

TIPS FOR BUILDING YOUR RESUME FOR YOUR FIRST INTERNSHIP

By Kristin Wichmann, M.A.

Unsure of what to include on your resume when applying for your first internship? Students often struggle with this because they don't think that they have "relevant" experience, but you gain valuable knowledge, skills, and abilities by working a part-time job, participating in campus organizations and volunteer work, and engaging in your coursework. As a result, you develop a skillset that is transferable to your first internship experience. You just need to do some groundwork to identify these skills. (Examples of transferable skills can be found on the next two pages created by the Career Center.)

Start by brainstorming a list of your work experience, campus involvement, and volunteer work. Consider creating a chart like the following to help you create bulleted points for each experience to integrate duties, skills, knowledge, abilities, and results –

<i>Position #1: YMCA Member Services Representative</i>			
Duties/Responsibilities	Knowledge/Skills/Abilities	Results (i.e. Quantitative)	Transferable Skills
1. Greet members and guests and answer questions	Understanding of organization's mission, current programs and events; interpersonal; oral communication; customer service	Positive customer feedback on surveys	Oral communication; customer service
2. facilitate building tours for potential members	Understanding of organization's mission, current programs and events; interpersonal; oral communication; customer service; persuasion	Positive customer feedback on surveys	Oral communication; Customer service; Persuasion
3. process payments for membership and class registration	Software system; attention to detail; ability to work well under pressure during busy times; interpersonal; oral communication; customer service	Routinely help coworkers troubleshoot payment questions	Ability to learn new software; handle pressure; oral communication; customer service; attention to detail
4. reconcile daily financial statements	Software system; basic accounting	Received praise from supervisor for consistent accuracy on statements	Ability to learn new software; accounting

You may find that some patterns emerge and you can combine information for your bulleted points. Here are some possible resume bullet points that integrate duties, skills, knowledge, abilities, and results:

Member Services Representative

Summers 2015-Present

Hometown YMCA

Hometown, SC

- Serve as the first point of contact for members and guests by greeting them, answering questions, and facilitating building tours. Repeatedly receive positive customer feedback for my understanding of the organization's mission and programs and delivering outstanding customer service.
- Demonstrate keen attention to detail and the ability to work well under pressure when processing payments for membership and class registration. Routinely help coworkers troubleshoot payment questions.
- Praised by supervisor for consistent accuracy on reconciling daily financial statements.



COUGAR CAREER ESSENTIALS: Skills for Success	Developed (have this)	To Develop (need this)	How did or How will I develop this?
COMMUNICATION			
Oral - speaking effectively			
Written - being clear and concise			
Listening Objectively - able to paraphrase			
CRITICAL THINKING & PROBLEM SOLVING			
Problem Solving - developing solutions			
Critical Thinking - thinking outside the box			
Foresight - anticipation, needs assessment			
Reasoning - forming conclusions, inferences or judgments			
Identifying Issues - apply criteria, analyzing & interpreting			
LEADERSHIP			
Leadership - setting an example			
Motivation - inspiring others			
Delegation - identifying & selecting people for tasks			
Conduct Meetings - negotiating mediating			
Prioritizing - arranging according to importance			
TEAMWORK/COLLABORATION			
Networking - developing interactions with others			
Team Player - appreciating contributions of others			
Empathic - generating understanding & trust			
Tact - expressing one's self appropriately			
Diplomacy - ability to deal with others			
PROFESSIONALISM/WORK ETHIC			
Effective time, energy & resource management			
Prioritizing - arranging according to importance			
Accountability - follow through with plan or decision			
Motivated - going beyond the expected			
INFORMATION TECHNOLOGY APPLICATION			
Computer Knowledge - understanding & using software			
Synthesize - organize facts, concepts & principles			
Manipulate Information - evaluate against appropriate standards			
Sorting - data & objectives			

ADDITIONAL Skills for Success	Developed (have this)	To Develop (need this)	How did or How will I develop this?
FLEXIBILITY			
Creative - originality & expressiveness			
Innovation - unique ways of solving different problems			
Adaptable - accommodating & seeing alternatives			
Conceptualize - deriving ideas from inferences			
PERSONAL DEVELOPMENT			
Commitment - deciding for the common good			
Independence - working without guidance			
Confidence - having a positive personal attitude			
Poise - composure; free from affection; balanced			
Energy - displayed enthusiasm			
Knowledge - proficiency in field of study			
RESEARCH & INVESTIGATION			
Identifying problems, needs, & solutions			
Designing Experiments - testing & validating data			
Technology - use of & knowledge of a variety of sources			
Evaluations - developing questionnaires & models			
Laboratory Techniques - proper use of			
PLANNING, ORGANIZING, & ADMINISTRATION			
Visualization - predicting future trends & patterns			
Initiation - implementing projects & ideas			
Scheduling - setting & reaching goals			
Dimensional Sight - illustrating, displaying, & creating			
Catalog - compile, rank, & itemize information			
Budgeting - allocation of assets			
Presentation - ability to use various media			
OTHER SKILLS YOU HAVE OR NEED			