and Co-Occurring Disorders, CPD

June 2017

ACTION VERBS

<p>Management Skills</p> <p>administered analyzed assigned attained chaired contracted coordinated delegated developed directed evaluated improved increased organized oversaw planned prioritized produced reviewed scheduled strengthened</p> <p>Technical Skills</p> <p>assembled built computed designed devised engineered fabricated maintained operated overhauled programmed remodeled solved upgraded</p>	<p>Research Skills</p> <p>clarified collected critiqued diagnosed evaluated examined extracted identified inspected interviewed investigated organized reviewed summarized surveyed systematized</p> <p>Communication skills</p> <p>addressed arbitrated arranged authored collaborated convinced corresponded developed directed drafted edited formulated influenced interpreted lectured mediated negotiated persuaded promoted publicized reconciled recruited spoke translated wrote</p>	<p>Creative Skills</p> <p>conceptualized created customized designed developed directed established fashioned founded illustrated initiated instituted integrated introduced invented originated performed planned revitalized shaped</p> <p>Helping Skills</p> <p>assessed assisted clarified coached counseled demonstrated diagnosed educated expedited facilitated familiarized guided motivated referred rehabilitated represented</p>	<p>Organizational Skills</p> <p>approved arranged cataloged classified collated collected compiled dispatched executed generated implemented inspected monitored operated organized prepared processed purchased recorded retrieved screened specified systematized tabulated</p> <p>Financial Skills</p> <p>administered allocated analyzed appraised audited budgeted calculated computed developed forecasted managed marketed planned projected researched</p>	<p>Teaching Skills</p> <p>adapted advised clarified coached communicated coordinated demystified developed enabled encouraged evaluated explained facilitated guided informed instructed persuaded set goals stimulated trained motivated</p> <p>More Verbs</p> <p>achieved expanded improved pioneered reduced (losses) resolved (problems) restored spearheaded transformed</p>
--	---	---	--	---