

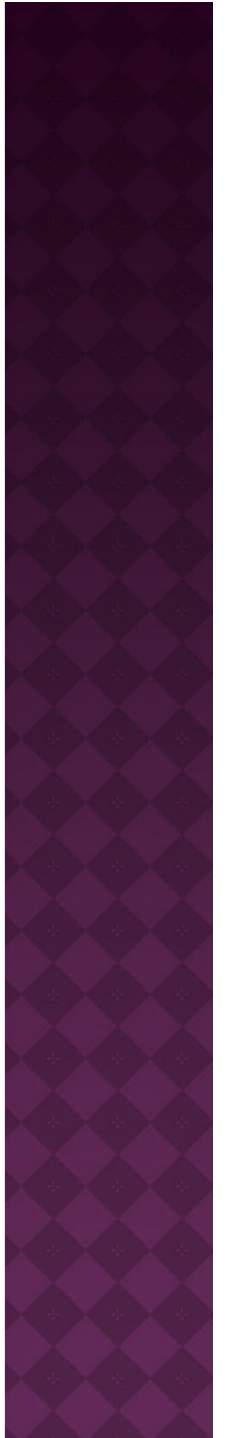
# WHAT'S ON YOUR RESUME?

Lisa Schirtz-Carroll, BS C-TAGME  
Cardiology Fellowship Administrator



# OBJECTIVES

- ◉ What to put on your resume
- ◉ Style of resume
- ◉ Create a relevant resume



WHAT DO YOU WANT?

-Lee Livermore, BA

# I'M NOT LOOKING FOR NEW EMPLOYMENT

◎ You never know when you will need it:

- Potential for interview
- Marketing tool
- Serve on a committee
- Nomination for FACET
- TAGME application
- ACGME Coordinator Council

**While you spend the next week or two getting your resume together, someone else is submitting theirs.**

# WHAT MESSAGE DO YOU WANT TO RELAY ABOUT YOURSELF?

- ❑ Neat
- ❑ Well-organized
- ❑ Attention to detail
- ❑ Careful & Competent

# LONG FORM & SHORT FORM

- ◉ create a thorough long-form resume, as well as a short-form version.
- ◉ keep the formatting simple

## Long Form

- Contains every bit of information; it's more like a CV.
- Update any new projects or accomplishments over the last year

## Short Form

- Edited down and revised to create a targeted resume



# SECTIONS OF A RESUME

- ☐ Header
- ☐ Objective Statement
- ☐ Education
- ☐ Experience
- ☐ Honors & Awards
- ☐ Professional Affiliations & Activities
- ☐ Publications & Presentations
- ☐ References

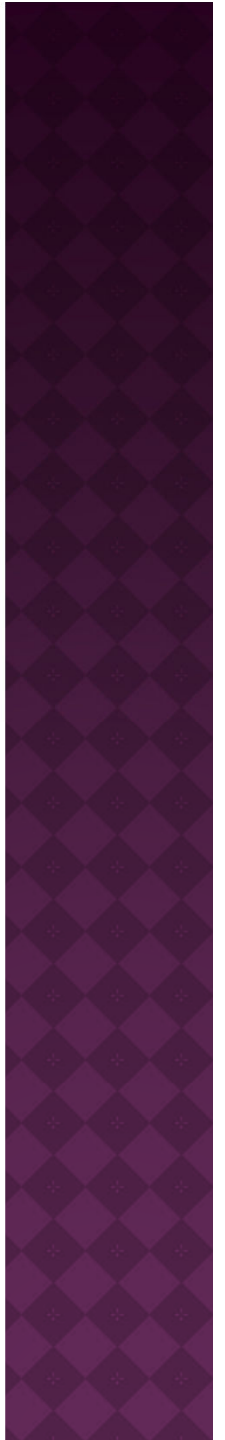


# HEADER

- ❑ What should be included?
  - ❑ Name
  - ❑ Permanent and present address
  - ❑ E-mail address
  - ❑ Telephone number
- ❑ Where should contact information go?
  - ❑ Top of the page

**Lisa Schirtz-Carroll, BS C- TAGME**

8293 Mantova Dr, Clay, NY 13041 (315)391-1009 [SchirtzL@upstate.edu](mailto:SchirtzL@upstate.edu)



## **Lisa Schirtz-Carroll, BS C- TAGME**

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Clay, NY 13041

(315)391-1009  
[SchirtzL@upstate.edu](mailto:SchirtzL@upstate.edu)

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# OBJECTIVE STATEMENT

## ❑ Purpose

## ❑ Examples

- ❑ Management trainee position with a specialty retailer.
- ❑ Technical sales with an energy related industry in the Southwest. Long range goals of regional sales management.
- ❑ To obtain a position as field service representative with XYZ Software Corporation.

Lisa Schirtz-Carroll, BS C- TAGME

8293 Mantova Dr, Clay, NY 13041 (315)391-1009 SchirtzL@upstate.edu

Purpose: To obtain a management position in  
Graduate Medical Education

# OBJECTIVE STATEMENT - PERSONAL PREFERENCE....

- ◉ There are pros and cons to a Purpose Statement:
  - Con: The line simply takes up valuable space. Worse yet, it can work against you if your job objective does not tally directly with the job for which you are applying.
  - Pro: Communicates the type of position you are interested in

# EDUCATION

- ❑ **Name of Institution**

- ❑ Include city and state if not part of the title

- ❑ **Name of your degree and major**

- ❑ Bachelor of \_\_\_\_\_ in \_\_\_\_\_

- ❑ *Bachelor of Science in Business  
Administration: Accounting*

- ❑ **List degrees in reverse chronological order**

- ❑ Most recent degree is listed first



**Lisa Schirtz-Carroll, BS C- TAGME**

8293 Mantova Dr, Clay, NY 13041 (315)391-1009 SchirtzL@upstate.edu

**Education:**

**SUNY Empire State College**

*Bachelor of Science in Business Management and Economics*

*With a concentration in Health Care Management and Migration Studies*

Graduation Date: May 2015

**Bryant & Stratton Powelson Business Institute**

*Associates Degree in Medical Office Assistant*

Graduation Date: May 1989

**North Syracuse High School**

*Regents Diploma with Advanced Designation*

Graduation Date: June 1983

# EXPERIENCE

- ❑ **Use the term "experience"**
  - ❑ What is considered experience?
    - ❑ Full and part-time jobs
    - ❑ Self-employment
    - ❑ Volunteer work
    - ❑ Practicum, field, and cooperative education
- ❑ **Information to include**
  - ❑ Job Title
  - ❑ Dates of employment
  - ❑ Company name
  - ❑ City & State

# LISTING RESPONSIBILITIES

- ❑ Use bullet points
- ❑ Start of each line with an action verb
  - ❑ Present tense if currently employed
  - ❑ Past tense if no longer employed
  - ❑ Vary your choice of verbs
- ❑ Tailor skills and experiences to the position for which you are applying
- ❑ Be concise while providing enough detail

### **Work Experience:**

**Cardiology Fellowship Program Administrator, Division of Cardiology**  
*SUNY Upstate Medical University Hospital*

June 1997 - present  
Syracuse, NY

- Manage the daily administrative activities of the fellowship program as outlined in the American College of Graduate Medical Education (ACGME), Institutional, Common Program and Specialty Program Guidelines for Graduate Medical Education (GME).
- Responsible for the direction, leadership and support for day-to-day management of all educational activities within the Division of Cardiology Fellowship Program, as outlined in the ACGME Institutional, Common Program and Specialty Program Guidelines for Graduate Medical Education.
- Manage & maintain MedHub and AMION programs, the online web-based Residency Management System and scheduling software for institution.
- Maintain database of former and current fellows. I have created, coordinated and planned successful alumni weekend.
- Coordinate all program events including but not limited to graduation, orientation, conference scheduling, recruitment.
- Complete program surveys including but not limited to ACGME, web ADS and GME Track
- Prepare reports such as Annual GME report, RRC site visit paperwork. Maintain up-to-date Affiliation letters. Act as a liaison with outside agencies such as ACGME, ACC and local agencies such as Crouse Hospital and the VAMC.
- Serve as the primary liaison between the Fellowship Program Director, fellows, program faculty, central GME Office and affiliated teaching sites concerning fellowship program matters.
- Efficiently and accurately supervise the daily administrative and professional responsibilities of the program's fellows. Plan, direct and control program budget.
- Assist in developing and participating in professional conferences, both locally and nationally and provide public relations support.

**Keyboard Specialist, Division of Cardiology, Catheterization Laboratory**  
*SUNY Upstate Medical University Hospital*

06/1991 – 06/1997  
Syracuse, NY

- Served as resource for visitors, patients and staff
- Answered telephones
- Scheduled heart catheterizations and angioplasty procedures.
- Prepared new chart for admits and created new admit packets, responsible for proper distribution.

# HONORS & AWARDS

- ❑ Order by dates
  - ❑ Reverse chronological
- ❑ Rank order by importance to the career objective



### Awards

- Excellence in Graduate Medical Education Program Administrator of the Year, 2014

### Certifications:

- Training Administrators of Graduate Medical Education Board, 2013- present
- Deacon in the Evangelical Lutheran Church in America, 2010 - present
- New York State Notary. 2006 - present

# PROFESSIONAL AFFILIATIONS & ACTIVITIES

- ❑ Order by date
  - ❑ Reverse chronological
- ❑ Rank order by importance to the career objective
- ❑ Do not say *Member of* ...
- ❑ Emphasize your leadership roles
- ❑ Spell out the organization's name:
  - ❑ Do not use abbreviations or acronyms



### **Personal Affiliations:**

- St. Stephen Lutheran Church
- SEIU 200 Union ~ Sports Division
- Chair, Community Outreach Committee at St. Stephen Lutheran Church
- Chair, Women of the Evangelical Lutheran Church of America, Church Chapter
- National Notary Association, 2006 – present
- Deacon at St. Stephen Lutheran Church, Syracuse, NY, 2010 – present
- Church council - St. Stephen Lutheran Church, Syracuse, NY, 2010 –2015

### **Professional/Personal Accomplishments**

- Upstate Medical University Experiential Leadership Academy, 2016
- Co-Chair Committee for two day outbreak administrator sessions at the American College of Cardiology national meeting, 2013- present.
- Co-founder of The Fellowship Administrators in Cardiovascular Education and Training (FACET). An organization established by and composed of cardiovascular fellowship program managers, administrators and coordinators to provide an interactive platform for educational opportunities and professional development. FACET is an independent organization with full recognition and support by the American College of Cardiology (ACC) 2015 - present.
- Co-Chair ~ Family and Resident Acclimation Committee (FAR), Graduate Medical Education subcommittee addressing cultural diversity at Upstate Medical University.
- Chair ~ Upstate Medical University Baldwin Run for their Life Team
- Member ~ Cardiovascular Disease taskforce for the National Board of Certification Training Administrators of Graduate Medical Education (TAGME) 2012 - 2013.

# PUBLICATIONS & PRESENTATIONS

- ◉ Lump your publications and presentations under broad categories. Do not list every publication; instead, simply state "published with Oxford University Press, Scribners," etc.
- ◉ When discussing presentations, simply state "presented scholarly work at national, international and local conferences."



### **Public Speaking**

Presented scholarly work at national and local conferences. List Available upon request.



### **Public Speaking:**

- March 2015: American College of Cardiology Administrators Meeting  
San Diego, CA  
Fellowship Fundamentals: A Workshop for New Program Administrators  
*Accreditation Council for Graduate Medical Education (ACGME) Terminology*
- March 2015: American College of Cardiology Administrators Meeting  
San Diego, CA  
*Evaluations and Measuring Milestones*
- March 2015: American College of Cardiology Administrators Meeting  
San Diego, CA  
*Update: Breaking Down Cultural Barriers*
- March 2015: American College of Cardiology Administrators Meeting  
San Diego, CA  
*ACGME Subspecialty Updates*  
Morgan Morris, Cardiology Program Administrator, Carilion Clinic Virginia Tech-Carilion  
SOM  
Karen Mulcahy, C-TAGME, Cardiology Program Administrator, Advocate Lutheran  
General Hospital  
Lisa Schirtz-Carroll C-TAGME, Cardiology Program Administrator, SUNY Upstate  
Medical University  
Jeanette Wheeler, Cardiology Program Administrator, Saint Luke's Mid America Heart-  
UMKC
- March 2015: American College of Cardiology Administrators Meeting  
San Diego, CA  
*Professional Development/Self-Evaluation*
- March 2015: American College of Cardiology Administrators Meeting  
San Diego, CA  
*Coordinator Job Description National Task Force*
- November 2014: Graduate Medical Education Administrator Meeting  
Syracuse, NY  
*The Family and Resident (FAR) committee*
- March 2014: American College of Cardiology Administrators Meeting  
Washington, DC  
**Breaking Down Cultural Barriers**



# RESUME DON'TS

- ❑ Do not use the pronouns such as I, me, my, etc.
- ❑ Do not include references
- ❑ Do not clutter your resume with nonessential information
- ❑ Do not make any misrepresentations
- ❑ Do not include personal information
  - ❑ SSN, age, sex, height, weight, marital status, photograph, etc.

# RESUME DO'S

- ❑ Use action verbs - Check out 200 Action Words to Make Your CV Pop!  
<http://catherinescareercorner.com/2013/07/29/make-your-cv-pop-use-these-50-powerful-action-verbs/>
- ❑ Use short, concise sentences
- ❑ Use #, %, \$ amounts
- ❑ Keep resume easy to read
- ❑ Keep resume about one - two pages

## NOW WHAT?

- ◉ Are there technical skills you need to improve on, experiences to gain that would increase employer interest, or other ways to advance your career?
- ◉ Are there Workshops, professional training or webinars you can add?
- ◉ Is everything still relevant to your current career goal?
- ◉ Are there any committees you can be on at Institution or in the community?



## MOST IMPORTANTLY....

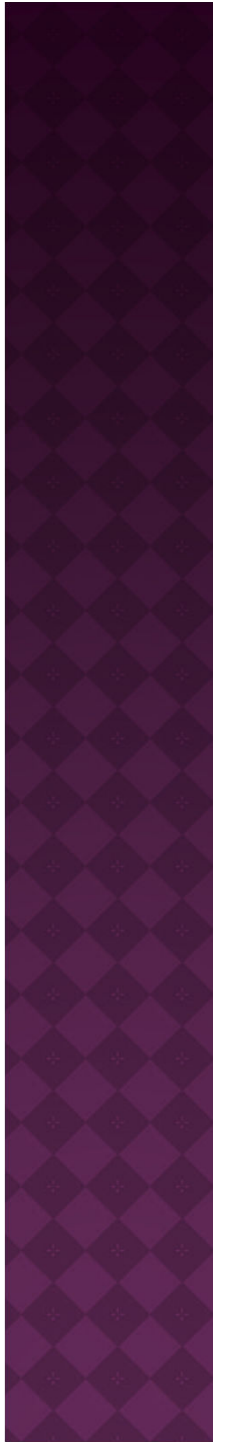
- ◎ ALWAYS have your resume updated and ready to send out!!!!

Look at it every quarter  
and update as necessary

Your work is going to fill a large part of your life, and the only way to be truly satisfied is to do what you believe is great work. And the only way to do great work is to love what you do. If you haven't found it yet, keep looking. Don't settle. As with all matters of the heart, you'll know when you find it.

--Steve Jobs

# Questions



# LEADERSHIP CERTIFICATION / MENTORING PROGRAM

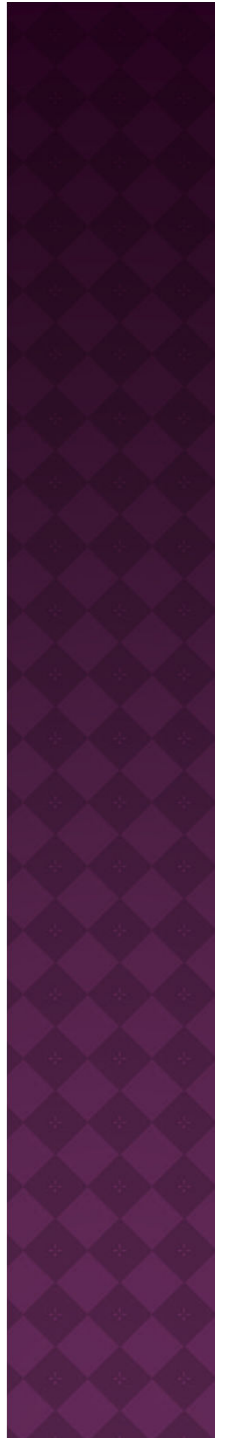
Lisa Schirtz-Carroll, BS C-TAGME  
Cardiology Fellowship Administrator

# OBJECTIVE

- Information on a leadership program at Upstate Medical University to develop leaders and those that aspire to be leader.

# THE HISTORY

- ◉ Since 2007 a strategic planning process began for Engaging Excellence. The President and Executive Team approved a recommendation that Upstate create a leadership development program which today is recognized as the Upstate Medical University Leadership Academy.

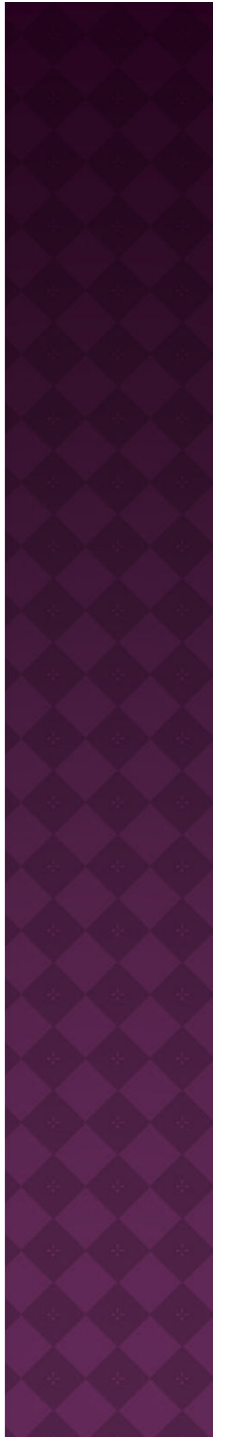


# PHILOSOPHY

The Upstate Medical University Leadership Academy identified four imperatives of leaders within our institution;

Values, People, Culture, and Results.

The emphasis of the Leadership Academy is to help all employees reach their leadership potential.





# TWO TRACKS

## ◉ Emergent Leader

The Emergent Leadership Course is available to any employee in the institution who desires to increase their understanding of leadership and have a positive impact in their work units. For those who wish to gain the fundamental understanding of leadership and have not held a leadership position.

The content focuses on basic leadership skills with the premise that all employees are leaders within Upstate. Participants will work in teams on self-selected projects that will have positive impact on the institution.

# TWO TRACKS

## ⦿ Experiential Leader

The Experiential Leadership Course is available to any employee in the institution with a minimum of a bachelor degree and/or 3 or more years in a leadership role.

Employees who have held leadership positions in the community or through professional organizations are encouraged to apply. Participants will work in teams on projects that have a positive impact on Upstate or the community we serve.

Curriculum is for individuals who have the basics of leadership or have held a leadership position in some form (need not be a formal role/title) who seek to understand or broaden expertise leading at Upstate.

# APPLYING

- ◉ Each class accepts 20 participants to ensure an optimum experience.
- ◉ Applications are accepted in January.
- ◉ Participants and their Manager are notified of acceptance into program.
- ◉ Classes and Capstone project are for 12 continuous months

# APPLICATION

- ◉ A brief background information application
- ◉ Write 250-500 word response to the questions below and send as an attachment to your nomination form.
- ◉ Answer 2 Questions:
  - 1) Describe your interest in the Leadership Academy including what you hope to gain from participation?
  - 2) Describe one issue or opportunity facing Upstate or your department and how you would recommend it be addressed?

# SUPPORTING DOCUMENTATION REQUIRED

- ❑ Self Serve Training Tracker Record
- ❑ **Curriculum Vitae/Resume**
- ❑ Letter of Recommendation



## 2016 Emergent Leadership Curriculum Outline

Class	Outcome	Faculty	Date
LA Kick-off	<input type="checkbox"/> Become acquainted with class members	McCurdy	January 19, 2016
Program Overview	<input type="checkbox"/> What is organizational Leadership/people-centered leadership	Rokicki	9:00-Noon
Time line	<input type="checkbox"/> Understanding personal style and impact on how we lead and communicate	Upstate Leaders	ET 8405 A/B
Capstone Projects	<input type="checkbox"/> The attitude of a champion	Ahern & Murphy – combined with experiential class	January 26, 2016
DiSC Assessment	<input type="checkbox"/> Leading world class teams		8:30-12:30
Leadership is a Verb			GCH Performance Center
On Being Upstate	<input type="checkbox"/> Understand the big picture of the University	Frost	February 9, 2016
	<input type="checkbox"/> People, Patients, Student First philosophies	Thompson	8:30-Noon
	<input type="checkbox"/> History of Upstate	White	ET 12405 A/B
Intentional Leadership	<input type="checkbox"/> Identifying your leadership path	Esteria	February 23, 2016
	<input type="checkbox"/> What does legacy mean to you and how to you begin to communicate legacy?		8:30-Noon
			ET 9405 A/B
BROWN BAG LUNCH	<input type="checkbox"/> The importance of recognition and valuing others	Chase	March 1, 2016
			Noon – 1:30
			ET 8405 A/B
Listening Skills	<input type="checkbox"/> Cementing the basis of listening	Fenner	March 15, 2016
	<input type="checkbox"/> Enhancing communication skills		8:30 – 12:30
			ET 8405 A/B
Ethics	<input type="checkbox"/> The challenges leaders face in leading excellence day-to-day	Livermore	March 29, 2015
	<input type="checkbox"/> The leaders role in ethical dilemma's		1:00-4:00
	<input type="checkbox"/> Solution focused problem solving		ET 8405 A/B
Decision Making & Problem Solving	<input type="checkbox"/> Levels of decision making	Daoust	April 5, 2016
			8:30 – 12:30
			TBD
BROWN BAG LUNCH	<input type="checkbox"/> A conversation with Nancy Page, CNO	Page	April 19, 2016
			Noon – 1:30
			ET 8405 A/B
Project Management	<input type="checkbox"/> Fundamental of PM	Rokicki	April 26, 2016
	<input type="checkbox"/> Setting the stage for capstone work		8:30 – Noon
			TBD
Making a Difference	<input type="checkbox"/> Capstone project ideas	McCurdy	May 10, 2016
	<input type="checkbox"/> Team's identified	Rokicki	8:30 – Noon
			ET 12405 A/B
Teams Present Capstone Projects	TBD	All Invited	TBD





## 2016 Experiential Leadership Curriculum Online

Class	Outcome	Faculty	Date
LA Kick-off Program Overview Time line Project Teams DiSC Assessment Leadership Panel Discussion Leadership is a Verb	<input type="checkbox"/> Become acquainted with class members <input type="checkbox"/> What is organizational Leadership/people-centered leadership <input type="checkbox"/> A leader's role in shaping, nurturing or changing culture  <input type="checkbox"/> The attitude of a champion <input type="checkbox"/> Leading world class teams	Thompson McCurdy President Upstate Leadership – panel discussion  Ahern & Murphy	January 20, 2016 8:00 – 1:00 ET 8405 A/B  January 26, 2016 8:30-12:30 GCH Performance Center
Situational Leadership	<input type="checkbox"/> Developing people to create engagement, passion, and results <input type="checkbox"/> Understanding leadership flexibility and effectiveness	Thompson McCurdy	February 4, 5, 2016 8:30 – 4:00 both days ET 11405 A/B
The Role of a Leader in Valuing Others	<input type="checkbox"/> Going beyond recognition to valuing <input type="checkbox"/> Recognition and valuing as a priority – non-negotiable <input type="checkbox"/> Individual value mind-mapping <input type="checkbox"/> Mapping assignment	Chase	February 16, 2016 8:30-12:30 ET 11405 A/B
BROWN BAG BREAKFAST	<input type="checkbox"/> Sharing mapping assignment experiences	McCabe Page	March 1, 2016 8:00-9:30 ET 8405 A/B
Quality and Patient Experience	<input type="checkbox"/> The changing landscape of health care <input type="checkbox"/> Importance of quality on organizational vitality and patient outcomes <input type="checkbox"/> ICARE Model – why we should care	Briggs Cassagnol Szczeniak	March 8, 2016 8:30-12:00 CAB East Lounge
Ethics	<input type="checkbox"/> The challenges leaders face in leading excellence day-to-day <input type="checkbox"/> The leaders role in ethical dilemma's	Livermore	March 29, 2016 8:30 – 12:30 ET 8405 A/B
Finance	<input type="checkbox"/> Understanding Upstate finances	Smith Wright Edwards	April 12, 2016 8:00 – 12:00 CAB East Lounge
BROWN BAG BREAKFAST	<input type="checkbox"/> Topic to be identified by class members	TBD	April 19, 2016 8:00-9:00 ET 8405 A/B
Strategic Planning	<input type="checkbox"/> Upstate's Strategic Planning process and goals <input type="checkbox"/> Creating your tactical plan	Rokicki	May 3, 2016 8:30 – 12:00 ET 9405 A/B
Systems Thinking	<input type="checkbox"/> Looking beyond your borders <input type="checkbox"/> Creating synergy across the organization	Delaney	May 17, 2016 8:30 – 12:00 ET 8405 A/B
Teams Present Capstone Projects	TBD	All Invited	TBD



# PREVIOUS CAPSTONE PROJECTS

- ◉ Concierge Service
- ◉ Reducing Institutions Carbon Footprint

# CURRENT CAPSTONE PROJECTS

- ◉ “Shark Tank”
- ◉ Patient Billing
- ◉ Disaster Plan in the ED

# WHY PARTICIPATE

- ◉ It's not always about the knowledge and experience you get from participating...it's also about the

# NETWORKING!!!!

[http://www.upstate.edu/hr/intra/leadership\\_academy/](http://www.upstate.edu/hr/intra/leadership_academy/)

# Questions

