



NYU | WAGNER

CAREER GUIDES

RESUME WRITING

OFFICE OF CAREER SERVICES

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INTRODUCTION

A resume is a document providing a focused summary of your education, experience, and skills that are relevant to a specific job. It's your marketing tool to show why you're a great fit for a role.

A resume is not your full academic or work history. Tailor each resume to the role you're applying for and highlight only what matters to that employer.

Alongside networking and a strong cover letter, your resume helps get you in the door. A clear, well-organized resume can land you an interview; a vague or sloppy one can get you screened out fast. This guide will show you how to build a resume that gets noticed.

IDENTIFY THE EMPLOYER'S HIRING NEEDS

Every employer has different hiring needs and they usually spend just a few seconds scanning each resume. That means your resume must clearly show why you're a strong match right away.

Highlight only the education, experience, and skills that match what the employer is looking for. You can determine this by researching two main things:

1. THE EMPLOYER'S FIELD OF PRACTICE

Look into the organization's focus areas, including the issues they work on, the people they serve, and the sectors they operate in, such as healthcare, housing, or local government. This information is usually on their website, or in reports, news articles, or marketing materials. Show relevant experience in your resume, including:

- Jobs, internships, or volunteer work in the same or similar fields
- Related coursework, Capstone projects, or degrees
- Involvement in student groups, professional associations, or client work
- Research, writing, or publications in the field
- Memberships in relevant industry groups

2. THE EMPLOYER'S HIRING NEEDS

Review the job description closely. What are the key responsibilities, skills, and keywords? Also look at similar roles in other organizations to get a broader picture. Highlight experiences like:

- Jobs or internships with similar responsibilities
- Capstone or coursework where you did related work
- Job titles that show relevant experience
- Specific software, language, or technical skills they mention

MAKING YOUR RESUME RELEVANT

You will know that your resume content is relevant if it addresses the three criteria that all employers use to make hiring decisions:

1. CAN YOU DO THE JOB?

Employers want to know if you have the right skills, background, and training to succeed in the role

Your resume should show that you meet the job's requirements by highlighting relevant experience—whether from jobs, internships, Capstone projects, volunteer work, coursework, or research. Make sure you're clearly connecting your qualifications to the specific responsibilities listed in the job description.

2. WILL YOU DO THE JOB?

Beyond qualifications, employers want to see that you're invested in the work they do.

Use your resume to show your commitment to the mission or field, especially if you've worked with similar issues, communities, or policy areas. This can come through in your experience, academic focus, or even independent projects.

3. IS THERE ORGANIZATIONAL FIT?

Fit is about values, communication style, and familiarity with the field.

Include language from the job posting and reflect the organization's tone. Show that you understand their goals and challenges by referencing shared values, key issues, or industry terms. You'll expand on this even more in your cover letter and interview.

SHOW YOUR IMPACT

Employers want to see how you've made a difference. Include examples of times when:

- You created or helped create new programs
- You achieved equal results with fewer resources
- You improved the efficiency of operations
- You accomplished something positive for the first time
- You led a team or initiative
- You reduced the costs of doing something
- You were awarded or recognized for your contributions

Employers also like to see results that can be demonstrated in numerical terms, including dollar amounts, percentages, and figures that show the scope of your work and accomplishments. Examples include:

- Launched a program for **4,000** Latinx patients to facilitate access to medical treatment and reduce cultural barriers to service delivery
- Initiated a fee for service training program that increased revenue by **38%** and helped address organizational cash flow deficiencies
- Received Outstanding Performance Award for surpassing annual team objectives

RESUME CONTENT

NAME & CONTACT INFORMATION

At the top of your resume, include your name, city and state, phone number, and email address. (You do not need to include your full street address.) If your LinkedIn profile is updated, you can also include the URL.

IMA GO-GETTER

New York, NY | 212-123-4567 | emailaddress@nyu.edu | LinkedIn URL

EDUCATION

Include the full names of the graduate and undergraduate institutions that you have attended in reverse chronological order.

Under each school, list any relevant degree programs, specializations, coursework (3-5 courses), research, and academic projects, as well as your graduation date.

NEW YORK UNIVERSITY | Robert F. Wagner Graduate School of Public Service

Master of Public Administration, Expected May 2027

Specialization: Management and Leadership

- Relevant Coursework: Strategic Management, Managing Human Resources, Marketing for Nonprofit Organizations, Fundraising, Nonprofit Law
- Member, Wagner Management and Leadership Organization

RELEVANT EXPERIENCE

Include relevant jobs, internships, volunteer work, and Capstone. For each role, list:

- Organization name
- City and state (for positions outside the U.S., list the city and country — e.g., Beijing, China)
- Your title
- Dates of employment

List your experiences in reverse chronological order with the most recent experience first.

For each job, list relevant tasks or achievements in order of impact and importance.

PRESBYTERIAN MEDICAL CENTER

Director of Billing, Department of Surgery

New York, NY

July 2024 - Present

- Manage department's billing system and specialty billing office through which revenues in excess of \$30 million flowed annually
- Provide operational assistance to 35 faculty practices in revenue enhancement and cost reduction opportunities
- Train and develop front-line and senior staff on compliance policies and procedures related to Medicare/Medicaid enrollment, managed care plans, and GAAP standards
- Convert department from multiple billing systems to standardized system

RELEVANT ACADEMIC PROJECTS

If you're in your early career or seeking to make a professional pivot, you may find it helpful to include relevant academic projects from your coursework in your resume. The projects should highlight your direct transferable knowledge and skills. The entries should include:

- Project title
- Semester and year in which you completed the project
- Bullet points of relevant tasks associated with the project

Graduate Research Project - Education Policy

Fall 2025

- Conducted an in-depth research project on the impact of school funding disparities on student achievement as part of a graduate-level education policy course
- Collected and analyzed quantitative data using R and STATA, applying statistical methods such as regression analysis and data visualization to identify key trends and outcomes
- Reviewed relevant academic literature and synthesized findings to contextualize the analysis within broader education policy debates
- Delivered a formal presentation to classmates and faculty, communicating complex findings in a clear, policy-relevant format

HOW TO INCLUDE YOUR CAPSTONE

Yes, you can include Capstone as relevant professional experience on your resume! Format the entry the same way you would as other relevant professional experience.

CITIZENS HOUSING AND PLANNING COUNCIL Project Associate, NYU Wagner Capstone Project

New York, NY
September 2025 - Present

- Serve on 4-person team consisting of NYU Wagner graduate candidates to identify recommendations for commercial development of Woodside, Queens in response to citywide and regional needs
- Analyze current urban design elements, land use, and housing conditions
- Conduct demographic analysis, including review of population and employment trends in order to determine present and future needs of the area and forecast economic growth.

TECHNICAL SKILLS AND LANGUAGES

Pay close attention to the required skills listed in the job description. List your technical skills in order of their complexity and relevance to the position for which you are applying.

Technical Skills: SPSS, STATA, R, Microsoft Office Suite, Google Workplace
Languages: Mandarin (Fluent), English (Professional Working Proficiency)

RELEVANT RESEARCH AND PUBLICATIONS

Include research and academic publications in your resume if:

- the employer references it in the job description
- your research experience relates directly to the employer's field of practice
- your research highlights technical skills and expertise that matches the employer's stated position requirements

Harlow, H. F. (2003). *Evaluating Capacity Building Strategies and Techniques*. Journal of Management Science, 55, 893-896.

ADDITIONAL ITEMS TO INCLUDE

Use these categories for info that doesn't fit elsewhere:

- Professional association memberships
- Certifications/licensure (list credentials after your name at the top)
- Recent security clearances, especially for government roles
- Civil service exams
- Industry-standard non-degree training (e.g., HIPAA)

WHAT TO LEAVE OUT

- GPA—unless specifically requested by the employer
- "References available upon request"
- Irrelevant undergrad or extracurricular activities
- Personal info (e.g., marital status, birthdate, interests)
- Headshots or any images

RESUME LANGUAGE AND FORMAT

LANGUAGE

Resume writing has its own style. Keep these guidelines in mind:

- Use clear, concise bullet points
- Limit bullet points to two lines or fewer
- Start each bullet with a strong action verb (e.g., "Managed", "Partnered", "Developed")
- Avoid passive phrases (e.g., "worked as," "responsible for," "assisted with")
- Leave out pronouns (I, my) and articles (the, a, an)
- Mirror keywords from the job description to show alignment with employer needs
- Only use acronyms or jargon common in the industry to which you're applying
- Use present tense language for current roles and past tense for previous ones

FORMAT

Page Length

Keep your resume to one page, unless you have 7–10+ years of *relevant* experience (jobs, internships, volunteer work, or research related to the position).

Exceptions to the one page rule include [federal resumes](#), academic CVs, and international formats. Consult Career Services for more information.

Use Bullet Points

Avoid paragraphs and use bullet points instead. Bullets points

- Make info easy to scan
- Highlight key skills and achievements
- Let you tailor your resume quickly for different roles

Font & Margins

Keep your resume layout clean and easy to read.

- Use standard fonts like Times New Roman or Arial
- Font size: 10–12 pt
- Use minimal bold or italics
- Keep margins at 0.5 inches or more
- Leave enough white space for readability
- Focus on quality over quantity

File Format

Send your resume as a PDF unless the employer requests a different format. This keeps the formatting consistent.

ETHICAL USE OF AI FOR WRITING RESUMES

Generative AI tools like ChatGPT can be valuable resources when writing or revising your resume. They can help you brainstorm ideas, refine language, and identify areas for improvement. However, these tools should support your writing process, not replace your judgment or your own voice.

AI can help you to:

- **Brainstorm ideas:** Get help organizing your thoughts and highlighting relevant experience.
- **Refine language:** Improve grammar, tone, and clarity.
- **Get feedback:** Ask for suggestions on structure, flow, and impact.
- **Ensure relevance:** AI can help tailor your resume to the job description and organization.

USE AI RESPONSIBLY

While AI can help strengthen your resume, it's important to use it thoughtfully:

- **Verify accuracy.** You are responsible for ensuring all resume content is truthful and reflects your actual experience.
- **Maintain your voice.** Avoid copying text directly without reviewing and customizing it to reflect your personal style and story.
- **Protect your privacy.** Do not input sensitive personal information or confidential employer details.

TIPS FOR USING AI WHEN TAILORING YOUR RESUME

You can use AI to compare your resume to a specific job description.

- Paste the job description into the chat, removing extra formatting for clarity.
- Add a version of your resume (without personal information).

- Ask the AI questions such as:
 - What are the top 10–15 skills or keywords in this job description?
 - Which of these are missing from my resume?
 - How can I better emphasize my experience with [specific skill or qualification]?

Use the responses to fine-tune your resume and better align it with the role. You can also apply this insight when writing your cover letter.

FINAL CHECK

Before submitting your application, review everything carefully and get human feedback. AI can be helpful, but real insight comes from mentors, peers, and professional resources. Connect with the Office of Career Services or the NYU Wagner or NYU Writing Centers for personalized advice.

SAMPLE RESUMES

Ima Go-Getter

New York, NY • 212.992.0000 • ima.gogetter@nyu.edu • [linkedin.com/in/imagogetter](https://www.linkedin.com/in/imagogetter)

EDUCATION

NEW YORK UNIVERSITY | Robert F. Wagner Graduate School of Public Service
Master of Public Administration
Specialization in Public Policy Analysis
Wagner Policy Alliance, First Year Representative

New York, NY
Expected May 2027

UNIVERSITY OF MICHIGAN
Bachelor of Arts, Political Science and Public Policy

Ann Arbor, MI
May 2025

RELEVANT RESEARCH

Graduate Research Project - Education Policy

Fall 2025

- Conducted an in-depth research project on the impact of school funding disparities on student achievement as part of a graduate-level education policy course.
- Collected and analyzed quantitative data using R and STATA, applying statistical methods such as regression analysis and data visualization to identify key trends and outcomes.
- Reviewed relevant academic literature and synthesized findings to contextualize the analysis within broader education policy debates.
- Delivered formal presentation to classmates and faculty, sharing complex findings in a clear, policy-relevant format.

EXPERIENCE

Michigan House of Representatives, Office of Representative A. Smith
Legislative Intern

Lansing, Michigan
Jan – May 2025

- Tracked advancement of bills through the legislative process, including monitoring of committee hearings, securing committee testimony, and reviewing records.
- Wrote memos, press releases, talking points, and constituent communications for Representative Smith.

United Way of Washtenaw County
Community Impact Intern

Ann Arbor, MI
May - Dec 2024

- Coordinated and edited materials for staff meetings, volunteer trainings, and special events.
- Maintained a volunteer search database and managed volunteer assignments for over 100 volunteers of all ages.
- Initiated and cultivated high quality relationships with community partners and local non-profits.

University of Michigan, Ginsberg Center for Community Service and Learning
Program Assistant

Ann Arbor, MI
Sept 2023 - May 2024

- Developed new volunteer satisfaction surveys to track student engagement in campus programming.
- Served on the planning committee for Day of Service; engaged 150 students serving 5 community non-profits.
- Created new service-focused social media content for LinkedIn; increased online interactions by 40%.

SKILLS

Technical: SPSS, Excel, PowerPoint, Word, Adobe Photoshop

Languages: Fluent in both English and Spanish

I. M. Pact

New York, NY ▪ 212-998-0000 ▪ i.m.pact@nyu.edu

Education

New York University, Robert F. Wagner Graduate School of Public Service
Master of Urban Planning, Specialization in City and Community Planning

- Vice Chair, Urban Planning Student Association

New York, NY
Expected May 2026

San Francisco State University, School of Public Affairs & Civic Engagement
Bachelor of Arts, Urban Studies and Planning

San Francisco, CA
2024

Relevant Experience

Enterprise Community Partners

New York, NY

Project Associate, NYU Wagner Capstone Project

9/25 - Present

- Serve on team of NYU Wagner graduate students to create a toolkit for Enterprise Community Partners, a leading provider of development capital and capacity building for affordable housing communities
- Research information on the Low-Income Housing Tax Credit to create guide
- Propose policy recommendations to preserve affordable housing
- Interview various city officials to understand implications of policy recommendations

NYC Housing Preservation and Development Intern

New York, NY
1/2025 - 8/2025

- Served as junior project manager on predevelopment, construction, and conversion projects
- Performed financial analysis and underwriting for a variety of projects
- Managed, monitored and tracked project progress by working with internal divisions
- Liaised with external partners, including for-profit and nonprofit developers, banks, tax credit syndicators and investors, general contractors, and other government agencies
- Prepared, maintained, and circulated written correspondence, documents, reports, and files
- Selected as one of only 15 NYU Wagner students to receive Ellen Schall Experience Fund stipend in support of internship for summer 2025.

The Prosperity Institute Research Assistant

Oakland, CA
7/2023 - 5/2024

- Researched design and planning at national public policy and advocacy institute
- Supported the design of research methodology for community reinvestment and housing
- Participated in leadership training with community members

Community Service and Leadership

Bowery Rescue Committee, New York, NY, Volunteer
Habitat for Humanity, San Francisco, CA, Volunteer

2024 - Present
2021 - 2023

Skills

ArcGIS, Adobe Creative Suite, Microsoft Office Suite

BE A. LEADER

New York, NY • 212-998-0000 • name@nyu.edu • [linkedin.com/in/bealeader](https://www.linkedin.com/in/bealeader)

RELEVANT EXPERIENCE

International Women's Health Coalition, New York, NY June 2019 - Present

Director of Grants Management (January 2022 - Present)

Senior Program Officer (June 2021 - December 2022)

Program Officer, International Policy (June 2019 - June 2021)

- Provide strategic insight to implement initiatives to advance comprehensive reproductive rights
- Direct multi-million dollar international grantmaking portfolio with a focus on women's rights
- Oversee monitoring and evaluation efforts across organization
- Supervise team of 8 full-time program officers, providing ongoing professional support and feedback
- Coordinate with international governments, UN agencies, and other key stakeholders to share data on women's health
- Represent organization as a thought leader through research, conference presentations, and publications

Social Accountability International / Rapid Results Institute

Remote

Consultant

February 2019 - May 2019

- Conducted impact assessment of pilot program utilizing change management framework
- Developed program logic model to map relationships between resources, activities, outputs and outcomes of the program's design
- Proposed monitoring and evaluation plan to support expansion of program into additional countries

International Rescue Committee

New York, NY

Program Associate - Refugee Services and Support

September 2017 - January 2019

- Facilitated bi-weekly orientations and training workshops for refugees regarding health, navigating local transportation, city resources, and job readiness
- Coordinated with translators across tri-state region for orientation and outreach sessions
- Organized and updated database with incoming refugee information

US Peace Corps

Guyana

Community Health Volunteer

September 2015 - May 2017

- Administered community assessments over three month period to assess health education needs
- Coordinated rotating groups of 25 monthly volunteers to improve area hospital facilities
- Led training for 30+ rural health workers on various best practices in health topics

PROFESSIONAL AFFILIATIONS

Women's Foreign Policy Group (WFPG), 2021 - Present

International Development Evaluation Association (IDEAS), 2020 - 2024

EDUCATION

New York University, New York, NY

Robert F. Wagner Graduate School of Public Service, Executive Master of Public Administration, May 2020

New York University | School of Professional Studies, New York NY

Certificate In Monitoring & Evaluation: Project Management For The UN, Government, & NGOs, Dec 2022

Howard University, Washington, DC

Bachelor of Arts in International Affairs, Minor in Community Health, May 2015

Jo B. Seeker

773.123.0000 | job.seeker@gmail.com | Chicago, Illinois

EDUCATION

New York University | Robert F. Wagner Graduate School of Public Service

Master of Health Administration, May 2025

- Relevant Coursework: Healthcare Marketing and Strategic Communications, Principles of Human Resources Management for Healthcare Organizations, Strategic Management for Healthcare Orgs
- Co-Chair, NYU Wagner Health Network

University of Illinois Chicago

Bachelor of Science in Human Resource Management, May 2021

RELEVANT PROFESSIONAL EXPERIENCE

Rush University Medical Center

Chicago, IL

Human Resources Associate

December 2023 - Present

- Support management of benefit plans for employees, including staff enrollments, billing, annual open enrollment, vendor relations, and COBRA.
- Collaborate with senior hospital and HR leadership to develop new organizational assessments focused on employee engagement; increased employee retention by 40%.
- Revised Performance Management System policy and procedure manual, as well as related documents and employee communications.
- Serve as a member of the Rush Racial Justice Action Committee; participate in town halls, listening sessions, survey development and implementation, and monthly meetings.

Northwestern Memorial Hospital

Chicago, IL

Talent Management Associate

July 2022 - October 2023

- Collaborated with recruitment team and department hiring directors to forecast recruiting needs and develop supporting recruitment strategies.
- Developed HR processes in response to COVID-19, including new remote employee orientation and online professional development training sequence.
- Sourced, screened, interviewed, and evaluated candidates to determine competencies and qualifications for employment.

Deloitte Consulting

Chicago, IL

Campus Recruiter

May 2021 - June 2022

Summer Associate

Summer 2020

- Developed and implemented strategic recruitment plans to identify and hire talent from top ranked masters and undergraduate programs in the tri-state region.
- Evaluated candidates, presented at recruiting events and teamed with recruiters to support internship program.

ADDITIONAL EXPERIENCE

University of Illinois Chicago Student Health Center, Administrative Assistant

Spring 2021

American Red Cross, Intern, Chicago, IL

Fall 2020

SKILLS

Salesforce, WorkDay, EPIC

ADDITIONAL RESOURCES

As you write and revise your resume, you have access to a wide range of resources across NYU.

The NYU Wagner Office of Career Services (OCS) provides direct support to students and alumni of Wagner via:

- [Career Advisement](#): Schedule a 30-minute appointment with a Career Services advisor via the Career Directory. Career advisors can review your resume with you and discuss ways to best highlight your unique skills and experiences.
- [Wagner Career Directory](#): Wagner's online job database. Use it to search and apply for jobs, internships, and fellowships, and to RSVP for career events.
- [Career Guides](#): Comprehensive guides for all areas of career development, including cover letters, networking, interviewing, salary negotiation, and more!
- [Professional Development Resources](#): A collection of job boards, professional associations, and other helpful industry resources to assist in your career exploration. Learning more about your chosen field will help you tailor your resume for specific opportunities.

Additionally, all NYU students and alumni can access these campus-wide resources:

- [NYU Wasserman Center for Career Development](#): NYU's central campus career provides advising, professional resources, and events available to all NYU students and alumni.
- [NYU Wasserman Industry-Based Career Communities](#): Career Communities help you explore career paths, prepare for the job search, and connect with opportunities based on chosen industries
- [NYU Handshake](#): Handshake is the NYU Wasserman Center's online job and event database. Use it to search and apply for jobs, internships, and fellowships, and to RSVP for career events.
- [NYU Wasserman Resume Guide](#): Includes Samples and Templates