



Your Resume *From Good to Great!*

Michelle Holland

Physics Graduate Programs Coordinator

Career Development Facilitator

10.17.19



Resume Introduction

Michelle R. Z. Holland

1002 Sandpiper Trail Cottage Grove, WI 53527
Phone: 608-438-1549 E-Mail: michelle.holland@wisc.edu

PROFESSIONAL EXPERIENCE

Graduate Programs Coordinator: Department of Physics

2018-present: University of Wisconsin-Madison

- Provide excellent student services and degree tracking for 196 Physics Ph.D. and M.S. students from the time of matriculation through graduation for items such as enrollment, advisor/advisee conflicts, academic requirements, satisfactory progress, and timely degree completion
- Manage all details related to the admissions committee review process of over 500 applications, coordinate all logistics for the recruiting efforts which includes hosting over 60 prospective students during two interview weekends, and connect with graduate student applicants and assist them throughout the application process
- Oversee all administrative aspects for the Qualifying Exam Committee to continually improve the exam process including registration, communication, qualifying exam problem submission, grading results, exam packets, historical record keeping, and yearly trends of exam results
- Administer the academic progress of graduate students by maintaining the online Physics graduate student handbooks, forms, the GradVise database to ensure transparent communication of degree requirements for both graduate students and faculty advisors

Director of Academic Services: Graduate School

2016-2018: University of Wisconsin-Madison

- Manage the overall strategic direction of the student services operations within the academic dean's office for the 9,000+ graduate students at UW-Madison which includes Academic Policies & Procedures, enrollment, degree granting, appeals, grievances, exceptions, and technology solutions as well as the main front desk reception area of the Graduate School
- Develop budget and rollout plans for a campus wide adoption of the Graduate Student Tracking System (GSTS) with budgets totaling \$1.3 million
- Advocate for graduate students and represent the Graduate School on campus committees such as the Graduate Assistant Policies & Procedures Work Group, Crossroads, Student Crisis Response Team (SCRT), and the Behavioral Intervention Team (BIT)

Senior Student Services Coordinator: Graduate School Office of Admissions & Academic Services

2013-2016: University of Wisconsin-Madison

- Manage the online Graduate School Academic Policies & Procedures including policy development, changes and implementation, as well as ongoing guidance on the interpretation of all policies
- Monitor satisfactory progress for all graduate students through complex queries of campus information systems and provide follow up communication to the student, graduate program coordinator, and faculty advisor as needed
- Develop and coordinate Jump Start, a comprehensive training workshop taking place over two half days each fall semester, to provide an overview of Graduate School systems and processes for new graduate program coordinators

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Senior Student Services Coordinator: Cellular & Molecular Biology (CMB) Graduate Program

2004-2013: University of Wisconsin-Madison

- Coordinate the overall direction of the CMB Program through weekly meetings with the CMB program chair, attend monthly Coordinating Committee meetings, assist and provide advice and support to the Admissions, Recruiting, Orientation, Curriculum faculty Chairs with all administrative tasks related to each committee, continually improve and develop the effectiveness and quality of the CMB Program
- Organize all new student orientation activities for the average incoming class of 20 new students, coordinate the Biological Sciences annual picnic for all graduate programs with over 200 students and faculty attending, assist advisors in guiding first year graduate students through the CMB curriculum and fall rotations
- Advise and track the academic progress of graduate students by maintaining the online CMB curriculum handbook and internal databases, provide mentoring and guidance to students and faculty during student and thesis advisor conflicts, ensure timely degree completion, manage current knowledge of the Graduate School academic policies and procedures

EDUCATION

-Career Development Facilitator: University of Wisconsin-Madison, 2019
-Leadership Development Certificate: University of Wisconsin-Madison, 2016-2018
-Bachelor of Science: Geography, University of Wisconsin-River Falls 2003

AWARDS & SERVICE

-Academic Staff Mentoring Committee: 2018-2021; Co-Chair 2019-20
-Crossroads Committee: 2013-2018; Co-Chair 2017-2019
-Chancellor's Ad Hoc Student Services Committee: Graduate School representative 2017
-Madison Academic Staff Association (MASA) Secretary 2013-2015, 2015-2017
-Academic Staff Institute (ASI) Planning Committee: 2016
-Graduate School Committee on Diversity Initiatives (CODI): 2013-2016

POSTERS & PRESENTATIONS

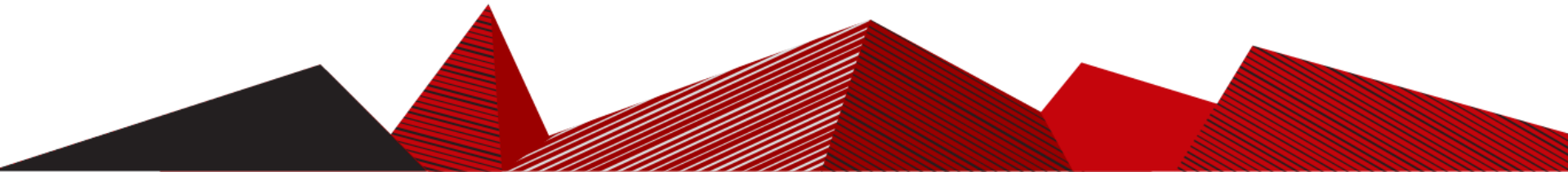
-Promising Practices in Graduate and Professional Education Symposium: Poster titled "New Tool Transforms the Graduate Student Experience" (Washington University St. Louis, MO) 2017
-Information & Technology Leadership Conference: Collaboration: Workshop titled "From Unexpected Networking to Vibrant Campus Solutions" (UW-Madison) 2017
-Showcase: Poster and Flash talk titled "Graduate Student Tracking System" (UW-Madison) 2017

SOFTWARE & SYSTEMS

-UW-Madison Graduate Education Utilities (GREU)
-UW-Madison Graduate Student Portal
-UW-Madison Student Information System (SIS)
-Microsoft Office (Word, Excel, Power Point, Access)
-PeopleSoft Academic Advising Module
-Perceptive Content: ImageNow
-Qualtrics
-Word Press

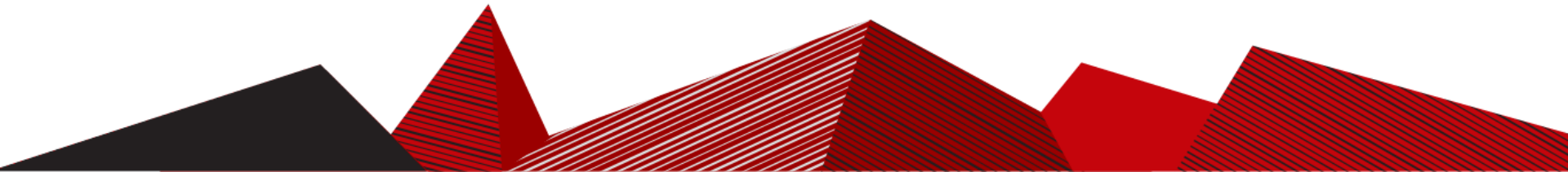
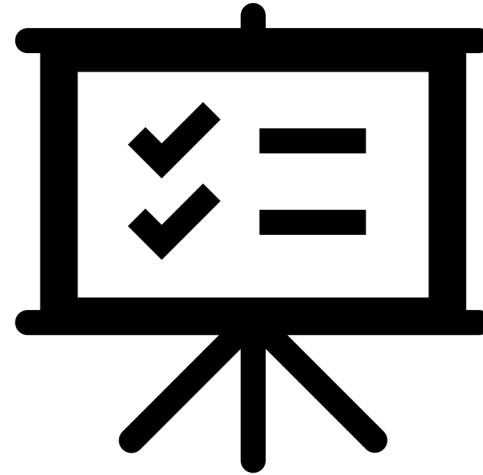
Introductions

- Name
- Year
- 1 thing you want to highlight on your resume



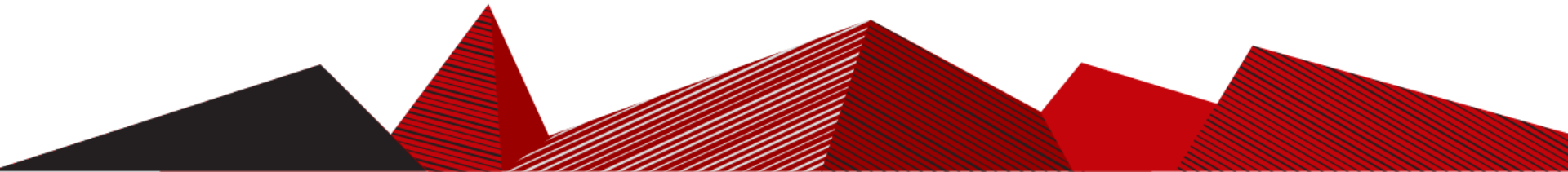
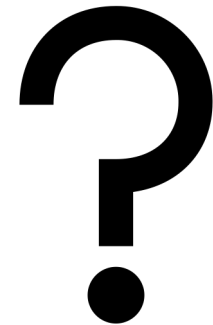
Agenda

- Introductions
- Purpose
- Formats
- Sections
- Process
- Style
- Checklist
- Resources
- References



Why do I need one?

- Purpose:
 - Screen for the most qualified applicants for an interview
 - The means by which an employer decides to hire you
 - To get you a job interview!
 - Provide enough information to make an interview decision
 - Highlight your most relevant skills, experiences, qualifications, accomplishments and more
- Resumes are your own personal marketing tool!
- Your personal 'brand' includes:
 - Resume
 - Cover letter
 - Website
 - Social media
 - Business cards



Do the details REALLY matter? YES!

- Employers make decisions in as little as 10-20 seconds
- Keep in mind the employers perspective
 - What are THEY looking for?
 - Why should they hire YOU?
- Targeted to a specific job description
 - Addresses specific needs
 - Use keywords from the job description in your materials
- Tailored to what they need
 - Shows you are a good fit for THEIR job
 - How will you contribute positively to the company?



What are employers looking for anyways?

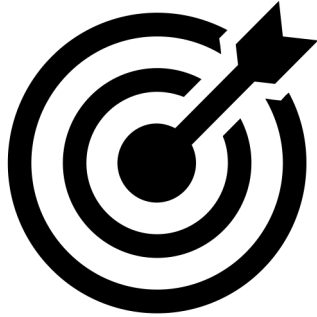


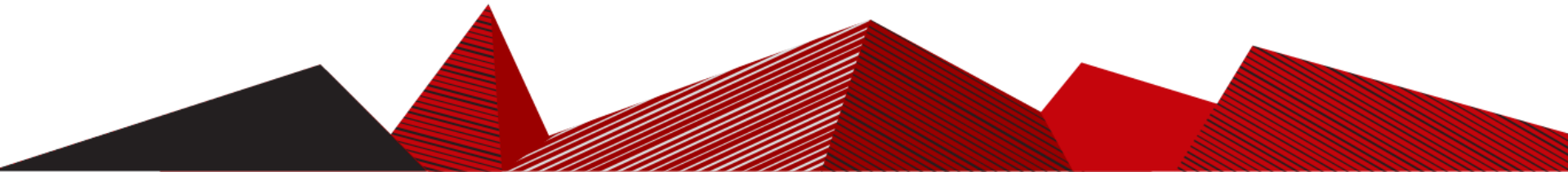
Figure 1: Attributes Employers Seek on a Candidate's Resume

ATTRIBUTE	% OF RESPONDENTS
Communication skills (written)	82.0%
Problem-solving skills	80.9%
Ability to work in a team	78.7%
Initiative	74.2%
Analytical/quantitative skills	71.9%
Strong work ethic	70.8%
Communication skills (verbal)	67.4%
Leadership	67.4%
Detail-oriented	59.6%
Technical skills	59.6%
Flexibility/adaptability	58.4%
Computer skills	55.1%
Interpersonal skills (relates well to others)	52.8%
Organizational ability	43.8%
Strategic planning skills	38.2%
Tactfulness	25.8%
Creativity	23.6%
Friendly/outgoing personality	22.5%
Entrepreneurial skills/risk-taker	16.9%
Fluency in a foreign language	11.2%

Source: *Job Outlook 2019*, National Association of Colleges and Employers

Formats

- Chronological, Functional, and Hybrid
- 1-2 pages
- Relevant
- Recent history
- Targeted towards a specific job
- Identify skills and accomplishments that address employers needs
- Show how skills contribute to the organization
- Highlight outcomes and achievements
- There is not one single correct resume format, it depends



Sections of a Resume

- Required Items

Header

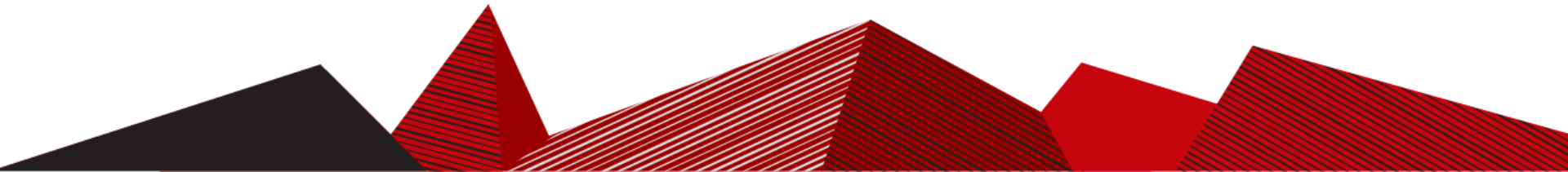
- Name
- Address
- Phone Number
- Email
- Website

Education

- Degree
- Institution/Location
- Major/Minor
- Date

Experience

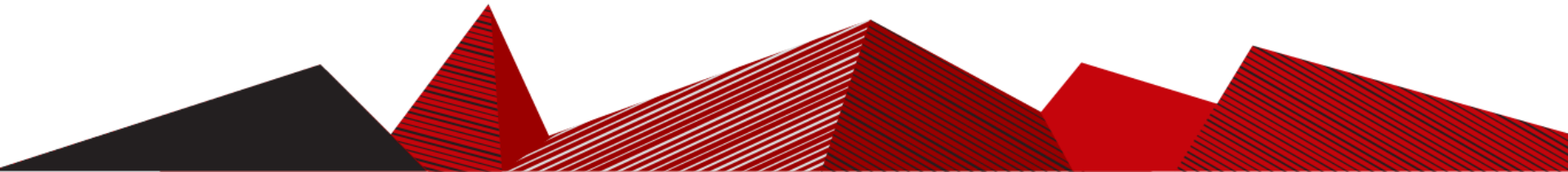
- Company
- Location
- Dates
- Tasks/Responsibilities



Example Header

Michelle R.Z. Holland

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michelle.holland@wisc.edu | 608-438-1549



Example Education

Ph.D. Physics

University of Wisconsin-Madison

08/2014-Current

Minor: Astronomy

Research Area: Theoretical physics at the interface of nuclear physics, particle physics and astrophysics

M.S. Nuclear Engineering

University of California Berkeley

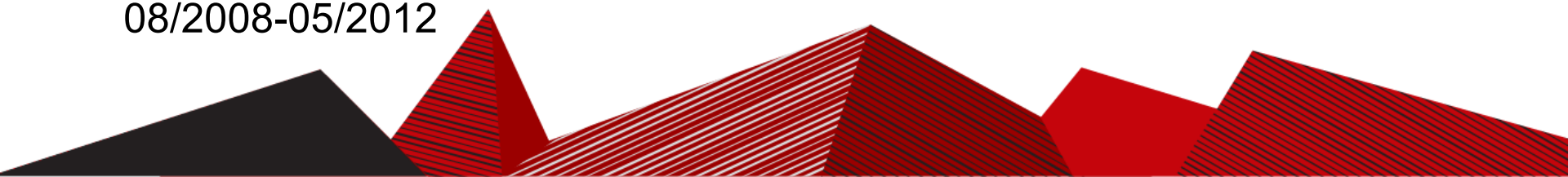
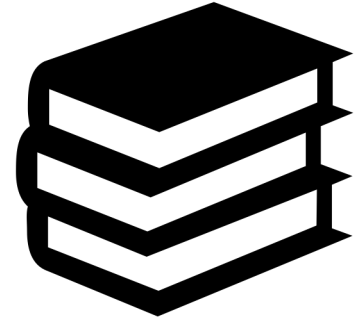
08/2012-05/2014

B.S. Mathematics

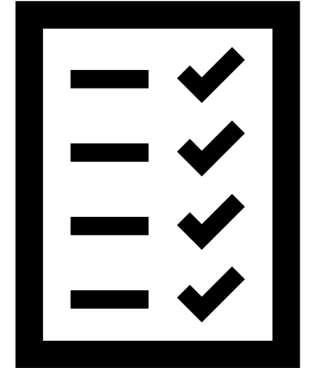
Carleton College: Northfield, MN

Certificate: Computer Science, Electrical Engineering

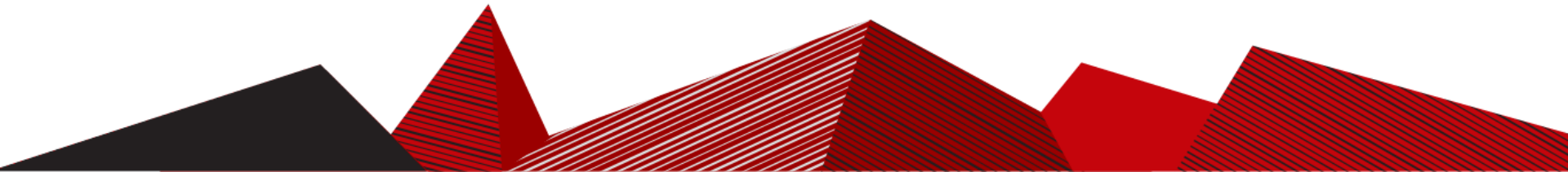
08/2008-05/2012



Experience Section

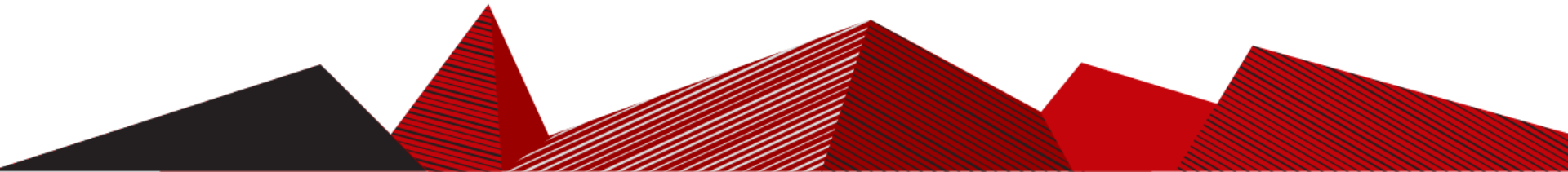
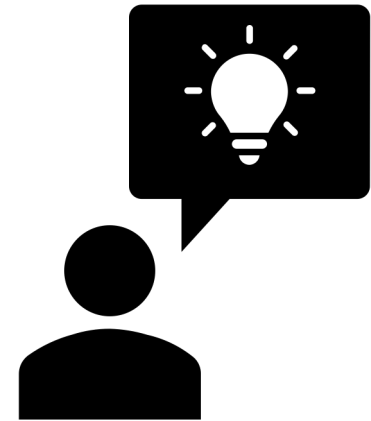


- Reverse chronological order
- Company, Location, Dates, Title
- Only include most important and relevant experiences
- Jobs (paid/unpaid), internships, student organizations, volunteering, community involvement, etc.
- Sections of experience: research, teaching, leadership, writing, outreach, service, etc.
- Example
 - *Organize all new student orientation activities for a PhD incoming class of 20 new students and coordinate the biological sciences picnic for 15 graduate programs with over 200 students and faculty attending*



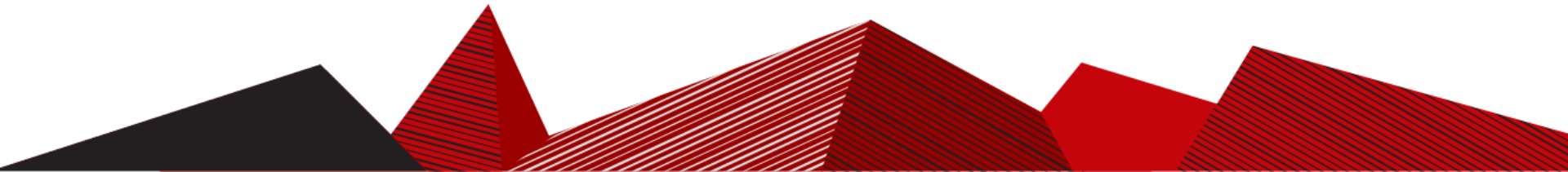
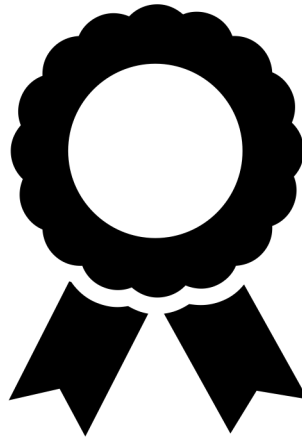
Writing Impactful Bullet Points

- Identify the tasks of what you did
 - Demonstrate achievements vs. just doing tasks
 - Include results where possible
 - Incorporate key words from job description
 - Use numbers, figures, and facts
-
- WHAT did you do?
 - WHY does it matter?
 - HOW did you go about your work with methods, means, or approaches?
 - WHAT results were achieved and how important was this?



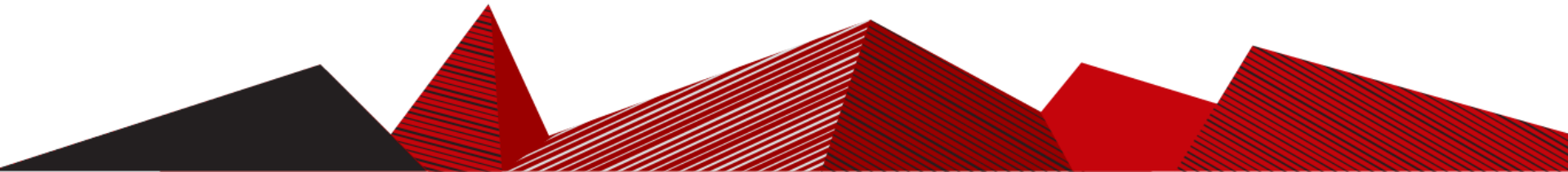
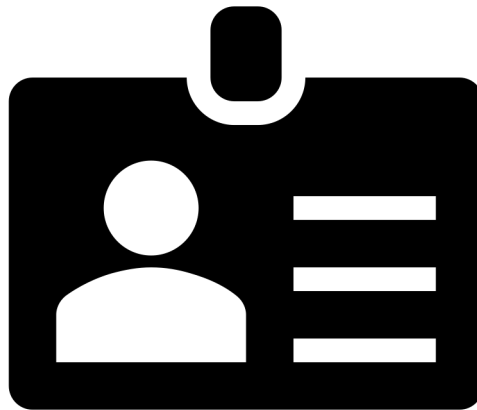
From Good to Great!

- GOOD
 - Organize recruiting events in physics
- GREAT
 - Strengthened and improved two prospective student visit weekends for 60 visiting students



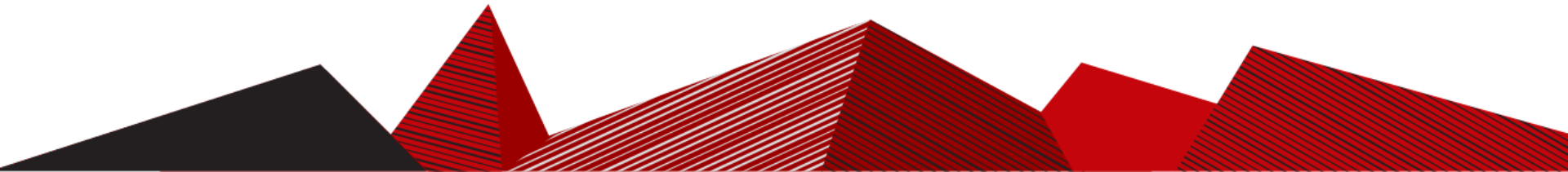
Activity: Individual

- Pick a current or previous experience
- Identify the list of tasks that you did
- Take 1-2 of the tasks and make them into a good bullet point for your resume



Activity: Neighbor

- Exchange your bullet point with your neighbor
- Help each other refine the bullet point
- Take it from good to GREAT!



Other Resume Sections

Skills

Publications

Military
Service

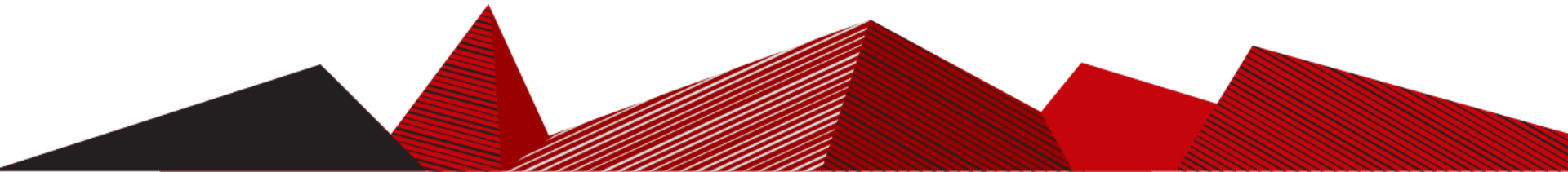
Additional
Trainings

Honors

Achievements

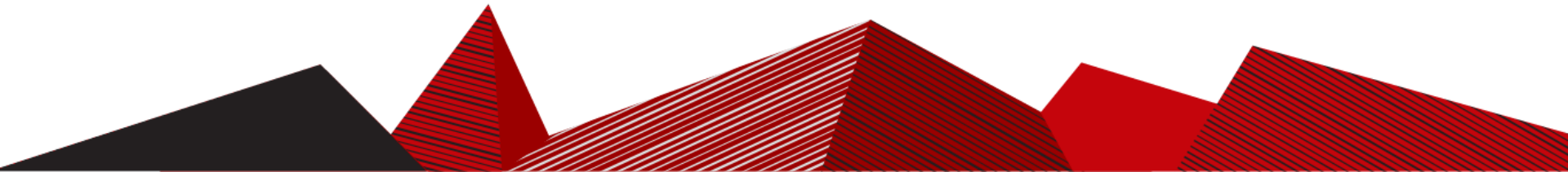
Memberships

Extracurricular
Activities



Details Matter!

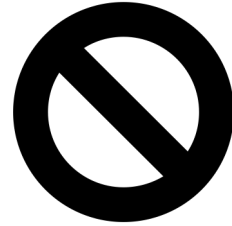
- 1-2 pages MAX
- Single space within sections; double space between sections
- Consistency in wording and formatting
- Font 10-12 point
- Margins $\frac{1}{2}$ to 1 inch
- One font for the whole document
- Use bold for section headers or subheadings
- Give it style, but not too much style!
- Keep the content updated regularly



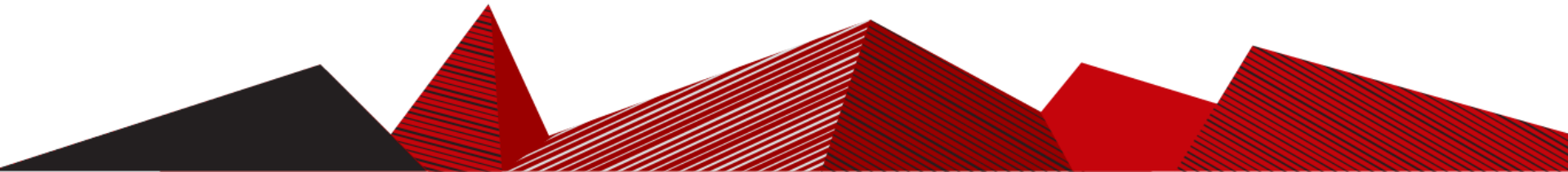
More of this, less of that



- Save file to PDF
- Save file as
titleofjob_last_firstname.pdf
- Proofread! Double-triple
check your work before
submitting
- Spell out all acronyms first
before using abbreviations

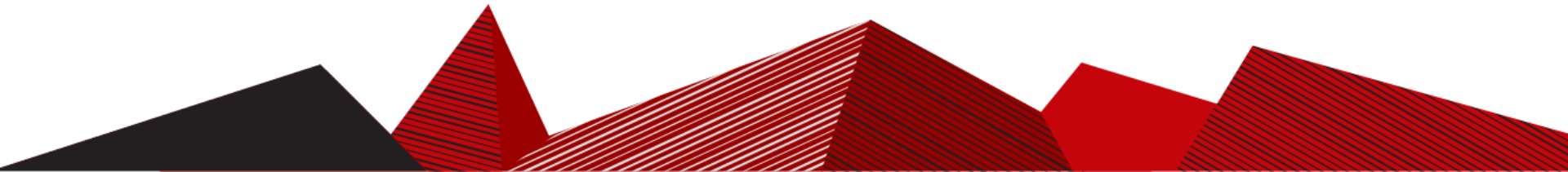
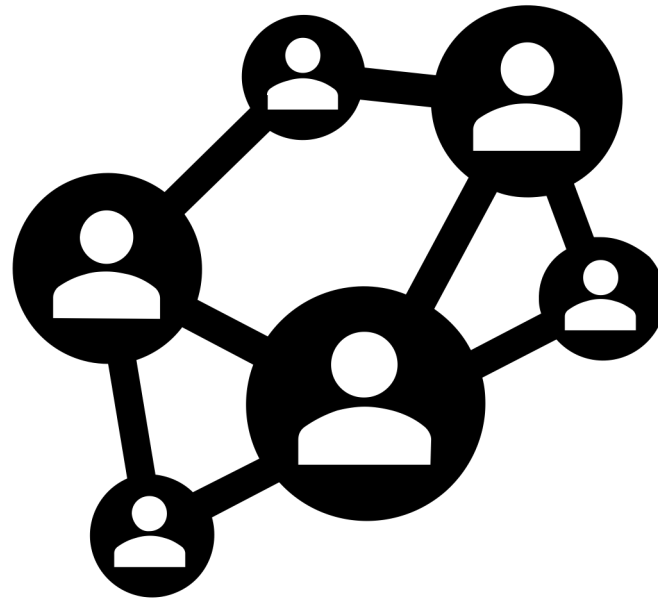


- Submit as a word document
- Name your file "resume.doc"
- Include spelling or
grammatical errors
- Fill your resume with fancy
acronyms to sound like you
really know your stuff



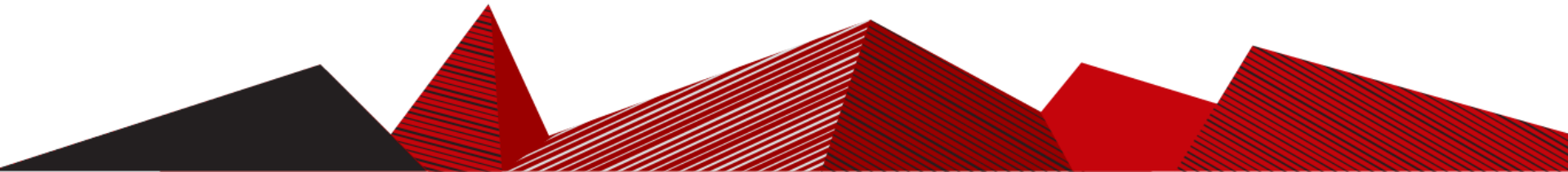
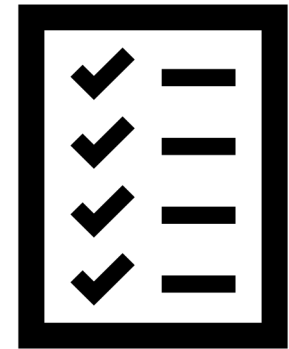
Who can help you?

- Colleagues in the Physics department
- Professionals in the field
- Success Works: L&S Career Center
- Friends and family



Resume Checklist

1. Qualifications: resume submitted for job description
2. Skills: clearly communicated to the employer
3. Communication: thoughtful use of words
4. Concise: sometimes less is more
5. Focus: include relevant skills to the job
6. Style: a representation of your personal brand
7. Length: 1-2 pages
8. Format: consistency is key
9. Proofread: spelling and grammar is correct
10. Feedback: ask your colleagues, friends, and family



Sample Resumes

BADGER SMITH

badgersmith7@gmail.com | 700 West Pine Avenue | Madison, WI 53703 | (608) 555-6142

EDUCATION

University of Wisconsin-Madison Madison, WI
Bachelor of Science May 2019
Majors: Psychology and Statistics
GPA: 3.9/4.0

Related Courses

Introduction to Data Programming, Programming I, Learning Statistical Language, Research Methods, Social Psychology

SKILLS

- **Programming Languages:** Python, R, MATLAB, Java
- **Database Knowledge:** SQL, T-SQL
- **Languages:** Spanish

DATA ANALYTICS EXPERIENCE

International Business Machines (IBM) Rochester, MN
Data Analyst Intern May 2018-August 2018

- Extracted and collected data to create needed reports in SQL Server Reporting Services
- Collected and provided modeling and analyses of structured and unstructured data used for major business initiatives to increase 5% annual sales
- Organized large amounts of data using Microsoft Excel and SQL to append tables together and create models to analyze the key performance indicator of advertising campaigns
- Reported data findings with team on a biweekly basis to consult new business strategies

STUDENT INVOLVEMENTS

Habitat for Humanity Madison, WI
Volunteer January 2017-Present

- Build homes for low income families with a team of 15 to provide a safe environment
- Provide positive support for families by communicating with them to develop a rapport

UW Data Science Club

Vice President Madison, WI
May 2016-Present

- Discuss current and trending topics around data science, big data, and machine learning technologies with the group to better understand the needs of the field
- Collaborate with a group of five members to work on Kaggle competitions
- Perform tutorials of Python to teach new members how to use the programming language

UW-Madison: researchERs Program

Member Madison, WI
September 2015-May 2016

- Communicated with data professionals across campus to learn more about the industry
- Learned how to recognize spreadsheet gaps that create dataset difficulties to ease data manipulation

BADGER SMITH

badgersmith7@wisc.edu | 711 State Street | Madison, WI 53703 | (123) 456-7891
<https://github.com/badgersmith>

EDUCATION

University of Wisconsin-Madison Madison, WI
Bachelor of Science May 20xx
Major: Computer Science
GPA: 3.9/4.0

Related Courses

Machine Organization & Basic Systems, Digital Systems, Data Structures & Algorithms in Java Database Management Systems, C++ for Java Programmers, Foundations of Mobile Systems and Applications, Introduction to Artificial Intelligence

COMPUTER SKILLS

- **Programming Languages:** C++, Java, Visual Basic, SQL, HTML, Perl, OpenGL, Fikl
- **Database Knowledge:** SQL, T-SQL, MS Access, Sybase
- **Web Programming Knowledge:** ASP, JavaScript, Flash ActionScripts, CSS2, PHP
- **Web Programming Software:** HTML5, Director, Joomla, Ruby on Rails
- **Graphical Software:** Photoshop, Illustrator, Fireworks, InDesign
- **Operating Systems:** Windows XP/7, UNIX, Linux

TECHNICAL EXPERIENCES

International Business Machines (IBM) Rochester, MN
Systems Test Intern May 20xx - August 20xx

- Designed and implemented an operational database and data warehouse to increase team production efficiency
- Expanded 10 existing sample database written in Java and SQL to develop the software
- Automated GUI tests using WinRunner scripts daily for over 50 clients
- Performed rigorous testing for several new IBM applications to resolve technical issues

Student Teaching Academic Resources with Technology

Technology Team Member Madison, WI
June 20xx - May 20xx

- Developed and presented workshops for over 20 students' professional development
- Trained students in the use of computer software to ensure quality customer service

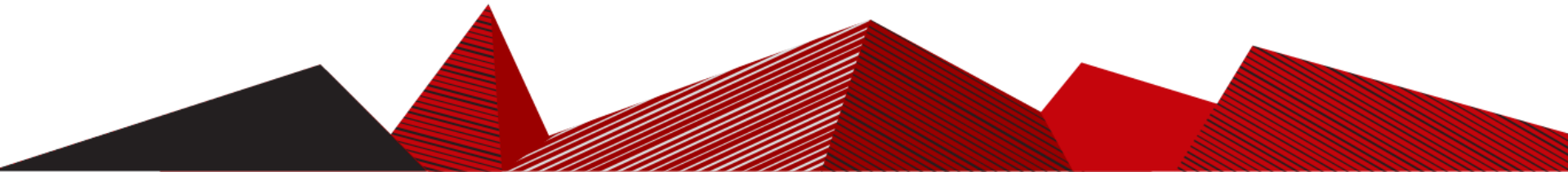
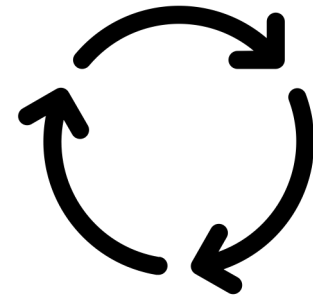
UW-Madison: Department of Computer Science

Course Project Team Lead Madison, WI
August 20xx - May 20xx

- Developed spreadsheet program using object-oriented design and C++
- Designed data storage and retrieval functions using dynamic array and linked list
- Communicated as a team by delegating tasks to meet project deadline

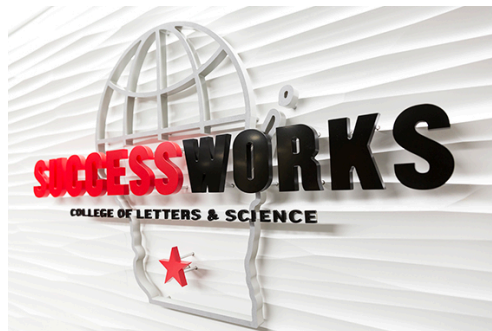
The Process: It's as easy as 1-2-3!

1. Create the MASTER resume document
2. Tailor the master resume to EACH specific job you are interested in
 - a. Remove items or experiences that are irrelevant
 - b. Update language to mirror wording or phrases from the job posting
 - c. Rearrange the order of bullet points to highlight specific experiences
3. Submit the CUSTOMIZED document



Resources

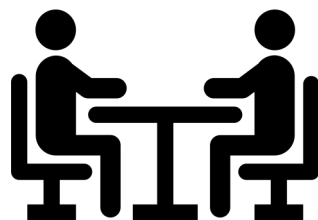
- SuccessWorks at UW-Madison <https://successworks.wisc.edu/>
- Handshake at UW-Madison <https://wisc.joinhandshake.com/login>
- MyIDP Science Careers Individual Development Plan
<http://myidp.sciencecareers.org/>
- Harvard University Office of Career Services: Resumes & Cover Letters for PhD Students https://ocs.fas.harvard.edu/files/ocs/files/phd_resume_cover_letters.pdf
- The Versatile PhD: Writing Resumes and Cover Letters <https://versatilephd.com/partner-help/writing-resumes-and-cover-letters/>
- MIT Career Advising & Professional Development Resume Samples <https://capd.mit.edu/sites/default/files/jobs/files/sample-resumes.pdf>
- Verbal Origami: Inside Higher Ed <https://www.insidehighered.com/advice/2015/07/27/essay-how-new-phds-should-prepare-resumes-nonacademic-job-searches>



References

- National Career Development Association (NCDA) Chapter 8 Job Seeking and Employability Skills
- Success Works at UW-Madison: Resume & Cover Letters <https://successworks.wisc.edu/the-basics/resume-and-cover-letters-2/>
- Action verbs: https://www.labor.ny.gov/careerservices/PDFs/action_verbs.pdf
- New York State Department of Labor <https://www.labor.ny.gov/workforcenypartners/pdfs/uniformcurriculum/resume-writing-powerpoint2012.pdf>
- The Information School at UW-Madison Career Services Toolkit <https://ischool.wisc.edu/current-students/>
- National Association of Colleges and Employers (NACE): Employers want to see these attributes on students resumes <https://www.naceweb.org/talent-acquisition/candidate-selection/employers-want-to-see-these-attributes-on-students-resumes/>
- Resumes for Dummies, Laura DeCarlo





Email for your free 30-minute resume review appointment!

Michelle Holland

Michelle.holland@wisc.edu

2320 Chamberlin Hall



Department of Physics
COLLEGE OF LETTERS & SCIENCES
UNIVERSITY OF WISCONSIN-MADISON