

CCRI Career Services Resume Workbook

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The purpose of this workbook: is to help you develop a professional and effective resume. A resume is a tool to help you get an interview, they can look different for every job so if you need additional help, please reach out to the CCRI Career Services office to schedule an appointment.

How to schedule an appointment with CCRI Career Services:

1. Email us at careerservices@ccri.edu
2. Schedule with our team through Starfish
3. Fill out this [appointment form](#)

Getting Started

Margins: start by opening up a Word document on your computer and adjusting the left and right margins to 0.6.

Font style: choose a font that is professional and easy to read.

Font size: content of the resume should be either size 11 or 12.

- o This is an article from Indeed that talks about resume fonts: [Best Font for a Resume: How To Choose Type and Size](#)

Placement of information: determine what order the information will go on your resume. There are a lot of things to consider when making these decisions.

Typically, the order of information goes:

- Heading
- Summary of Skills
- Work Experience
- Education

But for College students you may want to put your education towards the top of the resume so the employer can see it easily.

If you have completed an internship or volunteer experiences in your intended career pathway then they should also go on top.

Order of content for a student might look like this:

- Heading
- Summary of Skills
- Education
- Internship experience if applicable
- Work experience

***Each person's resume is unique to them and their experiences, please contact [Career Services](#) to set up an appointment to develop or review your resume.**

Skills

The resume showcases your most relevant skills that will help you get a job. As a college student you are gaining valuable skills every day, through academic classes and different work experiences. Something as simple as scheduling and planning out your class schedule can be transferred into valuable skills you can bring to an employer.

Types of skills:

- **Technical Skills:** These are the skills you need to do the job.
Example: computer skills, social media marketing, data analysis...
- **Soft Skills:** These are the skills you need that help you keep the job.
Examples: organization, time management, active listening skills...
- **Transferable Skills:** These are skills that you have (whether technical or soft skills) that you can use in the job you are applying for.

Look at the job posting to get a better understanding of what the employer is looking for. In the job posting they will list technical and soft skills they want to see in a new hire.

- Include keywords from the job description in your resume.

Below is a link to a free skills assessment, use these as a jumping off point when writing your resume.

[Career One Stop Skills Matcher](#)

Other ways to understand what skills you have to offer:

Ask family and friends, they know you best and can speak to your strengths.

Ask Professors and Employers, they can speak to your soft skills, technical skills, and transferable skills.

Heading Section

Name (make sure your name is bold and big, no more than size 22 font)

City and State, you live in

Phone number with area code

Ex. (401)123-4567

Email (email is hyperlinked so the employer can easily send you an email to set up an interview)

LinkedIn (if you have one, make sure this is also hyperlinked)

Tips for your heading:

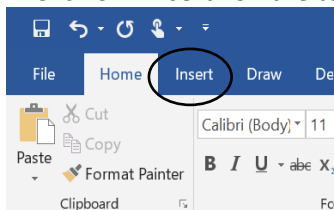
This information goes at the top of your resume, either in the center or left-hand side of the document

Font for the contact information should be either size 11 or 12 font

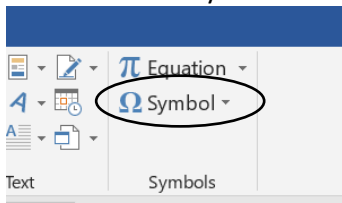
If you have a portfolio and it is relevant to the job you are applying to, make sure it is linked on your resume

Add in simple symbols in-between the contact information (see steps below)

1. Put the cursor in the spot where you want the symbol to go
2. Click on "Insert" on the top of the Word ribbon at the top of the document

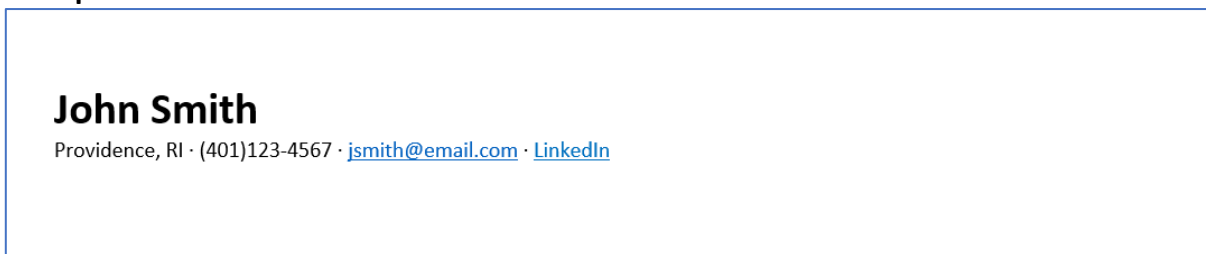


3. Click on the "Symbol" icon, this is all the way to the right



Choose which symbol you want to use, pick something simple and professional like the following: ·, •, or |

Examples:



Summary of Skills Section

This section is your opportunity to showcase your most relevant skills, abilities, and experience. Information can be organized in either a 2-3 statement paragraph format with or without bullets.

Tips for the Summary Section:

Thoroughly read the job description to understand what skills and experience the employer is looking for. Highlight skills in the job description match those you have to offer. This information goes under the Heading section.

Examples:

The following example utilizes a paragraph format to indicate skills the job seeker has that the employer is looking for.

Jane Smith
Providence, RI · (401)123-4567 · jsmith@email.com

Recent college graduate with a passion for Mechanical Engineering. Motivated to learn as much as possible in this industry and create effective and meaningful products. Hard worker with the ability to learn fast. Detailed orientated with excellent organizational skills.

The next two examples utilize the paragraph and bullet format to showcase the person’s skills and work experience. The second has the job title underneath the Heading to help give the resume a focus.

David Jones
Warwick, RI | (401)123-4567 | djones@email.com

College student with customer service experience who is skilled in kitchen operations. Team player with ability to learn fast and work efficiently. Leader with the ability to motivate staff, identify a problem and come up with a solution.

✓ Problem Solving	✓ Flexible	✓ Leader
✓ Organized	✓ Creative	✓ Customer Mediation

Jane Smith

Cranston, RI • 401-123-4567 • jsmith@email.com

Business Professional

Bilingual customer service professional with 7+ years of industry experience. Articulate, energetic, and results-oriented professional. Passion for developing relationships, cultivating partnerships, and growing business. Specialize in quality, speed, and process optimization.

- Bilingual, Spanish
- Product Sales & Recommendations
- Customer Service
- Key Holder Experience
- Public Notary
- Sales Upselling
- Auditing
- Issue Resolution
- Microsoft Office & Exchange

Education Section

This section showcases your past and current education.

Include the name of the academic institution, the degree or certificate you obtained, and the completion or anticipated completion date.

Tips for the Education section:

Add a “relevant coursework” section under your education and include all the courses you have taken that match the job you are looking for.

Do not include high school information.

Include your GPA if it is over 3.0

Include any internships, clinicals, or externships you completed while in school in a separate section.

Also include projects that you gained hands on experience that is relevant to the job.

Tips for current college students:

- Use “anticipated graduation” to indicate when you plan on completing your degree.

Tips for graduates:

- Put this section at the top of your resume, under the summary of skills section.

Examples:

This example is currently in school, pursuing an associate's degree and will graduate in May 2025.

Education:

Community College of Rhode Island

Associates in Arts | Expected May 2025

This example is of an individual who recently graduated and included courses they took that are relevant to the job they are pursuing.

Education:

Community College of Rhode Island

Associate degree in Video Editing | December 2023

Relevant coursework: Foundation of Video & Audio Production, Social Media Communication, Media Writing, Sound Design & Production, and Video & Media Editing

This example includes the education along with their school internship experience.

Education

Community College of Rhode Island

Associate of Social Work ▪ May 2024

Relevant classes:

Intro to Helping & Human Services, Drug & Human Behavior, Intro to Social Work & Social Welfare, Marriage & Family, Assessment to Intro to Treatment Planning, Race & Ethics, and Parent & Child Relationships.

Social Work Practicums

Department of Corrections ▪ Cranston, RI

Practicum Student ▪ Fall 2023 (75 hours) & Spring 2024 (75 hours)

- Work with inmates, providing feedback on their writing and goal setting.
- Help facilitate workshops covering gratitude.

Infinity Free to Be ▪ City, RI

Practicum Student ▪ Spring 2023 (75 hours)

- Helped out at community center, planned and organized several events and activities.

Internship Experience Section

The format is the same as the Work Experience section. The only difference is the job title has the word “Intern” or “Volunteer” in it to indicate this was an internship or volunteer experience.

Make sure to put these into their own section, ex. Volunteer Experience, Internship Experience, or Internship & Volunteer Experience.

Examples:

This example lets the employer know how many hours the person completed while in this internship, this is optional. Also, instead of putting a start and end date, they used the season and year (Summer 2019).

Volunteer & Internship Experience:

Berkshire Place Nursing and Rehabilitation Center, Providence, RI

Kitchen Worker/Food Prep Intern (100 hours) ▪ Summer 2019

- Prepared and presented food items in accordance with nurse's specifications for dietary compliance.
- Engaged with patients during meal services, delivering high-quality and personalized care.
- Precisely chopped fruits and vegetables to maintain food safety and quality standards.
- Portioned desserts to individual serving sizes, ensuring adherence to dietary guidelines.
- Maintained cleanliness and organization of work station, while also managing dishwashing duties.

This example looks very similar to a Work Experience section, just adds “Intern” into the job title.

Work Study Experience:

CCRI Career Services Department | January 2024-May 2024

Work Study Student/Social Media Intern

- Create content and design flyers for Instagram using Canva.
- Come up with ideas to engage students with the Career Services Office.
- Help with basic office duties including data entry, answering phones, and organization.

Work Experience Section

This section showcases your current and past jobs and tells the employer what your responsibilities were at those jobs.

Make sure to include the employers/company's name, your job title, and the dates of employment.

Good to highlight any achievements, such as being employee of the month, training new staff, helping the company develop new procedures...etc.

Tips for the Work Experience section:

Start with your current or most recent job then work your way back, do not go back more than 10 years, unless the job is relevant to the job you are applying for.

Use bullets for the job tasks and use complete sentences, avoid using "I", instead use action verbs to start the sentences.

[List of Action Verbs](#)

Think about all the tasks you did while at a job and how it helped the employer, then write a statement describing your job responsibilities.

For jobs you are currently working, use present tense. For jobs you worked in the past, use past tense.

Examples:

This example is someone who worked as a food prep worker for a short amount of time. Instead of using the month and year for dates of employment, we used just years. This is to help hide short term jobs.

Work Experience:

Chick-fil-A, Seekonk, MA

Food Preparation Worker ■ 2023 – 2024

- Prepared various menu items in accordance to customer specifications.
- Followed order flow ensuring all orders were filled based on position in the electronic order system.
- Collaborated closely with kitchen staff to ensure seamless coordination and timely delivery of prepared items to the appropriate service areas.

This example showcases the job tasks and highlights that this person was promoted because of their hard work. The highlight has its own line and is bolded and shaded to make it stand out to employers. The month and year are used here since the person has been at this job for a few years.

PROFESSIONAL EXPERIENCE:

AAA Northeast ▪ East Providence, RI

Lead Member Service Representative ▪ 5/2021-present

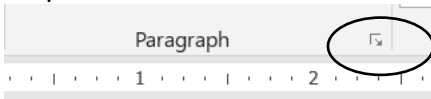
Promoted from Member Service Representative to Lead Representative by supporting the manager who was short staffed

- Work directly with customers, explaining services and memberships, opening accounts and selling company services.
- Audit internal paperwork to prepare for external audits, making sure all necessary paperwork is in each account.
- Examine all DMV accounts, communicate with the DMV if account needs to be monetarily rectified.
- Open and close branch, ensuring all necessary tasks are completed.
- Active member of the Member Service Counselor Advisory Committee, help committee with creating ways to make the company better for members.

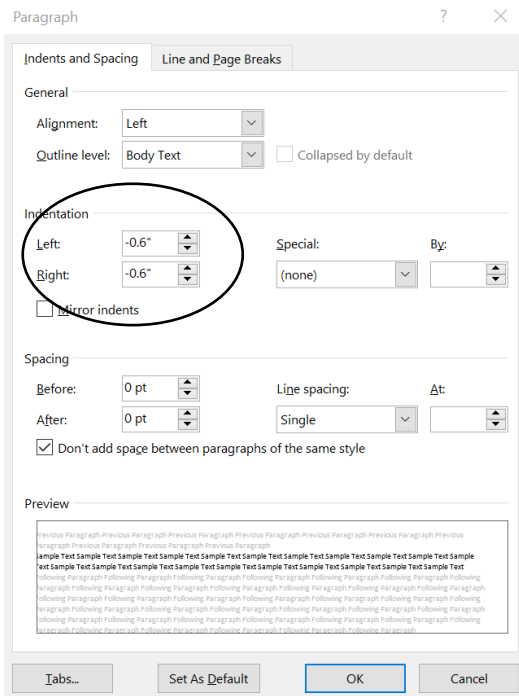
Formatting Tips

When using Word, make sure the left and right margins are set to 0.6

Step #1: click on the arrow to the right-hand side of “paragraph”



Step #2: adjust margins to 0.6 then click “OK”



Choose a font that is easy to read

Keep the font size between 10 and 12, *only exception is your name in the heading.

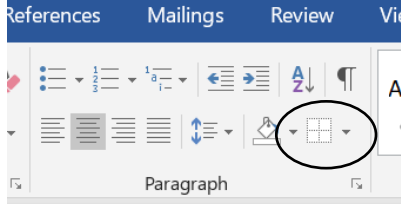
Bold the section titles: “**Education**”, “**Work Experience**” ...

Whichever font and text size you choose, make sure it is consistent throughout the entire document.

How to add a line under a section:

Step 1: put your cursor at the end of the sentence/statement you want the line to be under.

Step 2: Click on the “Border Option” button

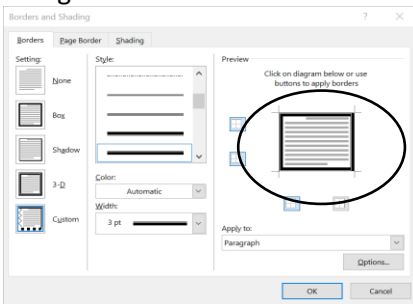


Step 3: Click on the “Borders and Shading” option

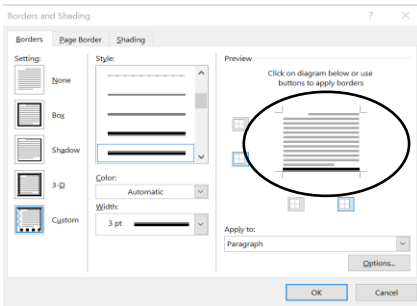
Step 4: Under the “Style” option, pick which line you want to use on your document.

Tip: Make sure the line is only under the statement/sentence you want, you might have to un-click the lines around the information.

It might look like this:



You want it to look like this: To achieve this, just put your cursor over the unwanted lines and click.

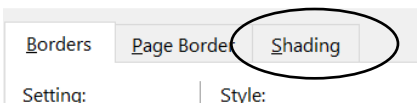


Step 5: Click “OK”

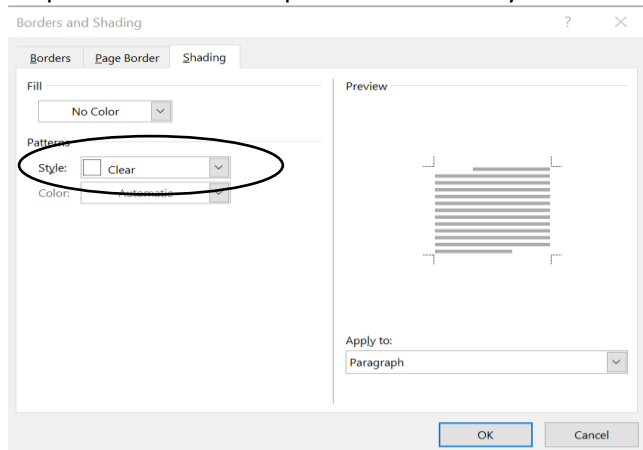
How to add Shading:

Follow steps 1 through 3 on the previous page

Step 4: Click on the “Shading” option



Step 5: Click on the drop down next to “Style” and choose which level of shading you want, 15% is recommended



Step 6: Click “OK”

Resume Examples:

These are examples, the following examples are to give you ideas for formatting your resume. Please do not use this as a template, they are just to give you ideas. Your resume should be unique to you!

If you need additional help revising or developing your resume, please contact Career Services or schedule on Starfish.

Email: careerservices@ccri.edu

[Career Services Website](#)

Example #1:

Business Resume, with an accounting concentration: This resume is an example of a student who is pursuing an Associate’s degree in accounting. This student has extensive experience in the Marine industry, we constructed her resume to highlight her transferable skills vs. her work experience.

Example #2:

Business Resume, with a Marketing concentration: This resume is an example of a student who is pursuing an Associate’s degree in Business, with a concentration in Marketing. Because they completed a Work Study, we focused on their education as well as their work study experience.

Example #3:

Healthcare, Nursing resume: This resume is of a Nursing student who has an extensive experience in the equine industry. We worked on highlighting their more relevant skills that could be transferred into a Nursing job.

Example #4:

Education/Government/Human Service, concentration in Legal Studies: This resume is for a student who is graduated with their Associates degree in Legal Studies.

Example #6:

Government/Human Service, concentration in Social Work: This resume is for a student who is pursuing a degree in Social Services and has a background in food service. The resume highlights their education, social work clinicals, and their transferable skills.

Example #7:

General Studies: This resume is for a student who is not sure what they want to pursue and is currently a general studies major.

Example #8:

Electrical Apprenticeship: This resume is for a student who is completing their electrical apprenticeship program.

Example #1: Business/Accounting

Crystal Williams

Jamestown, RI 02835 ▪ 401-123-4567

cwilliams@email.com

Accounting Intern

College student pursuing a degree in Accounting. Exceptional communication and leadership skills, ability to work with a group and independently. Excellent attention to detail and organizational skills.

Effective Communication with all team members, communicating with team to ensure everyone was performing their tasks correctly and safely.

Attention to Detail when detailing and preparing boats for races, making sure all the equipment was ready to race and safe for the team.

Computer Operations when interacting with customers, inputting & updating their information into the computer system and processing monetary transactions.

Taking Initiative to make sure projects are completed on time, currently 2 weeks ahead of schedule at current job.

Leader of team, assessing the work orders and prioritizing the order in which tasks will be completed.

Education:

Community College of Rhode Island ▪ Warwick, RI

Associates of Science, Accounting ▪ expected graduation May 2025

Relevant coursework: Business, Accounting & Microeconomics

Professional Experience:

Sailor and Seam ▪ Newport, RI

Sail Making Apprentice ▪ 2022-present

- Operate an industrial grade sewing machine to make and repair sails, currently 2-3 weeks ahead of work schedule.

W Class Sailboats ▪ Newport, RI

Deckhand ▪ 2020-2022

- Worked in a team of three, cleaned and rigged the sailboats that were taking part in the race.

Resolute 4 ▪ Newport, RI

Bowman ▪ Summers 2019-2022

- Prepared and maintained boat throughout races.
- Communicated with sail team to make sure everyone was safe and boat was operating efficiently.

Mermaid Star ▪ Newport, RI

Deckhand ▪ Fall 2019

- Sole deckhand handled the safety and hospitality of all guests.
- Took and served orders to guests.

Boat Nanny ▪ Newport, RI

Boat Detailer ▪ 2018-2019

- High end cleaning of exterior and interiors of boats.

Example #1: Business/Accounting

Andrew Douglas

Providence, Rhode Island | (401)123-4567 | adouglas@email.com

Bilingual College student with excellent customer services skills. Fluent in both English and Spanish. Skilled in Social Media marketing on platforms including Instagram, Tick Tock and Facebook. Exceptional work ethic, organizational skills, and time management skills.

Education:

Community College of Rhode Island | May 2024

Associate of Marketing, Business Pathway

GPA: 3.2

Work Study Experience:

CCRI Career Services Department | January 2024-May 2024

Work Study Student/Social Media Intern

- Create content and design flyers for Instagram using Canva.
- Come up with ideas to engage students with the Career Services Office.
- Help with basic office duties including data entry, answering phones, and organization.

Professional Experience:

Roger Williams Park Zoo | Providence, RI

Retail Sales Associate | March 2023 - Present

- Fulfill guest's needs quickly and efficiently with exceptional customer service.
- Working with team to pull merchandise from warehouse and stock onto the sales floor base on inventory needs.
- Check inventory at front area regularly, ensuring merchandise is available for customers.

The Dean Hotel | Providence, RI

Receptionist | March 2022-May 2022

- Act as a hotel representative for guests throughout all stages of their stay, including reservations, check-in, in-house stay, checkout, and any follow up communications.
- Adhered to guest payment policies, credit card processing, cash handling, check cashing, and direct billing.
- Answered multiline telephone and directed calls per approved method.
- Used selling techniques to sell rooms and to promote other services in the hotel.

The Hungry Ghost Press | Providence, RI

Retail Sales Associate | November 2021 - February 2022

- Greeted and guided customers throughout their shopping experience.
- Received and stocked new merchandise, created price tags and merchandise signs for new items.

Internship Experience:

Let's Get Ready | New York City, NY

Student Leadership Council, Social Media and Marketing

Student Ambassador | August 2022 - present

- Attend occasional meetings, such as with LGR's Board of Directors and Associates' Council, as well as fundraising and exclusive networking events.
- Created content for fundraising efforts and campaigns.

Certifications:

Hootsuite Platform

Social Media Marketing & Hootsuite Platform Certification | 2023

Example #3: Healthcare/Nursing

Amanda Jones

Providence, RI · (401)123-4567 · ajones@email.com

Dedicated nursing student with a strong foundation in patient-centered care and effective communication. Leveraging extensive experience in equine management and therapeutic riding. Possess a unique ability to build rapport, foster empathy, and provide personalized support to individuals of all ages and abilities. Advanced leadership skills and ability to manage complex tasks will contribute significantly to a collaborative and compassionate patient care experience.

Core Competencies

Patient-Centered Care: Proven ability to provide compassionate and individualized care to children with diverse needs, including various disabilities and behavioral challenges.

Effective Communication: Skilled at building effective rapport and communicating effectively with individuals of all ages and backgrounds.

Leadership and Teamwork: Strong organizational skills and ability to manage multiple tasks, manage deadlines, and prioritize responsibilities.

Empathy and Compassion: Deep understanding of and empathy for individuals of all different abilities. Committed to creating a safe and supportive environment for all.

Education

Community College of Rhode Island · Warwick, RI

Associates in Nursing · expected graduation May 2026

Brigham Young University · Provo, UT

Bachelor of Arts in Ancient Near Eastern Studies · December 2013

Professional Work Experience

Providence Public School Department · Providence, RI

Substitute Teacher · January 2024-present

- Act as primary teacher for Special Education classroom made up of 10-11 students with behavioral needs.
- Create lessons plans that are both engaging and developmentally appropriate.
- Collaborate with school specialists to create routines, ensuring students' emotional and academic needs were met.

Child Caregiver · North Attleboro, MA

September 2021-December 2023

- Cared for 10 children over the course of two years.
- Provided support around preparing meals, bathing, dressing, and light housework.
- Coordinated age-appropriate activities based on interests and needs of the children, encouraging independence.
- Fostered caring relationships between children, caregiver, and siblings, by emphasizing empathy and appropriate ways to identify and express feelings.

The Bridge Center · Bridgewater, MA

Equine Program Coordinator & PATH, Intl. CTRI Instructor · October 2017-March 2020

- Managed and taught clients with various disabilities around horseback riding and horsemanship.
- Developed lesson plans based on clients' abilities, fostering independence and a positive sense of self.
- Mentored new instructors, interns, and volunteers.

Hybrid Farm, Inc. & Cultivate Counseling Center · Acton, MA

Equestrian Instructor and Eagala Certified Equine Specialist · April 2016-December 2017

- Facilitated private and group equine assisted psychotherapy sessions in conjunction with a licensed therapist using the Eagala Model.

Example #4: Healthcare/Nursing

Linda Jones

Providence RI ▪ 401-123-4567 ▪ ljones@email.com

Nursing Student Intern

Nursing student with 12 years of experience working in the health care industry. Excellent verbal communication skills, as well as organizational and time management skills. Extensive knowledge of the intricacies of how the health care industry runs as well as different aspects of patient care.

Education and Clinical Rotations:

Community College of Rhode Island

Associate of Science in Nursing ▪ expected graduation May 2025

GPA 3.6

Clinical rotations in **Medical Surgery (135 hours)**, **Long Term Care (45 hours)** and **Mental Health (135 hours)** units at Newport Hospital, Cherry Hill Manor, and Roger Williams Hospital.

- Assisted with passing medications, nursing assessments, basic patient care, wound care and taking vitals.
- Documented patient vitals, care performed, medication given, and pathophysiology of diseases in both SIMchart and Lifespan charting system, EPIC.
- Observed psychiatric patients, took vitals, reviewed charts, help feed patients and completed intake forms and patient interviews.
- Administer tube feedings and act as float in the Emergency Department, performing tasks as assigned by supervising nurse.

Professional Experience:

The Miriam Hospital ▪ Providence, RI

Patient Service Representative/New Patient Referrals ▪ 2019-present

- Register patients through check in and scheduling follow-up appointments.
- Manage patient accounts, making sure co-payments, deductibles, and self-pay are processed.
- Retrieve and review new patient referral information and request any missing information from referring providers.
- Answer multi-line telephone system, triaging calls and answering questions from patients and medical providers.
- Act as a resource for new employees and team members regarding the referral processes.
- Manage multiple providers' schedules, reschedules, and opening/closing of appointments.
- Scan all correspondents into patient files, ensuring each file is correctly labeled and sent to the proper provider.
- Complete end of day reconciliation of patients and time of service payments.

Unit 4-West, Cardiac/Med-Surg – Intensive Care Unit – Interventional Radiology Nursing Department

Certified Nurse Assistant (CNA)/Advanced Genesis Assistant (AGA) ▪ 2011-2020

- Cared for patients by taking vitals, administered medication and following care plan.
- Provided physical assistance to patients who were not mobile or unable to care for themselves.
- Performed EKG's, checked blood sugar levels, and reported abnormalities to the supervising nurse.
- Document patient vitals, inputs, and outputs into medical chart so every team member had up to date information.
- Assist supervising nurse with procedures and care of patients who were in the critical care unit and needed bi-pap, intubation, suction, PIC lines, and Foley catheters.
- Prepared patients for exams, and transported patients to and from exams and procedures.

Professional Training:

Community College of Rhode Island ▪ Lincoln, RI

RI Certified Nursing Assistant Certification (CNA) ▪ April 2011

License #NA-112233 ▪ Expires 6/30/2024

Example #5: Education/Govt./Human Service: Legal Studies

Olabode Adesina

Pawtucket, RI | 401-123-4567 | loadesina@email.com

Legal Internship

College graduate with excellent interpersonal and communication skills. Hard worker with exceptional critical reasoning skills. Keen sense in assessing consumers' needs that lead to overall customer satisfaction. Bilingual in both English and Yoruba. Well versed in Microsoft Word and QuickBooks applications.

Education:

Community College of Rhode Island

Associate Degree in Legal Studies, Paralegal | May 2024

GPA: 3.4

Dean's List Spring 2023

Relevant courses: Intro to Paralegal Studies, Criminal Procedures, General Psychology, Law Property, Law Contracts, Constitutional Law & Legal Research, and Legal Writing.

Work Experience:

Community College of Rhode Island | Warwick, RI

Weight Room Attendant/Work Study Student | April 2022-present

- Check student ID's, making sure they are eligible students who can access the weight room.
- Supervise weight room by ensuring all equipment is clean, students and guests are following the rules.

- Assist at games, making sure the teams have enough equipment necessary.

Prestigious Bakery | Lagos, Nigeria

Cashier | 2020-2021

- Greeted customers and took orders to their specification.
- Operated cash register; advised and recommended bakery products.
- Wrapped and bagged items to be put out in the bakery.

Enterprise for Development International | Lagos, Nigeria

Program Accountant Assistant | Summer 2018

- Processed and recorded business transactions accurately and efficiently.
- Prepared reports and budgets for team that were precise.
- Communicated with clients and vendors regularly.
- Fact checked data and transactions making sure there were no errors.

Community Involvement:

Wonder House of Faith | Providence, RI

Volunteer | 2022-present

- Help with events, setting up and breaking down as well as cleaning.
- Care for kids during events and sing in choir.

Example #6: Education/Govt./Human Services: Social Work

Isabella Rodriguez

Providence, RI ▪ 401-123-4567 ▪ irodriguez@email.com

Dedicated and results-driven bilingual profession with a proven track record in operational and leadership roles. Possess strong organizational skills, adept at optimizing efficiency, and a keen eye for detail. Known for fostering a collaborative work environment and ensuring seamless day to day operations.

Education

Community College of Rhode Island

Associate of Social Work ▪ December 2024

Relevant classes:

Intro to Helping & Human Services, Drug & Human Behavior, Intro to Social Work & Social Welfare, Marriage & Family, Assessment to Intro to Treatment Planning, Race & Ethics, and Parent & Child Relationships.

Social Work Practicums

Department of Corrections ▪ Cranston, RI

Practicum Student ▪ Fall 2023 (75 hours) & Spring 2024 (75 hours)

- Work with inmates, providing feedback on their writing and goal setting.
- Help facilitate workshops covering gratitude.

Infinity Free to Be ▪ Warwick, RI

Practicum Student ▪ Spring 2023 (75 hours)

- Helped at community center, planned and organized several events and activities.

Work Experience

Trinity Brewhouse ▪ Providence, RI

Operations Manager and Server ▪ 2021-present

- Oversee daily operations of restaurant, ensuring adherence to quality standards and customer satisfaction.
- Address and resolves customer and staff issues professionally and efficiently as they arise.
- Conduct staff training programs that enhance team productivity and customer service.
- Collaborate with kitchen staff to streamline food preparation and reduce wait times.
- Operate Alpha POS management system.

Hot Club ▪ Providence, RI

Bartender ▪ 2022-present

- Greeted customers, took drink & food orders, and made drinks according to customers' preferences.
- Organized tasks to maintain a smooth workflow.
- Handled high-cash transactions using a Posi Touch POS system.

Union Station Brewery ▪ Providence, RI

Bartender/Server ▪ 2020-2021

- Greeted customers and took orders, relaying orders to the kitchen and making drink orders at the bar.
- Demonstrated continual knowledge of products restaurant offered.

Luxe Burger Bar ▪ Providence, RI

Bartender ▪ 2019-2020

- Greeted and served guests, maintaining positive relationships with customers.
- Continued to maintain knowledge of safety regulations and service industry compliance.

Example #7: General Studies

Patrick Conti

North Smithfield, RI | (401)123-4567 | pconti@email.com

College student with a passion to learn as much about the industry as possible. On track to complete Associates degree in May of 2025, then transfer to Rhode Island College to pursue a Bachelor's degree in Sociology. Hard worker with effective communication strategies. Responsible and dependent.

- | | | |
|-------------------|-------------------|---------------------------|
| ✓ Time management | ✓ Problem Solving | ✓ Poised under pressure |
| ✓ Driven to Learn | ✓ Organization | ✓ Effective Communication |

Education:

Community College of Rhode Island

Associates Degree in General Studies | expected graduation May 2025

GPA: 3.58

Related Coursework: General Sociology, General Psychology, Treatment & Planning, and Public Speaking.

Professional Work Experience:

Coffee & Cream | North Smithfield, RI

Host/Server & Food Runner | September 2023-April 2024

- Greeted customers, seated them based on table availability.
- Took food and drink orders and relayed them back to the kitchen.

- Served food and drinks to customers.

Donut Kingdom & Mo Cookies | Tallahassee, FL

Decorator, Baker, & Cashier | August 2022-December 2022

- Baked various pastries and decorated products.
- Built customer relations and increased sales through excellent customer service.

Walmart | North Smithfield, RI

Retail Associate | June 2020-March 2022

- Selected products based on customers' orders and delivered to their cars.
- Processed payments using electronic transaction system.

Gators Pub | North Smithfield, RI

Host/Server | February 2018-September 2018

- Greeted and seated customers, making sure there was an even number of customers in each servers' section.
- Maintained and kept front end of restaurant organized throughout shift.
- Multitasked between cleaning, seating customers, and serving.

Example #8: Electrical Apprenticeship

Jayson Harris

Johnston, RI | (401)123-4567 | jharris@email.com

Electrical Apprentice

Dedicated and skilled electrical apprentice with a year of hands-on experience seeking to advance in the electrical trade field. Proficient in various electrical tasks, including wiring systems, installing fixtures, and operating power tools. Possess strong work ethic, high attention to detail, and ability to follow safety protocols. Demonstrated ability to collaborate effectively with team members and adapt to changing work environments.

Education

Community College of Rhode Island | Providence, RI

Electrical Apprenticeship Program | anticipated completion 2025

Professional Experience

Swift Electric | Pawtucket, RI

Electrical Apprentice | 2023-present

Highlight: Independently wired a smoke alarm system for a 4-story house, including the attic and basement.

- Worked under Electrician, completing all different aspects of electrical work.
- Walk out wire, snake wires through walls, and bend conduit.
- Operate power tools such as drills, saws, table saws, hammers, pliers, and screw drivers.
- Set up lighting fixtures in both commercial and residential settings.
- Demolish walls to make room for new electrical systems.

Bank of America | Lincoln, RI

Security Guard | 2022-2023

- Patrolled campus regularly, ensuring all staff were safe.
- Kept logs of events and checks throughout shift.

- Verify all staff ID's, ensuring only authorized staff and visitors were allowed into the building.
- Check gas gages regularly, reporting any abnormalities to proper departments.

Cherry Hill Manor | Johnston, RI

Dietary Staff Member | 2017-2018

- Set up trays by putting food, utensils, and condiments on patient trays and put them onto the delivery truck.
- Delivered trays to residents providing a high level of customer service.
- Cleaned the kitchen, including the dishes and trays.

Five Guys | Johnston, RI

Cashier & Food Prep Worker | 2018-2020

- Ran cash register, recording customers' orders and processing transactions.
- Oversaw kitchen inventory, re-stocking items as needed so kitchen was always stocked.
- Cooked and assembled food orders for customers.