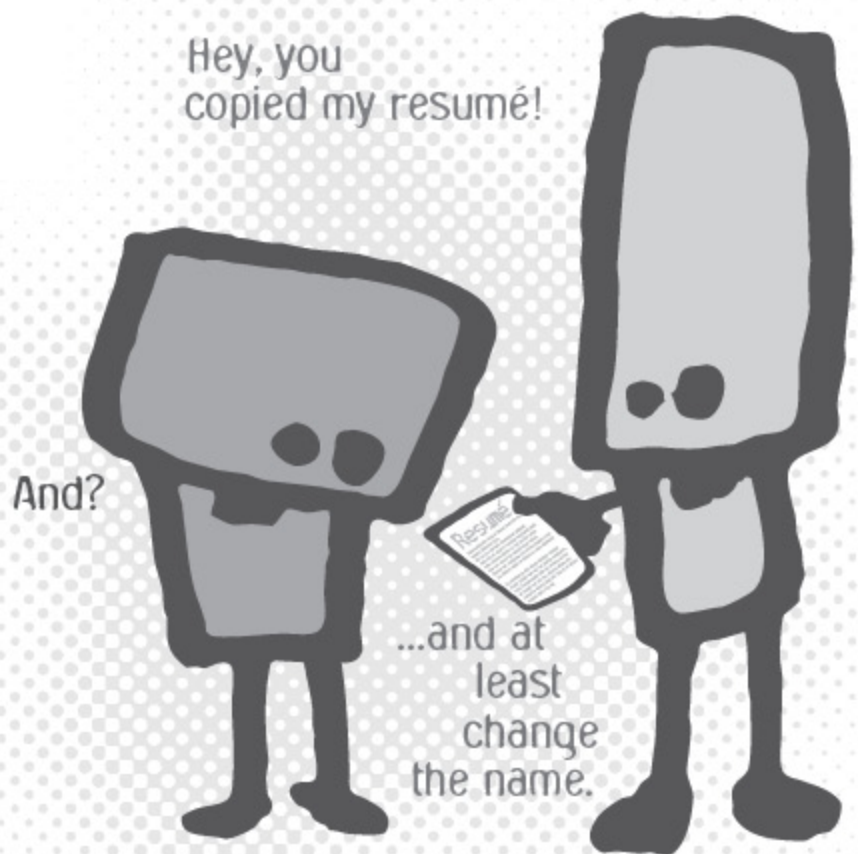


General Tips for Writing Resumés



General Tips for Writing Resumes

1. Include the areas on your resume (i.e. education, work experience, activities, computer skills, etc.) in which you are most qualified and that are relevant to the position for which you are applying. Lead with your strengths!
2. Do not try to glamorize what cannot be glamorized. Remember that, according to recruiters, all work experience is good even if it is not directly related to the job for which you are applying. That does not mean, however, that you should try to make job responsibilities sound more significant than they really are. If you held a job as a server at a restaurant or a clerical worker for a company, you can list that on your resume but do not try to "milk" four responsibilities on four separate lines of your resume out of those jobs. While it is nice that you answered the phones as a clerical worker, that does not need its own line as a responsibility. One responsibility that includes three or four things is appropriate in this situation.

Example:

ABC Company

Clerical Worker

- Handled typing and filing duties, and answered and directed phone calls

As you can see in the example, it only took one line to mention several "less" significant responsibilities.

3. **PROOFREAD!** When you are finished, proofread it again. Have other people read it and check for errors, too. It is often difficult for you to catch your own errors. You do not want the recruiter to be the first person to notice an error on your resume. That would not exactly help your rating on attention to detail.
4. You can have it professionally done (the printing and the typesetting, not the actual writing) or use a professional looking word software, ideally one that allows you a little flexibility. Typewriters are unacceptable (if you can even find one).
5. Use standard 8.5" x 11" (#16-25) paper. Trying to use anything fancier can backfire and it is not worth the risk. The best colors to use are white or off white (beige, ivory, cream, etc.) Off white tends to distinguish the boldface print, which is the reason you used it in the first place. Make sure your resume, cover letter, and references are all on the same color paper. Also, use a large enough envelope so you do not have to fold your resume. It is also a good idea to type the address on the envelope (labels are OK).
6. Make your resume employer-centered, not self-centered. Tailor your resume to the specific job for which you are applying

7. Use boldface print and indentions strategically, reminding yourself the more you use them, the less they stand out.
8. Vary the font size for emphasis. You can use size 16 or 14 for your name. The headings can be size 12 and the rest of the information can be 12 or 10 depending on how it fills up the page. Remember, you want it to fill up the page with margins no larger than one inch at the top and bottom.
9. Do not be afraid to use the vocabulary associated with the industry or position as long as you are not doing it just to "show off." In fact, if you know the company to which you are applying scans resumes into a computer and then searches based on key words, it is a good idea to use these key words when creating your resume. The key words are often relevant skills the position for which you are applying will require.
10. Be ready to explain obvious gaps in work history. Recruiters do not expect you to work during the school year, but they do expect you to be gainfully employed during the summer unless you are attending summer school.
11. NEVER include names, titles, addresses or phone numbers of references on your actual resume.
12. Leave margins of 1/2" to 1" on the top and bottom margins and 1" on the left and right margins of your resume.
13. Do NOT include an introduction or concluding statement on your resume indicating why the recruiter should hire you. Just having that statement on there will hurt your chances.

ELECTRONIC RESUMES

Electronic resumes are becoming a very popular method of sending copies of your resume to companies. The main reasons are that they are received much faster, they are less expensive and you can send your resume to hundreds of companies all over the world at the touch of a button. An electronic resume is one that can be sent to a company via the Internet or e-mail. This method allows companies to electronically scan resumes once they are received and store this information in a database. Companies can electronically screen resumes in the database based on specific criteria that they have

determined. This criteria is often relevant skills, abilities, personality characteristics, etc. Due to the increasing number of electronic resumes received, it is a good idea to also send a hard copy of your resume the good old-fashioned way for those jobs you really want.

When you are creating an electronic resume, it is a good idea to utilize a format that you KNOW every organization will be able to read. Unfortunately, Word and WordPerfect do not fall into that category. The safest format to use is a text format, with the most common text format being ASCII (American Standard Code for Information Interchange). There are certain things to keep in mind when creating an electronic resume, including:

1. Bullets are not recommended because they are not recognized by the text format. Use dashes or asterisks instead. In fact, graphics of any kind should be avoided.
2. Use all capital letters in your resume for the purpose of emphasizing certain information (i.e. headings, your university, etc.). Underlining and bold face print will not be recognized in a text format. If you had a line going all the way across the page below your name and address, you can use a series of dashes to accomplish the same purpose.
3. Emphasize key words in your resume so it will be included when a key word search is conducted to find the most qualified resumes.
4. When you are saving your resume, use the "Save As" command and save as an ASCII file. Make sure your extension to the file is .txt (resume.txt).
5. When you are finished with your resume and you have saved it as a text file, it is a good idea to send it to someone you know (that does not work for the company you want to work for) so he or she can see how it looks after the file is opened.
6. If you are sending a cover letter, too, make sure and include both your resume and cover letter in the same file. You can accomplish this by copying and and pasting your cover letter in front of your resume in the same file.

7. In the subject matter area of the e-mail, use the position title for which you are applying or you can use a reference number if one is supplied.
8. It is becoming more common for companies to provide an on-line form that you can use to paste your resume directly into the company's web site.
9. Many on-line job search sites offer you a resume building service that, in most cases, is free of charge. This service will take you step by step through the process of creating a resume that is appropriate for an on-line search.
10. The same rules for following up with a company after you send a resume and cover letter in the mail apply when you send them on-line. It is a good idea to follow up with a phone call about a week after you send them. Your purpose for contacting them (as far as the company is concerned) is to check to see if they received your application materials. You and I both know, however, that you are really calling in hopes of getting a chance to speak with someone in a hiring position so you can make a good impression.

If you want more information on sending electronic resumes, check out the following web site:

EResumes and Resources - (<http://www.eresumes.com>)

Or you can read the book:

Electronic Resumes and Online Networking, by Career Press

As you can see in this chapter, there are numerous ways to format and send a resume. There is not just one right way to write a resume, but there are some ways that are definitely better than others. The example resumes in this chapter. have been recruiter tested and approved. The 188 recruiters that responded to the survey evaluated them and their suggestions were incorporated into the final versions you see. This should indicate to you that if you follow the guidelines discussed in this chapter your resume will be evaluated positively, at least in terms of its format, and that creates a good first impression about you in the eyes of the recruiter. That is a key first step on the path to success in the job search.

Figure 5.1 - Common Resume Problems

1. Poor format
2. Difficult to scan
3. Spelling errors and typos
4. Not enough relevant information (No internships)
5. Too general
6. Too long or too much information (Stick to one page)
7. Bad grammar (poor writing skills)
8. Too vague (duties, objective, etc.)
9. Poorly organized
10. Poor copy quality
11. No GPA
12. Dishonest
13. No dates in work experience
14. Objective does not match the job
15. Too much blank space
16. Unlawful information
17. Time gaps in work experience
18. Uninteresting
19. No action verbs

Figure 5.2 - Keys to Writing a Good Resume

1. Concise
2. Easy to scan
3. One page
4. Includes relevant information
5. Proofread
6. Honest and accurate
7. Sells the applicant
8. Neat appearance (professional looking, good format)
9. Well organized
10. Good clarity (objective, responsibilities, etc.)
11. Simple
12. Includes relevant coursework
13. Detailed (elaborates on jobs, activities, etc.)
14. Strongest selling point first
15. Includes extracurricular activities
16. Uses bold to highlight
17. Includes GPA
18. Chronological
19. Good action words
20. Includes honors

Figure 5.3 - **Action Verbs** (can make present tense if currently working)

Accomplished	Designed	Maintained	Revised
Achieved	Determined	Managed	Scheduled
Acquired	Developed	Marketed	Selected
Adapted	Directed	Measured	Served
Administered	Documented	Mediated	Set up
Analyzed	Earned	Minimized	Settled
Anticipated	Edited	Modified	Showed
Applied	Educated	Monitored	Sold
Approved	Employed	Motivated	Solved
Arranged	Enforced	Negotiated	Sponsored
Assisted	Established	Observed	Stared
Assigned	Estimated	Obtained	Standardized
Attained	Evaluated	Operated	Started
Audited	Examined	Organized	Stimulated
Broadened	Expanded	Originated	Strengthened
Built	Financed	Oversaw	Structured
Calculated	Formed	Participated	Studied
Clarified	Formulated	Planned	Suggested
Collaborated	Founded	Prepared	Supervised
Communicated	Fulfilled	Presented	Supported
Completed	Generated	Prevented	Tailored
Conceived	Guided	Produced	Taught
Concluded	Handled	Programmed	Terminated
Conducted	Helped	Promoted	Tested
Consolidated	Headed	Proposed	Trained
Constructed	Hired	Published	Transferred
Consulted	Identified	Recommended	Translated
Contributed	Implemented	Recruited	Trimmed
Controlled	Improved	Reduced	Tripled
Converted	Increased	Re-established	Uncovered
Coordinated	Influenced	Reinforced	Undertook
Corrected	Initiated	Reorganized	Unified
Created	Instituted	Reported	Used
Decreased	Instructed	Represented	Utilized
Defined	Integrated	Researched	Verified
Delivered	Interviewed	Resolved	Won
Demonstrated	Invented	Revamped	Worked
Designated	Investigated	Reviewed	Wrote

Figure 5.4 - Chronological Resume without an objective

DEREK D. ARNOLD

1234 Toledo Avenue

Lubbock, TX 72047

(635) 938-2645

Email: DDA@ptb.com

EDUCATION

TEXAS TECH UNIVERSITY, Lubbock, TX

Bachelor of Business Administration Degree

Major: Marketing

Emphasis in Public Relations

Graduation: May 2003

GPA: 3.23/4.00 (Overall)

RELEVANT COURSEWORK

- Theories of Public Relations
- Marketing Principles
- Public Speaking
- Sales Techniques

WORK EXPERIENCE

(Financed 75% of college expenses)

PUBLIC RELATIONS INTERN

KYEW RADIO - 1090 AM, Lubbock, TX

May 2001- Present

- Coordinate studio production and live radio broadcast
- Assist sales personnel in selling airtime to local businesses
- Promote radio station at local community and sporting events

ANCHOR/REPORTER

KNSD-TV Channel 42, Lubbock TX

August 2000 - May 2001

- Anchored a 30-minute newscast five days a week
- Gained experience in writing and directing newscasts
- Reported for a five minute news segment around the city
- Edited and wrote news packages
- Produced an educational game show "Double Trouble"

COUNSELOR

Kanomo Camp, Brussels, MO

May 2000 - August 2000

- Counseled children between the ages of 10 and 15
- Incorporated Christian principles with discipline of athletics
- Taught dance, swimming, wind surfing and sailing

COMPUTER SKILLS

Hardware: IBM, Macintosh

Software: Windows 98, Excel, Word, WordPerfect, PowerPoint

Languages: HTML, Java, and C++

ACTIVITIES/HONORS

Public Relations Committee, Student Foundation

Chaplain, Kappa Gamma Theta Sorority

Recipient, NCT Communication Scholarship

Dean's List (3.5/4.0), 3 semesters

Figure 5.5 - Chronological resume with an objective

WILLIAM K. MONTGOMERY

Present Address
1526 Chatsworth Blvd.
Ann Arbor, MI 40284
(354) 746-2640
Email: Monty@umich.edu

Permanent Address
2075 Willow Drive
San Diego, CA 92106
(619) 223-0147

OBJECTIVE

A position in sales requiring strong communication, organizational and persuasive skills

EDUCATION

UNIVERSITY OF MICHIGAN, Ann Arbor, MI
Bachelor of Arts Degree
Majors: Speech Communication and Psychology
Graduation: August 2003
GPA: 3.19/4.00 (Overall), 3.21/4.00 (Psychology)

WORK EXPERIENCE

SALES REPRESENTATIVE

Lakeway Rent-a-Car, Ann Arbor, MI
May 2000 - August 2001

- Opened and developed the market segment and sources of business offering the best potential
- Developed, serviced and maintained customer base
- Prepared all sales correspondence and promotional literature
- Represented the company in local community events
- Planned and coordinated internal employee programs for generating leads

SALES REPRESENTATIVE

Southern Federal Bank, Ann Arbor, MI
August 1999 - May 2000

- Implemented successful marketing plan to assure maximum exposure to targeted real estate offices
- Explained programs to customers to ensure a quick, efficient loan process
- Created a marketing strategy including making sales calls, mailings and telemarketing

COMPUTER SKILLS

Hardware: IBM and Macintosh
Software: Windows NT, Microsoft Access, Novell, and Oracle

VOLUNTEER WORK

The Humane Club of the United States
Barney's Buddies, a youth camp for underprivileged children

FOREIGN LANGUAGES

Conversational in Spanish

Figure 5.6 - Chronological resume with a Master's degree

TRACY ANNE FILLER

7564 Poinsettia Way
Seattle, WA 53423
(746) 365-2735
Email: KJP@dem.com

EDUCATION

Graduate

UNIVERSITY OF WASHINGTON, Seattle WA
Master of Business Administration Degree
Major: Finance
Graduation: December 2003
GPA: 3.47/4.00

Undergraduate

UNIVERSITY OF OREGON, Eugene, OR
Master of Arts Degree
Major: Political Science
Graduation: May 2001
GPA: 3.24/4.00 (Overall), 3.19/4.00 (Major)

WORK EXPERIENCE

ACCOUNTING CLERK

Buckfield Home Corporation, Seattle, WA
May 2001 - August 2001
- Promoted to Land Development Department in one month
- Handled lot purchases and processing of relevant paperwork

LOAN PROCESSOR

ILD Mortgage 4Corporation, Seattle, WA
May 2000 - August 2000
- Processed FHA, VA and Convention loans from origination through funding
- Reviewed mortgage risk, real estate appraisals and evaluated the borrower's credit worthiness

PEPE'S WORLD FAMOUS MEXICAN RESTAURANT, Eugene, OR
Server

January 2000 - May 2000
- Helped customers with meal selections, cleaned tables and answered phones

ACTIVITIES

Vice President, University of Washington Graduate Student Association
Treasurer, University of Washington Graduate Student Association
Head Resident Advisor, University of Washington

COMPUTER SKILLS

Hardware: IBM, Macintosh
Software: MS Excel, MS Access, MS Word and MS PowerPoint

VOLUNTEER WORK

Adopt-A-School program (University High School)
Volunteer, Woodway Family Center

Figure 5.7 - Functional Resume with an Associate's Degree and an objective

TOREY R. KOLTUN

Present Address
645 Fifth Street
Columbia, SC 35242
(824) 847-4635
Email: Salsa@leo.com

Permanent Address
53462 Jewel Avenue
Manhattan, KS 26354
(534) 824-2830

OBJECTIVE

A managerial position requiring strong leadership, organizational and communication skills

EDUCATION

UNIVERSITY OF SOUTH CAROLINA, Columbia, SC

Bachelor of Science Degree
Major: Sociology
Minor: Management
Graduation: May 2003
GPA: 3.08/4.00 (Overall), 3.31/4.00 (Major)

COLUMBIA COMMUNITY COLLEGE, Columbia, SC

Associate Degree in Political Science
Graduation: May 2001
GPA: 3.35/4.00

CAPABILITIES

Interviewed and made recommendations of prospective employees
Created and designed displays for produce department at Chuck's
Delivered speeches to high school students on achieving their potential
Resolved customer problems or complaints quickly and respectfully

ACHIEVEMENTS

Department accounts for one million dollars in annual sales
Initiated department cost reduction plan lowering overhead 25%
Devised individual stocking system for \$8,000 per week sales category
Achieved an overall GPA of 3.31/4.00 while working 40 hours per week

WORK EXPERIENCE

5/01-8/01	Chuck's Grocery Store, Columbia, SC
12/04 - 5/01	Hathaway's Department Store, Columbia, SC

ACTIVITIES

Youth basketball coach, Springdale Elementary School
Wedgeway High School tutor in math

FOREIGN LANGUAGES

Fluent in Japanese

INTERESTS

Horseback riding, golfing, croquet and country dancing

Figure 5.8 - Functional resume with work experience

ANN BURDEN

5342 East Blvd.
Chicago, IL 46359
(847) 947-3652
AnnB@dgf.com

EDUCATION

UNIVERSITY OF CHICAGO, Chicago, IL

Bachelor of Science Degree
Major: Electrical Engineering
Minor: Mathematics
Graduation: May 2003
GPA: 3.02/4.00 (Overall), 3.45/4.00 (Major)

CAPABILITIES

Designed and built a microprocessor for departmental use
Formulated a plan for manufacturing system design
Developed a computer system to assist in micrographic projections
Presented engineering plans to employees and management

ACHIEVEMENTS

Selected Top Engineering Student at the University of Chicago for the
2001 academic year
Awarded University of Chicago Alumni Scholarship
Member of Tri Sigma Engineering Honor Society
Elected President of Tri Sigma Engineering Honor Society

WORK EXPERIENCE

ENGINEER ASSISTANT

Dynamic Electronics, Chicago, IL

August 2000 - Present

- Assist Head Engineer with projects and plans for model construction
- Design micro processing chip for computer system
- Develop a circuitry board and training program for interns

VOLUNTEER EXPERIENCE

Whispering Pines Convalescent Hospital
Windy City Animal Shelter
Great Lakes Marathon for Education

ACTIVITIES

Beta Theta Kappa Engineering Society
Member of Society of Professional Engineers (SPE)

COMPUTER SKILLS

Hardware: IBM, Macintosh
Software: MS Word, Windows 98, WordPerfect, and PowerBuilder
Languages: C++, Visual C++, HTML, C, Java

SCOTT A. WICK

Present Address
6453 Southside Drive
Salt Lake City, UT 36544
(534) 645-7364
Email: Downy@utah.edu

Permanent Address
756 West 34th Street
Minneapolis, MN 76453
(987) 276-3562

OBJECTIVE

A position in law enforcement requiring strong leadership and communication skills

EDUCATION

UNIVERSITY OF UTAH, Salt Lake City, UT
Bachelor of Arts Degree
Major: Criminal Psychology
Minor: Sociology
Graduation: December 2003

SIGNIFICANT COURSEWORK

- Social Problems
- Criminology
- Criminal Justice
- Social Deviance and Control
- White Collar Crime
- Sociology of Law
- Child Abuse and Neglect
- Racial and Ethnic Diversity

RELEVANT SKILLS

Leadership

- Organized pre-practice offensive drills for teammates
- Advised players on handling relationships with coaches
- Led group members in preparing for class presentations
- Coordinated charity drive for the Darby Days fund raiser

Communication

- Lectured on drug abuse to elementary school children
- Delivered speeches to 30 students in a public speaking course
- Participated in numerous group oral presentations during college
- Wrote weekly sports column for the school newspaper

ACTIVITIES/HONORS

Athletic scholarship for five years at the University of Utah
Three-year starter at offensive tackle
Scout team player of the week four times during freshman year
Member of the Walk for Brotherhood fund raising drive

COMPUTER SKILLS

Hardware: IBM, Macintosh
Software: MS Word, Windows 98, Windows NT, and PowerPoint

INTERESTS

Golfing, running, basketball, chess, wrestling