

Career Services Center

Resume Writing

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Purpose of the resume



From the employer's perspective

- The resume is a screening tool to rule out applications who do not meet the qualifications or present themselves professionally in writing.
- Resumes which clearly articulate the candidate's experience, skills and accomplishments may be considered further.
- Appearance of the resume and content are equally important in today's job market.

From the Candidate's perspective

- The resume is used as a marketing tool to sell your experience and qualifications to potential employers.
- The resume is a creative, personal statement of your education and experience as well as your future career direction.
- Your resume should highlight your unique qualifications and experience. It should not be a long biography of everything you have ever done; rather it should summarize and highlight the relevant accomplishments and skills which match the employer's current hiring needs.

Resume do's and don'ts

Do:

- Make it brief, using short phrases
- Use action verbs such as created, initiated, organized (see page 8)
- Include internship, practicum, summer, full-time and part-time employment
- Organize education and employment in *reverse* chronological order
- Use the language/jargon of your chosen field
- Have your resume critiqued for style, impact and spelling
- Emphasize skills, strengths and accomplishments
- List major awards, achievements and publications

Don't:

- Make the resume longer than 1-2 pages
- Use negative words
- Use abbreviations
- Use common introductory phrases such as "My duties included" or "I was responsible for"
- Mention high school degrees and activities
- Include personal information (e.g., height, weight, birth date, marital status, children or religion)
- Include present salary or salary desired

Resume formats

Chronological Resume

Maria Jones
200 Rumble Road
Modesto, CA 95355
(209) 522-0000

OBJECTIVE EDUCATION

California State University Stanislaus, Turlock, CA
Preliminary Multiple Subject Credential, May 2003
Bachelor of Science degree in Liberal Studies, May 2002

CERTIFICATION

Hunt School, Ripon, CA Spring 2003
Student Teacher
Taught in a suburban sixth grade composed of 23 students.
Designed and implemented an interdisciplinary curriculum unit on ancient Egypt in which the students were cooperatively involved at all times. Supervised and assisted students with the final project of recreating the interior of an Egyptian tomb.

Hancock Elementary School, Stockton, CA Fall 2002
Student Teacher

Taught in a self-contained classroom consisting of a variety of severe emotional and mental disorders. Implemented developmentally appropriate curriculum for individual students. Focused on positive reinforcement of behavior and taught socialization skills.

RELATED EXPERIENCE

Stockton Parks and Recreation, Stockton,
Senior Recreation Leader
Directed activities for children, ranging in age
Communicated with parents on a daily basis

REFERENCES

References are available upon request

Most applicable for candidates who are...

- ...out of work
- ...history of being unemployed
- ...job hoppers
- ...career changers
- ...had a reduction in responsibilities

Headings consist of functions or skills, then responsibilities and accomplishments are described under each applicable heading.

Employment dates are given at the end of the resume, after employers had a chance to read about skills and successes.

Shortcomings in job history have less of an emphasis.

Most applicable for recent graduates.

Lists positions in reverse chronological order (most recent first).

Job responsibilities and skills are listed under each position held.

Calls attention to growth and progression into positions of increased responsibility.

Lists dates of employment at the top of each job description.

Presents job duties and experience under headings by job title and company.

Easy for employer to determine what work was performed at each company.

Functional Resume (Human Resources)

Maria Jones
200 Ruble Road
Modesto, CA 95355
(209) 522-0000

OBJECTIVE TRAINING AND PRESENTATION

- Taught in a suburban sixth grade class composed of 23 students.
- Taught in a self-contained classroom consisting of six students, with a variety of severe emotional and behavioral problems.
- Focused on positive reinforcement, adapting materials and teaching socialization.

MANAGEMENT

- Supervised student teachers and completed performance evaluations.
- Confronted personnel problems as they arose.

PLANNING AND ORGANIZATION

- Implemented developmentally appropriate math and reading curriculum to individual students.
- Directed recreational activities for over 50 children, ranging in age from five to twelve.

EMPLOYMENT HISTORY

Hunt School, Bridgewater, MA Spring 2003
Student Teacher

Hancock Elementary School, Brockton, MA Fall 2002
Student Teacher

Brockton Parks & Recreation, Brockton, MA Summers 2000-2002
Senior Recreation Leader

EDUCATION

Bridgewater State College, Bridgewater, CA
Bachelor of Science degree in Elementary Education, May 2000
Minor in Psychology

Relevant coursework: Human Resources Management, Labor Relations and Personnel Development
Certification: Massachusetts Elementary Education

Resume headings

Common Headings	Additional Headings
<p>Education</p> <p>Related coursework</p> <p>Certification(s) (education or health field candidates)</p> <p>Honors</p> <p>Experience Options: Related Experience Professional Experience Clinical Experience Teaching Experience Internship Experience Practica Experience</p> <p>Additional Experience</p> <p>Computer Skills</p> <p>Skills (hardware, software, languages) (computer, language and personal)</p> <p>Portfolio</p>	<p>Career Objective</p> <p>Skills</p> <p>Qualifications</p> <p>Highlights</p> <p>Licenses</p> <p>Professional Associations</p> <p>Professional Affiliations</p> <p>Professional Development</p> <p>Memberships</p> <p>Workshops</p> <p>Presentations</p> <p>Volunteer Experience</p> <p>Campus Activities</p> <p>Collegiate Activities</p> <p>Community Activities</p> <p>Leadership Activities</p> <p>Military Service</p> <p>Awards</p> <p>Honors</p> <p>Laboratory Skills</p> <p>Languages</p> <p>Travel</p>

Sample chronological format

FULL NAME

Address
(Area Code) and telephone number
email

- OBJECTIVE** If you include an objective, be specific in regard to the type of position, type of industry and skills you like to employ.
- EDUCATION** Name of college, location, degree received, major, date of graduation, minors, etc.
California State University, Stanislaus, Turlock, CA
Bachelor of Science degree in Psychology, May 2003
List GPA if it is above 3.0. Include academic honors, language proficiency, financing education, etc. (e.g., cum laude, dean's list).
- HONORS** Member, Psi Chi, (Psychology National Honor Society), 2001 - present
Who's Who Among Students in American Colleges and Universities, 2003
Ellen Shea Award for Academic Excellence, 2003
- RELEVANT EXPERIENCE** This section should include practicum/student teaching and/or internship experience. It should also include summer, part-time, and full-time employment related to your field. All experiences should be described with action verbs to communicate your accomplishments. (See pages 7-8)
- Title of position** - Name of organization, location (City/Town, State).
Description of position using action verbs. Date (month, year - month, year).
- Communications Intern** - Phoenix Communications, Sacramento, CA
Assisted PR Director in planning and producing the first employee newsletter.
Wrote articles, edited copy, and solicited advertisers to underwrite the cost.
Organized a network fair for new interns to meet professionals in the field.
Conducted a need assessment survey for parents with children and presented findings to Board of Directors. Attended team building workshops and weekly staff meetings.
(September - December 2002)
- ADDITIONAL EXPERIENCE** This section would cover work which is not directly related to your field. If you do not have room, it may be left off the résumé. You might include unrelated part-time positions and summer jobs without detailed descriptions.
- ACTIVITIES** List activities in college and in the community, especially those that denote leadership. They should be listed in reverse chronological order. You may include volunteer activities. This heading may be called Leadership, Community Activities, or Volunteer Experience.
- COMPUTER SKILLS** List software proficiencies, with including Microsoft Office, programming languages, and desktop and web publishing.

Using action words

Action words can be used to introduce good résumé phrases. Here are some suggestions for selecting words and phrases:

1. Use action words in short, clearly written phrases.
2. Use the minimum number of words necessary to convey accurately what you wish to say.
3. Select words that will mean something to the person who will read your résumé. Use the jargon of your chosen field where appropriate.
4. Avoid introductory phrases such as "my duties included" or "I was in charge of."
5. List accomplishments whenever possible rather than just describe duties.
6. Always keep the needs of your employer in mind. Put them ahead of your own desires and concerns.

ACTION STATEMENTS WITH ACCOMPLISHMENT-ORIENTED RESULTS

This chart demonstrates using action words to create an accomplishment-oriented word picture. Basic duties and responsibilities are described in the first column. The second column changes these passive phrases into active statements. The third column includes accomplishment-oriented results. Adding results lengthens paragraphs. Selectively choose those that best market you for your chosen job.

Passive	Active	Accomplishment-oriented
<ul style="list-style-type: none"> • Duties included teaching art lessons. • Worked with customer service. • Responsible for clerical duties. • Department manager. • Responsible for counseling ex-offenders. 	<ul style="list-style-type: none"> • Prepared and displayed creative art activities. • Provided customer service for bank services. • Assisted supervisor with clerical/office procedures to save time. • Managed department and recruited participants. • Counseled ex-offenders on career, alcohol, and drug abuse. 	<ul style="list-style-type: none"> • Prepared creative art activities, increased students' interest and abilities. Awarded four blue ribbons at District Art Show. • Provided customer service through resolution of problems, explanation of bank services and policies, and knowledge of financial planning, resulting in greater customer satisfaction. • Successfully developed and implemented systems to streamline office procedures, and increasing productivity. • Staffed and managed a 20-30 person department that recruited participants for marketing research studies. Cut costs by one-third in less than six months. • Acquired considerable counseling experience through 300 hours of one-on-one counseling sessions with ex-offenders in the areas of career assessment, alcohol, and drug abuse.

Action verbs

Management

Achieved
Administered
Analyzed
Arranged
Appointed
Contracted
Consolidated
Coordinated
Defined
Delegated
Directed
Developed
Employed
Established
Evaluated
Expanded
Hired
Initiated
Improved
Increased
Introduced
Managed
Negotiated
Organized
Oversaw
Planned
Prioritized
Recommended
Reviewed
Scheduled
Selected
Succeeded
Supervised

Communication

Addressed
Advised
Arbitrated
Authored
Clarified
Coached
Collaborated
Communicated

Developed
Directed
Drafted
Edited
Formulated
Influenced
Interpreted
Lectured
Mediated
Moderated
Motivated
Negotiated
Persuaded
Promoted
Publicized
Recruited
Reported
Spoke
Translated
Wrote

Analysis

Analyzed
Assessed
Clarified
Collected
Complied
Computed
Conducted
Critiqued
Diagnosed
Evaluated
Examined
Extracted
Experimented
Explored
Identified
Interpreted
Interviewed
Investigated
Organized
Researched
Reviewed
Summarized

Surveyed
Synthesized
Systematized

Financial

Administered
Allocated
Analyzed
Appraised
Audited
Balanced
Budgeted
Calculated
Compiled
Computed
Forecasted
Financed
Formulated
Funded
Managed
Marketed
Measured
Modified
Negotiated
Planned
Problem-solved
Projected
Purchased
Researched
Sold
Solicited
Solved

Interpersonal

Adapted
Advised
Assessed
Clarified
Coached
Communicated
Coordinated
Counseled
Demonstrated
Developed

Educated
Enabled
Encouraged
Evaluated
Explained
Facilitated
Guided
Informed
Initiated
Instructed
Negotiated
Persuaded
Referred
Set goals
Stimulated
Supervised
Trained
United
Volunteered

Creative

Acted
Arranged
Composed
Conceptualized
Created
Designed
Developed
Directed
Dramatized
Established
Expanded
Fashioned
Founded
Illustrated
Instituted
Integrated
Introduced
Invented
Originated
Performed
Planned
Revitalized
Shaped

Sold
Updated

Technical

Assembled
Built
Calculated
Computed
Designed
Devised
Drafted
Engineered
Experimented
Fabricated
Maintained
Monitored
Operated
Planned
Projected
Researched

Descriptive Words

Ability
Capability
Competence
Consistently
Constantly
Efficiently
Knowledgeable
Maturely
Productively
Professional
Profitably
Repeatedly
Resourcefully
Significantly
Substantially
Successfully
Technically
Versatility
Vigorously
Well educated
Well rounded

Resume production



Software

We recommend that you use Microsoft Word which is available on campus in the computer labs and in the Career Services Center. This will make it easier to read, edit and upload your resume.

Fonts

Use conservative fonts such as Times New Roman and Arial.

Avoid decorative fonts commonly used for printing brochures and newsletters.

Use 12 point font for text. Your name may be a bit larger. Smaller point sizes (11) may be used to fit more information on a one-page resume. Do not use less than 11 pt font.

Be careful that the page is not too crowded or difficult to read.

Use **Bold**, underline, ALL CAPS or *Italics* for emphasis with headings and position titles. Do not over use them.

Some of these styles may not apply to scanned resumes (see page 14).

Paper Stock

Use quality bond resume paper. Paper can be purchased at your local office supply store.

Paper color

Match your cover letter, reference page and envelope with your resume.

Use white, off-white, creams or light pastels. Conservative colors are best.

Avoid dark color paper such as browns, blues and grays.

Reproducing the resume

Use your own resume paper to print your document on the laser printers at the Career Services Center or any of the on-campus computer labs.

Take your original white copy to a local printing store to have the resume reproduced onto resume paper.

Resume sample: Education

Mary Jones 22 South Street, Turlock, CA 95382 (209)667-1212 mjones@aol.com

OBJECTIVE

A grade two teaching position in an integrated classroom in an urban setting.

EDUCATION

California State University, Stanislaus, Turlock, CA
Preliminary Multiple Subject Credential, May 2003
Bachelor of Arts in Liberal Studies, May 2002
Overall GPA: 3.2, Major GPA: 3.5
Achieved Dean's list seven semesters

CERTIFICATIONS

California Elementary Education (grades 1-6), #244646
California Office Child Care Services, 1999 – present
American Heart Association, CPR, 1999 – present
American Red Cross Standard First Aid, 1999 – present

TEACHING EXPERIENCE

- Student Teacher**, Central Elementary School, Manteca, CA January – May 2003
- Taught in an urban, integrated second grade classroom.
 - Progressively gaining responsibility culminating in total operation of classroom for one week.
 - Organized and presented multi-disciplinary unit on Native Americans incorporating hands-on activities.
 - Attended weekly staff meetings and professional development/education reform seminars.
- Student Teacher**, Head Start, Stockton, CA September – December 2002
- Instructed in a bilingual preschool classroom in a multi-cultural environment.
 - Planned various age-appropriate activities including several sensory and reading activities.
 - Managed total classroom operation for one week.
 - Interacted with parent's daily and observed parent-teacher conferences.
- Prepracticum**, Smith School, Turlock, CA April – May 2002
- Team-taught in a second grade classroom using the Wolpert method of Language arts.
 - Created and presented hands-on lessons of a thematic nature to small groups.
- Prepracticum**, CSU Children's Center, Turlock, CA January – March 2002
- Designed and implemented various lessons including flannel board stories and sensory activities.
- Prepracticum**, Pine Elementary School, Stockton, CA November – December 2001
- Team-taught in a second grade classroom using the Wolpert method of Language arts.
 - Created and presented hands-on lessons of a thematic nature to small groups.

VOLUNTEER ACTIVITIES

First Grade Classroom, Harrington Elementary School, Napa, CA May – June 2001
Head Start, Lowell MA (January and April 2001)

CO-CURRICULAR ACTIVITIES

Peer Educator, CSU Stanislaus, Fall 2000 – Spring 2002
Tutor, CSU Stanislaus Math Lab (Fall 2001)

Resume sample: Business

CHRISTINA MICHAELS

cmichaels@comcast.com

California State University, Stanislaus
123 Fairhaven Way
Turlock, CA 95382
(209) 667-0000

EDUCATION

California State University, Stanislaus

Bachelor of Science degree in Accounting, anticipated May 2004

RELATED COURSEWORK

Auditing, Intermediate Accounting I and II, Advanced Accounting, Capital Budgeting, Financial Statement Analysis and Disclosure, Advanced Taxation, Accounting Theory and Accounting Information.

RELATED EXPERIENCE

Short and Company, Modesto, CA

2001 - present

CPA Assistant

- Prepare tax returns for corporations, partnerships, trusts and individuals.
- Complete auditing assignments including preparation of various confirmations and the implementation of auditing procedures.
- Maintain monthly client records, including cash receipts, disbursements and journal entries. Compile client financial statements

Bank of America, Modesto, CA

1999 – present

Service Associate

- Process customer counter transactions and respond to product/service inquiries.
- Cross-sell products including overdraft protection, debit cards and certificates of deposit.
- Meet and exceed quarterly sales referral goals.
- Provide assistance to customers and employees who experience language barriers

COMPUTER SKILLS

Microsoft Word, Excel, PowerPoint, Access, Peachtree, SPSS, HTML, Internet and E-mail.

MILITARY EXPERIENCE

United States Army, Fort Hood, TX (1995 -1999)

Cavalry Scout Team Leader

- Trained, disciplined and ensured the welfare of two subordinate soldiers.
- Compile Completed successful missions in Bosnia including attention to the serviceability and accountability of over \$150,000 worth of equipment and sensitive items

HONORS: AWARDS

Dean's List Student, Overall GPA 3.7, California Society of Certified Public Accountants Award, 2003

Resume sample: Social Services

BRIAN J. OLSON
24 Crescent Street
Stockton, CA 95207
(209) 297-7890
bolson@csustan.edu

EDUCATION

California State University, Stanislaus
Bachelor of Science degree in Psychology, cum laude, May 2003
Minor: Sociology
Overall GPA 3.5, Financed 100% of college education

HONORS

Dean's List All Semesters
Psi Chi (National Honor Society for Psychology), 2001 – 2003
Who's Who Among Students in American Colleges and Universities, May 2003

RELATED COURSEWORK

Abnormal Psychology, Behavior Modification, Child Psychology, Experimental Psychology, Juvenile Delinquency, Psychology of Criminal Behavior, Psychology of Personality, Sociology of Corrections.

RELATED EXPERIENCE

Intern, Stockton, Juvenile Court, Stockton, CA January 2003 – May 2003
Provided individual and group counseling for juvenile offenders in detention. Reviewed case files and incidents reports. Assisted supervisor with the representative of juveniles in court. Documented progress reports and notes for assigned clients.

ADDITIONAL EXPERIENCE

Senior Residential Counselor, Baird Center, Ripon, CA February 2001 to present
Monitor the care of twenty-four behaviorally and emotionally disturbed adolescent males. Manage a cabin of six clients and prepare quarterly treatment conference reports for each. Design special behavior contracts and programs for all clients assigned to cabin. Organize and implement recreational clubs and activities. Conduct weekly advocacy with clients and assist in developing long and short-term goals with clients.

Case Manager, Community Care, Merced, CA May 1999 – February 2001
Managed the cases of twelve at-risk students and their families. Conducted client outreach, referral services and maintained client records. Assisted community-based agencies and educational institutions with all client activities. Developed social and survival skill objectives with clients to assist in the progression of treatment.

VOLUNTEER EXPERIENCE

Literacy Volunteer, Modesto Public Library, Modesto (2000 – 2003)
Tutor, Downey High School, Modesto (2000 – 2001)

COMPUTER SKILLS

Microsoft Word, Excel, Access, PowerPoint, FileMaker Pro, PageMaker, Internet, and Email.

Preparing a resume

A step by step approach

1. DETERMINE RÉSUMÉ FOCUS

What types of positions/career fields interest you? For what type(s) of position(s) will you apply? Assess your skills, accomplishments, and capabilities that relate to your focus.

2. LIST OUT EXPERIENCES

Summer jobs, full and part- time employment, volunteer experiences, student teaching, practicums, internships, skills, honors, and awards. Develop a detailed list.

3. DECIDE ON FORMAT

Chronological or functional.

4. PLAN YOUR LAYOUT

Look at a variety of other résumés to determine a layout you like. Make it easy to read. Use margins, white space, lines, bold or italics for emphasis without overusing. Remember, appearance counts!

5. PREPARE YOUR FIRST DRAFT

Create a word document from "scratch." Do not use Microsoft Word templates!

6. SELECT KEY WORDS AND PHRASES

Communicate your knowledge of the field.

7. USE ACTION VERBS AND STATEMENTS (see pages 6-7)

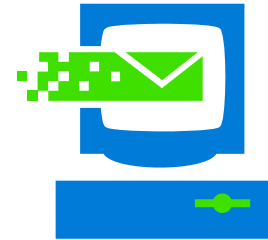
8. EDIT AND PROOFREAD

Ask professionals in your field and Career Services Center counselors to help you fine-tune your drafts.

Cyber resumes

What computerized resume searches do:

- Read resumes with scanner
- Categorized by job possibilities and rank applications
- Generate letters of rejection or interview offers
- Store information for future openings
- Store actual resume image



Tips

- Have two versions of your resume, one computer scannable, one readable –and possibly a third – an HTML version.
- If you are sending resumes by modem or via the Internet send it ASCII or computer language format, and always follow up with a hard copy by mail.
- Resume can be more than one page to fit all relevant keywords and experience.
- Place your name at the top with standard address form under it.
- Don't fold or staple.

Format

- Use white or light colored paper, 8½ by 11, one-sided.
- Print from a laser or high quality printer, avoid dot matrix.
- Use standard font type and size, 12 point, (see page 6).
- Bold and/or all capitals for headings, avoid underline and italics.
- Avoid unusual formats: boxes, shading, graphics, hollow bullets and adjusted spacing.

Content

- Keywords are essential, use words from your discipline that are field specific, use only well known acronyms and always spell out. Ex: Elder care, Sales Promotion, Financial Modeling, Employee Benefits, WordPerfect.
- Degrees, names of colleges, trade groups, professional licenses, certifications, and honors count as keywords.
- State a specific objective – your first keyword.
- Create a keyword summary, highlight the assets you can offer the employer.
- List accomplishments and results over duties and responsibilities.