

HIGHLIGHTING SERVICE ON YOUR RÉSUMÉ

Looking to emphasize your service experience on your résumé? These tips and sample bullet point statements are designed to show you ways to make your résumé and service experience stand out.

1

Showcase your commitment to service

- Include any positions held for a significant amount of time to show that you are able to commit to the service program.

Good: Volunteer at homeless shelter with teens.

Better: Create safe and welcoming space for homeless youth by organizing recreational and educational activities at the shelter three hours each week throughout the academic year.

2

Demonstrate passion for the cause(s) related to your service

- Include volunteering experiences or activities in which you worked towards a cause or social issue, such as homelessness, education or health care.

Good: Tutor fifth-grade students in Hartford, CT.

Better: Serve as role model and tutor for a group of 20 racially and socioeconomically diverse fifth-grade students in Hartford CT's King Phillip School.

3

Feature leadership experience

- Describe the specifics your responsibilities and what resulted from your leadership.
- Expand on your experiences with management and the aspects involved (i.e., recruitment, selection, training).

Good: Create new marketing strategies for volunteer program.

Better: Increase volunteer recruitment by 50% by creating and executing new marketing plan utilizing social media platforms.

4

Illustrate your ability to work with people and in a team

- Elaborate on your experiences working in a team environment and programs that require you to collaborate with others.

Good: Serve on executive board.

Better: Communicate effectively with executive board and organize monthly volunteering events which serve the local community.

5

Elaborate on your problem solving and critical thinking skills

- Provide examples of situations where you successfully demonstrated critical problem solving skills.

Good: Raise funds for American Cancer Society.

Better: Overcome operating deficit by developing and implementing new fundraising plan for the American Cancer Society

Key words in the Social Sector

- Collaborate
- Community
- Leadership
- Fundraising
- Teamwork
- Reflect
- Passion
- Critical Thinking
- Resource Management
- Volunteer Management
- Community Organizing
- Service-Learning

Key skills in the Social Sector

- Assessment/Evaluation
- Consulting
- Data Analysis
- Grant Writing
- Research
- Writing

LEADERSHIP EXPERIENCE

First Name (Preferred Name) Last Name

555-555-5555 · Firstname.Lastname@uconn.edu · [linkedin.com/in/firstnamelastname](https://www.linkedin.com/in/firstnamelastname)

Objective

Obtain Production Intern position utilizing team management, project design, and communication skills

Education

University of Connecticut, Storrs, CT

Bachelor of Arts, Communication, May 20XX

Minor: Business Fundamentals

GPA: #.##/4.00

Skills

Technical: Video CMS; TitleMotion; Microsoft Word and Excel; Twitter; Instagram

Language: Proficient in Spanish

Television Experience

World Wrestling Entertainment (WWE), Stamford, CT

Writing Intern, Rescinded due to COVID-19

- Summer 2020 internship program cancelled due to Coronavirus pandemic

University of Connecticut Student Television (UCTV), Storrs, CT

Production Manager, August 20XX-Present

- Collaborate with a team of 9 directors to produce 12 hours of original programming per week
- Design programming schedule tailored to the University community by analyzing survey data of 16,000 undergraduates
- Supervise 15 peers by facilitating staff meetings, scheduling shifts, making staff assignments, and providing on-going critical feedback, ensuring smooth operations

News Director, September 20XX-May 20XX

- Founded and produced semi-weekly news program called "In The News Tonight," reaching an audience of 10,000 community members
- Hired, trained and supervised 10 staff members, and provided direction to film crew

WFSB Channel 3, Rocky Hill, CT

Sports Intern, May 20XX-August 20XX

- Covered local sporting events by conducting interviews and gathering information from teams
- Logged games, edited highlights, and wrote portions of scripts for nightly sportscast

Leadership Experience

Nutmeg Big Brothers Big Sisters, Hartford, CT

Funds Developer, January 20XX-Present

- Organize *Bowl For Kids' Sake* and other events that raise money for a local chapter of the Big Brothers Big Sisters program

Volunteer Big Sister, September 20XX-Present

- Mentor a 10-year-old girl from a family with limited income once a week to promote the mentee's personal growth

Marketing Society, UConn, Storrs, CT

Public Relations Chair, January 20XX-Present

- Promote meetings, events, and speakers through social media, word-of-mouth advertising, and website updates

LEADERSHIP EXPERIENCE

FIRST NAME LAST NAME

123 Street Name, City, State 01234

555-555-5555

Firstname.Lastname@uconn.edu, linkedin.com/in/firstnamelastname

OBJECTIVE

Seeking a position at a public relations and event planning firm utilizing leadership, organizational, and communication skills

EDUCATION

University of Connecticut, Storrs, CT

Bachelor of Science, Applied and Resource Economics, May 20XX

Burlington High School, Burlington, VT

High School Diploma, June 20XX

AWARDS & HONORS

New England Scholar (awarded for GPA of 3.7 or higher for academic year), September 20XX-May 20XX

Stanley K. Seaver Scholarship (Applied and Resource Economics scholarship), May 20XX

LEADERSHIP EXPERIENCE

Discovery, UConn Leadership & Organizational Development, Storrs, CT

Program Participant, January 20XX-Present

- Attend workshops with cohort of 11 other UConn students designed to help participants understand the basic principles of leadership, explore the impact of different personality types as a leader, and define personal leadership style

EcoHouse Living Learning Community, UConn First Year Programs and Learning Communities, Storrs, CT

Member, August 20XX-Present

- Serve as a representative of the study body by participating in discussions about sustainability and environmental issues with faculty, staff, and alumni
- Engage in small group collaborations with fellow undergraduate students to advance knowledge on current issues through service projects and academic research

Alpine Ski Team, Burlington High School, Burlington, VT

Team Captain, November 20XX-March 20XX

- Motivated team of 45 skiers for daily practices by leading warm-ups based on instructions from coach
- Maintained communication with team via email to ensure all were informed about practice schedules, upcoming competitions, and athletics policy updates
- Organized team trip to Edmunds Middle School and Hunt Middle School to educate students about opportunity to join Alpine Ski Team in high school

WORK EXPERIENCE

Burlington Country Club, Burlington, VT

Golf Course Assistant Manager, June 20XX-August 20XX (Seasonal)

- Oversaw daily operations of golf course, including reservations, maintenance, staffing, and complaint resolution
- Trained two new receptionists on golf course policies, procedures, and customer service standards; performed observations and provided regular feedback on performance throughout first month on staff

Receptionist, June 20XX-August 20XX (Seasonal)

- Greeted members and guests upon arrival; answered questions about golf course and dining reservations
- Wrote contributions for weekly member newsletter featuring golf course updates and special events

UConn ACTIVITIES

Applied and Resource Economics Club, *Member*, University of Connecticut, Storrs, CT, September 20XX-Present

Kappa Alpha Theta, *Member*, University of Connecticut, Storrs, CT, August 20XX-Present

SKILLS/CERTIFICATIONS

Software: Microsoft Word, PowerPoint; Google Drive, Docs, Slides, Photos

Certification: CPR (American Red Cross, Expires October 20XX)

SERVICE EXPERIENCE

FIRST NAME LAST NAME

123 Street Name, City, ST 01234 • (555) 555-5555 • Firstname.Lastname@uconn.edu • www.linkedin.com/in/FirstLast

OBJECTIVE

Seeking Refugee Rights Campaign summer internship at Amnesty International utilizing cross-cultural communication, community organizing, and fundraising skills

EDUCATION

University of Connecticut, Storrs, CT

Bachelor of Arts, Human Rights, May 20XX

Minor: Urban & Community Studies

GPA: #.##/4.00, Honors/Awards: Dean's List

RELATED EXPERIENCE

Public Interest Research Group (UConnPIRG), University of Connecticut, Storrs, CT

Public Relations, August 20XX - Present

- Collaborate with four fellow officers to organize and execute programming for 26-member Executive Board
- Canvass campus monthly recruiting students to sign the Ban the Bottle Campaign declaration, resulting in the collection of 3,200 signatures in support of the petition to ban the sale of single-use disposable water bottles
- Develop Twitter and Instagram campaigns in order to promote the organization to target populations

Department of Student Activities, Community Outreach, University of Connecticut, Storrs, CT

Trip Director: Migrant Farming & Agricultural Communities in Immokalee, FL, August 20XX - Present

- Design and lead pre-trip educational sessions on impact of migrant farmers on local communities and economies
- Recruit diverse student participants for service trip through creation of unique marketing video using YouTube

Team Leader: Rural Poverty in Appalachia, WV, August 20XX - May 20XX

- Facilitated six reflection sessions for groups of 12 participants to process week-long service experiences

Trip Participant: Understanding Homelessness in Boston, MA, November 20XX

- Collaborated with a 15-person team to assemble over 700 hygiene kits for individuals experiencing homelessness

Integrated Refugee and Immigrant Services, New Haven, CT

Development & Human Resources Intern, May 20XX - August 20XX

- Researched donor information in support of fundraising efforts, fostering improved donor relationships
- Published targeted social media posts and monthly newsletters leading to a 30% increase in donor engagement
- Planned silent auction and solicited donations for the annual Run for Refugees, which raised over \$190,000
- Cultivated relationships with media outlets using communication skills in order to ensure positive event coverage

ACADEMIC PROJECT EXPERIENCE

Human Rights Institute/Dept. of History: International Human Rights, University of Connecticut, Storrs, CT

Research Team Member, August 20XX - December 20XX

- Compiled primary and secondary sources on human rights violations in post-war Hungary for comparative country journal article
- Conducted research using online journals and drafted literature review for evaluation by lead faculty member

WORK EXPERIENCE

UC Cafes, University of Connecticut, Storrs, CT

Cashier, August 20XX - Present

- Cooperate with co-workers to achieve workplace goals and provide quality service to the university community

SKILLS

Social Media: Twitter, Instagram, YouTube, SlideShare

Computer: Microsoft PowerPoint, Word, Excel; Prezi

Language: Conversational French

SERVICE EXPERIENCE

First Name Last Name

123 Street Name, City, ST 01234 • (555) 555-5555

Firstname.Lastname@uconn.edu • linkedin.com/in/FirstLast • Pronouns: she | her | hers

- Education** **University of Connecticut**, Storrs, CT
Bachelor of Arts, Human Development and Family Studies, May 20XX
Fieldwork Concentration: Family Relationships - Services and Counseling
GPA: #.##/4.00
Relevant Coursework: Professional Communication; Child Welfare; Law and Social Policy; Low Income Families; Family Life Education
- Work Experience** **Hartford Hospital**, Hartford, CT
Patient Administrative Associate, May 20XX - Present (weekends and seasonal)
- Develop positive rapport with patients and health care team using communication skills
 - Adhere to all existing regulatory and hospital standards, policies, and procedures
- Leadership Experience** **Department of Student Activities, Community Outreach**, University of Connecticut, Storrs, CT
Coordinator of Youth Development and Education for Children Programs, August 20XX - Present
- Supervise and train 14 student leaders utilizing group management strategies
 - Lead trainings and facilitate discussions to educate leaders on components of service
 - Oversee 20-person Selection Committee to recruit and select new student leaders for the upcoming year
 - Serve on Executive Board, supporting 120 student leaders in their service activities
- Big Brothers, Big Sisters Site Manager*, August 20XX - May 20XX
- Coordinated scheduling and transportation to and from site for 22 volunteers
 - Educated peers on quality mentoring techniques and methods of preparing for service
 - Collaborated with fellow site managers to define program goals
 - Awarded Student Leader of the Year for outstanding commitment to the program
- Volunteer Experience** **Newington Emergency Medical Services, Inc.**, Newington, CT
Emergency Medical Technician, March 20XX - Present
- Respond to 911 calls with emergency response team and provide on-site medical care
- DKMS**, New York, NY
Drive Organizer, August 20XX - May 20XX
- Organized bone marrow donor registration drive in collaboration with university blood drive
 - Registered 30 students as potential bone marrow donors during 4-hour event
- Activities** **Community Service Learning Community**, University of Connecticut, Storrs, CT
Member, August 20XX - Present
- Discuss the impact of service on career and personal goals
 - Attend academic and recreational events to develop connections with community members
- Ballroom Dancing Club**, University of Connecticut, Storrs, CT
Member, January 20XX - Present