



## RESUME WRITING: HEALTH-FOCUSED GRADUATE STUDENTS

The resume is a personal marketing tool that is meant to convey to an employer that a candidate is capable of doing a specific job based on their past experience, skill set, and accomplishments. The resume is not a complete history of a candidate's work or a record of everything the candidate has ever done. Therefore, a resume **MUST** be tailored to each specific position to which you apply. The resume should only include experiences that are relevant to the position being sought and should only highlight skills and accomplishments relevant to that position.

### MASTER RESUME TO TAILORED RESUME

1. **Begin by compiling a Master Resume.** A Master Resume is a resume with everything you have ever done on it. It is formatted correctly and has no page limit. This is a living document that you are always adding to as you gain experience. This document is never shared with anyone. When you are ready to apply for a position, you select only the most relevant aspects of your Master Resume to include on your tailored resume.
2. **Determine what the employer is seeking.** Take out the job or internship description and carefully read through it, underlining the skills outlined by the employer. Compare this list to the skills that you possess through past experiences. Review your Master Resume and select only the most relevant experiences that relate to those skills sought by the employer. Transfer those experiences from your Master Resume over to a tailored resume.
3. **Tailor your resume to the specific position and organization.** Place the most important and relevant information near the top of the tailored resume. Create section headers that are tailored to your industry (e.g. Health Education Experience, Risk Management Experience, or Healthcare Administration Experience).
4. **List your experiences in reverse chronological order (most recent working backwards) within each section.** Move your most relevant sections toward the top of your resume.
5. **Avoid going over one page.** Disregard this rule if you have extensive experience relevant to the position or you are using the resume for academic purposes (e.g. scholarship or fellowship applications).
6. **Ensure that your resume is error-free.** Also, avoid use of abbreviations, slang, acronyms, personal pronouns (I, my, etc.), and jargon. It is also essential that you are consistent in your formatting. (If you bold one organization's name, you must bold them all.)
7. **Avoid personal information.** Do not include personal information on your resume (e.g. religion, birth date, photo, etc.).
8. **Place your references on a separate reference sheet.** Do not place your references on your primary resume. See the Reference Handout for formatting tips.

## PARTS OF A RESUME

### CONTACT INFORMATION

Place your contact information at the top of your resume in the format of your choosing. This contact section should include the following: your name (should be the largest thing on the page), a full mailing address, your phone number, and your e-mail address.

### OBJECTIVE

If you are submitting a cover letter, you should not include an objective. Your cover letter is your extended objective. Objectives are useful to include when taking a resume to a career fair or when sending to a contact for networking purposes. If including one, be sure to make it specific to the position. Do not say what you hope to gain from the employer. Focus on the skills and experience you can contribute to their organization.

When including an objective follow this formula:

**Active Verb** + **Position or Type of Position and Organization or Industry** + **Most Relevant Skills/Experience**  
(i.e. "seeking" or "to obtain") (keep this brief)

### EDUCATION

Place your education section either after your objective, if you are using one, or after your contact information. Do not include high school information on your resume. Only list the university or universities you have or will be obtaining a degree from. If you have obtained degrees from multiple institutions, list them in reverse chronological order (most recent first).

For each institution you list, include the following: the name of the institution, the city and state where the institution is located (include country when appropriate), the degree you will be earning or have earned (spell it out, e.g., “Bachelor of Science in Public Health” or “Master of Public Health”), the month and year you earned or will earn your degree, and any majors, minors, and/or concentrations.

In addition to listing the institutions you have earned degrees from, you may also include these optional elements: GPA (if 3.0 or higher), relevant coursework, any official trainings completed or certifications earned, and/or relevant academic honors/awards/scholarships. Language can also be placed in this section or in a separate language section. Be sure to designate your level (fluent, proficient, conversational, or literate) for each language listed.

## EXPERIENCE

Experience includes full-time, part-time, volunteer, extracurricular, internship, cooperative, laboratory, and clinical experiences that are relevant to the industry and position to which you are applying, whether they were paid or unpaid. Remember that the employer is looking for skills and accomplishments. They are less concerned about the specific setting in which you gained your skills.

### SECTIONS

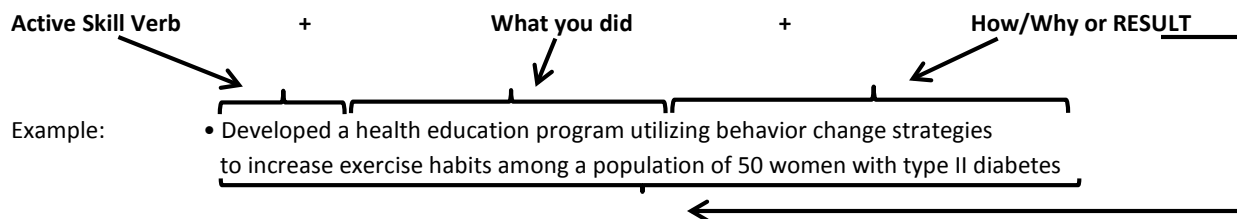
Creating sections is one of the best ways to tailor your resume. Sections allow you to group together your most relevant experiences. For example, if you are applying for an office administrative position with a hospital, you might have a “Hospital Administrative Experience” section that includes your most relevant experience. Avoid sections titled “Work Experience” or just “Experience”. These are too generic and do nothing to help you tailor your resume. Remember, your sections can move freely around the page but your experiences within each section must be listed in reverse chronological order (most recent first). General Section Title Examples: “Leadership Experience”, “Management Experience”, “Volunteer Experience”, “Additional Experience”

### EXPERIENCE BLOCKS

Within each section you will list a minimum of one experience block. An experience block includes: the name of the organization, the city and state where the organization is located (include country if outside of the US), your title (e.g. “Program Coordinator”), start and end dates that include both the month and year, and 2-4 bullet points describing your skills and accomplishments.

### BULLET POINTS

When constructing your bullet points use the following formula:



It is also important to quantify and qualify. You will not be there to explain your skills to the employer. Your bullet points have to provide enough context and detail for them to understand your capabilities. In every bullet point always ask yourself why you did something. The why or result portion of the bullet point holds the most weight. Skills should be in present tense if you are still doing the activity and past tense if you are no longer doing the activity.

## ADDITIONAL SKILLS

If specifically asked for in the job description, you can create separate sections for computer skills, clinical skills, and/or laboratory skills. Otherwise, these skills should be embedded into your existing bullet points wherever possible.

## ACTIVE SKILL VERB LIST

Achieved	Collaborated	Estimated	Maintained	Reduced
Administered	Coordinated	Enlisted	Managed	Reported
Adopted	Counseled	Experimented	Marketed	Researched
Arranged	Created	Facilitated	Measured	Reviewed
Assisted	Delegated	Formed	Motivated	Revised
Assessed	Demonstrated	Guided	Observed	Scheduled
Analyzed	Designed	Handled	Operated	Served
Authored	Developed	Identified	Organized	Studied
Built	Directed	Implemented	Planned	Supervised
Calculated	Drafted	Improved	Performed	Taught
Certified	Edited	Increased	Prepared	Tested
Compiled	Educated	Initiated	Presented	Trained
Conducted	Ensured	Instructed	Published	Translated
Consulted	Established	Led	Raised	Utilized

# JACKSON SMITH

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## EDUCATION

**Master of Public Health Administration (MPHA)** May 2017  
*Indiana University, School of Public Health* Bloomington, IN

**Bachelor of Science in Public Health (BSPH)** May 2015  
*Indiana University, School of Public Health* Bloomington, IN

## HEALTHCARE MARKETING EXPERIENCE

**Redbud Village, Senior Living Community** January – May 2015  
*Marketing Intern* Bloomington, IN

- Collaborated directly with a marketing team of three to develop campaign strategies to increase awareness of Rosebud Village among prospective patients and their families
- Researched successful marketing campaigns of long-term care facilities from which to benchmark future strategies
- Developed print promotional pieces utilizing Adobe Photoshop and Illustrator to promote Rosebud Village on a variety of platforms including twitter and Facebook
- Supervised the organization's social media accounts on a variety of platforms including twitter and Facebook resulting in a 20% increase in the number of actively engaged followers

## PATIENT AND CUSTOMER SERVICE EXPERIENCE

**Ely Bloomenson Hospital** May – August 2015  
*Patient Satisfaction Intern* Ely, MN

- Communicated with past patients over the phone and via email addressing issues and connecting them with appropriate individuals and resources to resolve their concerns
- Administered the bi-annual patient satisfaction survey utilizing the Qualtrics survey platform
- Collected and analyzed patient satisfaction data and compiled data analysis into a report and presented findings to the hospital board

**Zups Grocery Store** May 2012 – August 2014  
*Supervising Clerk* Ely, MN

- Supervised a team of 10 junior clerks, conducting trainings and coordinating shift schedules
- Built relationships with customers and assisted them to their cars with groceries ensuring return customers and customer satisfaction
- Organized store displays and conducted inventory counts guaranteeing products were accurately documented and displayed to customers

## ADDITIONAL EXPERIENCE

**Chester Restaurant** August 2015 – Present  
*Host* Indianapolis, IN

- Communicate with kitchen staff, management, customers, and serving staff to ensure that dining details are handled correctly and all customer concerns are addressed
- Greet guests and assign patrons to tables suitable for their needs

# Lucy McLearn

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## EDUCATION

**Indiana University**, School of Public Health – Bloomington, IN  
*Master of Public Health* (May 2017)  
Specialization: Family Health  
**Graduate Certificate in Public Health** (In Progress)  
Language: Fluent in Spanish

**Indiana University**, School of Public Health – Bloomington, IN  
*Bachelor of Science in Public Health* (May 2015)  
Major: Community Health Minor: Global Health Promotion

## HEALTH EDUCATION EXPERIENCE

**Indiana University Health Bloomington Hospital** – Bloomington, IN  
*Health Educator - Intern* (August 2015 – Present)

- Develop and facilitate outreach programs on various health topics for community partners
- Prepare and submit outreach program progress reports to track program outcomes
- Establish relationships with public, civic, professional, and charity agencies and organizations
- Assist in the design and utilization of program evaluation and needs assessment tools
- Lead seminars and workshops on safety, nutrition, high blood pressure, and other topics based on the needs of the community

**Indiana University Healthy IU Program** – Indianapolis, IN  
*Intern* (December 2014 – August 2015)

- Collaborated with a team of six to coordinate the annual health fair attended by over 1,000 employees and students
- Performed glucose, blood pressure, and cholesterol screenings alongside medical professionals during individual client education sessions
- Represented the Healthy IU program at events, meetings, and health fairs in order to promote the use of the program among IU employees

**A Smokeless World** – Byron, IN  
*Intern* (May 2014 – August 2014)

- Planned The Smokeless Day event with a team of four resulting in over \$50,000 raised to provide tobacco cessation education to community members
- Created flyers, brochures and other promotional items utilizing Adobe Photoshop to promote The Smokeless Day, an event promoting a tobacco-free world.
- Educated event attendees during break-out sessions on the physiological effects of tobacco on the body and directed individuals to cessation programs and additional educational resources

## COMMUNITY OUTREACH EXPERIENCE

**IU Office of Alumni Relations** – Bloomington, IN  
*Alumni Outreach Assistant* (May 2013 – Present)

- Support Alumni Relations Directors in the planning of over 200 outreach events each year
- Communicate with alumni during outreach events to promote their engagement with IU
- Organize catering, event space, and other logistics for each outreach event disseminating the information to individuals within the office

# Alexa Gooding

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## Education

**Master of Public Health (MPH)** May 2016  
*Indiana University, School of Public Health* Bloomington, IN  
Certification: **Lean Six Sigma Green Belt** December 2015  
**Bachelor of Science in Business (BS)** May 2014  
*Indiana University, Kelley School of Business* Bloomington, IN

## Healthcare Administration Experience

**Revenue Technician** January 2015 – Present  
*Indiana University Hospital* Bloomington, IN

- Analyze and determine denial codes in order to take proper actions to ensure accurate and faster re-processing of claims
- Interpret the insurer's claim to determine the responsible payers, either patient or organization
- Maintain records of work received and performed, verify data input, and perform billing, collection, payment posting, and denial resolution tasks
- Created an office-wide electronic file management system utilizing Lean methodology resulting in 100% utilization by all employees
- Perform audits for the hospital's Medicare and Medicaid cost settlement

**Intern, Office of Human Resources** August 2014 – December 2014  
*Vaught Veterans Administration Medical Center* Indianapolis, IN

- Collected and analyzed employee satisfaction survey data to develop a list of employee satisfaction change goals to be presented to the Human Resources Director for adoption
- Analyzed nurse staffing data to develop a new core staffing model which was adopted for use
- Coordinated the recruitment activity for the graduate intern program bringing on 20 new interns
- Developed graduate intern training materials and led all graduate intern training sessions
- Collaborated with the human resources executive team to overhaul the current orientation program creating a more relevant and efficient onboarding process for clinical staff
- Wrote position descriptions and hiring criteria for clinical staff based on supervisors' requirements and organizational needs
- Managed human resources messaging via social media platforms such as twitter and LinkedIn

## Leadership Experience

**President** August 2015 – Present  
*Master in Public Health Student Association (MPHSA)* Bloomington, IN

- Manage communications from MPHSA to students and faculty ensuring events are promoted
- Lead an executive board of four to plan and host guest speakers, educational sessions, and philanthropic events for members to connect and focus on their career development
- Represent MPHSA at community events, on alumni boards, and on faculty committees providing the student perspective

## Professional Affiliations

**American College of Healthcare Executives (ACHE)** – Student Associate

**American Health Information Management Association (AHIMA)** – Member

# Brian Michaels

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## EDUCATION

**Indiana University School of Public Health** (Bloomington, IN)  
Master of Public Health (May 2016)  
Specialization: Professional Health Education  
**Bellarmino University** (Indianapolis, IN)  
Bachelor of Science in Biology (May 2014)

## HEALTH POLICY EXPERIENCE

**Indiana State Department of Health** (Indianapolis, IN)  
*Health Policy Intern* (August 2015-Present)

- Research and track upcoming legislative policies that have a health impact to be reviewed by the Department of Health policy team
- Draft Health Impact Reviews of proposed legislation to provide to policy makers
- Develop fact sheets and other educational resources on a variety of issues including public health infrastructure, health reform, health equality, and obesity prevention
- Attend relevant briefings and provide support to presenters during webinars

**American Society of Gastrointestinal Endoscopy (ASGE)** (Downers Grove, IL)  
*Health Policy and Quality Intern* (May 2015-August 2015)

- Prepared content for various social media platforms to increase awareness of ASGE issues
- Collaborated with a policy team of three to plan and implement public forums and conferences, including legislative advocacy days attended by activists and policy makers
- Tracked key policy issues analyzing data and preparing summaries and briefs for policy team

## ADDITIONAL POLICY EXPERIENCE

**Indiana State Senate** (Indianapolis, IN)  
*Legislative Intern* (August 2014-May2015)

- Analyzed bill content at each step of the legislative process and reported updates to legislators
- Researched past and pending legislation, drafting fact sheets to keep law makers informed
- Communicated with constituents and documented issues of concern in an internal database
- Conducted bill and legislation preparation with legislators prior to committee meetings

## PUBLIC HEALTH ADVOCACY EXPERIENCE

**Indiana State Department of Health** (Indianapolis, IN)  
*Intern – Division of HIV/STD* (January 2014-May2014)

- Developed educational materials for people living with HIV, encouraged annual STD screenings
- Collected and analyzed data on HIV/STD cases in the state of Indiana to pinpoint areas requiring increase in education and in funding
- Served as the liaison between the Indiana State Department of Health and local nonprofit organizations focused on HIV/STD prevention and education
- Conducted bill and legislation preparation with legislators prior to committee meetings

## COMPUTER SKILLS

- SPSS
- SAS
- Adobe InDesign