

# Purpose of the Resume ... Employer's Perspective



- The resume is a screening tool to rule out applicants 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

# Purpose of the Resume ... 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
- The resume should summarize and highlight relevant accomplishments and skills which match the employer's current hiring needs

# **Resume Do's**

## **DO:**

- ✓ **Make it brief, using short phrases**
- ✓ **Use action verbs such as... *created, initiated, developed, organized, managed***
- ✓ **Include internships, 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**

# **Resume Don'ts**

## **DO NOT:**

- ✓ Do not make the resume longer than 1-2 pages
- ✓ Do not use resume wizard or templates
- ✓ Do not use negative language
- ✓ Do not use abbreviations
- ✓ Avoid the use of common phrases such as “My duties included” or “I was responsible for”
- ✓ Do not mention high school degrees and activities
- ✓ Do not include personal information
- ✓ Do not include present salary or salary desired

# **Resume Headings**

## **COMMON HEADINGS**

- ♦ Objective
- ♦ Education
- ♦ Summary of Skills
- ♦ Honors
- ♦ Certification
- ♦ Experience
  - ♦ Internship Experience
  - ♦ Related Experience
  - ♦ Employment
- ♦ Related Coursework
- ♦ Computer Skills

## **ADDITIONAL HEADINGS**

- ♦ Leadership
- ♦ Volunteer
- ♦ Licenses
- ♦ Languages
- ♦ Collegiate Activities
- ♦ Professional Associations
- ♦ Memberships
- ♦ Workshops
- ♦ Presentations
- ♦ Community Activities

# **Resume Formats**

## **CHRONOLOGICAL**

- frequently used by recent college graduates
- list most recent experiences first
- concise summaries of positions with job title & dates
- list most important duties first

## **FUNCTIONAL**

- experience is outlined by skill set or area of expertise
- include examples of accomplishments in skill sets
- resume ends with employment history & job titles
- highlights “career transitions” & varied backgrounds

# Using Action Verbs



## Passive

- Basic duties and responsibilities are described:
- Worked with customer service.



## Active

- Changes the passive phrases into active statements using action verbs:
- Provided customer service to new bank customers.



## Accomplishments

- Includes accomplishment oriented results:
- Provided customer service through conflict resolution, explanation of bank services and policies, and knowledge of financial planning, resulting in greater customer satisfaction.

# Positive Action Verbs

Accelerated	Complied	Examined
Accomplished	Conceived	Exhibited
Achieved	Concluded	Expanded
Acquired	Conducted	Expedited
Acted	Consulted	Experienced
Adapted	Contracted	Experimented
Adopted	Contributed	Extracted
Addressed	Controlled	Facilitated
Adjusted	Coordinated	Filed
Administered	Copied	Focused
Advised	Corrected	Followed
Advocated	Corresponded	Forecast
Aided	Counseled	Formulated
Allocated	Created	Founded
Analyzed	Credited	Gathered
Applied	Decided	Generated
Appraised	Defined	Governed
Arranged	Delegated	Guided
Ascertained	Delivered	Handled
Assembled	Demonstrated	Headed
Assigned	Described	Helped
Assisted	Designed	Hosted
Assumed	Detected	Identified
Attained	Determined	Illustrated
Audited	Developed	Imagined
Awarded	Devised	Implemented
Balanced	Diagnosed	Improved
Bought	Directed	Improvised
Briefed	Discharged	Incorporated
Brought	Discussed	Increased
Budgeted	Distributed	Indexed
Built	Documented	Informed
Canceled	Drafted	Initiated
Catalogued	Dramatized	Influenced
Caused	Drove	Inspected
Chaired	Earned	Installed
Changed	Edited	Instituted
Checked	Educated	Instructed
Classified	Effected	Interpreted
Coached	Eliminated	Interviewed
Collected	Empathized	Introduced
Combined	Endorsed	Invented
Commended	Enforced	Investigated
Communicated	Enlarged	Involved

Compared  
Compiled  
Completed  
Kept  
Launched  
Learned  
Lectured  
Led  
Lifted  
Listened  
Made  
Maintained  
Managed  
Manipulated  
Mapped  
Mediated  
Mentored  
Met  
Modeled  
Monitored  
Motivated  
Negotiated  
Observed  
Offered  
Operated  
Ordered  
Organized  
Oversaw  
Participated  
Perceived  
Perfected  
Performed  
Persuaded  
Planned  
Prepared  
Presented  
Presided  
Processed  
Produced  
Programmed  
Projected

Enlisted  
Established  
Evaluated  
Promoted  
Proposed  
Proved  
Published  
Purchased  
Pursued  
Qualified  
Recommended  
Reconciled  
Recorded  
Recruited  
Reduced  
Regulated  
Reinforced  
Related  
Reorganized  
Replaced  
Reported  
Represented  
Researched  
Resolved  
Revamped  
Reviewed  
Saved  
Scheduled  
Screened  
Selected  
Served  
Shipped  
Sighted  
Sold  
Solved  
Specialized  
Specified  
Studied  
Streamlined  
Strengthened  
Submitted

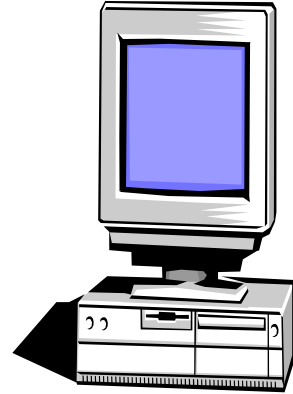
Irrigated  
Joined  
Judged  
Substantiated  
Suggested  
Summarized  
Supervised  
Supported  
Targeted  
Taught  
Tested  
Trained  
Translated  
Tutored  
Updated  
Utilized  
Wrote

### **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



- Use word processing software: Microsoft Word
- Effectively use margins & white space
- Use conservative fonts such as Times New Roman or Arial
- Use 11 or 12 point font for text, headings should be between 12 - 14 font size
- Use **Bold**, *Italics*, underlining or **ALL CAPS** for emphasis with headings and position titles
- Use quality bond resume paper
- Use white, off white or cream
- Match cover letter & reference page with your resume

Career Placement Services can print your resume on bond paper to get you started.

Computers are available for you to use in Career Placement Services and the Student Computer Lab.

# Sample Chronological Format

Full Name  
Address  
Area Code & Phone Number  
E-mail

CAREER OBJECTIVE	Brief description of the type of position you wish to be considered for.	
EDUCATION	Name of college, location, degree received, major, date of graduation Associate of Science in Business Administration List GPA if it is above 3.0; include academic honors, Dean's list, etc.	6/2011
HONORS	Who's Who Among College Students Member of Phi Theta Kappa Received the Ellen Shea Award for Academic Excellence	
RELEVANT EXPERIENCE	<p>This section should include practicum/student teaching, 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.</p> <p>Title of Position-Name of organization, location (City/Town, State) Description of position using action verbs. Date (month, year-month, year).</p> <p>Communications Intern-Phoenix Communications, Boston, MA 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 2005-December 2006).</p>	
EMPLOYMENT	This section would cover work that is not related to your field. If you do not have room, it may be left off the resume. You might include 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, Volunteer, etc.	
COMPUTER SKILLS	List software you are proficient in. Include experience with the Internet and E-Mail	

# RESUME FORMAT

## CHRONOLOGICAL RESUME

**Maria Smith**  
123 Main Street  
Brockton, MA 02302  
(H) 508-586-6974 (C) 617-930-1234  
E-Mail [mars@zero.net](mailto:mars@zero.net)

### EDUCATION

**Massasoit Community College**, Brockton, MA  
Associate of Science in Child Care Education and Administration  
June 2011

### PRACTICUM EXPERIENCE

**The Rainbow Pre-School**, Stoughton, MA  
**Student Teacher**  
Spring 2011

- Taught in a private pre-school composed of 23 students
- Designed and implemented curriculum
- Supervised and assisted students

**Kidsland Center**, Brockton, MA  
**Student Teacher**  
Fall 2010

- Taught in a self-contained classroom consisting of ten children ages four and five
- Implemented appropriate curriculum
- Focused on positive reinforcement

### EXPERIENCE

**Brockton Parks & Recreation**, Brockton, MA  
**Recreation Leader**  
2003-Present

- Directed activities for children ranging in age from five to ten
- Communicated with parents on a daily basis regarding their children

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**Most applicable for recent graduates**

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

**Job responsibilities and skills are listed under each position held**

**Call attention to growth and progression into positions of increased responsibility**

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

# **Resume Format**

## **Functional Resume**

**Maria Smith**  
123 Main Street  
Brockton, MA 02301  
(H) 508-586-6974 (C) 617-931-1234  
E-Mail [mars@zero.net](mailto:mars@zero.net)

### **SUMMARY**

- Taught in private pre-school composed of 23 students
- Taught in a self-contained classroom consisting of 10 students
- Focused on positive reinforcement, adapting materials and teaching socialization

### **MANAGEMENT**

- Supervised teacher aids and completed performance evaluations
- Confronted personnel problems as they arose

### **PLANNING AND ORGANIZATION**

- Implemented developmentally appropriate programs for individual students
- Directed recreational activities for children, ranging in age from 5 – 10

### **EXPERIENCE**

Brockton Parks & Recreation, Brockton, MA Recreation Leader	2003-Present
The Rainbow Pre-School, Stoughton, MA Student Teacher	Spring 2011
Kidsland Center, Brockton, MA Student Teacher	Fall 2010

### **EDUCATION**

Massasoit Community College, Brockton, MA Associate of Science in Child Care Education & Administration	June 2011
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### **Most applicable for candidates who are...out of work**

- ..... history of being unemployed
- .....job hoppers
- .....career changes
- .....had a reduction in responsibilities

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

**Shortcomings in job history have less of an emphasis**

# Online Resumes

Your Online job search should include:

- Creating an electronic resume for use on the Internet
- Using email to send your resume to potential employers
- Posting your resume to resume banks and databases

## **Sending a Resume as an Attachment**

Save your resume as a word document.

When sending attached to an email, click on **Insert, File**, click on the file you want to send, the file is ready to be sent.

## **Inserting your Resume using Copy and Paste**

Open the resume, click on **Edit, Select All**, then click **Edit, Copy**, go to the employers page and place your curser in the box you wish to copy your resume to, click on **Edit, Paste**, your resume should now be copied in this spot.

## **Tips for Electronic Resumes**

1. Use a plain font. Use a standard serif typeface, such as Times New Roman or Arial.
2. Use 11 to 14 point type sizes.
3. Keep your line length to no more than 65 characters (letters, spaces and punctuation).
4. Do not use graphics, bullets, lines, italics, underlines, or shading.
5. Use capital letters for your headings.
6. Justify your text to the left.
7. Use vertical and horizontal lines sparingly. Lines may blur your type.
8. Omit parentheses and brackets, even around telephone numbers. These can blur and leave the number unreadable.
9. Use white paper and black type.
10. Use a laser quality printer.
11. Print on one side of the paper only.
12. Don't compress space between letters. Use a second page rather than pack everything into one page and have it scan unclearly.
13. Do not staple pages of a resume together.
14. Use industry "buzz words." Searches often look for industry jargon.
15. Place your name as the first text on the resume. Do not put anything else on that line.
16. Fax resumes on the "fine mode" setting. It is much easier to read than the "standard mode" setting.
17. Do not fold your resume. A crease makes scanning-and retrieving-difficult.
18. If you are sending your resume in the body of an e-mail, do not distinguish between pages, as the full e-mail will be downloaded into the database as one sheet.
19. Don't send a resume as an e-mail attachment unless you are specifically instructed to do so. Many employers discard unsolicited attachments.

# Sample Electronic Resume

JANELLE THOMPSON

421 Oak Street  
Raynham, MA 02767  
508-853-9902  
jt9173@comcast.net

## OBJECTIVE

A position as a Registered Nurse

## KEYWORDS

Registered Nurse. Licensed Practical Nurse. AS Degree Nursing. Monitor. Assess. Teach. Administer Medications. Surgical Dressings. Foley Catheters. Advocate. Admitted. Discharge.

## EDUCATION

Massasoit Community College, Brockton, MA

Associate of Science Degree in Nursing. June 2007

Southeastern Regional Vocational Technical School, Easton, MA

Licensed Practical Nurse. May 2001

## EXPERIENCE

Staff LPN, Life Care Center, Raynham, MA

Monitor 60 patients and three nursing assistants in a transitional setting.  
Document nursing notes, doctor's orders and summaries.  
Use aseptic technique with surgical dressings, Foley catheters and colostomy care. Administer medications via routes N/C, HHN, PO, SC, IM and IV. 7/06-Present

Staff LPN, Goddard Center for Transitional Care, Stoughton, MA

Advocated for 15 patients and three nursing assistants in a transitional care setting. Admitted, assessed, monitored, taught and discharged patients. 2002-2003

Float LPN, Easton Lincoln Nursing & Rehabilitation Center, Easton, MA

Supported up to 38 patients and directed three nursing assistants in a long-term setting. Cared for up to 25 patients and directed four nursing assistants in transitional care setting. 2001-2002

## LICENSE/CERTIFICATIONS

RN 238396

LPN 57403

Cardiopulmonary Resuscitation Certified

# **SAMPLE ELECTRONIC RESUME**

## **Liza N. Sinclair**

377 Winding Way  
Woodbury, NY 08096  
(856) 853-9902

## **OBJECTIVE**

A position as a high school history/social teacher

## **KEYWORDS**

Teacher. High School. BA Degree. History. Social Studies. Government. Civics. Curriculum. Discipline. Varsity Athlete. Tennis. Honors. Coach. Swim Team. Advisor. Planning. Student Government. Scholarship. Activities. Team Teaching. Whole Language. 4 Blocks. Microsoft Office. Word. Access. Excel.

## **EDUCATION**

### **Boston College, Boston MA (June 2001)**

Bachelor of Arts. Major: American and World History with emphasis on government. Minor: Secondary Education

Woodbury Junior-Senior High School, Woodbury NJ  
Diploma. June 1997.

National Honor Society. New Jersey State Scholarship recipient. Student Council President. Varsity Athlete (tennis and swimming). Excellence in History and Social students award.

## **TEACHING/COACHING EXPERIENCE**

Student Teacher, New Bedford High School. New Bedford MA

Planned, developed and implemented curriculum for six US History classes for high school sophomores and juniors. Effectively organized time, space and resources to balance heavy workload and deadlines. Managed classroom of 30-35 students, effectively instructing and evaluating learning while maintaining discipline. Planned extracurricular learning activities. Advised interact Club. (January – June 2001)

Tutor, Sylvan Learning Center. Boston, MA

Instructed junior and senior high school students in the areas of History, English and study skills. (September 2000 – Present)

Assistant Coach, YMCA/Gloucester County Swim Team. Woodbury, NJ  
Coached swimmers ages 10-12 (Summers, 1999-2000)

Counselor, Madison Center Park Recreation. Somers Point, NJ

Taught, coached and led groups of 10-15 students (ages 12-15) in various activities. Planned and implemented curriculum for the Learn While You Laugh program. Supervised day trips. Corrected disciplinary problems. Interacted with parents and senior staff members. (Summers, 1997-1998)

## **ACTIVITIES**

Student Government Representative, Boston College, 1997 – 1999; President 2001  
Varsity Tennis, Boston College, 1998 – 2001



# REFERENCES

(DO NOT put this title here on your actual reference page)

YOUR NAME

Your Street Address

City, State, Zip

Telephone #

E-mail address

(This heading should be exactly the same as your resume)

## References

Name of Reference

Job Title

Company Name

Company Street Address

City, State, Zip

Telephone Number

E-mail address

(Business Reference)

Name of Reference

Relationship

Street Address

City, State, Zip

Telephone Number

E-mail address

(Personal Reference)

List 3 references. Be sure those listed are aware you are using them as a reference.