UNIVERSITY OF CALIFORNIA, MERCED

The Resume Guide

Use a resume to:

- Respond to an advertised job vacancy
- Send to employers that interest you after you have researched the organization
- Accompany graduate school or other important application forms
- Present at an interview to a potential employer
- Submit to employers before on-campus interviews
- Accompany a request to a past or current employer or professor to write a letter of recommendation
- Reinforce a personal contact you have already established with a employer

How to develop a resume:

1. **Analyze the job description for skills and abilities** – Read through job descriptions for the skills and abilities that employers are seeking. Read through the descriptions and highlight the required skills, attributes and qualifications. Use these words in your resume.
2. **Create a list of accomplishments –** Take some time to think about your accomplishments: things you did well, enjoyed doing and were proud of. Include education/training, volunteer opportunities, jobs, projects, school assignments, travel and group/team activities. Describe in detail what you did, who you did it with, what equipment you used and what happened. Quantify your results, if possible, and use commonly understood terminology.
3. **Analyze experiences for relevant skills areas**
4. **Write descriptive phrases –** Using action verbs, write short phrases to describe what you did that illustrates each skill. Be concise and specific. Arrange the descriptive phrases in order of relevance to the position for which you are applying.
5. **Choose the appropriate format -** There are several resume formats that suit individuals with different backgrounds with varying experiences. Choose the one that is best for you:

Chronological:
This type of resume lists your experience in reverse chronological order, starting with the most recent. You may arrange your headings in various ways, depending upon what aspects of your background that you wish to stress. This format works best when your work, volunteer, and academic experiences relate directly to the type of job for which you are applying. It is preferred by most business employers.

Skills/Functional:
This resume highlights your most important skills or functions. Headings are built around these areas. Job titles, employers and dates of employment are listed in a brief section at the bottom of the page. This format allows you to highlight skills, knowledge and relevant abilities to the position regardless of where and when you obtained them. It works well when your work experience is not directly related to your career goal, you are entering a job market for the first time, or you are making a career change.

Hybrid:
This resume combines both the chronological and skills resumes. It allows you to maintain the popular chronological resume while including a summary of your skills. It can be

organized in a number of ways, but most hybrids start with a skills summary followed by a list of experiences with descriptions in reverse chronological order.

RESUME DO'S & DON'TS

Do:

- Use good quality paper (at least 20 lb. bond) paper
- Use a readable font and print on laser printer
- Be specific in your objective, if you use one
- Emphasize results produced, significant achievements, recognition from others
- Quantify when possible and use specific examples
- Check the spelling of every word; make sure grammar and punctuation are correct
- Have someone else proofread your resume
- Get feedback from several people
- Begin phrases with action verbs such as "developed," "originated," "led," etc.
- Be truthful about your accomplishments
- **Keep your resume to one page unless you have extensive experience related to your job objective**

Don't:

- Use resume templates (i.e. Resume Wizard). It is difficult to adjust sections and your resume looks like all other candidates who used the same template
- Begin phrases with "I" or use complete sentences
- Include personal information such as marital status, social security number, age or national origin
- Use flashy graphics or colored paper
- Mention controversial activities or associations
- List unrelated, detailed duties such as "opened mail" or "filed documents"
- Exaggerate your experience
- Use meaningless words or phrases such as "seeking a challenging position" or "seeking a position working with people"
- Start phrases in the experience section with "my responsibilities (or duties) included"
- Use abbreviations

REFERENCES

Because it is assumed that a candidate will furnish references upon request, it is unnecessary to put "references available upon request" at the bottom of your resume. However, when an employer does request references, include them on a separate piece of paper with current contact information (names, titles, addresses, phone numbers and e-mail) of 3 to 5 persons who have agreed to provide recommendations for you.

Some suggestions relating to selecting and working with your references:

- **Always** **ask the person's permission** to use him or her as a reference. Do not assume that the person will be willing to recommend you. This courtesy is appreciated and may

avoid later embarrassment -- or a negative reference. "*Would you be comfortable giving me a strong recommendation?*" opens the subject. Be prepared to hear a "no" or to deal with some reservations.

- **Give the person providing the recommendation a copy of your current resume.** In many cases, he/she will know you in only one context (in the classroom, as an advisor, as a supervisor in a work situation). The reference may be stronger if the person has fuller knowledge of your other accomplishments.

- **Discuss with the person the type of position you will be seeking or share descriptions of specific positions for which you are being considered**. If there are particular skills or information you hope he or she will include in the reference, mention these.

SENDING RESUMES & COVER LETTERS ELECTRONICALLY

To send your resume as an attachment:

- Create your resume using a common word processing program

- Give the document a name the recruiter will associate with you (i.e. MillerJennifer.doc)

- Be absolutely sure your document is free of viruses. Send it electronically to a friend to make sure it is easy to open, the formatting stays correct, and the document is virus-free.

To send your resume in the text of the e-mail message:

- The cover letter should appear first, above your resume

- Do not use bold, underlining, bullets, distinctive fonts, colored text, or html codes. Use asterisks (*), plus signs (+), dashes (-), ALL CAPITAL LETTERS, and combinations of these to highlight text.

- Align all text to the left margin

- Using your word processing software, select "File-Save As" and change the "file type" to "text only." Name the resume version something such as "resume text version."

- Re-open your text version and view the differences. The text version is now ready to e-mail or paste into a web-based form.

- Send it electronically to yourself and to a friend with a different e-mail system to see how it will look

- Text resumes look plain and ordinary, but employers are used to this

To make your resume scannable:

Some large employers utilize resume database tracking systems. They scan incoming resumes into a database (sometimes letters, too) and when they have openings, they can retrieve resumes using relevant keywords.

- It's okay to ask the employer if you should provide a scannable resume. Some companies will indicate on their website if they scan resumes

- Include industry or job-specific keywords, especially relevant skills, understandable abbreviations, major, specific fields of study, and experience

- Use 10 to 14-point font size

- Do not use italics, underlining, fancy fonts, bullets, and multiple columns.

- Use spacing or ALL CAPITALS for emphasis

- Do not center text

RESUME COMPONENTS

COMPONENT	BASICS	COMMENTS
Identifying Data	Name, address, e-mail address & phone number (include area code and zip code) - Put at the top of the page	Be sure that any message on your personal answering machine is appropriate for a potential employer. If you have a personal webpage that you want employers to view, include its address here.
Education	Name of school, major, degree received, graduation date or expected graduation date	Honors and G.P.A. are optional. However, most businesses (especially consulting and accounting firms) want to see your G.P.A. If you have attended more than one school, list the most recent first. It is not necessary to list all the schools you have attended. Do not list high school. Additional training you have received may either go under this heading or under a separate one.
Experience	Paid, volunteer or military. Emphasize skills, abilities and accomplishments appropriate to the position for which you are applying. Note the job title, employer's name, location and dates of employment.	Experience does not need to be paid to be included here. Focus on achievements and contributions (i.e. a procedure you streamlined or a cost-saving suggestion you made)
Job Objective*	If used, this is a one line description of the type of position desired.	The job objective should follow your identifying data and be as specific as possible.

Skills & Abilities*	Foreign languages, computer skills, office skills, lab techniques or transferable skills not mentioned elsewhere in the resume	These can be listed separately or combined under the heading "Skills & Abilities"
Languages*	Mention if you are fluent in a foreign language	If you understand a language, but are not fluent you still might want to mention it (i.e. Conversational Spanish or read and write French)
Activities & Interests*	In order of importance, list student activities, professional associations and committees in which you have participated. List any offices you have held and indicate the skills you used.	Include activities and interests that show leadership, initiative or pertain to your career interest.
Community Involvement*		If the setting is political or religious, you may want to use generic descriptions (i.e. Youth leader for church, Speech writer for City Council candidate). If substantial, these experiences may be listed under "Experience."
Honors*	Recent graduates and continuing students can include academic honors such as Deans List, honor societies and scholarships	These can be listed separately or as a subsection under "Education."
Research & Publications*	Briefly describe relevant research projects. List articles, papers or books that have been published.	
Travel*	Include this section if your career interest involves travel or knowledge of other cultures.	

Optional components – use if appropriate for your background and the employers you're targeting

VERB LIST FOR RESUMES & COVER LETTERS

Management Skills
Administered
Analyzed
Assigned
Attained
Chaired
Consolidated
Contracted
Coordinated
Delegated
Developed
Directed
Evaluated
Executed
Improved
Increased
Organized
Oversaw
Planned
Prioritized
Produced
Recommended
Reviewed
Scheduled
Strengthened
Supervised

Communication Skills
Addressed
Arbitrated
Arranged
Authored
Collaborated
Convinced
Corresponded
Developed
Directed
Drafted
Edited
Enlisted
Formulated
Influenced
Interpreted
Lectured
Mediated
Moderated
Negotiated
Persuaded
Promoted
Publicized

Reconciled
Recruited
Spoke
Translated
Wrote

Research Skills
Clarified
Collected
Critiqued
Diagnosed
Evaluated
Examined
Extracted
Identified
Inspected
Interpreted
Interviewed
Investigated
Organized
Reviewed
Summarized
Surveyed
Systematized

Technical Skills
Assembled
Built
Calculated
Computed
Designed
Devised
Engineered
Fabricated
Maintained
Operated
Overhauled
Programmed
Remodeled
Repaired
Solved
Upgraded

Teaching Skills
Adapted
Advised
Clarified
Coached
Communicated
Coordinated
Demystified
Developed
Enabled
Encouraged

Evaluated
Explained
Facilitated
Guided
Informed
Instructed
Persuaded
Set goals
Stimulated
Trained

Financial Skills
Administered
Allocated
Analyzed
Appraised
Audited
Balanced
Budgeted
Calculated
Computed
Developed
Forecasted
Managed
Marketed
Planned
Projected
Researched

Creative Skills
Acted
Conceptualized
Created
Customized
Designed
Developed
Directed
Established
Fashioned
Founded
Illustrated
Initiated
Instituted
Integrated
Introduced
Invented
Originated
Performed
Planned
Revitalized
Shaped

Helping Skills
Assessed

Assisted
Clarified
Coached
Counseled
Demonstrated
Diagnosed
Educated
Expedited
Facilitated
Familiarized
Guided
Motivated
Referred
Rehabilitated
Represented

Clerical/Detail Skills
Approved
Arranged
Catalogued
Classified
Collected
Compiled
Dispatched
Executed
Generated
Implemented
Inspected
Monitored
Operated
Organized
Prepared
Processed
Purchased
Recorded
Retrieved
Screened
Specified
Systematized
Tabulated
Validated

More Verbs for Accomplishments
Achieved
Expanded
Improved
Pioneered
Reduced (losses)
Resolved
Restored
Spearheaded

<u>**CHRONOLOGICAL RESUME**</u>

Sally Hiu

Kern Hall 135
P.O. Box 2039
Merced, CA 95343
209-724-4200
shiu@ucmerced.edu

OBJECTIVE:
Seeking a summer internship in the non-profit sector working with youth

EDUCATION:

University of California, Merced   Merced, CA
B.A. Social & Cognitive Sciences, Emphasis: Psychology   *expected* May 2009

EXPERIENCE:

Kolligian Library, University of California, Merced   Merced, CA
Student Assistant   August 2005–present

- Assist patrons in locating reference material
- Locate library journals for interlibrary loan program

Bed Bath and Beyond   Fresno, CA
Front End Manager   June 2003–August 2005

- Promoted to Front End Manager from Sales Associate after 1 year of employment
- Trained new employees on cash register, return policy, bridal registry and customer service
- Worked 20 hours/week while maintaining strong academic record and course load
- Provided strong customer service in a busy retail environment
- Received 100% marks on 3 "secret shopper" visits

ACTIVITIES:

National Honor Society   Fresno, CA
President, Member   2001–2005

- Voted unanimously as *President* by fellow classmates for the 2004-2005 school year
- Organized visits to 5 colleges for 30 club members, including locating transportation, finding chaperones and setting up campus tours
- Collaborated with other club officers to run monthly meetings

SKILLS:
Computer: Microsoft Office Suite (Word, Excel, PowerPoint), Photoshop, Dreamweaver, Strong Internet Skills
Language: Conversational French

CHRONOLOGICAL RESUME

David Gonzalez
dgonzalez@ucmerced.edu

School Address: *Home Address:*
510 G. Street   1300 Avenue 12
Merced, CA 95348   Madera, CA 93637
(209) 742-2100   (559) 673-3200

OBJECTIVE
Seeking a co-op position in the field of nanobioengineering

EDUCATION

University of California, Merced
B.S. Bioengineering, emphasis: Nanobioengineering   *expected* May 2007

Madera Community College
A.A. General Studies   May 2005

RELEVANT COURSEWORK
- Algorithm Design & Analysis   - Engineering Fundamentals
- Physics   - Chemistry

RELEVANT EXPERIENCE

Madera Community College, Technology Services   Madera, CA
Computer Lab Assistant   August 2003-May 2005
- Responded to students' questions and resolved problems in C, C++, and PASCAL
- Developed interpersonal skills and problem solving strategies while working with students from a wide range of backgrounds
- Maintained Technology Services website

COMPUTER SKILLS

Software: ViewLogic Workview, Oracle, vx Works and Tornado

Programming: Java, C++, Visual C++, HTML, LISP, MIPs assembly, VHDL

Applications: Networking (Mosaic, Netscape, FTP), Database (SQL, dBase), Microsoft Word, WordPerfect

Operating Systems: Windows 2000/NT/98/95/3.1, Unix (BSD, Solaris)

<u>**SKILLS/FUNCTIONAL RESUME**</u>

CHRISTY SMITH
132 Fresno Hall
P.O. Box 2039
Merced, CA 95343
209.724.4132
csmith@ucmerced.edu

OBJECTIVE

Seeking a full-time business consultant position

EDUCATION

University of California, Merced
B.A. Management   expected May 2007

SKILLS

Leadership
- Served as President of the National Organization of Women (N.O.W) for 2 years running
- Pioneered first club on campus (Future Business Leaders of America - Phi Beta Lambda)
- Recruited 30 new members to join student club through advertisement and word of mouth

Analytical/Quantitative
- Created budgetary proposal for largest club on campus
- Maintained $10,000 budget for National Organization of Women

Written/Oral Communication
- Edited student's papers for content, coherence and language usage
- Led monthly hall meetings for 50 underclassmen including implementing programs and developing workshops
- Wrote successful business proposal in accordance with UC Merced's Student Life and Future Business Leader's of America

Computer
- Microsoft Word, Excel, Outlook, InDesign, SPSS

WORK HISTORY

Student Resident Assistant	University of California, Merced	8/05-present
President/Founder	Phi Beta Lambda	9/05-present
President	National Association of Women	9/03-5/05

HYBRID RESUME

Mee Vang   **209-724-8197**
1245 R. Street   **mvang3@ucmerced.edu**
Merced, CA 95348
http://www.meevang.com

Objective
Lab position in the field of cognitive psychology

Summary of Qualifications
- Collaboratively worked on a team of 3 Graduate Research Assistants and 2 faculty members in the field of cognitive psychology
- Undergraduate coursework in Psychology, Research Methods and Probability & Statistics
- Proficient in Microsoft Word, Excel, PowerPoint, SPSS, Melvyl

Experience
Kaplan Test Prep   San Diego, CA
Teacher, S.A.T. Subject Test: Biology/Chemistry   Fall 2003 – Spring 2005

COMMUNICATION SKILLS
- Taught small groups of high school students with different learning styles and/or learning disabilities on the S.A.T. Biology & Chemistry subject tests
- Consistently improved S.A.T. test scores from onset of class to end of course

LEADERSHIP SKILLS
- Voted Southern California Region Teacher of the Year (2004)
- Developed a new curriculum that was approved for nationwide use
- Created a fun and informative learning environment that motivated students to learn difficult concepts

University of California, San Diego, Center for Brain & Cognition   La Jolla, CA
Lab Assistant, Children's Language Laboratory   Summer 2005

RESEARCH SKILLS
- Located 20 children with typical language development and children with language impairments for formal speech and language evaluations
- Gathered and processed statistical data from participants that was ultimately used in a nationwide survey
- Conducted literature review on the acquisition and development of language in children

Education
University of California, Merced
B.A. Human Biology, emphasis Psychology and Cognitive Sciences   expected May 2007

WRITING THE COVER LETTER

Cover Letters for Advertised Positions:

1. **Research the employer –** Research the prospective employer's organization to match your skills, abilities and values with that of the organization. In your cover letter, show why you are a good fit with the employer. Send the letter to a specific person whenever possible. If you don't, the organization receiving the letter will feel little or no responsibility to respond.
2. **Analyze the job description –** Look for the duties and qualifications of the job and design your cover letter to match these as much as you can. Often job listings are very short and vague. In this case, draw from your research of similar jobs to infer what skills and abilities might be required.
3. **Analyze your background –** Think about your background in relation to the job duties and qualifications. Ask yourself "*What have I done that is similar to the duties of this job*?" Areas to think about are courses taken, classroom projects, past work experience, summer jobs, internships, volunteer experience, extracurricular involvement and travel.

COVER LETTER DO'S & DON'TS

Do:

*   Use paper that matches your resume
*   Write an original cover letter for each employer and position
*   State in the first sentence why you are writing
*   Show that you know your career goals, the position and the employer's organization
*   Demonstrate originality and enthusiasm
*   Proofread for typos and accuracy
*   Type or computer print envelopes
*   Keep photocopies of all materials for your records
*   Include a cover letter with every resume
*   If a specific person alerted you to the job opening, include that person's name and professional affiliation (i.e. *Professor John Doe of UC Merced's School of Engineering suggested I contact you about your Sanitary Engineer opening*)

Don't:

*   Use the same generic cover letter for every job. Target each cover letter and resume to the position you are applying for.
*   Make the letter more than one page
*   Be long-winded; make your points succinctly
*   Exaggerate your skills or experience

COVER LETTER - SUGGESTED CONTENT & LAYOUT

Name
Your return address
Your city, state and zip code
Current date

Person to whom you are writing
Title and department
Organization Name
Address
City, state and zip code

Dear Mr./Ms./Dr. Last Name:

First Paragraph: In your initial paragraph, state the reason for the letter, the specific position or type of work for which you are applying and indicate from what resource (Career Center, newspaper, friend, etc.) you learned of the opening.

Second Paragraph: Indicate specifically why you are interested in the position, the company, its products or its services. Demonstrate your high level of interest and enthusiasm for the position by revealing the fact that you have researched their organization. This section of the letter, often eliminated by the naive letter writer, is the most important.

Third Paragraph: Refer the reader to the enclosed resume and/or application form that summarizes your qualifications, training and/or related experience. As a recent graduate, explain how your academic background makes you a qualified candidate for the position. If you have related work experience, point out the specific achievements or unique qualifications. Try not to repeat the exact information the reader will find in the resume, rather elaborate on points of interest to them.

Final Paragraph: In the closing paragraph, indicate your desire for an interview and your flexibility as to the time and place. Possibly repeat your phone number, although it is on your resume. Finally, close your letter with a statement or question, which will encourage a response. For example, state that you will be in the city where the company is located on a certain date and would like to set up an interview. State that you will call to follow up on your letter (within ten days to two weeks) to discuss a possible appointment. Thank the person for his/her consideration.

Sincerely,

Your Signature

Your Name

RESUME & COVER LETTER WRITING ASSISTANCE

For more individualized attention with your resume and/or cover letter, make an appointment with a Career Counselor. We have the most up-to-date information on current practices because we hear directly from employers what they are looking for in candidates. Here is how the Career Services Center can assist you.

We can help you to:

- Identify skills and characteristics that employers value
- Choose the type/format of resume that best fits the job/industry you are applying for
- Make mundane tasks sound cool and relevant to your industry/field
- Emphasize accomplishments and results, not simply job responsibilities
- Focus your cover letter so that it is not "all over the map"
- Define the "audience" you are writing to
- And much, much MORE!!!

DROP BY THE CAREER SERVICES CENTER:
Monday-Friday • 8:30am-5:30pm
Kolligian Library • Room 127
209.381.7879

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