



INTERNSHIP PROGRAMME – RESUME GUIDE

Submitting a resume is a crucial part of the placement process for the Internship Programme.

Along with the Internship Placement Questionnaire (IPQ), Arcadia overseas staff will review a student's resume in the initial application phase to assess its suitability for the types of placement requested. It will then be sent directly to potential placement providers once the placement search begins.

For potential placement providers the resume is the first – and, in many cases, the only – snapshot of a prospective student that they will see when determining whether to offer a placement opportunity. It is therefore essential that it be prepared as well as possible: mistake-free and with perfect consistency in spacing and layout.

Experience?

Students come to the Internship Programme with many different levels and types of experience. Some may have done previous internships, while for others this may be the first. Some may have relevant paid work experience, while others may only have casual work experience, or have never had a job or internship anywhere before.

Whatever level of experience you have, a good resume will highlight any organised activity in your past or present – be it internship, work experience, volunteering (short- or long-term), extra-curricular activities or civic or community involvement – that have helped you to develop good 'transferable' skills, such as organisation, teamwork and assisting others, and communication abilities.

The purpose is to draw upon those experiences and activities that show you to be an engaged and well-motivated young person, whether by indicating specific relevant experience or experience that demonstrates transferable skills.

This Guide

The following pages serve as a guide for constructing the resume. Programme applicants are asked to review the points herein and create the resume using one of the sample styles (or amend any previous resume to one of these styles) found on pages 6-8 and submit it with the application. The guide includes specific points on style and formatting along with a page of sample action verbs and 3 sample resumes.

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Further Information

Please note: students should indicate their contact details in the resume as c/o Arcadia University per the samples below, and not to include any personal contact information, **including an email address.**

Section 1 - Creating & Submitting Your Resume

The instructions below outline the do's and don'ts of formatting, writing, and submitting your resume. Please ensure to follow these guidelines carefully as there is important information on tailoring the document to a UK audience (please note British spellings in sample verbs list). Your resume should be **no longer than one page** in order to keep your information up to date, relevant, and concise. You have the chance to expand upon your experiences during your interview with the employer.

A. Format & Style

For some employers, a resume's appearance is just as important as its content. When your resume is formatted neatly, it's much more likely to make a lasting impression as it shows you have put in the necessary time into creating it.

Here are some pointers to keep in mind as you begin to construct your resume:

- ✓ **Set paper size to A4, the European size** (Under File > Page Setup).
- ✓ Centre your name and address at the top of the page. **Please use Arcadia's address listed on the sample resumes below, and do not include a phone number or email.**
- ✓ Keep font size to 10, 11, or 12pt and be consistent throughout the document.
- ✓ Use fonts such as Times New Roman, Cambria, Tahoma, Helvetica, or Georgia.
- ✓ Pay attention to verb tense. Use past tense when describing past positions and present tense for your current position(s).
- ✓ Try to start each bullet point with an action word but avoid using the same action word twice.
- ✓ Be consistent with punctuation use.
- ✓ List the city and state of your university and each experience/activity.
- ✓ List the duration of each experience by month and year (e.g. May - July 2015; Apr '14 - Present).
- ✗ Don't use your own address or any other personal data. Instead, use Arcadia's information as seen in our resume samples below.
- ✗ Don't include an "Objectives" section.
- ✗ Don't include a "References" section. For our purposes, this section isn't necessary.
- ✗ Don't use font lower than 10pt.
- ✗ Don't use "I," "me," or "my."
- ✗ Don't include a photo of yourself.
- ✗ Don't use acronyms or jargon without explanation.
- ✗ Don't lie or include anything you would not feel comfortable explaining in an interview.

B. Content

Play to your strengths. Even if you have little or no professional experience, your resume can be just as strong as those listing multiple internships. The key is to highlight and expand upon your other valuable experiences such as any leadership activities, volunteer work, extracurricular activities, academic achievements, and skills. Be sure to take a look at Marisa Matthews' sample resume on page 7 for ideas.

Now, let's talk about what to include in each section of your resume:

1. Education

- ✓ **List this section first** - being a student is your primary occupation!

- ✓ Include a GPA of 3.0 or higher or list Major GPA if it is significantly higher.
- ✓ **List any relevant courses pertaining to your internship area.**
- ✓ It's okay, but not necessary, to list high school honours, achievements and/or extracurricular activities but always list after your university to maintain reverse chronological order.
- ✗ Don't include the course number.
- ✗ Don't include full course descriptions if the title of the course is self-explanatory.

2. Experience

- ✓ Include internships and significant work experience in this category.
- ✓ Include any part-time/full-time jobs in this category (e.g. Restaurant host, sales clerk, etc.).
- ✓ List employment in reverse chronological order (most recent experience first) and include dates.
- ✓ Use bold text for the name of the company as well as your job or internship title.
- ✓ Use action verbs when describing your duties and responsibilities (see sample list below).
- ✓ Make the most of your experience. If you answered phones, you could use the phrase "handled enquiries from clients and supervisors."
- ✗ Don't use paragraph form.
- ✗ Don't list tasks such as "answered phone calls," or "responded to emails" under separate bullet points; instead, use one concise sentence ("completed general administrative tasks").

3. Voluntary Experience

- ✓ Include any volunteer work experience in this category.
- ✓ List in reverse chronological order (most recent experience first) and include dates.
- ✓ Use bold text for the name of the organization as well as your role.
- ✓ Use action verbs when describing your contributions.
- ✗ Don't use paragraph form.

4. Activities

- ✓ Include any sports, clubs, committees, societies, etc. you're involved in.
- ✓ List activities rather than vague interests (e.g. "Play first oboe in Mudville Symphony Orchestra" instead of "Enjoy playing classical music").
- ✗ Don't use abbreviations (e.g. BSC for Business Student Council).

5. Skills

- ✓ List your computer skills by programme or operating system (i.e. "Proficient in Photoshop").
- ✓ Mention languages or other technical skills.
- ✗ Don't list soft skills such as "good communication skills" or "works well on a team."
- ✗ Don't stretch the truth – only knowing a few words in Spanish does not make you fluent.

C. Submitting Your Resume

When all is said and done and you've put the final touches on your resume, we ask you take the time to follow the instructions below to help ensure it is properly received by our teams in Glenside and abroad.

When turning in your resume please:

- ✓ Save the attached document in the following format: LastNameFirstName.doc (e.g. JohnsonMaria.doc).
- ✓ Submit the resume electronically with your initial application.
- ✗ **Don't submit a PDF - Word Documents only please.**

Section 2 – Sample Action Verbs

Activated	Consulted	Fostered	Mapped	Proposed	Set
Adapted	Continued	Gathered	Marked	Protected	Shared
Addressed	Coordinated	Generated	Mediated	Provided	Simplified
Advertised	Corrected	Guided	Mentored	Publicised	Solved
Advised	Correlated	Handled	Met (deadlines)	Purchased	Spoke
Advocated	Dealt	Helped	Modified	Ranked	Stimulated
Aided	Delegated	Implemented	Monitored	Raised	Streamlined
Analysed	Delivered	Improved	Motivated	Read	Strengthened
Arranged	Demonstrated	Increased	Navigated	Recommended	Structured
Assembled	Designed	Indexed	Negotiated	Recorded	Styled
Assessed	Devised	Influenced	Observed	Reduced	Substituted
Assisted	Edited	Initiated	Obtained	Regulated	Summarised
Attended	Educated	Inspected	Ordered	Reinforced	Supplied
Bolstered	Eliminated	Inspired	Organized	Related	Supported
Briefed	Emphasised	Instructed	Oversaw	Reported	Sustained
Budgeted	Encouraged	Integrated	Participated	Represented	Synthesised
Built	Ensured	Interpreted	Perceived	Resolved	Tabulated
Clarified	Established	Interviewed	Performed	Responded	Taught
Coached	Evaluated	Inventoried	Persuaded	Restored	Trained
Collaborated	Executed	Investigated	Planned	Revamped	Transported
Compiled	Exercised	Launched	Prepared	Reviewed	Tutored
Completed	Expanded	Lectured	Presented	Revised	Updated
Composed	Expedited	Led	Preserved	Satisfied	Upheld
Concluded	Explained	Liaised	Prioritised	Scheduled	Utilised
Conducted	Expressed	Listened	Produced	Screened	Validated
Consolidated	Facilitated	Located	Programmed	Selected	Visualised
Constructed	Fixed	Maintained	Promoted	Served	Wrote

Section 3 – Sample Resumes

Meet Our Students

On the following pages you will find three examples of student resumes, each listing different levels and types of experience. Take a look at each sample and decide which format works best for you based on the kinds of experience you plan to list on your resume. Or you may wish to blend the styles based on your particular background.

1. The Student With Experience: Benjamin Baker

Benjamin has a few different types of roles that he has placed into two categories: “Professional Experience” and “Work Experience.” This differentiation is important because it allows his relevant experiences to be grouped together, regardless of chronology. Without this specification, his more recent job as a Sales Associate would have been listed before his more relevant administrative position.

If you have held any internships or administrative positions, it might be useful to adopt Benjamin’s strategy of separating those “professional experiences” from other casual jobs such as working in a retail store or restaurant. By doing so, your relevant information will remain the centre of your resume and will stand out even more to employers.

2. The Student With No Experience: Marisa Matthews

Compared to Benjamin, Marisa has fewer items to list on her resume but her formatting strategy proves the quality of experiences matters more than the quantity. Instead of adding multiple sections to her resume, Marisa decided to list everything under one general category. This way, her role as Treasurer and volunteer work are mentioned before her less relevant experience at the Cape Grill.

Marisa’s example proves you don’t need an internship to have a strong resume and that you can develop useful skills from any type of experience. Don’t sell yourself short by excluding all of those hours put towards your volunteer work or university club!

3. The Student With Varied Experience: Sabrina Smith

Sabrina’s resume is a good example of a student who has many different kinds of experience and wants to emphasize all of them equally. Unlike Marisa, Sabrina chose to separate her work experience from her other volunteer and leadership roles. With this format, she draws attention to her varying background in order to demonstrate her diverse skill set.

If you have unique experiences that you wish to highlight on your resume, it might be useful to follow Sabrina’s format to keep your information both organized and relevant.

Benjamin Baker

% Arcadia University; 450 South Easton Road; Glenside, PA 19038

EDUCATION

University of Pittsburgh, Pittsburgh, PA

Expected Graduation: May 2017

Major: Media Studies; Minor: Communications

GPA: 3.35/4.0

Dean's List: Spring 2014, Fall 2014, Spring 2015

RELEVANT COURSEWORK

Introduction to Film

Media Ethics

History of Media

Introduction to Editing

Mass Media and Society

Advanced Playwriting

Introduction to Media Studies

Mass Communications

Cinema as Art Form

PROFESSIONAL EXPERIENCE

WPTS Radio, Pittsburgh, Pennsylvania

January 2015 - Present

Promotions Intern

- Develop, plan and execute creative ways of increasing public awareness of the station.
- Design merchandise for listener promotions and contests.
- Coordinate station events and assist in equipment set-up.

University of Pittsburgh Student Records, Pittsburgh, Pennsylvania

September - December 2014

Administrative Assistant

- Managed course withdrawals, grade changes, course repeats and graduation certificates.
- Addressed inquiries from students, parents and staff regarding academic policies.
- Maintained appointment calendars for assistant deans.

WORK EXPERIENCE

American Eagle Outfitters, Pittsburgh, Pennsylvania

January - May 2015

Sales Associate

- Ensured high levels of customer satisfaction through excellent sales service.
- Recommended products based on individual preferences.
- Upheld store's appearance by organizing and replenishing merchandise.

ACTIVITIES

Pittsburgh Film Club, Pittsburgh, Pennsylvania

January 2015 - Present

Member

- Screen films weekly and discuss plot, themes, cinematography etc.
- Promote filmmaking and film appreciation in the community by distributing flyers and posting on social media platforms.
- Achieved second place in club's semi-annual short film contest.

SKILLS

- Proficient in Microsoft Office (Word, PowerPoint, Excel), iMovie, Final Cut Pro, and social media/promotional websites (Facebook, Instagram, Twitter, Vine).
- Brief experience in Adobe Photoshop.

Marisa Matthews
c/o Arcadia University
450 South Easton Road; Glenside, PA 19046

EDUCATION

Aug '13 - Present **Colorado State University**, Fort Collins, Colorado
Major: Finance
Expected Graduation: May 2017
Grade Point Average: 3.40/4.0
Relevant Coursework:

<i>Corporate Finance</i>	<i>Economics I & II (Micro & Macro)</i>
<i>Legal Environment of Business</i>	<i>Business Communications</i>
<i>Financial Markets & Institutions</i>	<i>Financial Accounting (I & II)</i>

EXPERIENCE

Aug '14 - Present **Kappa Kappa Gamma Sorority**, Fort Collins, Colorado
Treasurer

- Create budgets that align with the chapter's priorities and ensures financial stability
- Maintain financial records that account for all expenses and revenues
- Collect dues from members and enforce payment plans
- Review, revise and recommend new policies to improve financial management, accounting systems and reporting, and overall financial growth

May - Jul '14 **Junior Achievement**, Tampa Bay, Florida
Volunteer

- Taught business concepts to sixth grade students at a local elementary school
- Delivered short, interactive presentations on everyday economics
- Helped construct lesson plans

Jun '12 - Jul '13 **Cape Grill**, Tampa Bay, Florida
Hostess

- Received and welcomed guests to the restaurant
- Organised seating arrangements and accommodated special requests
- Coordinated with other members of staff to ensure best service for the guests
- Maintained neat appearance of dining room and host station

ACTIVITIES

Jan '14 - Present **Volleyball Club**, Fort Collins, Colorado
Member

- Dedicate 15+ hours per week to training, practice and competition
- Promote club at various university fairs and events

SKILLS

- Proficient in Microsoft Office, Adobe InDesign, and BudgetPulse
- Conversational French

Sabrina Smith

c/o 450 South Easton Road; Glenside, PA 19046

Education	University of Chicago , Chicago, Illinois Major: Psychology; Minor: Anthropology Overall GPA: 3.67	Graduation: May 2018
Work Experience	Residence Life , Chicago, Illinois <i>Resident Assistant</i> <ul style="list-style-type: none">• Create and maintain a supportive atmosphere within residence hall to foster academic achievement and personal development• Conduct floor meetings and programs that promote wellness, diversity and unity amongst residents• Understand and uphold all university and residence hall rules, regulations, and policies Academic Support Services , Chicago, Illinois <i>Psychology Tutor</i> <ul style="list-style-type: none">• Reviewed difficult psychological terms and concepts with students• Improved student's understanding of materials by creating effective memorization methods during exam preparation Starbucks , Chicago, Illinois <i>Barista</i> <ul style="list-style-type: none">• Provided excellent customer service to each patron by preparing and serving drinks and food items in timely manner• Performed supportive tasks such as cleaning equipment and restocking display cases	September 2015 - Present January - May 2015 September - December 2014
Leadership Experience	Active Minds: University of Chicago , Chicago, Illinois <i>Vice President</i> <ul style="list-style-type: none">• Hold weekly discussions to organize events and develop strategies to increase student awareness of mental health issues• Help run campus events by setting up tables, handing out flyers, and speaking with interested students• Manage chapter's social media accounts and use platforms to promote meetings and events	January 2015 - Present
Volunteer Experience	A Just Harvest Community Kitchen , Chicago, Illinois <i>Volunteer</i> <ul style="list-style-type: none">• Served hot meals to homeless• Tidied kitchen and dining area to ensure cleanliness• Prepared nutritious breakfast and lunch school meals for children	June - December 2014
Skills	<ul style="list-style-type: none">• Proficient in Microsoft Word, PowerPoint, and Excel• Social media websites (Facebook, Twitter, Instagram, Hootsuite)	