



Thank you for all you do to keep Bethel University running smoothly! Please check out the **bullet points you can personalize** to make your resume stand out.

Each bullet point follows the formula of an accomplishment statement: **Strong, active verb + Tasks completed + Results/Accomplishments.**

For more ideas and a free resume-building platform, sign up for an account in SkillsFirst: <https://skillsfirst.com/organizations/bethel>. Also, our career coaches are always happy to help! Schedule an appointment in Handshake or stop by CC210.

We appreciate you!

Office of Career Development and Calling

Academic Workers (Teaching Assistant, Lab Assistant, Study Group Leader, etc.)

- Supported classroom activities, tutoring, and assignment reviews to evaluate student progress accurately.
- Developed materials independently and collaboratively with the professor to support instruction and in-class activities for student learning.
- Motivated students toward learning and studying to build self-confidence and reduce fear of failure.
- Evaluate and grade examinations, assignments, or papers, and accurately record grades for 35-40 students.
- Schedule and lead weekly study groups for 8-10 students to improve students' understanding of course material.
- Successfully managed and supervised classroom activities, ensuring a safe and conducive learning environment for students.

BUILD student mentors (social, job, classroom, study, etc.):

- Provided one-on-one support to students with intellectual disabilities, resulting in improved academic performance and increased self-confidence.
- Developed and maintained positive relationships with students, staff, and faculty, resulting in effective communication and collaboration within the school community.
- Delivered individualized support to students with special needs, resulting in their successful integration into general education courses.
- Reported achievements and behavior support needs to professors.
- Mentored individuals with intellectual disabilities in internship job duties, gradually increasing their independent work completion.
- Planned and implemented social group activities for 28 students to encourage social engagement.

Resident Advisors:

- Fostered a supportive and inclusive environment by organizing and facilitating social events to promote engagement and community.
- Acted as a mentor for students to provide academic, personal, and social guidance.
- Collaborated with other residential staff to create and facilitate programming to meet the needs of students.

- Mediated conflict and facilitated helpful conversations between residents to promote understanding and resolution.
- Managed a diverse community of 50 residents, ensuring a safe and inclusive living environment.
- Actively participated in on-call duties, responding to emergencies and supporting residents during challenging situations.

Customer Service (Royal Grounds, library, bookstore, ticket office, post office, etc.):

- Provided excellent customer service by greeting customers and answering questions to ensure a positive shopping experience.
- Processed transactions efficiently while handling various payment types to ensure payment process accuracy.
- Managed a high workflow volume while prioritizing tasks and multitasking to ensure customers received their orders in a timely manner.
- Maintained a clean and organized workplace, creating a welcoming environment for customers.
- Resolved customer complaints and issues promptly and effectively, maintaining high customer satisfaction.
- Assisted guests in locating and accessing information through various research tools, resulting in positive feedback and improved user experience.

Dining Center:

- Demonstrated adaptability and flexibility in various duties supporting dining service operations, including unexpected situations.
- Provided exceptional customer service by greeting customers and stocking stations with food and supplies, ensuring customer satisfaction.
- Managed food preparation tasks efficiently, ensuring timely food delivery to over 500 students.
- Managed scheduling and training of 12-15 student workers in a shift to maintain high standards of service delivery.
- Fostered a positive and supportive work environment, promoting teamwork, morale, and productivity among student employees.
- Collaborated with management to develop and implement strategies for optimizing operational efficiency and customer satisfaction.

Facilities:

- Cleaned and maintained classroom building spaces in collaboration with a team of three.
- Trained and supervised a team of custodial staff, resulting in improved teamwork and overall performance.
- Assisted in the coordination and execution of special events, ensuring the facility was clean and presentable at all times.
- Demonstrated reliability and responsibility in finishing assigned tasks and building trust among colleagues and supervisors through consistent performance and accountability.
- Collaborated with facilities team members to set up events, ensuring all equipment, decorations, and signage were in place and ready for guests.
- Successfully cleared snow from all residential and academic buildings to maintain safe and accessible pathways.