

The Resume Guide The When, Where, How and Why of a Resume

Introduction

Your resume is an advertisement of you: a picture, in words, of you when you are not there to represent yourself. It is not necessarily reflective of your personality or beliefs but of your work history, education and interests. Think of it as a marketing tool, showcasing all of your fabulous accomplishments and your wonderful skills which set you apart from the crowd. Really, the resume illustrates all of the great things you have done up until that very moment.

When a potential employer looks at your resume, they are looking at a brief history of your working and learning life which makes you the qualified and valuable person you are today. They are noticing where you went to school, what your degree is, if your GPA was high enough to include on your resume. Employers are also noticing if you have longevity at a job, if you know how to write, if you can aptly communicate your skills and accomplishments, if you know what you want to achieve in your career.

When writing your resume, focus on accomplishments instead of job descriptors. Step outside the routine of your every day life and really examine what it is you have been doing. What big project have you worked on? What Math unit did you just create? What luncheon did you organize? What research have you been doing? Do you work with a team or by yourself? Have you created a more efficient way of achieving results? Have you led a team or group to an end result? Have you gathered information and created a report on something? Have you taken charge of something that was being neglected? The questions could go on forever, what it comes down to is defining your job: not by job description, but rather, by what it is you are doing and what you have achieved.

By following the tips in this guide, you will find that your resume will come together easier and much less overwhelmingly than you could ever think.

GOOD LUCK!! And HAPPY RESUME WRITING!!

The Ins and Outs of a Resume

A good resume will follow a basic format. Though the style of resumes may differ, the basic structure of the document will be very similar. Here are the key elements you will want to include in your resume:

1. HEADING
2. OBJECTIVE or PERSONAL PROFILE
3. EDUCATION
4. EXPERIENCE
5. VOLUNTEERISM, ACTIVITIES, or ADDITIONAL

Take a look at the explanations of each resume element for tips and formats to follow in the construction of your resume:

HEADING

Your heading will include your name, address, phone numbers and e-mail address. The heading should be on the center of the page beginning with your name, followed by your mailing address, phone number and e-mail address. Many college students will elect to put more than one address. It would look a bit like this:

Permanent address	Patricia E. Murphy	School
Address		
1278 Appalachian Road		1678 Asylum
Avenue		
Franklin, MA 05082		West Hartford, CT 06117
(508)875.3365		(860)
232.4571		
	pmurphy@sjc.edu	

A space saving way to set up your header is to do the following:

Patricia E. Murphy
1278 Appalachian Road ♦ Franklin, MA 05082 ♦ (508)875.3365 ♦ pmurphy@sjc.edu

A couple of rules regarding e-mail and voicemail etiquette:

1. You should stick with one email address and phone or cell phone number as long as possible as you can be contacted by an employer for up to a year.
2. Keep you email address conservative and professional. It is always best to keep personal attributes (hobbies, birthday, boyfriends) out of an email address. If you cannot part with dancingqueen@resume.com, create a professional email address in addition to your personal one - just don't forget to email resumes from the professional address.
3. In the future, when you are looking for a job and are currently employed, keep in mind that it looks very unprofessional when you send your resume to prospective employers from your current place of employment.
4. The same rules should be applied to voicemails. Your answering machine message should be concise and to the point, with your first and last name mentioned clearly. No one wants to hear your favorite song for 5 minutes while they are waiting to leave you a message, especially a future employer with 20 other candidates to call.

OBJECTIVE

The objective clearly states the purpose of the resume for the viewer. The purpose of your resume, in reality, is to gain an interview, ultimately securing the job of your dreams or the grad school of your dreams. But the viewer of your resume, your potential employer, will not know what your intentions are if you don't explain

them clearly. As stated by Nicholas Lore in “How to Write a Masterpiece of a Resume” on www.rockportinstitute.com/resumes.html, “Remember, your resume will only get a few seconds of attention, at best! You have to generate interest right away, in the first sentences they lay their eyes on. Having an objective statement that really sizzles, is highly effective.” By using the word ‘sizzles,’ Lore is not advising the use of trickery or overstating the obvious to get the readers attention. He is merely explaining that by gearing the wording of your objective to what the reader wants to see is the key to your résumé’s success.

Ultimately, your objective can state whatever it is you would like it to, but let’s use Nicholas Lore’s formula to illustrate a clear, concise, attractive and effective objective:

OBJECTIVE: An xxx position in an organization where yyy and zzz would be needed.

Xxx is the name of the position you seek. Yyy and zzz are the most compelling qualities, abilities or achievements that will really make you stand out above the crowd of applicants. The research you have previously done, to find out what is most important to the employer will provide the information to fill in yyy and zzz.¹

Now to illustrate the formula that Lore uses, here are some examples to follow...

- A teaching position in an elementary school where a focus on structure and creativity is valued.
- A sales assistant position in a large corporation where dedication, enthusiasm and motivation are needed.
- A Legislative Staff internship for Spring 2006 with the State of Connecticut General Assembly where motivation and a strong desire to learn would be appreciated.
- A Patient Care Assistant position at Connecticut Children’s Medical Center where a CNA Certificate from the State of Connecticut and extensive patient/child care experience would be valued.

When formulating your objective, make sure you read the job description very closely, determine what they are initially looking for and HONESTLY tailor your skills and experience to their needs. You will most likely be creating an objective for all of the places you send your resume if you make it very specific. You can also make a more general objective which will not limit you to one type of position. For example:

- An entry-level position in a hospital setting where a where a CNA Certificate from the State of Connecticut and extensive patient/child care experience would be needed.

EDUCATION

Typically, a student will put education on her resume before work experience due to its importance and as a selling point at this stage of her career. There are several ways to list education, but make sure you include the most important elements: The College or University, location, your degree (if you have not yet graduated an anticipated or expected date), major, minor. The following are items to include should you feel them relevant:

- GPA-optional, use when it is a 3.0 or above or if you are using your resume in an application for graduate school
- Honors-intended to show academic standing and recognition for work well done. Dean’s List, Academic Honors Society, etc.

¹Lore, Nicholas, “How to create a Masterpiece of a Resume.” www.rockportinstitute.com

- Coursework-if your experience is not abundant, coursework can help depict your knowledge and training in certain subjects. Of course, not every class will be relevant, nor will the titles of classes in this case choose, several relevant classes and list topics learned or projects completed.
- Activities- show leadership and commitment skills, dedication to personal and community growth, teamwork skills, etc.

After you have decided what you would like your education section to include, it should resemble a format similar to:

Saint Joseph College, West Hartford, CT		
Bachelor of Arts., English (GPA: 3.66/4.0)		
<i>Anticipated graduation date, May 2006</i>		
<i>Honors:</i>		
• Dean's List (four semesters)	• Herbert Hoover Scholar	• Test Proctor
<i>Coursework:</i>		
• Journalism	• Women Writers	• British Cultural Studies
• Cultural Tour of England	• Chaucer	• Victorian Writers
• Major British Writers	• Native American Literature	• Narrative and Belief
<i>Activities:</i>		
• Nubian Sisters - Treasurer (elected)		
• Student Senate - Treasurer (appointed)		
• Drama Club		

The more experience you have, the less emphasis coursework will have in the education section in your resume. If you feel that some classes are more relevant than others for future jobs feel free to include them, though including coursework will always be optional.

EXPERIENCE

Experience can be made up of paid and non-paid jobs, internships, field study, student teaching and volunteering. You will be the one determining what it is that you should put on your resume. You know what experiences you have had which will make you a valuable and marketable candidate. You will also want to style your experiences to the job which you are applying. For example, if you have enough experience working with children to fill up two pages and you are applying for a Child Life Specialist position, it is unnecessary to state that you worked at Friendly's three years ago. You will need to determine the relevance an experience will have to the position which you are applying for.

When describing your experiences it is very important to focus on accomplishments instead of describing what it is you do every day. There are two kinds of accomplishments: "hard" and "soft". When writing your resume, you will want to focus more on "hard" accomplishments. "Hard" accomplishments are quantifiable and visible on paper, such as "increased profits 39% over the previous year." "Soft" accomplishments are those such as, "improved customer loyalty." Though "soft" accomplishments are important, they are less definite and more "fluff" than "hard" facts.

Experience should include the following items: Company, Location, Dates and Your Title. Underneath these should be a description of your accomplishments in bullet or paragraph format. **See the following examples:**

Profs. R. Cook and W. Stevens

High Lowlands, CT

Spring 2004

Research Assistant

- ◆ Conducted field research of consumer behavior by direct observation and direct survey. This was an outside consulting assignment managed by Profs. Cook and Stevens of the Oppenheimer psychology department.
- ◆ Trained in objective interviewing techniques. Only field research assistant invited to review the first draft of the study for comment.
- ◆ Letter of recommendation available.

Senator Diane Feinstein, Norwalk, CT

Summer 2004

Office Intern (Constituency Correspondent)

- Drafted letters in response to constituency queries and appeals. Wrote memos and queries to government agencies on behalf of constituency concerns.
- Special honor: Selected to conduct original research and draft white papers on topics of concern to the senator.
- Monitored legislation to ensure timely and accurate communication of status of legislation in process.
- Provided general office support in a very busy, mission-critical office.

When describing your experiences and accomplishments, it is very important to not use the same words over and over. Also, it is unnecessary to put “responsibilities included...” as the beginning of each experience descriptor. Your future employer will know you had those responsibilities, what they may not know is what you have accomplished or exceeded.

A Comprehensive List of Action Verbs:

acted	chaired	dispatched	guided
adapted	clarified	drafted	identified
addressed	classified	edited	illustrated
administered	coached	educated	implemented
advised	collected	enabled	improved
allocated	communicated	encouraged	increased
analyzed	compiled	engineered	influenced
appraised	computed	enlisted	informed
approved	conceptualized	established	initiated
arbitrated	consolidated	evaluated	inspected
arranged	contracted	examined	instituted
assembled	coordinated	executed	instructed
assessed	corresponded	expedited	integrated
assigned	counseled	explained	interpreted
assisted	created	extracted	interviewed
attained	critiqued	fabricated	introduced
audited	delegated	facilitated	invented
authored	demonstrated	familiarized	investigated
balanced	designed	fashioned	lectured
budgeted	developed	forecast	maintained
built	devised	formulated	managed
calculated	diagnosed	founded	marketed
catalogued	directed	generated	mediated

moderated	prioritized	rehabilitated	spoke
monitored	processed	remodeled	strengthened
motivated	produced	repaired	summarized
negotiated	programmed	represented	supervised
operated	projected	researched	surveyed
organized	promoted	retrieved	systematized
originated	publicized	reviewed	tabulated
overhauled	purchased	revitalized	trained
oversaw	recommended	scheduled	translated
performed	reconciled	screened	upgraded
persuaded	recorded	shaped	validated
planned	recruited	solved	wrote
prepared	referred	specified	

Well there you have it for experience; should you have any other questions or concerns, don't forget that the Career Development Center is always available to help you. Before you go anywhere please stay tuned to the additional section which may turn out to be an important part of your resume.

VOLUNTEERISM, ACTIVITIES OR ADDITIONAL

Now, don't feel pressured to put this section on your resume. Some students will have a lot of info for this section and others will not. If you did a great deal of volunteering during your four years of college you definitely want to include that. It shows leadership, dedication and commitment at a time in your life where everything comes as a challenge. Honor your achievements with their own category!!

"Activities" can include any participation in clubs, honors society, sports teams, dance, gospel choir, Habitat for Humanity...you name it, you did it, put it on the resume. Now the standard rule for this is to include only those activities you have done in college. Exceptions can be made when there is an extraordinary achievement in high school or if you are a first year student or sophomore.

"Additional" can be used as a category if you have done extensive traveling, speak five different languages, have studied ballet since you were three, or belong to four scientific research organizations. If you feel this shapes you as a person and it is of relevance to your employer than by all means include it. If you have a question regarding these categories ask friends or relatives or by all means the Career Development Center.

Regardless of what you may name this section, make sure it conforms to all previous entries on your resume. **Here is an example:**

Volunteer Experience:
American Red Cross **Farmington, CT** **June 2000-present**
Blood Drive Volunteer

- Assisted in the organization of 14 blood drives since June of 2000.
- Honored by the president of American Red Cross as "Most Valuable Volunteer, 2001"
- To date, recognized as a two gallon donor.

Now that you have seen each section of the resume in lengthy detail, it's time for you to construct your own. Begin by getting all of your info down on paper, so you can use it as a starting point...

RESUME WORKSHEET

Name:

Temporary Address:

Permanent Address:

Objective: (remember the formula- An xxx position in an organization where yyy and zzz would be needed)

Education: (see Education section for ways to list College, Degree(s), Major(s), Minor(s), Certifications)

Related Coursework: _____

Honors: (Deans List 2 or more semesters, GPA 3.0 and higher) _____

Awards: (Title, Organization granting award, City, State, Month, Year, Brief description)

Experience: (All experiences should include: Name of Organization/School, City, State, Dates and Title held and responsibilities)

* List in order of most recent, and relevancy to the position applying for you may separate it, i.e. Student Teaching.

Volunteerism, Activities and Additional: (Listed in same format as the rest of resume)

Other information to include on an optional basis:

- ✓ Professional Conferences Attended (name of conference, organization sponsoring, location, dates)
- ✓ Special Skills (Languages spoken, ability level (proficient, fluent, bilingual) read, write or speak)
(Computer Skills, specific software, hardware, and ability level)
- ✓ Presentations (title, location, city, state, dates)
- ✓ Publications (use APA [(American Psychological Association)] style to list)
- ✓ Professional Licenses or Credentials
- ✓ Work experience prior to career change (Non-Related Career Experience)

More Resources and Tips

Technical Construction Tips
Inspired by <http://www.jobweb.com>

- ☆ Use white or off- white paper
- ☆ Use 8-1/2 x 11 inch paper
- ☆ Print on one side of the paper
- ☆ Use a professional font (Times New Roman, Arial) of 10-14 points
- ☆ Choose one font and do not vary it
- ☆ Avoid italics, script and underlined words
- ☆ Do not use horizontal and vertical lines, graphics or shading
- ☆ Do not fold or staple your resume
- ☆ If you must mail your resume put it in a large envelope
- ☆ If your resume is two pages, place your first initial and last name, page number on the second page, top right corner.

—————→ i.e. C. Leach p. 2

Websites

www.monstertrak.com
www.rockportinstitute.com
www.collegegrad.com
www.jobweb.com
www.wetfeet.com
www.ajb.dni.us (America's Job Bank)
www.flipdog.com
www.careerbuilder.com
www.damngood.com (excuse the language, but a fabulous resource!!)
www.bls.gov (Bureau of Labor Statistics)
www.hotjobs.com
www.salary.com
www.brassring.com
www.idealists.org
www.internweb.com

Ten tips for submitting Electronic Resumes
(Condensed from larger article by Frank Marquardt, WetFeet.com)

1. **Don't include your resume as an attachment unless you include it in the e-mail's body, too.**
2. **Do include your resume as part of an e-mail.**
3. **Don't write a one-line cover letter.**
4. **Do include a cover letter.**
5. **Don't write a cover letter that's too long.**
6. **Do write well.**
7. **Don't forget to check out the website.**
8. **Do read the job posting.**
9. **Don't forget to make your e-mail address and phone number visible.**

Recruiters' Top 10 Resume Pet Peeves

by Norma Mushkat

Monster Staff Writer

- 1. Spelling Errors, Typos and Poor Grammar**
- 2. Too Duty-Oriented**
- 3. Inaccurate Dates or None at All**
- 4. Inaccurate or Missing Contact Information**
- 5. Poor Formatting**
- 6. Functional Resumes**
- 7. Long Resumes and**
- 8. Long Paragraphs**
- 9. Unqualified Candidates**
- 10. Personal Information Unrelated to the Job**

GOOD LUCK!

AND

**Drop off a Finished Copy at the
CAREER DEVELOPMENT CENTER!**