



Northwell Health's Resume Writing Guide



Northwell Health's Resume Writing Guide

▼ Careers Well Cared For

Contents

Getting Started.....Page 3

- What is a resume?
- What is the difference between a resume and a CV?
- Resume format

Writing a Resume.....Page 4

- Strong Bullet Points
 - C.A.R Method
 - Quantifiable Information

Tips and best practices.....Page 6

- Making copies
- Tailoring resumes to job description
- Resume template designs
- Who should review my resume?

Example Resumes.....Page 7-15

Resume Checklist.....Page 16-17

Additional Resources.....Page 17

Use this guide as a
resource to write a
strong resume



Getting started

What is a resume?

A brief document that summarizes your past achievements, existing professional skills, proficiency and experiences. It is a first-impression marketing tool to “tell your story.” A resume evolves over time as you gain professional and academic experience.

What is the difference between a resume and a curriculum vitae (CV)?

At Northwell, resumes are most used when applying for a job. A curriculum vitae (CV) details a full history of your academic credentials, so the length of this document varies. A CV may be appropriate when applying to academic or research positions.

Format and best practices

- No longer than two pages.
- Use bullet points, not paragraphs.
- Font size and style: 10-12 to be easily read.
- You may vary size of name and titles to emphasize details; use bold, underlining and italics.
- Margins: 0.5-1 inch.
- Be sure to keep the style consistent throughout the document.
- Include one email address (professional) and phone number where you can be reached during the day (be sure to check that your voicemail is set up).

Which layout is best?

A chronological layout is the most used resume format as it is straightforward. It lists experiences in reverse chronological order starting with your most recent experiences first, then going backwards.



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Writing a resume: strong bullet points

Bullet points should be concise statements, not paragraphs, that showcase relevant skills to the job you are applying for. Starting with an action verb, your bullets should be specific about what you did and how you did it.

C.A.R. Method

The CAR Method can help you create impactful descriptions of your experience on your resume. Use this acronym to give context to your work and share how your actions made an impact.

Challenge: What was the challenge or opportunity that needed to be addressed?

Action: What action did you take? What did you do to resolve the challenge?

Results: What was the result or outcome of your action? How did it benefit the organization?

Quantifiable information

When applicable, adding measurements (numbers) to your bullet points helps to strengthen your story. For example:

- Number of tasks completed
- Customer ratings
- Loss prevention or reduction
- Increase in user engagement
- Sales revenue
- Patient volume



Tip! Use keywords and phrases from the job description throughout your resume.

Action verbs

When writing out your experiences, begin each bullet point by using an action verb to describe your accomplishments and experience. Consider the following tips:

- Try not to use the same action verb more than once to start your bullet points.
- Make sure that present jobs use present tense; past jobs use past tense.

Example action verbs:

Accelerated	Counseled	Implemented	Processed
Adapted	Demonstrated	Improved	Produced
Administered	Designed	Incorporated	Programmed
Advanced	Developed	Increased	Promoted
Advised	Diagnosed	Initiated	Proposed
Aided	Directed	Involved	Proved
Allocated	Displayed	Maintained	Recruited
Answered	Documented	Managed	Reduced
Approved	Edited	Modified	Regulated
Arranged	Eliminated	Monitored	Represented
Assessed	Established	Negotiated	Restructured
Assisted	Evaluated	Observed	Revised
Automated	Examined	Ordered	Scheduled
Built	Expanded	Organized	Substituted
Coached	Expedited	Oriented	Supervised
Compiled	Extended	Participated	Supported
Completed	Facilitated	Partnered	Taught
Constructed	Generated	Performed	Trained
Consulted	Guided	Planned	Volunteered
Contracted	Identified	Prepared	

Tip!

If applying for a job with Northwell, research our values to highlight how your actions demonstrate how you live out the Northwell values.

Truly
Ambitious

Truly
Compassionate

Truly
Innovative

Truly
Together

Truly
Inclusive



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Tips and best practices

Making copies

- Bringing extra copies of your resume shows interviewers that you are well-prepared.
- Always have a copy of your resume easily accessible in your email, on your mobile device, or thumb drive.

Tailoring resumes to job description

- On average, an employer spends 6-10 seconds scanning each resume.
- Highlighting the education, skills and experience you have that is most closely aligned to the position helps an employer see you are well qualified.

Resume template designs

- Use a layout that is simple, has clearly marked sections and title headers, clear fonts, and comfortable margins.
- Don't use overly bold colors, graphics, or lengthy paragraphs.
- Do not include your photo.

Who should review my resume?

- **Professional Friend/Colleague:** Someone who knows you, is familiar with your experience, and will know if something is missing or misrepresented.
- **Mentor/Leader you trust** – Someone experienced in reviewing resumes like yours.
- **Family Member** - Use someone you trust and who will ask questions about your experience that they may see differently or ask in a different way.
- **Yourself** - When you think you're done... re-read your resume once more just to be sure.



Example resumes

Nursing

First Last, RN, BSN

Westchester, NY • (123) 456-7890 • firstlast@email.com • linkedin.com/firstlast

PROFESSIONAL EXPERIENCE

Trinity Hospital, Bronx, NY

Registered Nurse, Emergency Room

February 2020—Present

- Provide full range of care from wound treatment to broken bone immobilization to the administration of medication for over 25 patients per shift in the emergency room
- Specialize in care for elderly, terminal patients in emergency room to ensure patient dignity during end-of-life care
- Oversee a team of 3 registered nurses and 2 nursing aides
- Collaborate closely with doctors on staff to clearly communicate patient care plans with patients and their families
- Instill a culture of communication with vulnerable patients to ensure 87% positive patient-care outcomes
- Lead community outreach to reduce rate of drug overdoses by 5% by providing education on early signs of overdoses

Jones Family Hospital, Manhattan, NY

Registered Nurse, Emergency Room

June 2018—January 2020

- Worked as a nurse in the ER of the Level 1 trauma center
- Triage patients as they entered ER, and expedited treatment by 30 minutes for patients needing immediate care
- Communicated and collaborated with 15+ medical specialists throughout hospital to ensure high-level care for patients
- Fostered a culture of thorough, detailed, and organized documentation to improve efficiency by 8% for healthcare providers when interacting with new patients
- Administered medications, injections, and IV treatments

EDUCATION

Bachelor of Science, Nursing | Oakwood University, Huntsville, AL

LICENSES/CERTIFICATIONS

Registered Nurse (RN) – New York

Advanced Certified Life Support (ACLS)

Basic Life Support (BLS)



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Example resumes

Student nursing

First Last

(123)-456-7890 • firstlast@gmail.com • Huntington, NY

Education

Stony Brook University

Bachelor of Science with a Major in Nursing, GPA: 3.96, Summa Cum laude

Stony Brook, NY

Anticipated May 2023

Stony Brook University

Bachelor of Science in Biochemistry, GPA: 3.96, Summa Cum laude

Stony Brook, NY

May 2022

Six-time recipient of Academic Achievement Award, Outstanding Achievement in Biochemistry

Clinical Rotations

South Shore University Hospital, Bay Shore, NY

Principles and Applications of Nursing – Medical ICR, RCU

120 Hours

Pediatrics – Pediatrics Acute Care Unit, Pediatrics ED

45 Hours

Maternal/Newborn – Labor & Delivery, NICU, Mother Baby

45 Hours

Long Island Jewish Medical Center, New Hyde Park, NY – MICU

144 Hours

Zucker Hillside Hospital, Glen Oaks, NY – Inpatient Psychiatric/Mental Health

30 Hours

Options for Community Living, Oakdale, NY – Outpatient Psychiatric/Mental Health

30 Hours

Population Health – Healthy Libraries Program, SBUH ED, Sun River Health Patchogue, PACE program

60 Hours

Capstone Nursing Practicum – Long Island Jewish Medical Center MICU

100 Hours

Work & Volunteer Experience

Port Jefferson Emergency Medical Services

Mount Sinai, NY

Volunteer EMT, Live-in member (over 2500 hours)

September 202 – April 2023

- Communicate effectively with emergency dispatch and supervising officers to respond to 911 calls
- Assess patient signs & symptoms and provide interventions within the scope of a BLS provider
- Collaborate with paramedics to stabilize patients and transport to the appropriate medical facility

South Shore University Hospital

Bay Shore, NY

EKG Monitor Technician (Part-time)

December 2021-March 2023

- Observed cardiac monitors on 20-30 patients daily and reported arrhythmias to team responsible for patient
- Obtained & interpreted 12-lead EKGs as necessary and maintained proper functioning of equipment

Town of Brookhaven Summer Fun Program

Centereach, NY

EMT (Full-Time)

July 2021-August 2021

- Supervised the overall health and safety of over 100 children at a summer camp
- Treated any injuries/illnesses on site, provided emotional support, and notified parents of incident

CVS Pharmacy

Port Jefferson Station, NY

Pharmacy Technician (Part-time)

October 2020-March 2021

- Communicated with 30-50 customers daily about the status of their prescriptions
- Assisted customers at drop off or pick up and resolved issues regarding insurance or prescription errors
- Entered and filled prescriptions using RX Connect, ensuring correct medication, dosage, and quantity



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Example resumes

Social Work

First Last

New Hyde Park, NY • (123) 456-7890 • firstlast@email.com • linkedin.com/firstlast

PROFESSIONAL EXPERIENCE

The Family Center, Bronx, NY

Clinical Social Worker

February 2020—Present

- Manage a case load of 38 individuals under the age of 18 and perform monthly visits with children and their families.
- Administer reunification services to 280 court-ordered, penal code children and families, including supervised visits.
- Advise families on community resources and referral programs and develop and implement realistic treatment plans to improve the care and wellbeing of children.
- Maintain thorough case history records and write detailed and accurate reports in order to successfully review in court and with other staff members.

Jones Medical Center, Manhattan, NY

Social Worker

June 2018—January 2020

- Provided support to 175+ patients and families via case management of social and environmental issues.
- Partnered with clients, providers, and shelter to develop and execute treatment, rehab, and behavior plans.
- Developed crisis and risk management plans with admissions coordinator and a team of 6 providers.
- Provided leadership in the social work department, including the establishment and monitoring of performance improvement/performance evaluation standards.

EDUCATION

Master of Science, Social Work | Teachers College, Columbia University, New York, NY

Bachelor of Science, Social Work | Oakwood University, Huntsville, AL

LICENSES

Licensed Clinical Social Worker (LCSW), New York State

CERTIFICATIONS

School Social Work Provisional Certificate #XXXXXXXXX

Identification and Reporting of Child Abuse and Maltreatment



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Example resumes

Management

First Last

Brooklyn, NY • (123) 456-7890 • firstlast@email.com • linkedin.com/firstlast

AREAS OF EXPERTISE

Healthcare Regulations • Operations Management • Federal Qualified Health Centers • Policies Management • Quality Assurance and Performance Improvement • Project Management • Emergency Management

PROFESSIONAL EXPERIENCE

Gotham Health – New York City Health + Hospital System, Manhattan, NY

Senior Director, Regulatory and Accreditation Affairs

February 2019—Present

- Provide continuous monitoring and review of communications from government agencies to advise the CEO and the executive leadership team achieved compliance with new/updated legislation and regulatory standards.
- Design and implementation of a compliance committee, conducting mock surveys and performance audits to over 52 ambulatory care facilities to evaluate compliance with federal, state, city, and organization regulatory requirements.
- Develop and monitor key performance indicators during successful implementation of clinical and operation initiatives, improving patient outcome and return on investment, one of them was selected for abstract presentation at the annual symposium by the Joint Commission and the Health Resources & Service Administration for increasing Depression Screening.

MetroPlus Health Plan – New York City Health + Hospital System, Manhattan, NY

Senior Project Manager, Medical Management and Office of the President/CEO

June 2016—January 2019

- Created and monitored Business Requirements Documents (BRD) to track project implementation, and to keep team members accountable for the implementation timeline, including the implementation of the network provider portal and the credentialing software; creation of valued based payment metric dashboard among others.
- Lead the IT developers' team to design a web-based enrollment platform to allow potential members to enroll directly into the commercial line of business from any mobile device or the internet, decreasing over 25% of the time spent by the marketing team in identifying potential customers.

EDUCATION

Master of Science, Community Health Education | Teachers College, Columbia University, New York, NY

Bachelor of Science in Nutrition | SUNY Binghamton, Binghamton, NY



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Example resumes

Clerical

First Last

(123) 456-7891
firstlast@gmail.com
Ronkonkoma, NY

Objective: Seeking a clerical position with a high growth company that will allow me to fully utilize my health information technology, and secretarial experience.

Professional Experience

Medical World

Receptionist

Farmingdale, NY
April 2012- April 2022

- Greeted 100 visitors daily, determines nature of visit, and assists accordingly
- Answered, screened, and forwards telephone calls
- Provided information, scheduled appointments, and took messages for 3 supervisors
- Received, sorted, distributed, and prepared mail and answered phones for a staff of 90 employees
- Entered accurate demographic information into department computer system
- Transmitted various documents using computer, mail, and fax
- Filed and maintained confidential patient records
- Acknowledged as Employee of the Month for July 2020
- Performed related duties as required

Summary of Skills

Access Database
Keyboarding (55 WPM)
Office Machines- Fax, Scanner, Copier

Microsoft Word/Excel
Word Processing
Computer Applications

Education

Division High School
High School Diploma

Levittown, NY
June 2001



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Example resumes

Veteran

Junior Military Officer, Medical

firstlast@gmail.com - (123) 456-7891

Professional Experience

May 2009/Present

United States Army

Medical Operations Officer

- Plans, Logistics and Coordination for all medical operations for approximately 3,500 soldiers
- Led 3,500+ soldiers during pre-deployment training
- Manages and coordinates for all medical supplies and pharmaceuticals needed in the treatment of soldiers
- Coordinates all medical providers, conducts combat health support and medical evacuation planning for all combat team operations and training
- Responsible for emergency management during mass casualty incidents
- Manages and runs a Level II combat trauma facility, approximately 45 soldiers involved in the treatment of over 3,000 soldiers

Army Material Command

Jan 2012/Jan 2013

Jalalabad, Afghanistan

- Served as Officer in Charge of the Redistribution Property Assistance Team
- Commanded team of 31 soldiers, contractors and government civilians while deployed to Afghanistan
- Created and implemented the retrograde process, resulting in 17,000 pieces of equipment and \$2 billion in savings
- As Officer in Charge of the Redistribution Property Assistance Team, oversaw the fielding of equipment to police during final phase of Operation Enduring Freedom
- Coordinated ground and sea transportation for thousands of pieces of equipment returning to the United States

KEL-TEC Construction, Brooklyn, NY

Jun 2008/Aug 2008

Project Management Intern

Education

Fairfield

May 2009

BA Political Science

Army Medical Department

Sept 2005/Present

Officer Basic Course

Significant Achievements

- Lean Six Sigma Yellow Belt
- Lynbrook Fire Dept., Lynbrook, NY – Firefighter
- Earned a Nassau County Commendation for life-saving

Apr 2010



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Example resumes

New graduate

First Last

Staten Island, NY • (123) 456-7890 • firstlast@email.com

EDUCATION

BEACON COLLEGE, *Roxbury, NY*

June 2023

B.A., Business Administration

Awards & Honors

- Dean's List: Fall 2021, Spring 2022, Fall 2022, Spring 2023

Activities

- Three-year member of the cross-country team, co-captain as a junior
- Three-year member of the school newspaper staff, entertainment editor as a junior

RELEVANT EXPERIENCE

SPORTS PLACE, *Roxbury, NY*

RETAIL SALES ASSOCIATE

February 2021—Present

- Establish positive rapport with customers to determine needs and sell high-quality sports merchandise
- Serve an average of 45 customers each day, consistently receiving a rating of 97% or higher in customer feedback surveys
- Use skills in upselling to regularly exceed sales targets
- Display merchandise to create a visually appealing sales floor that encourages customers to purchase accessories
- Assist customers with product returns, listening closely to complaints and using this information to resolve issues and recommend a suitable replacement, resulting in a positive outcome for both customer and company

CITY OF JACKSONVILLE BEACH, *Roxbury, NY*

LIFEGUARD

June 2022—August 2022

- Monitored beaches and respond to swimmers or beachgoers in need of assistance
- Conducted daily checks of swimming areas and equipment to maintain safety and good condition
- Attended monthly staff meetings and collaborated well with co-workers

VOLUNTEER EXPERIENCE

Animal Rescue Center, *Green, NY*

June 2021-Present

- Create flyers and posters to raise awareness of the center and services offered
- Provide routine maintenance including cleaning cages and grooming



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Example resumes

Returning to workforce

First Last

Queens, NY • (123) 456-7890 • firstlast@email.com

PROFESSIONAL EXPERIENCE

Professional Leave of Absence

November 2018 – July 2023

Full time caregiver for family members

Gamma Corporations

June 2012 – September 2018

Office Administrator

February 2014 – September 2018

- Organized office operations and procedures, handled correspondence, established filing systems, reviewed supply requisitions, and supervised clerical duties
- Improved office productivity by training staff in innovative new procedures and supervising their implementation
- Reduced file retrieval time 25% by establishing a more user-friendly new electronic filing system
- Managed company's bookkeeping using QuickBooks

Secretary

June 2012 - January 2014

- Performed a variety of administrative duties, including answering phones, taking, and delivering messages, writing memos, making copies, faxing documents, and greeting visitors
- Maintained office schedules and filing systems
- Handled office correspondence and incoming and outgoing mail
- Managed office space and office equipment

Cloud Inc.

Office Clerk

July 2009 – May 2012

- Filed paperwork and enter data into the computer
- Responded to emails within one business day
- Converted paper documents to digital files
- Distributed incoming mail
- Filed receipts, documents and reports

EDUCATION

Bachelor of Arts in Communications | Baruch College, City University of New York, New York, NY



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Example resumes

Career progression within same company

First Last

Bronx, NY • (123) 456-7890 • firstlast@email.com • linkedin.com/firstlast

PROFESSIONAL EXPERIENCE

Liberty Corporation

November 2002 - Present

Senior Manager, Business Operations

July 2021 - Present

- Develop and implement operational strategies and plans to ensure organizational objectives are met
- Manage and optimize a \$5M operational budget, resulting in a 15% reduction in costs and a 10% increase in revenue
- Oversee daily operations of three manufacturing facilities and manage a team of 10 operations staff
- Establish and maintain relationships with key vendors and suppliers, resulting in a 30% reduction in supply chain costs and improved delivery times
- Monitor and analyze operational performance metrics and suggest improvements
- Ensure compliance with relevant laws and regulations

Manager, Business Operations

October 2017 - June 2021

- Directed day-to-day operations focused on the attainment of key business metrics, continuous improvement initiatives and an eight-member team with related direct reports
- Amplified organizational quality standards by delivering 18% increased quality during a three-year timeframe
- Maximized productivity and management systems by establishing specific goals and managing operations
- Planned, organized, and directed distribution operations to ensure optimal return on investment for the company

Project Manager, Business Services

March 2012 - September 2017

- Coordinated internal resources and outside consultants to ensure timely project completion
- Established a more comprehensive system for tracking status projects, raising overall efficiency by 15%
- Managed any changes to project scope, schedule, and budget
- Forged strong relationships with clients, vendors, and other stakeholders
- Prepared accurate budgets based on careful review of project goals, materials, and labor resources

Business Associate Business Analyst

February 2006 - February 2012
November 2002 - January 2006

EDUCATION

Master of Business Administration | Teachers College, Columbia University, New York, NY
Bachelor of Arts in Business Administration | Oakdale College, Clarksville, NY



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Resume checklist

Use this checklist when creating and reviewing your resume

Format

- ☐ Is clear and concise.
- ☐ Includes current contact information.
- ☐ Margins are not too narrow/too wide.
- ☐ Is consistent in font style and size.
- ☐ Uses consistent headings, boldface/italicizing, punctuation and spacing.
- ☐ Is consistent in displaying dates (ex. consistently abbreviating or writing out months).
- ☐ Does not include your photo or personal information (full address not needed, city and state suffice).
- ☐ Is saved to reflect a file name that has your first and last name.

Organization

- ☐ Experiences organized under clear section headings.
- ☐ Experiences are listed in reverse chronological order (starting with the most recent and continuing back in the past) under each section header.
- ☐ Formatting used helps the employer easily identify the most relevant experiences and skills for this role.

Content

- ☐ Includes your name, phone number, e-mail (professional, and links to any relevant social media (e.g., LinkedIn), portfolios, or personal websites.
- ☐ Is no longer than two pages.
- ☐ Quantifies accomplishments (measurements).
- ☐ Has been proofread and spell-checked for correct grammar and spelling by self, and then others.
- ☐ Includes education, credentials or certificates you have obtained applicable skills (i.e. second language spoken, computer skills).



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Resume checklist

Content (Continued)

- ☐ Removed any first-person pronouns, such as “I” and “we”.
- ☐ Bullet points start with a strong action verb.
- ☐ Uses the present tense (for current positions/responsibilities) and past tense (completed positions/ responsibilities) with your action verb.
- ☐ Bullet points address what you did, how you did it, and why you did it/the measurable impact of your work (CAR Method).
- ☐ Resume is tailored to incorporate keywords from the job descriptions.
- ☐ Avoids abbreviations (exception for state names) and jargon that your reader may not understand

Additional resources

Professional Development Workshops

- Barracks to Business: Monthly workshop series to support veterans succeeding in a rewarding career. Register at NorthwellCareers.com.
- Path to Inclusion: Career readiness skills presented through a diverse lens. Contact Inclusion@northwell.edu to learn more and register.

Created by the HR Career and Performance Development Team, Talent Acquisition and Workforce Readiness, 9/12/2023 Version 1



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