

ALL ABOUT RESUMES

A resume is an organized compilation of your education, experiences and achievements. It is your own personal marketing piece designed to give an employer a picture of who you are, what you have accomplished, and your ability to successfully perform meaningful work. It is also a living document that will grow and change to reflect your own development.

Think of your resume as a custom designed marketing tool, developed to capture the attention of a prospective employer - within 30 seconds! That's how long it takes a reader to formulate a first impression and that's how long you have to create an impact! Communicating your qualifications quickly and effectively will determine your chances of being considered for an interview.

WHY SHOULD I HAVE A RESUME?

An important element in career planning is learning how to obtain the job you want, and a helpful tool you can have, is a good resume. If your resume is carefully prepared, it will promote your selling points in an organized manner and present them so that the impression you make is a good one.

WHY IS A GOOD RESUME IMPORTANT?

A good resume is important because it formulates the first impression that a prospective employer has of you. It is your personal advertisement to potential employers.

WHAT IS THE PURPOSE OF A RESUME?

An effective resume can help you to be selected for interviews so that you can land the right job. A resume should tell a prospective employer that you are a first rate candidate who deserves an interview.

RESUME FORMATS

Since each resume is an individual statement, there is no one format used, and no “right” or “wrong” format. The style and format of your resume will depend upon why you are writing it, how you wish to present yourself, the range of employment and other relevant experiences you have had and your educational background. There are two basic resume formats that are of interest to most students: Chronological and Functional.

The **Chronological** resume lists work history chronologically with the most recent job listed first. Job titles and employers are emphasized and duties and accomplishments are described in detail. A chronological resume is easy to read, and can highlight career growth. It is suited to those whose career goals are clearly defined and whose job objectives are aligned with their work history.

Reasons to Use a Chronological Resume:

- If your recent employers and/or job titles are impressive
- If you are staying in the same career field
- If your job history shows progress
- If you are working in a highly traditional field, such as teaching, accounting and politics, where employers should be highlighted

The **Functional** resume highlights skills and accomplishments developed through work, academic, and community experiences. Your skills and potential can be stressed and lack of experience or possible gaps in work history de-emphasized.

Reasons to Use a Functional Resume:

- If you want to emphasize skills not used in recent work experience
- If you want to focus on skills and accomplishments rather than a lengthy employment history
- If you are changing careers or reentering the job market
- If you want to market skills and experience gained through coursework and or volunteer experience
- If your career path has not been continuous and progressive
- If you have a variety of unrelated work experiences
- If your work has been in freelancing, consulting, or temporary in nature
- If you have little work experience or leadership experience

Often candidates with more advanced experience choose to utilize a combination of the chronological and functional formats and also include a category entitled "Summary of Qualifications."

RESUME BASICS

LAYOUT AND CONTENT

The resume should be graphically appealing and easy to read. Use italics or bold to emphasize job titles and employers.

Be consistent in your form. If you begin to underline or italicize a job title, then underline or italicize all job titles. Be sure to use the same line spacing and font throughout your resume.

Keep in mind that prospective employers will spend less than 30 seconds reviewing your resume. You will want your key items to grab the reader's attention. Therefore, use bullets to break-up information and highlight key selling points that would be less noticeable if presented in paragraph form.

Keep your font size at 10 – 12 points.

Do not minimize experience that may seem irrelevant to the position if the skills are transferable to the position for which you are applying. When describing your experience, begin with your main and most pertinent responsibilities.

LENGTH

One page resumes are generally appropriate for undergraduates. Graduate students may opt for a two-page resume, particularly for academic positions.

GRAMMAR AND PUNCTUATION

- Write concisely
- Begin sentences with action verbs and be consistent with verb tense
- Avoid "I", "the", pronouns and prepositions
- When describing your current positions use the present tense; when describing previous positions use the past tense. In addition, omit periods unless you have a complete sentence

DESCRIBING YOUR RESPONSIBILITIES

- When describing your job duties highlight your skills, knowledge and experience as they relate to the position for which you are applying.
- Indicate your contributions, emphasize results, and use specific numbers when possible (e.g. increased sales by 50%, operated 10-line switchboard, provided clerical support for ten staff members).
- The Dictionary of Occupational Titles (D.O.T.), The Occupational Outlook Handbook (O.O.H.) and O'Net are resources you can use to research careers and outline your job duties. If you are having difficulty formulating the proper language for your resume or are unable to recall some of your previous responsibilities these resources may be very helpful to you.
- Note: The D.O.T., O.O.H and O'Net are available in the Office of Career Services and also in most libraries.

PROOFREAD

Make certain that your resume is grammatically correct, free of any spelling and punctuation errors. It is crucial that your resume reflects an accurate account of your accomplishments. Your resume is a writing sample of your work. If you miss a “typo”, the employer will think you might miss other details while on the job. Show your resume to others. They may point out errors or remind you of accomplishments that you may have overlooked. Attention to details is crucial.

PAPER

Be conservative when choosing the color and type of paper to print your resume. White and ivory paper is a good choice. The same color paper should be used for your cover letter and envelope. All mailing envelopes should be typed.

PRINTING

Use word processing software and a laser or ink-jet printer. This enables you to save your resume on a disk to edit and update as necessary.

EMAIL

Email is widely accepted and is the preferred method of communicating with potential employers.

Make sure to include your email address on your resume so the employer can reach you using this method. Your email account should be one that you check regularly and have a professional address.

LIST OF *IMPACT ACTION* WORDS

Below are examples of action words that may apply to your experience and qualifications. Don't be afraid to combine action verbs to make descriptions more powerful. Circle the words that highlight your accomplishments which will make your resume more dynamic.

MANAGING

Accomplished
Achieved
Advised
Analyzed
Approved
Attained
Chaired
Conducted
Contacted
Coordinated
Determined
Developed
Directed
Disseminated
Ensured
Evaluated
Examined
Exceeded
Headed
Improved
Increased
Initiated
Instituted
Launched
Led
Managed
Organized
Oversaw
Pioneered
Presided
Prioritized
Produced
Recommended
Reorganized
Scheduled
Spearheaded
Streamlined
Strengthened
Supervised

COMMUNICATING

Addressed
Arranged
Assessed
Briefed
Convinced
Corresponded
Developed
Defined
Directed
Drafted
Edited
Enlisted
Explained
Expressed
Influenced
Informed
Interpreted
Interviewed
Negotiated
Persuaded
Presented
Promoted
Proposed
Publicized
Related
Recommended
Reported
Resolved
Secured
Suggested
Summarized
Taught
Translated
Wrote

TECHNICAL

Assembled
Built
Calculated
Charted
Classified
Compiled
Computed
Conducted
Configured
Designed
Detected
Developed
Devised
Drafted
Enhanced
Eliminated
Expanded
Expedited
Fabricated
Installed
Launched
Maintained
Modified
Operated
Overhauled
Pioneered
Programmed
Reconstructed
Reduced
Refined
Repaired
Restored
Retrieved
Revamped
Solved
Surveyed
Systemized
Trained
Upgraded

CREATING

Acted
Adapted
Composed
Conceptualized
Conceived
Created
Customized
Designed
Developed
Established
Fashioned
Generated
Illustrated
Improvised
Initiated
Integrated
Innovated
Introduced
Invented
Originated
Performed
Planned
Redesigned
Reshaped
Revitalized
Shaped
Synthesized
Visualized
Wrote

LIST OF ACTION WORDS (Continued)

RESEARCHING

Calculated
Cataloged
Collected
Compiled
Computed
Detected
Diagnosed
Discovered
Documented
Evaluated
Examined
Experimented
Explored
Gathered
Identified
Interpreted
Investigated
Obtained
Organized
Pinpointed
Processed
Researched
Reviewed
Searched
Summarized
Surveyed
Systematized

FINANCIAL

Adjusted
Administered
Allocated
Analyzed
Appraised
Audited
Budgeted
Calculated
Computed
Developed
Eliminated
Exceeded
Figured
Financed
Forecast
Gained
Generated
Increased
Performed
Projected
Reconciled

HELPING

Aided
Assisted
Boosted
Clarified
Coached
Consoled
Counseled
Demonstrated
Delivered
Educated
Encouraged
Explained
Facilitated
Furnished
Fostered
Furthered
Guided
Helped
Instilled
Mentored
Motivated
Nurtured
Optimized
Provided
Reassured
Rectified
Reeducated
Referred
Served
Supported
Stabilized

DETAIL ORIENTED

Adhered
Administered
Analyzed
Approved
Arranged
Appropriated
Assured
Attained
Balanced
Budgeted
Charted
Classified
Collated
Compared
Compiled
Determined
Documented
Enforced
Followed through
Followed-up
Formalized
Formulated
Identified
Met deadlines
Prepared
Processed
Provided
Recorded
Retrieved
Systemized
Tabulated

TEACHING

Acquainted
Adapted
Advised
Answered
Augmented
Brief
Chaired
Clarified
Coached
Collaborated
Communicated
Conducted
Coordinated
Delivered
Demonstrated
Designed
Developed
Educated
Empowered
Enabled
Enacted
Facilitated
Grouped
Guided
Harmonized
Implemented
Informed
Initiated
Innovated
Installed
Instituted
Instructed
Integrated
Lectured
Originated
Presented
Set goals
Stimulated
Summarized
Trained

RESUME COMPONENTS

Below are components that are parts of a resume. You can CHOOSE as many headings that are applicable to your credentials. The sample resumes and worksheets in this guide will provide the assistance you need in creating your resume.

- HEADING:** The top of your resume must begin with your name, address, e-mail and a phone number where you can be reached. Make sure your voicemail and e-mail are professional.
- OBJECTIVE:** A clear and concise statement of what job title of position you are targeting.
- SUMMARY OF QUALIFICATIONS:** This section usually consists of four to six sentences or bullet statements that present an overview of your experience, talents, work habits and skills.
- EDUCATION:** List all colleges in reverse chronological order, beginning with the one you are presently attending. Include your degree, certification and your major. Your grade point average is optional, and should not be included if it is below a 3.0.
- HONORS:** Include your academic honors including scholarships, honor societies, Deans List, and/or awards related to your major or extra-curricular activities.
- RELATED COURSEWORK:** List coursework related to your major and career objective. Spell out the title of the course. You may include your current courses.
- PROFESSIONAL EXPERIENCE:** List internships or jobs related to your career objective. Highlight your duties and accomplishments. Begin with your current or most recent position. Include company name, city, state, job title and dates of employment.
- ADDITIONAL EXPERIENCE:** List all additional paid experience using the same format as your professional experience (mentioned above). You may include your volunteer experience or create another heading for volunteer work.
- COMPUTER SKILLS:** This is one of the top skills employers want. List all the computer software you know. Rate your level of expertise (i.e., familiar, knowledge of, or proficient).
- FOREIGN LANGUAGES:** List any other languages you know other than English. For example, "Fluent in French and German." Distinguish between fluent and literate.
- PUBLICATIONS/ RESEARCH:** List the title of your thesis, research activities, dissertation capstone, or any other publications relevant to your objective.
- ACTIVITIES:** List any and all activities you are currently involved in within or outside the school.
- INTERESTS:** Highlight activities or hobbies that may reflect your interest in your major or career goal.
- REFERENCES:** An optional section in which you can state, "Furnished Upon Request" or "Available Upon Request".

CHRONOLOGICAL RESUME WORKSHEET

This worksheet is designed to help you determine the content you will need for a chronological resume. Do not worry about length or format when you are completing the worksheet, just focus on the content. If you have questions or concerns, please make an appointment with your career counselor.

Name _____

Address _____

Phone _____

Email _____

SUMMARY OF QUALIFICATIONS (for more seasoned individuals)

Include a brief list (4-6 lines) of key points about yourself such as why you are qualified for the job or why you are a desirable candidate. Include important qualities, achievements and abilities you possess which are related to your chosen field of work. You can also include education and training in your chosen field and something about your attitude toward working that would be appealing to your future employer.

EDUCATION

College/University, City, State _____

Degree, Major, Year of Completion _____

College/University, City, State _____

Degree, Major, Year of Completion _____

RELATED COURSEWORK

Coursework and/or class projects completed relevant to targeted position

HONORS AND AWARDS

LICENSES

VOLUNTEER EXPERIENCE

(Section should be modified to include related, cooperative education experiences, internships, externships, student teaching and/or clinical rotations)

Company/Organization, City, State _____

Job Title _____

Date of Employment _____

Brief overview of role and responsibilities, using impact action verbs, accomplishments and achievements: _____

EMPLOYMENT EXPERIENCE

Company/Organization, City, State _____

Job Title _____

Date of Employment _____

Brief overview of role and responsibilities, using impact action verbs, accomplishments and achievements: _____

Company/Organization, City, State _____

Job Title _____

Date of Employment _____

Brief overview of role and responsibilities, using impact action verbs, accomplishments and achievements: _____

Company/Organization, City, State _____

Job Title _____

Date of Employment _____

Brief overview of role and responsibilities, using impact action verbs, accomplishments and achievements: _____

SKILLS

COMPUTER SKILLS

ACTIVITIES OR PROFESSIONAL AFFILIATIONS

(Professional memberships, campus projects, activities and organizations)

FUNCTIONAL RESUME WORKSHEET

This worksheet is designed to help you determine the content you will need for a functional resume. You can make use of the “Discovering Your Skills Worksheet and the list of “Skill Areas Used in a Functional Resume” on the next pages prior to completing this worksheet. Do not worry about length or format when you are completing the worksheet, just focus on the content. If you have questions or concerns, please make an appointment with your career counselor.

HEADING

Name _____

Address _____

Phone _____

E-mail _____

SUMMARY OF QUALIFICATIONS

Write a brief summary (4 -6 lines) at the top of your resume that states why the employer would want to hire you. The summary should sell your ability, experience and personality.

Highlight your skills and qualities in a way that makes it easy for the prospective employer to see you in the position that you want. (See sample resumes for samples of Summary of Qualification).

EDUCATION

Current or most recent College or University, City, State _____

Degree, Major, Year of Completion or anticipated graduation date

Previous College or University, City, State _____

Degree, Major, Year of graduation _____

SKILL AREAS

Using your area of expertise and or using the list of “Skill Areas Used in a Functional Resume” on the following pages, name three broad skill areas that you believe will represent your work, internship or volunteer experience, talents, accomplishments, qualifications and or personality characteristics.

1) _____

2) _____

3) _____

TASKS OR WORK FUNCTIONS THAT YOU PERFORMED

In each of these skill areas list three to four tasks that you performed in each area. Think of your accomplishments or specific assignments you completed in each skill area.

1) SKILL _____

-
-
-
-

2) SKILL _____

-
-
-

3) SKILL _____

-
-

EMPLOYMENT EXPERIENCE

List your employment record beginning with your current employment and or internship position

Current Company, City, State _____

Job Title, Dates of Employment _____

Previous Company, City, State _____

Job Title, Dates of Employment _____

Previous Company, City, State _____

Job Title, Dates of Employment _____

DISCOVERING YOUR SKILLS WORKSHEET

This exercise is an opportunity to examine the most satisfying experiences of your life and to discover those skills that you may want to use as you go forward in your career. You will be looking at the times when you felt you did something particularly well and that you also enjoyed doing. It doesn't matter what other people thought or whether or not you were paid. **All that matters is that you felt happy doing whatever it was, felt proud about what you did, and experienced a sense of accomplishment.**

SECTION ONE

Briefly outline below, all the **work/personal/life experiences** which meet the above description. Don't be too selective in this exercise. Just write down anything that occurs to you, no matter how trivial it may seem. You can even go back to childhood or whatever phase of your life you choose. **Try to think of concrete examples, situations and tasks, not generalized skills or abilities.**

Below are some examples demonstrating what will make this exercise more productive:

RIGHT

Came in fourth in a Brooklyn Bike Race.
Passed all my five Regents in tenth grade.
Received recognition for volunteering in a hospital.

WRONG

Cycling.
Took some Regents.
Did volunteer work.

Begin with at least five accomplishments but you can add more if you wish:

It may be helpful to say to yourself: **There was the time when I....."**

1. _____
2. _____
3. _____
4. _____
5. _____
- _____
- _____
- _____

SECTION TWO

Choose the two accomplishments that meant the most to you and gave you the greatest sense of satisfaction. This will help you examine the skills that you do well and enjoy.

Answer these questions for each of your two highest accomplishments:

The accomplishment that I ranked the highest: _____

What about it did you *enjoy most*? _____

What did you *do best*? _____

What was your *key motivator*? (e.g., recognition, helping others, creativity, etc.):

What was the *subject matter*? (e.g., music, mechanics, gardening, budgeting, etc.):

Think of two specialized skills that you used to achieve this accomplishment (e.g., advising, design, management, writing, presentation, financial, teamwork, marketing, inventiveness etc.):
_____ & _____

Second accomplishment: _____

Enjoyed most: _____

Did best: _____

Key motivator: _____

Subject matter: _____

Two specialized skills: _____ & _____

SKILL AREAS USED IN A FUNCTIONAL RESUME

Functional resumes use skill areas to identify the major experience group. Following is a list of numerous skill areas commonly used. Typically two to four skill areas are highlighted.

Account Management	Laboratory Skills
Accounting	Management
Administration	Marketing
Advertising	Office Administration
Advocacy	Outreach
Arbitration / Legal	Policy Making
Analysis and Evaluation	Production
Business Management	Public Relations
Community Relations	Publicity
Career Development	Publishing
Client Services	Quality Assurance
Clinical Skills	Quality Control
Communications	Reengineering
Computer Skills	Real Estate
Counseling	Recruiting
Curriculum Development	Research Activities / Investigation
Editing	Sales
Employee Relations	Strategic Planning
Engineering	Supervision
Environmental	Systems Analysis
Field Research	Teaching
Film and Video	Technical Skills
Financial Analysis	Telecommunications
Financial Management	Testing
Fundraising	Training
Graphic Design	Visual Arts
Human Resources	Word Processing
International Business	Writing

RESUME CHECKLIST

Use the following as a final check before you get ready to finalize and print copies of your resume.

OVERALL APPEARANCE

- Is your resume graphically appealing and easy to read?
- Did you target your resume to the industry/position you are applying for?
- Is your most pertinent information at the top of your resume?
- Are all the margins equal and does your resume appear balanced on the page?
- Is the content consistent in such things as capitalization, verb tense, and punctuation?
- Are your key points either at the left margins or on the top half of the sheet?
- Does your name stand out and are your address and phone number correct?
- If I spend just 30 seconds scanning your resume, what are the ideas/words that pop out? (degrees, specific company names, specific job titles, skills, accomplishments etc.)
- Is your resume grammatically correct and free of typos?

EDUCATION

- Have you included the name and city and state of your school?
- Have you included the correct title of your degree and date it was granted?
- If a recent graduate, have you included your GPA?
- Have you included any special learning circumstances such as a capstone projects or case studies or relevant course work?
- Have you included campus clubs you are a member of and any pertinent extracurricular activities?
- Have you included any computer hardware, software, or any other experience with special equipment?

WORK EXPERIENCE

- When you discussed your job responsibilities, did you highlight your skills, knowledge and experience as they relate to the position?
- Did you indicate your contributions, emphasize results and use specific number when possible?
- Did you use action verbs and avoid "I"s?
- Check through your job descriptions; do all the verb tenses agree with the time that the positions were held? (i.e. all past tense verbs for past positions?)
- When describing your experience, did you begin with your main and most pertinent responsibilities?
- Have you made sure you did not include your managers' names and any mention of salary or reasons for leaving?
- Have you remembered to include your job titles and dates of employment?

PAPER

- Did you print your resume on good quality conservative color (ivory) resume paper?