

Résumé resource: How do alums talk about transferable service skills on their résumé? (including in virtual environments)

Purpose of this document: Provide examples of how to communicate different skills and competencies gained through the service year experience. Below are examples from alumni résumés to help you write strong résumé

First-year service experience potential competencies you could highlight

Competency: virtual / in-person student engagement and program impact delivery (i.e.

- Oversaw 11 peers' execution of 30-week curriculum designed to improve student social-emotional well-being
- Represented Miami Jackson's team as Corps Council member in biweekly meetings to address successes, identify needs and produce solutions for team- and site-specific situations
- Selected to lead the Community Relations Committee; organized, staffed and executed two large-scale events that engaged 200+ volunteers on a budget of \$1,500

Competency: [startup mentality / launching new programs / agile learner](#)

- Spearheaded a virtual Multicultural Night: developed vision, organized games and activities, delegated responsibilities to six team members including video production, marketing and communications
- Launched debate club and recruited 15 founding students; 93% of participants reported increased confidence in public speaking
- Created nine individualized, data-informed, academic interventions to support sixth-grade students' success

Competency: [event and project planning](#)

- Organized virtual talent show that engaged 20 student performers and 100+ student, teacher and parent attendees
- Created and directed grade-wide student recognition initiatives in collaboration with school leaders, raising daily attendance 8% versus previous year
- Created internal and external documents such as project guides, schedules, community impact reports and expense projections
- Organized 8 school-wide events to enhance positive school climate such as teacher appreciations, attendance initiatives and Student Council
- Developed and facilitated month-long HIV/AIDS awareness initiative culminating in a World AIDS Day training for 160 AmeriCorps members

Competency: [communications / social media / marketing](#)

- Created the official blog for City Year [site], strategically aimed at recruitment and sharing service experiences with external stakeholders. Managed team of 5 writers, created writing schedule and published all work on the blog and social media.

- Served as communications point for Jackson team by establishing a digital footprint and curating the team's social media page to represent and promote team goals, accomplishments and values

Competency: [data analysis and tech saviness](#)

- Analyzed and tracked student data using our in-house programming system [CySchoolhouse](#) and [Aperture](#), tracking 120,000+ minutes of tutoring, in-classroom support and enrichment clubs.
- Analyzed student-level data to identify trends used to improve whole-school and small group support in targeted metrics
- Provided tech support to teachers and/or students

Competency: [relationship management / constituent engagement / donor stewardship](#)

- Volunteered as a Red Jacket Society Ambassador, writing personal letters to individual donors to share about the corps experience from the field

Returning AmeriCorps member experience many of the same competencies from the first year still apply in the second year; you will just have a richer set of experiences to highlight. Team leadership or team collaboration roles are particularly key to highlight:

Competency: [Team leadership / facilitation / collaboration \(i.c. capture TL/RACM\)](#)

- Led a team of nine AmeriCorps members via mentorship and peer guidance in acclimating into the school and supporting relationship building with students and teachers
- Conducted monthly observations of corps members to support individual development and achieve site goals; monitored weekly performance measurement of team's service to demonstrate impact
- Created and facilitated 20 biweekly team-level trainings related to academic intervention skills, attendance coaching and behavior management
- Directed the planning and execution of four school-wide literacy and math events that each engaged 400 students, parents and community members.