



# RESUME WORKSHOPS & REVIEW

## To complete a resume, please follow these steps:

- Attend a one-hour seminar or view the Online Resume Workshop offered by Career Studies & Services. Online workshop and schedule are posted on website: <http://www.miracosta.edu/careerworkshops> and Bldg. 3700. (Call or stop by to schedule)
- After attending the workshop, you may use the computers in the resource lab or at home to create your resume. Please include ALL required information. To do this, you will have to do some research. Be sure all of your information is spelled correctly, and that information is current and dates are correct.
- Type all information using one of our *recommended templates*. Templates are located on all Career Center lab computers or on our website <http://www.miracosta.edu/careerworkshops>. The *Combination Template* is strongly recommended for most students.
- Use the Resume Rubric on pages 9 and 10 of this packet. The rubric will ensure that you have completed each section based on industry standards.
- If you are interested in having your resume reviewed, come by Thursdays from 12:15-1:15 at the fountain plaza during college hour. If this time is not convenient, please call to schedule a resume review appointment.

**Career Studies & Services**  
**Bldg. 3700 Oceanside Campus**  
**760-795-6772**  
**<http://www.miracosta.edu/careers>**

*(Available most Wednesdays from 9 – noon at San Elijo Campus Admin Bldg. – call to confirm)*

# Your Name

Address (optional) ▪ City, State Zip ▪ Phone ▪ Email

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**Objective:** Type over this language and insert the job title you are applying for and the company name, for example: Graphic Design Internship with XYZ Company.

## Summary of Qualifications

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Type over this language and insert at least 5 qualities or attributes that make you a good candidate for the specific job or internship you are applying for. Job descriptions usually list duties and desired qualifications. Review the competencies in our [online resume packet](#) for examples. Be prepared to back up all qualifications with skill statements in your work experience section and in your interview.

For Example:

Experienced in customer relations and troubleshooting customer concerns

Effective time manager and multi-tasker

Bilingual in English and Japanese, fluent in written and oral communication

## Education

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MiraCosta College, Oceanside CA

Type over this language with your major or certificate/degree and the date you plan to complete it.

For example: Associate of Art Degree, Business Administration, Degree Expected May, 2012

Include educational achievements, such as a GPA of 3.5 or higher, Medal of Honor, President's List, etc., in bullet format

Type in a previously attended college or high school, Type in the certificate, degree or diploma you earned and the date. Include any achievements, high GPA, athletics, etc.

If you attended high school more than 5 years ago, omit this info

## Relevant Coursework

Decide if there are 1 or 2 classes that are relevant to the job you are applying for; if so, include them.

*List Class Name:* Describe what you learned as a result of taking this class. Keep it very brief. (MiraCosta College catalog has good descriptions of all classes, but keep your description to only one line).

*List Class Name:* Repeat above.

## Leadership/Accomplishments

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Include Associations and Club Memberships, Student Government, Community Service, etc.

## Technology

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List technology, software and office equipment that is applicable to the position.

Example: Proficient in Microsoft Office, Internet research. Include specific programs used in the field, such as QuickBooks, CAD, Pro-Tools.

## Experience

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Job, Internship, or Volunteer Title	Company Name	Dates Employed
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- Begin each bulleted line with an action word; try to describe 5 responsibilities of the job.
- Example: Supervised ten team members including scheduling, training and evaluations.
- Refer to the action words list in the [online resume packet](#).

**References:** Available upon request (optional statement). Actual references should be on a separate page with your resume header, and include the name, title, email and phone of professional references (supervisors, instructors, counselors).

# Your Name

Address (optional) ▪ City, State Zip ▪ Phone ▪ Email

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Page 2

If you use a 2<sup>nd</sup> page, always include your header. Half a page is better than a full page, unless you have extensive education or experience in the field.

If you can't fill at least half the page on a two page resume, cut your material to one page.

Work history or experience may be included here when you cannot fit everything on one page.

A few final tips.

Check your social media sites, make your settings private, and remove inappropriate content.

Resume font should be 11 or 12 font, no fancy fonts. Times New Roman, Arial or Calibri.

Headers can be 14 font, all caps or underlined.

Incorporate bullets but don't over use them.

Be consistent in punctuation and tenses.

Be sure you can back up all statements and give concrete examples during the interview.

Check your resume against our [online resume rubric](#).

## ACTION WORDS FOR RESUMES

The word list is categorized into various skill areas

- Action verbs give your resume power and direction
- Represent clear/concise message about your skills to the employer

### **Manual Skills**

Assembled  
Bent  
Bound  
Controlled  
Cut  
Operated  
Tended  
Ground  
Set-up  
Fed  
Moved  
Lifted  
Pulled  
Shipped  
Handled  
Drilled

### **Financial Skills**

Calculated  
Computed  
Planned  
Managed  
Budgeted  
Audited  
Appraise  
Researched  
Analyzed  
Dept Records  
Detailed  
Allocated  
Administered  
Developed  
Solved

### **Helping Skills**

Related  
Guided  
Led  
Adjusted  
Serviced  
Attended

### **Teaching Skills**

Influenced  
Persuaded  
Briefed  
Informed  
Encouraged  
Communicated  
Advised  
Guided  
Coached  
Instructed  
Explained  
Enlightened  
Stimulated  
Invented  
Adapted Adopted  
Facilitated  
Coordinated  
Developed  
Enabled  
Clarified  
Evaluated  
Decided  
Initiated

### **Creative Skills**

Innovated  
Developed  
Created  
Imagined  
Designed  
Planned  
Integrated  
Generated  
Perceived  
Visualized  
Fashioned  
Shaped  
Wrote  
Performed  
Acted  
Played

### **Communication**

Influenced  
Persuaded  
Helped  
Directed  
Lead  
Reasoned  
Sold  
Developed  
Recruited  
Created  
Negotiated  
Arranged  
Mediated  
Reconciled  
Obtained  
Wrote  
Interpreted  
Enlisted  
Motivated  
Read  
Spoke

### **Research Skills**

Clarified  
Surveyed  
Interviewed  
Investigated  
Inspected  
Gathered  
Examined  
Diagnosed  
Reviewed  
Organized  
Evaluated  
Critiqued  
Collected  
Interpreted  
Decided  
Wrote  
Extracted  
Extrapolated  
Synthesized

### **Management**

Developed  
Planned  
Organized  
Executed  
Supervised  
Scheduled  
Assigned  
Directed  
Coordinated  
Analyzed  
Delegated  
Hired  
Recommended  
Evaluated  
Administered  
Produced  
Controlled

### **Detailed Skills**

Approved  
Validated  
Retained  
Executed  
Dispatched  
Responded  
Implemented  
Enforced  
Met deadlines  
Arranged  
Judged  
Collected  
Compiled  
Purchased  
Compared  
Inspected  
Organized  
Classified  
Operated  
Copied  
Retrieved  
Recorded  
Processed

The underlined words are especially good for pointing out accomplishments.

### **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

### **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  
Engineered  
Fabricated  
Maintained  
Operated  
Overhauled  
Programmed  
Remodeled  
Repaired  
Solved  
Upgraded

### **Teaching Skills**

Adapted  
Advised  
Clarified  
Coached  
Communicated  
Coordinated  
Developed  
Enabled  
Encouraged  
Evaluated  
Explained  
Facilitated  
Guided  
Informed

### **Financial Skills**

Administered  
Allocated  
Analyzed  
Appraised  
Audited  
Balanced  
Budgeted  
Calculated  
Computed  
Forecasted  
Managed  
Marketed  
Projected  
Researched

### **Creative Skills**

Conceptualized  
Created  
Customized  
Designed  
Directed  
Established  
Fashioned  
Founded  
Illustrated  
Initiated  
Instituted  
Integrated  
Introduced  
Invented  
Originated  
Performed  
Revitalized  
Shaped

### **Helping Skills**

Assessed  
Assisted  
Clarified  
Coached  
Counseled  
Demonstrated  
Diagnosed  
Expedited  
Facilitated  
Familiarized  
Guided  
Motivated  
Referred  
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 (problems)  
Restored  
Spearheaded  
Transformed

## **WORKPLACE COMPETENCIES**

In the spring of 2006, four national organizations: The Conference Board, Corporate Voices for Working Families, Partnership for 21<sup>st</sup> Century Skills, and the Society for Human Resource Management jointly surveyed over 400 US employers. A key finding of their report, “Are They Really Ready to Work?,” was the employers’ listing the most important skills recently hired college graduates need to succeed in the American workplace.

Identify your competencies and include them in your resume. These are good competencies to include in your Summary of Qualifications and in your skill statements in work history.

### **Professionalism/Work Ethic:**

Demonstrates personal accountability, effective work habits, e.g., punctuality, working productively with others, and time and workload management.

### **Teamwork/Collaboration:**

Builds collaborative relationships with colleagues and customers; is able to work with diverse teams, negotiate and manage conflicts.

### **Oral/Written Communication:**

Articulates thoughts, ideas clearly and effectively; has public speaking skills. Writes clearly and effectively.

### **Critical Thinking/Problem Solving:**

Exercises sound reasoning and analytical thinking; uses knowledge, facts, and data to solve workplace problems; applies math and science concepts to problem solving.

### **Leadership:**

Leverages the strengths of others to achieve common goals; uses interpersonal skills to coach and develop others.

### **Information Technology Application:**

Selects and uses appropriate technology to accomplish a given task, applies computing skills to problem-solving.

### **Diversity:**

Learns from and works collaboratively with individuals representing diverse cultures, races, ages, genders, religions, lifestyles, and viewpoints.

### **Self-Direction/Lifelong Learning:**

Is able to continuously acquire new knowledge and skills; monitors own learning needs; is able to learn from mistakes.

### **Creativity/Innovation:**

Demonstrates originality and inventiveness in work; communicates new ideas to others; integrates knowledge across different disciplines.

### **Ethics/Social Responsibility:**

Demonstrates integrity and ethical behavior; acts responsibly with the interests of the larger community in mind.

## COVER LETTER TEMPLATE

# Your Name

Address (optional) ▪ City, State Zip ▪ Phone ▪ Email

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Use these templates as a guide to writing your cover and thank you letters. The cover letter shows employers that you are able to write a comprehensive letter and have written communication skills. It also should enhance your resume, emphasizing your specific skills and how they will make you the most qualified candidate for the job.

Date

Contact Person's Name  
Contact Person's Position or Title  
Company's Name  
Company's Street Address  
Company's City, State, and ZIP Code

Dear Mr./Ms. *Contact Person's Last Name*:

*First paragraph: How you heard about the job, what position you are applying for...i.e.,*  
In response to your ad on the name of the website, I would like to apply for the title of job position. The qualities you need are a close match for the ones that I have developed in my education and career.

*The 2<sup>nd</sup> paragraph should address why you are a good candidate and why you want the job: i.e.,*

I am currently attending MiraCosta College and plan to get my Associate degree in Business spring, 20\_\_\_. I am proficient in Microsoft Word, Excel and am familiar with Quickbooks. My restaurant experience has given me great customer service skills and I always deal with the public in a professional manner. This position offers flexible hours so that I can continue my education. It also would allow me to gain practical experience in my career field.

*3<sup>rd</sup> paragraph should close with a statement about interviewing...i.e.*

I am confident that my knowledge and abilities would be of value to your company. I would like to request a few minutes of your time to discuss my qualifications. I will contact you on date or next week to arrange a meeting. If you have any questions in the meantime, please do not hesitate to call.

Sincerely,

Your Name

# THANK YOU LETTER TEMPLATE

## Your Name

Address (optional) ▪ City, State Zip ▪ Phone ▪ Email

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Date

Contact Person's Name

Contact Person's Position or Title

Company's Name

Company's Street Address

Company's City, State, and ZIP Code

Dear *Mr./Ms. Contact Person's Last Name*:

Thank you very much for taking time out of your busy day to talk with me about the [job title] position. I enjoyed meeting you and the members of your department, and I am excited about the chance to work with such a great team.

Add a statement about the interview. Something that impressed you or that you wish to clarify.

A sample paragraph might include: Judging by our discussion earlier today, I believe that my qualifications are an excellent fit, particularly my describe your particular skills and abilities or educational program here. The position is exactly what I'm looking for, and I'm confident that I can be a significant contributor to the success of [company or department name]. I sincerely hope you agree.


Thanks again for interviewing me. If you have questions or concerns, please feel free to contact me. I look forward to hearing from you again.

Sincerely,

Your Name



## Resume Development Rubric

	<b>4</b>  <b>Resume is likely to get you the interview.</b>	<b>3</b>  <b>Resume is average and might get you the interview.</b>	<b>2</b>  <b>Resume is below average and needs improvement.</b>	<b>1</b>  <b>Resume needs significant improvement &amp; likely will not make it through screening.</b>	<b>Rating</b>
<b>Format</b>	Consistent format. Appropriate font and easy to read or scan.* Appropriate length. No spelling or grammar errors. (* If scanning, format is appropriate)	Inconsistent format. Inappropriate font, uneven spacing. Too long or too short. A few spelling or grammar errors.	Format, font and spacing are not appealing and not easily scanned. Many spelling or grammar errors.	Inappropriate length, font and spacing. Difficult to read. Multiple spelling and grammar errors.	
<b>Objective</b>	Statement is clear and concise.	Statement is somewhat clear but could be improved.	Statement is inappropriate, contains spelling or grammar errors.	No objective statement is included.	
<b>Qualifications</b>	Qualification statements are included and are appropriate to the job/industry standard.	Some qualification statements are included but are not complete or need improvement to be appropriate to the job/industry standard.	Qualification statements are not clear and contain spelling or grammar errors. Inappropriate to the job/industry standards.	No qualification statements are included.	
<b>Education &amp; Coursework</b>	Section is organized, clear and defined. Includes all relevant information: institutions, degree/certificate, and date. Includes GPA (if >3.0), activities, and relevant coursework.	Organized and clear but some information is missing. Did not include all relevant institutions, degree/certificate, or date. Did not include GPA, activities, or relevant coursework.	Information is not organized and clear. Most information is missing; Did not include all relevant institutions, degree/certificate, and date. Did not include GPA, activities, and relevant coursework.	No Education or Coursework section is included.	
<b>Technology *</b> (Separate section optional. May be included in qualifications or experience)	Organized with complete list of software/equipment appropriate to the job/industry standards.	Organized but list is incomplete of software/equipment appropriate to the job/industry standards.	Information is not organized and is incomplete. Software programs are spelled incorrectly.	No technology/equipment is included.	

# Resume Rubric

	<b>4</b> <b>Resume is likely to get you the interview.</b>	<b>3</b> <b>Resume is average and might get you the interview.</b>	<b>2</b> <b>Resume is below average and needs improvement.</b>	<b>1</b> <b>Resume needs significant improvement &amp; will not make it through screening.</b>	<b>Rating</b>
<b>Work History/ Experience</b>	Well defined with relevant employment information included for each position: job title, company name, dates. Skill statements are descriptive, clear, in bulleted format, with appropriate use of action verbs.	Includes most employment information. Skill statements are not detailed enough to fully describe skills and abilities. Could improve use of action verbs.	Most employment information is incomplete. Skill statements are sentences in paragraph format without using action verbs. Does not adequately describe skills and abilities.	All employment information is incomplete. Does not include descriptions of each position (when relevant) and offers little or no detail to describe skills and abilities. No use of action verbs.	
<b>Leadership/ * Accomplishments</b> (Separate section optional. May be included in qualifications or experience)	Section is organized. Includes appropriate information: organization name and dates. Describes skills gained and leadership roles held.	Section includes appropriate information but is difficult to follow. Some information is omitted. Could improve on skills gained and leadership roles held.	Missing key information including the organization name and dates, leadership positions held and skills gained.	Resume is missing Leadership/Accomplishments.	
<b>References</b>	3-5 references are listed on a separate page with matching header. References are complete, professional and appropriate.	References are listed on a separate page with matching header. Some references are incomplete or are not appropriate.	References are listed on the resume page. Most references are incomplete and/or are inappropriate.	References are not included.	
<b>Cover Letter</b>	Cover letter is typed in correct format. Clearly states the job objective and highlights skills as required by the job/industry standard. No spelling or grammar errors.	Cover letter is typed in correct format. Needs improvement on the job objective and skills. No spelling or grammar errors.	Formatting is correct. Job objective and skills are unclear and may not be appropriate for job/industry standards. Contains spelling and grammar errors.	Formatting is incorrect. Letter is incomplete and does not address job objective or skills for job/industry standards. Contains many spelling and grammar errors.	
<b>Industry Research</b>	Industry research is evident. Information relates 100% to job/industry standards.	Industry research may have been completed. Information relates somewhat to job/industry standards but could be improved.	Industry research needs to be more in depth. Information reflects very little knowledge of job/industry standards.	No industry research has been completed. Information does not reflect knowledge of job/industry standards.	