

CREATING AN EFFECTIVE RESUME

WHAT IS A RESUME? A resume is your key marketing tool to get an INTERVIEW!
It is a brief, targeted summary of your personal, educational, and professional qualifications and experience that is used to apply for a job or internship.

First and foremost –

Your resume needs to be relevant to the position you are seeking.

RELEVANCE!

Content

- Use your target industry's keywords
- Emphasize outcomes of activities, not just job duties
- Stress achievements and skills
- Use action words
- Be positive and honest
- Do not mention salary/wages
- Do not list references

Polishing

- Have someone proofread it
- Ensure there are no typos, spelling or grammatical errors
- If it looks unprofessional or unbalanced, redo it
- Expect to write 2-3 drafts until you are satisfied

Layout

- Do not use templates
- Bold your section headings
- Use bullet points and keep to single lines when possible
- Single space within sections; double space between sections
- Never use the words "I", "Me", "You" or "Your"
- Use 10-12pt font and .5 or larger margins

Length and Printing

- Keep it concise & easy to read
- Limit to one page if possible, but do not exceed two pages
- Write phrases, not sentences
- Use 8 ½ x 11-inch paper
- Use a laser printer
- Use white, ivory, or off-white paper

CORE COMPONENTS OF A RESUME

- **Contact information:** Include your first and last name, in a larger font size so that it stands out. Also list your physical address, phone number, and your personal email address. Make sure your email address is professional.
- **Objective:** Only use if changing careers to provide information that cannot be obtained elsewhere in your resume or cover letter; otherwise leave off.
- **Summary of Qualifications:** This is your marketing pitch! In this section, list 4-6 bullet points that summarize your transferable skills, achievements, experience, and special knowledge that are most relevant to the job you are pursuing. Using keywords that are specific to the job you want to describe yourself tells the reader what you can do for the company and how you meet their needs. See attachment for examples. Other possible titles for this section are: **Highlights of Qualifications, Skills and Abilities, Skills Profile**, etc.
- **Education:** If you have completed your education within the past five years, list your Education next. If it was more than five years ago, then put it after your Work Experience section. List your education, training programs, and/or certifications that you have completed or are in progress, with the most recent stated first. List the degree awarded (and major if applicable), the school name, city and state location, and date of completion. If you have not yet graduated, indicate by stating “projected graduation: May 2017” for example. Once you have earned college credits, you do not need to list your high school. You can also include relevant workshops and seminars in this section if it will increase your desirability to the prospective employer. If you graduated more than ten years ago, you can leave off the date of completion.
- **Experience:** This section can be titled **Experience, Work Experience, Job Experience**, etc. List the job title, company or organization, and dates employed. If you are currently employed, list dates as “January 2017- present” for example. Using brief, concise statements that start with action verbs, describe your job responsibilities in reverse chronological order. Emphasize your achievements, skills and positive personal traits, again using keywords specific to your target audience—don’t just list your job duties. Attached are lists of action verbs for your reference.
- **Other headings:** You can include headings for **Honors & Awards, Volunteer Experience, Extra-Curricular Activities, Technical Skills**, etc., if they are relevant to the job you are seeking. These sections can add value to your resume, especially if you do not have a lot of paid work experience, or can help to explain gaps in employment. Since space on the page is limited, selectively include the information that best supports your qualifications for the job you are pursuing.

CONTACT INFO

SUMMARY OF QUALIFICATIONS

(or other title as desired)

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-
-
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EDUCATION

(could place after Work Experience)

Name of School Diploma/Degree	City/St	Dates Attended or Graduation
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JOB/WORK EXPERIENCE

Name of Company/Job Title	City/St	Dates Worked or Current/Pres
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- Job Description/Accomplishments
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-

VOLUNTEER/LEADERSHIP EXPERIENCE (optional)

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-
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ACTIVITIES/ACHIEVEMENTS/AWARDS/OTHER (optional)

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Examples of Summary of Qualifications

- Strong skills in time management, prioritizing tasks, and meeting deadlines
- Effective working alone and as a cooperative team member
- Skilled in strategic planning and implementation; able to prioritize effectively, multi-task, and achieve objectives within time and budget
- Excellent organizer with solid planning and execution skills
- Skilled in building and maintaining excellent relationships with senior managers, team members and customers
- Innovative in designing and carrying out projects
- A skilled communicator; able to establish rapport with members of diverse groups and promote team cohesiveness
- Hard worker, quick learner, and highly motivated to assume increasing responsibility
- Thorough and diligent in ensuring that all safety standards are met or exceeded
- Remain calm and work well under demanding conditions
- Reputation for excellence and high quality customer service
- Exceptional negotiation, diplomacy, and team-building skills
- Strong skills in marketing, analysis, negotiation, writing, and planning
- Working knowledge of French, Spanish, and Portuguese
- Skilled in persuasive sales techniques; able to convey information with creativity and sincerity, consistently winning new business
- Self-starter who can work independently and handle multiple priorities and deadlines
- Strengths in researching, writing, editing, and proofreading
- Sensitive to cultural differences, ensuring a productive and respectful work environment
- Excellent interpersonal and written communication skills
- Proficient in MS Word, Excel, Access, and Power Point

Start your resume bullet points with strong, compelling action verbs to help describe your accomplishments and skills to potential employers.

General Action Verbs

accomplished	communicated	founded	navigated	repaired
achieved	composed	governed	optimized	reshaped
adapted	conceptualized	guided	organized	retrieved
adhered	conserved	illustrated	originated	solved
allocated	contributed	improved	overhauled	stimulated
appraised	coordinated	increased	performed	streamlined
arbitrated	demonstrated	initiated	prioritized	strengthened
arranged	dispensed	integrated	promoted	trained
articulated	evaluated	interpreted	proposed	upgraded
assured	executed	invented	reconciled	validated
augmented	facilitated	launched	rectified	won
collected	forecasted	led	remodeled	

Action Verbs for Administration and Management

advised	enforced	integrated	oversaw	reviewed
approved	ensured	launched	pioneered	routed
authorized	examined	lectured	presided	sponsored
chaired	explained	listed	prioritized	streamlined
consolidated	guided	managed	processed	strengthened
counseled	headed	mediated	promoted	supervised
delegated	initiated	mentored	recommended	taught
determined	influenced	moderated	redirected	trained
developed	inspired	monitored	referred	validated
diagnosed	installed	motivated	reorganized	
directed	instituted	negotiated	represented	
disseminated	instructed	originated	responded	

Action Verbs for Communication and Creativity

acted	costumed	influenced	produced	scheduled
addressed	created	initiated	projected	screened
arranged	critiqued	interpreted	proofread	shaped
assessed	demonstrated	interviewed	publicized	stimulated
authored	designed	introduced	published	summarized
briefed	developed	invented	realized	taught
built	directed	launched	reconciled	trained
clarified	edited	lectured	recruited	translated
composed	enabled	modernized	rectified	wrote
conducted	facilitated	performed	remodeled	
constructed	fashioned	planned	reported	
corresponded	formulated	presented	revitalized	

Action Verbs for Sales and Persuasion

arbitrated	increased	maintained	publicized	served
catalogued	influenced	manipulated	purchased	set goals
centralized	inspired	marketed	realized	sold
consulted	installed	mediated	recruited	solved
dissuaded	integrated	moderated	reduced	stimulated
documented	interpreted	negotiated	reported	summarized
established	investigated	ordered	researched	surveyed
expedited	judged	performed	resolved	translated
familiarized	launched	planned	restored	
identified	lectured	processed	reviewed	
implemented	led	produced	routed	
improved	liaised	proposed	saved	

Action Verbs for Technical Ability

analyzed	developed	formed	marketed	reduced
broadened	devised	generated	mastered	researched
charted	drafted	improved	modified	restored
classified	edited	increased	molded	revamped
communicated	educated	inspected	operated	streamlined
complied	eliminated	installed	packaged	supplemented
computed	excelled	instituted	pioneered	surveyed
conceived	expanded	integrated	prepared	systematized
conducted	expedited	interfaced	processed	trained
coordinated	fabricated	launched	programmed	upgraded
designed	facilitated	lectured	published	wrote
detected	forecasted	maintained	reconstructed	

Action Verbs for Helping and Teaching

advanced	coached	fostered	obliged	repaired
advised	collaborated	furthered	optimized	represented
aided	contributed	guided	promoted	served
arbitrated	counseled	helped	provided	settled
assisted	comforted	instilled	reassured	supported
attended	consulted	liaised	reclaimed	supplied
augmented	demonstrated	mentored	rectified	stabilized
balanced	diagnosed	ministered	redeemed	streamlined
backed	educated	negotiated	reeducated	translated
braced	encouraged	nourished	referred	treated
boosted	facilitated	nursed	reformed	tutored
clarified	familiarized	nurtured	rehabilitated	unified