



# **Resumes: 10 Steps to Success**

**The Office of Career Services**  
**[www.rollins.edu/careerservices](http://www.rollins.edu/careerservices)**  
**407-646-2195**

Guess what? Resumes are not just for graduating seniors! First year students, sophomores, and juniors need resumes to apply for part-time jobs, graduate school, scholarships, and internships. If you start writing your resume early, it will be in great shape by the time you are ready to search for a full-time job. This handout and the Office of Career Services can help you begin the process of writing your very own resume. If you're not sure how to start, attend a resume writing workshop for assistance.

## Step One – Preparation

Think about what you want to do. Your liberal arts degree allows you to pursue many different career paths and you might be applying for jobs in a variety of fields. This is OK, but you must create a different resume for each type of position. For example, you wouldn't turn in the same paper to your English professor that you submitted for chemistry class. Similarly, you should design a resume with a specific type of job or internship in mind. If you are unsure of your career goals, your resume may be more general. The purpose of a resume is to help you secure an interview. It is not a life history, but it should document your qualifications and accomplishments relevant to the opportunity you are targeting.

## Step Two – Design

You may know that some software programs have resume templates where you just have to enter a little information and the computer makes the resume for you. Using these templates is not a good idea! Template resumes are difficult to format and are not necessarily a good fit for you and your unique experiences. It's a good idea to develop your own format that works best for your resume. Here are some easy tips to make your resume look polished and professional:

- Use an easy-to-read font such as Arial (10pt. – 12pt.) or Times New Roman (11pt. or 12pt.)
- Your name should be big and bold at the top of the page
- Use all caps, bold, or italics for important headings and titles, but DON'T overdo it
- Balance white space with text so the resume doesn't look crowded in some sections and empty in others
- Resumes for recent college graduates should be one page. Use two pages only if you have enough *relevant* experience to fill the second page.
- Copy or print resumes neatly on white or ivory-colored resume paper. Never use regular copy/printer paper.

## Step Three – Identification / Heading

Finally, it's time to really start writing your resume. Every resume begins with personal contact information. The heading should include your name, current address, permanent address, phone number and email. Remember, an employer may call at any time, so be sure to list a phone number where you can be reached and receive messages. If you must list your cell phone, label it as a cell or mobile number and record an appropriate voicemail greeting. Your email address should be as professional and simple as possible. It is OK to use Hotmail or AOL addresses, but littleprincess65490 and soccerchamp2004 are not appropriate. Seniors, think carefully about the email address you choose to use on your resume. Make sure you use an email account you will check regularly after graduation, be it your Rollins email or a personal account. Be certain to login and check for messages at least once per day during a job search.

There are no strict rules about how the heading should look, but here are a few examples:

<b>Jennifer Job</b>		
Jennifer.Job@hotmail.com • 489-255-3405		
<i>Current (Until May 14, 2012)</i> 1000 Holt Avenue - 2587 Winter Park, FL 32789		<i>Permanent</i> 5678 Main Street Chicago, IL 64981

<b>Jennifer Job</b>	407-646-5555 • jjob@rollins.edu
Current: 1000 Holt Avenue - 2587 • Winter Park, FL 32789 Permanent: 3000 Dogwood Drive • Troy, OH 45373	

# JENNIFER JOB

Jennifer\_JOB@aol.com • 407-646-5555  
1020 North Mills Avenue, Apt. B, Winter Park, FL 32789

## Step Four – Objective

An objective will help you develop a focused and targeted resume, and can help you determine what content to include in the rest of your resume. Be sure that the objective includes the career field to which you are applying. If you use an objective, it should be short and specific. Include the relevant skills you have to offer the employer, not what you want the employer to do for you. Here are some examples of strong and weak objectives:



A Summer 2012 internship in banking providing quality customer service and utilizing accounting and auditing skills

*This is a strong objective since it tells the reader the type of position you are looking for, what term you want to begin the internship and the type of experience you already have that will be of use to the employer.*



To obtain an entry-level position in a Fortune 500 company

*This is a weak objective because it is too general. What type of position are you seeking? (finance, marketing, sales, etc) It is OK to say Fortune 500 company, but it is better to name the specific company where you are sending this resume.*



A challenging position where I can help people and help the company succeed

*This objective is too vague. Of course you want to help the company succeed, that will be part of your job! What specific type of position are you applying for and what relevant skills, experience or coursework do you have to tempt the employer to keep reading?*



An internship in public relations, banking, or database management where I can learn about various technologies

*Unfortunately, this objective includes too many different career paths. Although you may want to remain open to different options available at a company, these three choices are totally unrelated and make the resume writer look unfocused and confused.*



An entry-level position in public relations utilizing public speaking skills as well as sales and management background

*This objective is a good example of how to inform the reader what type of experience you are looking for and what related skills and experience you will describe further in the resume.*

## Step Five – Education

In most resumes, the education section goes near the top of the page, before any type of work experience is listed. Items included in the education section are your school's name, location (city and state) of the school, your degree (fully spelled out), your major(s), minor(s), and month and year of anticipated graduation. Study abroad experiences and scholarships can be listed in this section, as well as GPA, if it is 3.0 or higher. Sometimes, if you do not have much work experience, you can list relevant coursework and any certifications you may have earned. Everything within the Education section should be listed in reverse chronological order (most recent first).

**Q.** *Should I include my high school information on my resume for an internship or a full-time job after graduation?*

**A.** *First year students and sophomores may include high school information, but only if you plan to list relevant activities and awards later in your resume or if you need help filling the page. Juniors and seniors, you should remove all high school information from your resume, unless it would specifically help you get an internship or job. For example, if you attended a private, well-known dance academy in Manhattan during high school and now you wish to seek full-time employment as a dance instructor in Manhattan, the high school information is relevant and should be included on your resume.*

**Q.** *How do I list the classes I took at community college or a different university?*

**A.** *In general, you should only list institutions from which you received a degree or where you are currently pursuing a degree. Thus, Rollins will likely be the only collegiate institution listed on your resume. However, if your coursework at another school was specifically related to the field you are now pursuing, you may include that information. If you earned an associate's degree from another institution in a subject area related to the job you are applying for, you may list that degree after your information from Rollins. Students who earned a degree from outside the United States are encouraged to list that institution and degree on their resume.*

**Q.** *Where do I put study abroad experience?*

**A.** *Students who have completed study abroad programs may list the international institution where they attended classes. You can format study abroad experience similarly to the Rollins College information, but you probably will not include a GPA. You may write a line that describes the type or focus of coursework you completed while studying abroad.*

Here are two examples of how to construct the education section of your resume:

**Rollins College**, Winter Park, Florida, December 2012

*Bachelor of Arts in Elementary Education*

- GPA in Major: 3.7      Dean's List (four semesters)
- Eligible for Florida Teacher Certification in Elementary Education (K-6)
- Completed coursework for ESOL endorsement

**Rollins College**, Winter Park, Florida, May 2012

*Candidate for Bachelor of Arts in Sociology; Minor in Communication*

- GPA: 3.2
- Accelerated Management Program participant (Anticipated MBA graduation: April 2013)

**Sydney University**, Sydney, Australia, June 2011 – July 2011

- Coursework included Australian art, Aboriginal studies, Australian politics and economics

## Step Six – Experience

This section is extremely important to employers! Experience may include full-time jobs, part-time jobs, internships, student teaching, work-study employment or certain types of long-term volunteer work. For each position, be sure to include the name and location (city and state) of the company, your title, dates of employment, and bullet statements describing your specific responsibilities and accomplishments. Remember, your resume is not an autobiography, but it should adequately describe what you did in each position.

When listing your experience, maintain reverse chronological order, starting with your most recent position and working backwards. If you have meaningful relevant experience in the past, but now have a job in an unrelated field, you might divide this section into two separate sections – “Relevant Experience” and “Other Experience.” This will allow you to put your most relevant experience closer to the top of your resume (under “Relevant Experience”) and the less relevant information next on the page, (under “Other Experience”).

The bullet points you list under each work experience are very important. These bullet points should briefly describe your duties and accomplishments. Each bulleted statement should be one or two lines long and as specific as possible. For example, rather than write “Trained new employees,” you can write “Trained 8 new part-time employees in cash register operation and inventory control.” Under each work experience, start your bulleted list with the most relevant and impressive information, then continue to the more common responsibilities.

A good resume includes a variety of strong “action verbs” that help explain your role in the organization. Each bullet point should start with an action verb that demonstrates what you did as an employee. You can find a list of suggested action verbs in this packet that will help you get started. If you are working at the position right now, you should use present-tense verbs (write, coordinate, develop, organize). If you no longer work for the employer, describe your responsibilities in the past tense (wrote, coordinated, developed, organized). Do not use words such as “I” or “me” on your resume and avoid making personal evaluations such as “learned a great deal through this experience,” or “developed strong leadership skills.” State what you did using a variety of action verbs and let employers make judgments themselves. Below are a few examples that illustrate how you can format the experience section of your resume.

**Wells and Rogers Public Relations**, *Special Events Intern*, Orlando, FL, May 2011 – July 2011

- Coordinated receptions and business meetings for two Fortune 500 companies
- Wrote press releases and created public service announcements
- Published and distributed monthly employee newsletter
- Designed direct mailing advertisements for clients with a combined target audience of over one million

**Rollins College Office of Residential Life**, Winter Park, Florida, August 2010 – Present

*Resident Assistant*

- Serve as peer counselor and assist residents in transitioning to campus culture
- Enforce college policies to ensure campus health and safety standards are met
- Organize, promote and implement educational workshops and social activities for residential floor of 15 first-year students
- Received *Resident Assistant of the Year* award for excellence in service to the residential community

**Grandfather Mountain Camp**, Linville, NC

*Camp Counselor*, May 2010 – July 2010

- Researched history of Appalachian bluegrass music for Asheville Historical Society
- Planned and supervised daily activities for a cabin of 20 fifth-graders
- Taught swimming and water skiing lessons to over 300 campers

## Step Seven – Community Involvement / Activities / Leadership

After listing your work experiences, you can describe your additional activities. This section is important for most college students or recent graduates because you may have limited work experience thus far. This category allows you to summarize your role in campus organizations, community service projects, sports, or club affiliations and to provide any information that might help you demonstrate your qualifications to an employer. For example, if you are applying for an internship at the county courthouse, your experience serving on Rollins' student judicial board is important information to include in this section of your resume.

The title of this section will vary, depending on the type of activities you choose to list. Possible suggestions are "Leadership Experience," "Community Involvement," "Campus Involvement," "Campus Activities," "Activities," and "Volunteer Experience."

Remember, most recent college graduates should have a ONE PAGE resume, so you may have to limit the number of extra-curricular activities you list. When listing activities, be sure to include the name of the organization, your title or position (if applicable), the location (city and state), and dates of affiliation. For some positions, you may wish to include bullet points describing responsibilities of the position and your accomplishments while in office.

This section of your resume can be very tricky, so we recommend that you begin by listing ALL of your activities, including dates and positions, then consider narrowing down the list so that only the most relevant experience is included on your resume. Experiences in this section should also be listed in reverse chronological order so that your most recent activities are listed first, similar to the format of your work experience section. Below are some examples, but remember, every resume is different and there are many "right" ways to do it.

**Tau Kappa Epsilon Fraternity (Rollins College Chapter), Member, Winter Park, Florida, February 2010 – Present**

- Represent organization at monthly meetings; report chapter activities and membership statistics to national representatives as Vice President (*August 2011 – Present*)
- Schedule and promote chapter, events, formals, and dinner meetings as member of Social Committee (*August 2010 – May 2011*)

**Rollins College Rotoract Club, Winter Park, FL, Director of International Activities and Treasurer, Fall 2010**

- Managed annual budget of \$1,000
- Collected membership dues from 25 students
- Authorized reimbursement payments and wrote checks for various organization expenses

**Rollins College Annie Russell Theater, Winter Park, FL, Stage Manager, Spring 2010**

**Good Shepherd Soup Kitchen, Atlanta, GA, Volunteer, Summer 2009**

Rollins College Varsity Tennis Team	Winter Park, FL	<i>Captain</i>	August 2009 – May 2011
Habitat for Humanity	Winter Park, FL	<i>Volunteer</i>	January 2010 – May 2010
Rollins College Student Government Association	Winter Park, FL	<i>Senator</i>	August 2009 – May 2010

## Step Eight – Skills

Technology plays an important role in most career fields today, so it is strongly recommended that you include your computer skills on your resume. You may also list specific skills relevant to your job interests, such as foreign languages or research. If you have received any special certifications or training related to your field, you might wish to include that information here. For example:

**Computer:** Advanced in Microsoft Word, Excel, Publisher; Adobe Photoshop; C++, Java, BASIC

**Language:** Proficient in Spanish

**Other:** Certified Personal Trainer (American Fitness Training of Athletics) 10 years ballet training, gymnastics

## Step Nine – References (On a SEPARATE PAGE!)

It is not necessary to include references on your resume! In fact, most employers prefer that you don't waste valuable resume space with a line that says "Resumes available upon request." The truth is, references *should* be available on request and if the employer wants a list, you should be ready to provide one - on a separate sheet of paper.

Your references page should have the same identification/heading information, font size, and type of high-quality paper as your resume. Under the heading, list the name and contact information of 3-5 references, including title, place of employment, business address, phone, and email. A good reference is someone who knows you well and has supervised your performance in an academic, volunteer, or work setting. Close friends and family members are rarely considered credible references. Faculty members, organization advisors, Student Affairs staff, internship supervisors, and current or former employers can serve as references. It's important to ask yourself whether a potential reference knows your work style and strengths and whether he or she is willing to represent you in a positive light. You should ask each reference if he/she is willing to speak on your behalf and provide him/her with a copy of your updated resume.

After you have submitted a resume and been called for an interview, you may wish to update those serving as your references on your job search. Depending on the employer, an organization may call your references anytime before or after the first interview and you want your references to be prepared.

## Step Ten – Proofread, Revise and Send

Good news – you are almost done! Most employers will receive hundreds of resumes for their position openings and even organizations offering internships will get several resumes from interested students. Spelling and grammatical mistakes on your resume are unprofessional and can seriously hurt your chances for employment. After you have created a draft of your resume, take time to edit it, add bullet points, or delete some material if you have more than one page. Ask a friend to check your spelling and grammar. Don't rely on spell check to catch all the mistakes!

Resumes may be sent via fax, email, or postal mail. Try to avoid faxing if possible, as most machines tend to print blurry pages that are difficult to read. Email attachments should always be converted to a PDF file and given an appropriate title. You don't want to email an attachment to SunTrust Bank named "Resume for Regions." If you are mailing the resume in hard copy, place it flat in a large envelope so the paper is not folded.

The sample resumes included on the following pages are designed to give you a visual picture of a polished and professional resume. You can use these samples to help you understand how to format your own resume and see how certain types of information might best be listed. More sample resumes can be found on the Resume and Cover Letters page of our website.

Still confused about resume writing? Attend a resume writing workshop in Career Services to learn more. Don't forget...the Office of Career Services is here to help. Stop by anytime to drop off your resume and we will be happy to critique it and offer suggestions for improvement.

# Key Action Verbs

Your resume must be action-oriented in order to catch the reader's eye. Listed below are a few ideas to help you get started.

## Communication Skills

Advertised	Contacted	Facilitated	Negotiated	Proofread
Arbitrated	Corresponded	Informed	Notified	Publicized
Authored	Demonstrated	Interpreted	Presented	Published
Clarified	Drafted	Mediated	Persuaded	Translated
Composed	Edited	Moderated	Promoted	Wrote

## Creative Skills

Built	Constructed	Directed	Generated	Performed
Composed	Created	Established	Initiated	Piloted
Conceived	Designed	Formulated	Invented	Planned
Conceptualized	Developed	Founded	Launched	Produced
			Originated	Revised

## Helping & Counseling Skills

Advised	Assessed	Collaborated	Encouraged	Mentored
Advocated	Assisted	Counseled	Guided	Represented
Aided	Coached	Diagnosed	Inspired	Served
		Directed	Led	Supported

## Leadership Skills

Achieved	Effectuated	Headed	Led	Presided
Clarified	Enhanced	Improved	Marketed	Recommended
Decided	Exceeded	Inspired	Motivated	Succeeded
Delegated	Excelled	Instigated	Participated	

## Management & Organizational Skills

Administered	Controlled	Engineered	Increased	Procured
Arranged	Correlated	Evaluated	Maintained	Provided
Assembled	Determined	Executed	Managed	Scheduled
Completed	Directed	Expanded	Planned	Solved
Conducted	Eliminated	Implemented	Prepared	Supervised

## Research Skills

Analyzed	Compared	Experimented	Interviewed	Studied
Clarified	Contrasted	Explored	Investigated	Summarized
Coded	Evaluated	Inquired	Reported	Surveyed
Collected data	Examined	Interpreted	Reviewed	

## Teaching Skills

Advised	Conducted	Evaluated	Illustrated	Mentored
Assessed	Demonstrated	Explained	Informed	Planned
Clarified	Developed	Facilitated	Instructed	Trained
Coached	Educated	Guided	Led	Tutored

## Technical Skills

Analyzed	Calculated	Developed	Maintained	Programmed
Budgeted	Computed	Financed	Manipulated	Repaired
Built	Correlated	Handled	Operated	

# Kimberly Duncan

---

kduncan@rollins.edu • 512-282-6541 (cell)

*Campus Address*  
1000 Holt Avenue – 2587  
Winter Park, Florida 32789

*Permanent Address*  
25 Hickory Oak  
Austin, Texas 78737

**OBJECTIVE** Resident Assistant at Rollins College utilizing interpersonal and organizational skills

**EDUCATION** **Rollins College**, Winter Park, FL May 2014  
*Candidate for Bachelor of Arts in History; Minor in Jewish Studies*

- Alpha Chi National Honors Fraternity

**McCullough High School**, Austin, TX May 2010

- Completed Advanced Placement courses in English and history
- Daughters of the American Revolution Award recipient

**WORK EXPERIENCE** **Rollins Publishing Center**, Winter Park, FL August 2010 – Present  
*Print Shop Assistant*

- Assist in completing various print orders including anthology copyright and duplication, multiple color promotion materials and high volume photocopy orders
- Deliver finished publishing jobs to campus departments
- Improve user friendliness of center by redesigning and updating the Copy Center Request Form

**Independent Contractor**, Austin, TX May 2008 – July 2010  
*Childcare Provider*

- Served as caregiver for children of various families, 3 through 10 years of age, approximately 15 hours per week
- Organized daily activities and ensured safety of children at all times

**COMMUNITY INVOLVEMENT** **Habitat for Humanity**, Orlando, FL September 2010 – December 2010  
*Volunteer*

- Collaborated with other students to build new home for local family
- Provided 90 service hours, helping complete house construction in three months

**M.J. Smith Elementary School**, Austin, TX January 2009 – May 2009  
*Mentor/Tutor*

- Acted as role model and friend for third-grade student
- Provided weekly classroom assistance with reading and math assignments
- Assisted student with homework and joined her in after-class activities including bowling, park visits, and trips to the local movie theater

**COMPUTER SKILLS** Familiar with Microsoft Word and Excel

# JUSTIN TIMBERPOND

865 Winding River Road • Altamonte Springs, Florida 32701  
407-628-1003 (C) • jtimberpond@rollins.edu

## EDUCATION

---

**Rollins College**, Winter Park, Florida May 2013  
*Candidate for Bachelor of Arts in Spanish; Minor in German*

- GPA in Major: 3.9/4.0

**La Universidad de Oviedo**, Oviedo, Spain August 2010 – December 2010

- Completed coursework in international business, Spanish culture and world religions

## EXPERIENCE

---

**The Golf Channel**, Orlando, Florida January 2011 – April 2011  
*Communications Intern*

- Assisted producer in writing and editing feature stories
- Edited hours of recorded footage into 30 seconds of on-air highlights
- Researched and compiled information on various guests for 3 high-profile talk shows
- Supervised production activities for a 60-minute program including teleprompter operations and stage management

**Jackson and Smith Products**, Altamonte Springs, Florida July 2009 – August 2010  
*Sales Assistant*

- Greeted customers and suggested products to meet specified needs
- Created Excel database to track customer purchasing patterns
- Designed fliers to promote end-of-summer sales specials
- Monitored sales and ordered additional products as needed

**TGIFridays**, Altamonte Springs, Florida May 2008 – June 2009  
*Server and Shift Supervisor*

- Managed front-of-house operations during assigned shift, including supervision of 8 employees and overall cleanliness of dining area
- Provided printed reports of hourly sales to manager-on-duty
- Motivated and encouraged serving staff to meet daily sales quotas

## CAMPUS ACTIVITIES

---

**Rollins College Republicans**, Winter Park, Florida October 2011 – Present  
*Secretary*

- Record minutes of monthly meetings and track student attendance
- Assist with planning and implementing voter education activities

**Rollins College Baseball Team**, Winter Park, Florida August 2009 – Present  
*Member*

## SKILLS

---

**Language:** Fluent in Spanish, literate in German

**Computer:** Advanced in Microsoft Word, Excel, PowerPoint and Adobe Photoshop

# Cynthia Ladle

cladle@go.com • (321) 876-6056

Until May 14, 2012: 1502 Panther Creek Court, Apt. 26 • Winter Park, Florida 32792

Permanent Address: 2349 Bluebonnet • Houston, Texas 77030

**Objective** An events coordinator position with Eileen Gillian and Associates utilizing experience in marketing, writing and special event planning.

**Education** **Rollins College**, Winter Park, FL, May 2012  
*Bachelor of Arts in International Business; Minor in Australian Studies*

- GPA 3.35
- President's List and Dean's List
- Omicron Delta Kappa (National Leadership Honor Society)
- Rollins in Sydney Program Participant, Sydney, Australia, May 2009 - December 2009

**Related Experience** **Massey Persons Brinati Communications**, Maitland, FL  
*Events Intern*, January 2011 – Present

- Write press releases for clients and compile publicity packets
- Assist in design and maintenance of company's web site – www.mpb.cc
- Research prospective clients and create marketing plan with other interns
- Co-present public relations campaign for specialty clothing store, Kimberly's Closet

**Winter Park Art Festival**, Winter Park, FL  
*Public Relations Volunteer*, August 2010 – December 2010

- Designed press releases and media packets for members of Central Florida media
- Wrote copy for flyers and newsletters distributed to local colleges
- Assisted Promotions Director with pricing and organizing events
- Acquired 3 new sponsors by meeting with Winter Park business owners
- Negotiated parking permits with Rollins College and local vendors

**Rollins College Office of Admission**, Winter Park, FL  
*Ambassador*, August 2008 – May 2010

- Served as student representative for prospective students and their families
- Led tours of campus for college visitors
- Hosted prospective students during weekend stays
- Participated in information panels for prospective students and parents

**Other Experience** **Dillard's Department Store**, Orlando, FL  
*Sales Associate*, May 2010 – Present

- Sell over \$3,000 in men's apparel per week
- Greet over 200 in-store guests per day
- Record receipt of, price and stock merchandise in the men's furnishings department

**Stone Mountain Parks and Recreation**, *Tennis Instructor*, Houston, TX, May 2008 – August 2008

**Joe's Crab Shack**, *Server*, Houston, TX, May 2007 – August 2007

**Activities** **Rollins Outdoor Club**, Winter Park, FL, August 2008 – Present

- Serve as current *Vice President*, coordinating meetings and supervising various social, recreational and outdoor educational programs for over 125 members
- Served as *Activities Chair* (October 2009 – May 2010), organizing recreational events such as canoeing, snorkeling, camping, and cycling
- Represented Rollins at the NSEE national convention in Miami, FL

**Rollins College Tennis Team**, *Captain* (2010-2011), Winter Park, FL, September 2008 – May 2011

**Habitat for Humanity**, *Volunteer*, Winter Park, FL, January 2009 – May 2009

**Good Shepherd Soup Kitchen**, *Volunteer*, Houston, TX, May 2007 – August 2007

**Skills** **Computer:** Experienced in Microsoft Word, Excel, PowerPoint, Outlook, Access and Adobe PageMaker  
**Language:** Proficient in Spanish

# Cynthia Ladle

cladle@go.com • (321) 876-6056

Until May 14, 2012: 1502 Panther Creek Court, Apt. 26 • Winter Park, Florida 32792

Permanent Address: 2349 Bluebonnet • Houston, Texas 77030

---

## References

### **Cara Tedrick**

*Vice-President of Marketing (Previous supervisor at Massey Persons Brinati Communications)*

Coca Cola World Headquarters

1 Peachtree Plaza

Atlanta, GA 32745

(806) 421-6789

ctedrick@bestpr.com

### **Jennifer Queen**

*Assistant Professor*

Rollins College – Psychology Department

1000 Holt Ave. – 2760

Winter Park, FL 32789

(407) 628-6316

jqueen@rollins.edu

### **Mary Lee**

*Special Events Chair*

Winter Park Arts Festival

400 Park Avenue

Winter Park, FL 32768

(407) 365-4424

### **Yvette Kojic**

*Admission Counselor*

Rollins College – Office of Admissions

1000 Holt Avenue – 2236

Winter Park, FL 32789

(407) 646-2161

ykojic@rollins.edu

# Leah Lancaster

7777 Village Avenue  
Winter Park, FL 32789  
(407) 646-2195  
leahlancaster@rollins.edu

---

## OBJECTIVE

A Graduate Counseling internship for the 2012-2013 academic year with Rollins Counseling and Psychological Services utilizing counseling ability, presentation and public speaking, creativity, analytical, and strong interpersonal skills.

## EDUCATION

**Rollins College**, Winter Park, FL, May 2012

*Candidate for Master of Arts in Mental Health Counseling*

- GPA: 4.0

**University of Florida**, Gainesville, FL, May 2008

*Bachelors of Science in Psychology, Minor in Education*

- GPA: 3.77
- Graduated Cum Laude

## WORK EXPERIENCE

**Rollins Office of Career Services**, Winter Park, FL, September 2010-Present

*Graduate Assistant*

- Provide walk-in advising and individual appointments to undergraduate and graduate students on resume development, graduate school planning, and internship and job search strategies
- Aid in development of handouts describing office resources and services
- Manage the office's Facebook Fan page to increase marketing efforts
- Conduct workshop presentations on resume writing for 5 to 10 groups of students
- Maintain and update over 350 internship position listings via e-mail and phone contact with employers

**Heart of Florida United Way 2-1-1**, Orlando, FL, May 2010-Present

*Crisis Specialist*

- Answer phone calls and provide information and referrals to local agencies appropriate to a caller's request
- Provide anonymous brief telephone counseling services and suicide intervention to individuals of diversified backgrounds
- Answer the National Suicide Prevention Line, Elder Helpline, and Helpline 2-1-1

**Center for Drug-Free Living, Orlando, FL, March 2010-May 2010**

*Pre Practicum Intern*

- Assisted counselors in public schools with screenings, intakes, group sessions, and individual sessions with students, ages 12-18 years, enrolled in the New Horizons program
- Coordinated Field Days, during which 30 to 70 groups of students participated in team-building activities

**Devereux Florida, Orlando, FL, October 2008-August 2009**

*Family Case Manager*

- Coordinated the services needed for a child, family, foster parents, and other caregivers and worked towards the goal of creating a healthy and stable environment
- Conducted safety assessments and home visits based on individual care and family need
- Developed individual case plans and monitored compliance while also assisting clients in completing tasks and goals
- Attended and testified at court hearings when needed
- Successfully completed a test case to become a Certified Case Manager

**Friends of Children & Families, Orlando, FL, August 2008-October 2008**

*Mental Health Technician*

- Served as a caregiver for 6 adolescents, ages 14-17 years, from various troubled backgrounds in a co-ed foster care facility
- Maintained periodic behavioral records for each client

**Jewish Community Center, Maitland, FL, July 2008-August 2008**

*Aid for Children with Autism*

- Assisted in curbing self-injurious behavior for a 6-year-old child
- Coordinated activities to facilitate positive social experiences with other children

**PROFESSIONAL LEADERSHIP**

- Member, American Counseling Association, August 2009-Present
- Member, Psi Chi Honor Society in Psychology, August 2010-Present
- Presenter, *Legal, Professional, and Ethical Issues in Counseling*, July 2010
  - The Child Welfare System

**SKILLS**

**Computer:** Proficient in Word, Outlook, Excel, PowerPoint, and Adobe Acrobat Pro  
**Language:** Conversational in Spanish