

# Writing a Resume

## KEY POINTS

It is the first impression employers will have of you, in many cases.

- Make sure you follow guidelines to polish up your resume
- Have a career counselor/professional in the field review your document

Employers initially spend approximately 20 seconds skimming resumes rather than reading them thoroughly to see if you have what they are looking for

- Know what the employer is looking for
- Help them find it as quickly as possible by selectively applying bold and italic typeface
- Use the most appropriate format to showcase your relevant professional background

Some companies use software to scan resumes for certain “key words” to see if the candidate has the necessary qualifications

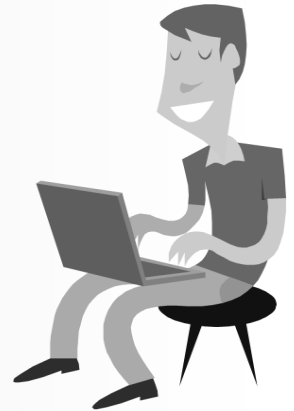
- Examine the job description to identify key qualifications and the buzzwords.
- Incorporate them into your resume to catch employer’s attention

One resume does not fit all!

- Tweak your resume to fit the target job
- Specifically state the key skills and qualifications that the employer is seeking

Your resume gets you an interview, not a job offer

- Keep the content clear and concise
- Be prepared to elaborate on your resume content during the interview



## BEFORE WRITING YOUR RESUME:

- Make a list of all of your experiences including full-time, part-time, volunteer, leadership, and other extracurricular involvement
- For each position list the associated accomplishments, skills, activities, and tasks
- Decide the field and kind of positions you will target with your resume
- Review several job descriptions of the positions you are interested in
- Highlight the keywords and key qualifications required to perform the job
- Select the most relevant experiences with the most pertinent descriptive sentences to put on your resume
- Tailor each resume to the specific job or company that you are applying for

## RESUME COMPONENTS

- Name, Address, Phone Number, Email Address
- Summary of Qualifications
- Education, Skills
- Work or Related Experience
- Community Service
- Accomplishments, Honors, Awards
- Activities, Clubs, Organizations
- Professional Affiliations

## What should not be included in the resume?

- Availability
- Salary expectations
- Age, Race, Gender, Religion, etc.
- Weaknesses
- “References available upon request”
- Reasons for leaving
- Status of Citizenship

## RESUME TYPES

### Chronological Format

- The most common form of resumes, typically used by most people.
- Reverse chronological listing of education and experience.
- Describes job duties, accomplishments and skills.
- Highlights the position and what you did in it.

### Functional Format

- Good for people who are changing careers, have experience that is seemingly unrelated, or have similar experience that is repetitive.
- Highlights the skills you learned, or the key areas of expertise, instead of the positions you have held.

# Writing a Resume

## HEADING

- Includes First Name, Last Name, current City and State (actual home address is not necessary), phone number, and email address
- May also include professional websites such as an online portfolio or LinkedIn address
- Have a professional e-mail address: GOOD: ChrisSmith@hotmail.com; BAD: SoccerNut@gmail.com; WORST: LoveGoddess@yahoo.com

### YOUR NAME

Address · Phone number · e-mail

## SUMMARY OF QUALIFICATIONS

- Years of experience (can also include relevant education/training experience)
- Areas of specialty
- Brief description of your most relevant skills

This section will be the first thing the employer sees. It should highlight your skills and qualifications that the employer is seeking. It is recommended to use a summary of qualifications rather than an objective statement. You don't need both on your resume.

### SUMMARY OF QUALIFICATIONS

- 2 years of experience in event planning, marketing and coordinating
- Enthusiastic professional with strong work ethic and attention to detail
- Ability to effectively work with diverse individuals and groups
- Bi-lingual English/Spanish

## EDUCATION

- University name and location (only schools where degrees were earned)
- Degree, major/minor or concentration, graduation date (not years attended)
- GPA (optional, only list if above 3.0)
- Dean's list, other academic honors or awards
- Study abroad (Semester and location)
- Certification/licensure (if applicable)

Should you list high school information? For freshmen and sophomores YES, since college experience is limited. For juniors and seniors NO; it is strongly encouraged to only include college experiences. But, it is still ok to include a significant achievement from high school if it is very relevant to your job search.

### EDUCATION

Barry University, Miami Shores, FL

**Bachelor of Science in Psychology**

GPA: 3.5/4.0

Honors: Dean's List: Fall 2012, Spring 2013

May 2014

# Writing a Resume

## EXAMPLES OF EXPERIENCE

- Internships
- Part-time Jobs/Summer Jobs
- Full-time Positions
- Academic Projects/Coursework
- Community Service/Volunteering

Under the experience section, you should list your relevant experiences in reverse chronological order. You may also include self-employment, community service, campus activities, and leadership experiences if they are relevant to the position you are applying for.

## EXPERIENCE

- Name of the Organization
- Position Title
- Location (city/state)
- Dates Employed (month/year)
- Descriptive Statements

Explain your tasks by starting your sentence with the strongest action word (see Action Verbs table) and providing details. A strong resume demonstrates responsibilities and accomplishments with **measurable data**. Avoid short statements such as “customer service”, “data entry”, and “payment transactions”. Incorporate these phrases and industry specific **buzz words** into whole sentences.

### EXPERIENCE

Old Navy, Miami, FL

Seasonal 2011 -Present

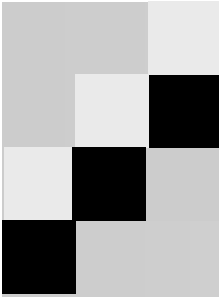
#### Sales Associate

- Established and maintained rapport with customers in efforts to increase store loyalty and sales
- Completed projects including visual merchandising/marketing
- Assisted managers with store moves and displays
- Interacted with and helped over 80 customers per shift
- Trained new hires on register, opened and processed credit card applications
- Performed sales floor/fitting room associate, cashier, and logistics team member duties
- Demonstrated and strengthened interpersonal communication and customer service skills, and the ability to effectively multi-task on assignments

## CATEGORIZING WORK EXPERIENCE

- Employers label students based on the first job listed on the resume

In order to modify the chronological rule and highlight your most relevant experiences, you can create specific headings such as “Management Experience”, “Teaching Experience”, or “Clinical Experience” based on your field. Non-related positions can be grouped under “Additional Experience” or “Other Professional Experience.”



# Writing a Resume

## MAKE YOUR EXPERIENCE RELEVANT

Most students are under the impression that if they did not hold the exact same job previously, they do not have relevant experience. However, any employee in any given job uses a variety of skills; some of which can be transferred to a new position. The key to convince the employer is to describe your experience in a different way. **Your experience does not change, but the way you talk about it does.**

When you put an experience on your resume, you are not required to list every single responsibility you assumed at that job. Mention only the ones that are most specific to the desired position. Using the example above, let's see how to make your experience relevant for three different areas.

### **Social Services Resume/Communication skills**

- Established and maintained rapport with customers in efforts to increase store loyalty and sales
- Interacted with and helped over 80 customers per shift
- Demonstrated and strengthened interpersonal communication and customer service skills, and the ability to effectively multi-task on assignments

### **Finance/Banking Resume/Accounting skills**

- Trained new hires on register, opened and processed credit card applications
- Maintained a \$5,000 cash register
- Increased store sales by offering additional items at cash out

### **Marketing/Advertising Resume/Creative skills**

- Completed projects including visual merchandising/marketing
- Assisted managers with store moves and displays
- Advertised store events and sales to customers

## ADDITIONAL SECTIONS

**Coursework/Academic Projects:** If you do not have any applicable experience, you may include a section for pertinent course projects. This section consists of the course name, semester, and description of the project in the same format you used for experience.

**Honors/Awards:** You may list your academic honors under the education section. However, if you have several recognitions related to academic, athletic, community and/or campus involvement you can make a separate section. Include the award, date, and a brief description (if applicable).

**Organizations/Activities/Professional Affiliations/Athletics:** Employers appreciate well-rounded students with extracurricular activities, campus involvement, and academic affiliations. Include clubs, fraternities, sororities, and professional associations (especially helpful if you have a leadership role in the group).

# Action Verbs

When filling out your application, writing your resume or interviewing, use the following list of verbs to highlight your skills:

## Leadership Skills

- Administered
- Analyzed
- Assigned
- Chaired
- Coordinated
- Decided
- Delegated
- Developed
- Directed
- Established
- Generated
- Handled
- Initiated
- Led
- Motivated
- Organized
- Planned

## Communication/ People Skills

- Collaborated
- Communicated
- Consulted
- Directed
- Discussed
- Expressed
- Influenced
- Interacted
- Interpreted
- Joined
- Listened
- Negotiated
- Observed
- Participated
- Promoted
- Proposed
- Recruited
- Summarized

## Organizational Skills

- Arranged
- Categorized
- Charted
- Collected
- Compiled
- Corrected
- Distributed
- Filed
- Generated
- Maintained
- Operated
- Ordered
- Organized
- Prepared
- Purchased
- Reserved
- Responded
- Updated

## Technical Skills

- Adapted
- Applied
- Assembled
- Built
- Calculated
- Computed
- Constructed
- Debugged
- Designed
- Installed
- Maintained
- Operated
- Overhauled
- Printed
- Programmed
- Repaired
- Restored
- Utilized

## Manual Skills

- Assembled
- Banded
- Bound
- Controlled
- Cut
- Drilled
- Drove
- Fed
- Handled
- Lifted
- Moved
- Operated
- Pulled
- Set-up
- Shipped
- Tended

## Helping Skills

- Aided
- Answered
- Arranged
- Assisted
- Clarified
- Coached
- Contributed
- Cooperated
- Counseled
- Demonstrated
- Encouraged
- Facilitated
- Guided
- Helped
- Motivated
- Provided

## Research Skills

- Analyzed
- Clarified
- Compared
- Detected
- Determined
- Diagnosed
- Evaluated
- Examined
- Explored
- Gathered
- Inspected
- Interviewed
- Located
- Measured
- Organized

## Creative Skills

- Acted
- Composed
- Conceptualized
- Created
- Designed
- Developed
- Directed
- Drew
- Entertained
- Fashioned
- Generated
- Initiated
- Integrated
- Introduced
- Invented
- Painted