

# RESUME BASICS

**Page Setup:** 10-12 point size, usually one page unless very experienced, one-inch borders. Use an easy-to-read font such as Cambria, Calibri, Arial, Helvetica, Garamond, Tahoma, or Times New Roman. Use one font for the whole document. Use **Bold** headings and/or job titles to set them apart. It's better to use two pages than to use a smaller type size.

**Heading:** Name is 14-18 point, bold, and the largest thing on the page. Should be centered or on the right-hand side. Address, email, and phone number go underneath in 10-12 point.

**Profile or Qualifications:** *Most important section of resume!!!* Most people will only scan your resume for a few seconds before moving to the next one, UNLESS you capture their attention. List 3 to 5 relevant items that highlight your relevance to the position.

## Education:

√ Los Medanos College, Pittsburg, CA

√ Degree (example):

A.A. or AA or Associate of Arts

Date (month and year)

√ GPA if 3.0 or higher, or use major GPA if it is over 3.0.

√ List awards, scholarships and Dean's List.

√ Relevant Courses (generally upper division). Relevant to the job you want.

√ Any special projects that relate to the position.

**NOTE TO FRESHMEN, SOPHOMORES & JUNIORS:** You **may** include your high school information: Name, location, GPA, Activities, Awards, etc.

## Experience

Include paid and unpaid jobs, internships, campus projects, volunteer work, and community service.

First line is the employer/organization, city and state (example: Pittsburg, CA), dates (years only) on right side (ex: 2010-2012).

Describe your accomplishments starting with action verbs, preferably in bullet points. See next page for list of action verbs.

## Skills

List computer programs or other technical specialties – if they are critical to your job, the skills section can be directly under the **Qualifications** section.

Languages – bilingual, fluent, conversational.

## Activities

If you don't have much work experience or if you were involved in sports or school clubs, you can list activities and interests to show teamwork, leadership, and community involvement.

## Action Verbs / Skills for Your Resume

<u>Communication Skills</u>	<u>Detail Skills</u>	<u>Financial Skills</u>	<u>General</u>	<u>Sales Skills</u>
Addressed	Approved	Administered	Analyzed	Achieved
Arbitrated	Arranged	Allocated	Assessed	Analyzed
Arranged	Audited	Analyzed	Compared	Closed
Authored	Classified	Appraised	Consolidated	Coordinated
Clarified	Collated	Assessed	Coordinated	Decreased
Communicated	Collected	Audited	Corrected	Developed
Corresponded	Compared	Balanced	Delegated	Doubled
Created	Compiled	Bookkeeping	Delivered	Earned
Defined	Counted	Budgeted	Determined	Exceeded
Drafted	Dispatched	Calculated	Developed	Expanded
Edited	Documented	Computed	Displayed	Explained
Enlisted	Edit	Decreased	Eliminated	Forecasted
Influenced	Estimated	Developed	Examined	Generated
Informed	Evaluated	Eliminated	Expedited	Increased
Inspired	Formatted	Established	Identified (problem)	Listened
Interpreted	Generated	Forecasted	Implemented	Maintained
Mediated	Implemented	Formulated	Inspected	Marketed
Motivated	Inspected	Identified (problem)	Investigated	Merchandised
Negotiated	Monitored	Improved	Lead	Monitored
Obtained	Operated	Managed (\$)	Modified	Negotiated
Persuaded	Organized	Planned	Organized	Persuaded
Presented	Prepared	Prepared	Participated	Presented
Read	Prioritized	Presented	Planned	Promoted
Reasoned	Processed	Reconciled	Prioritized	Projected
Reconciled	Proofread	Researched	Reduced	Publicized
Sold	Recorded	Reviewed	Reviewed	Represented
Summarized	Retrieved	Solved	Revised	Sold
Translated	Specified	Streamlined	Updated	Strategized
Wrote	Tabulated	Structured	Upgraded	Targeted

## Action Verbs /Skills for Your Resume (continued)

<u>Analytical</u>	<u>Creative Skills</u>	<u>Helping Skills</u>	<u>Management/ Leadership</u>	<u>Research Skills</u>
Arranged	Abstracted	Adjusted	Authorized	Clarified
Administered	Conceptualized	Advised	Directed	Collected
Allocated	Created	Advocated	Evaluated	Critiqued
Appraised	Demonstrated	Appraised	Executed	Diagnosed
Assessed	Designed	Assisted	Evaluated	Evaluated
Audited	Developed	Attended	Fired	Examined
Compared	Devised	Cared	Headed	Extracted
Critiqued	Directed	Coached	Hired	Extrapolated
Collected	Discovered	Collaborated	Led	Gathered
Determined	Displayed	Counseled	Managed	Identified
Examined	Experimented	Directed	Mediated	Inspected
Extrapolated	Illustrated	Encouraged	Mentored	Interpreted
Identified	Imagined	Enlightened	Motivated	Interviewed
Inspected	Innovated	Facilitated	Predicted	Investigated
Interpreted	Integrated	Guided	Recruited	Retrieved
Maintained	Intuited	Intuited	Resolved	Reviewed
Prepared	Originated	Listened	Scheduled	Summarized
Processed	Performed	Mentored	Supervised	Surveyed
Reasoned	Played	Modeled	Trained	Synthesized
Recognized	Predicted	Perceived	Trouble Shoot	Tested
Recorded	Synthesized	Referred	Wrote	
Reviewed	Visualized	Rehabilitated		

<u>Retail</u>	<u>Teaching Skills</u>
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Assisted	Adapted
Analyzed	Advised
Designed	Clarified
Evaluated	Developed
Monitored	Educated
Mediated	Encouraged
Merchandised	Enlightened
Resolved	Explained
Provided	Facilitated
Trained	Guided
Reconciled	Influenced
Sold	Informed
Increased (sales)	Intuited
Persuaded	
Taught	
Tutored	

# Sample “Bullet Points” for Resumes

## **Accounting / Finance**

- Reconciled corporate accounts, allocated accounts payable and accounts receivable
- Computed and prepared payment of bills and reports
- Maintained and processed records for agents
- Reconciled monthly income sheets with 100% accuracy and acted as manager-in-charge in absence of owner/manager
- Performed general bookkeeping duties and tracked money flow of office

## **Administrative Assistant**

- Maintained advertising calendar of events for promotion activities, researched prospective companies for programs, coordinated in-house mailings (international and domestic), responsible for filing and general office work
- Maintained patient records by updating file copies; oversaw updating of files
- Scheduled appointments via phone and greeted patients

## **Business**

- Acted as liaison between clients and merchandisers with attention to detail and regard to customers’ needs
- Assisted director in organizing and managing office
- Conducted data-entry and spreadsheet preparation for dialysis laboratory
- Created and maintained database of (list numbers)

## **Child Care Provider / Teacher Assistant**

- Coordinated and supervised activities of 45 children
- Entrusted with children’s safety and well-being
- Motivated children to learn reading skills and various crafts
- Supervised and monitored two girls, ages five and seven, in after-school and evening activities
- Supervised social and academic activities for 13-year-old
- Tutored children in reading and math

## **Coach / Camp Counselor**

- Promoted fair play and positive attitude
- Served as coach of freshman team
- Responsible for the physical and emotional well-being of 10-30 juvenile campers for six to eight hours daily
- Planned, coordinated, and presented day camp activities for campers
- Instructed girls aged 6-17 in basic softball skills

### **Customer Service / Retail**

- Assisted customers with questions and concerns
- Analyzed customer needs and promoted appropriate sales
- Answered phones, processed orders, assisted customers, and handled shipments
- Designed event invitations and created store displays
- Led in clothing sales for the months of July and August
- Monitored phone inquiries and developed customer relations
- Courteously handled customer complaints and took appropriate action
- Merchandised products for effective displays
- Resolved customer complaints for busy retail outlet
- Provided customer service for members through telephone calls, e-mails, and letters
- Provided customer service, executed routine transactions, analyzed customer problems, and developed customer relations
- Provided hospitality to prospective customers
- Responsible for opening and closing store, calculating nightly balance sheets and making deposits
- Trained employees in computer operations, sales, daily transactions, and customer relations

### **Manager/ Supervisor**

- Managed employee work schedules, payroll and policy enforcement
- Recruited and trained new employees
- Coordinated and supervised numerous recreational activities and events for 16 employees

### **Resident / Peer Advisor**

- Initiated, planned and organized educational programs
- Served on departmental and staff committees
- Delivered more than 12 hour-long presentations to various student groups
- Compiled presentation materials on service-oriented topics for numerous SMC student groups and organizations
- Worked cooperatively in a team of eight to publicize Career Center job fairs and workshops

### **Sports**

- Instructed girls ages 6-17 in basic softball skills
- Serve as a role model and develop sportsmanship among youth teams
- Meet and confer with staff and athletes regarding facilities, scholarships, etc.
- Taught fundamental athletic skills to middle and high school students
- Gathered and compiled information to create school athletic record book

### **Tutor/Instructor**

- Collaborated with a team of instructors to create a positive, fun, and lively learning atmosphere
- Coordinated and counseled summer rider camp sessions
- Instructed students of all ages in cheerleading, gymnastics, and dance
- Organized annual school show for adult and youth students
- Taught study techniques for children aged 7 and 9
- Tutored 13 & 15-year-old in English and science

**Waitress / Hostess**

- Assisted customers with their orders, prepared food and beverages
- Responsible for giving customers quality service at upscale restaurant
- Received award for “Employee of the month”
- Interacted with more than 500 people daily while serving food to students, faculty and staff in university dining facility
- Trained new employees in working routine of restaurant, customer relations, and computer use
- Created an environment for guests that ensured privacy, comfort and the utmost in hospitality
- Inspected guest accommodations regularly to ensure that establishment provided the highest quality amenities
- Provided guests with estate, local and regional information pertinent to their stay

**Volunteer Service**

- Assessed needs of children and encouraged activity and participation in various events
- Collected, organized, and delivered clothes, food, and toys to needy families
- Helped children to have fun during their hospital stay
- Played with cancer patients in isolation rooms in children’s ward
- Interviewed 58 homeless and low-income individuals for general assessment

# COVER LETTER BASICS

Put your name and contact information here.  
It should be identical to your resume letterhead.

Date  
Name of Contact Person  
Title (if known)  
Company Name  
Address  
City, State Zip

Dear Mr./Mrs./Ms., \_\_\_\_\_,

**First paragraph:** State why you are contacting them, the position for which you are applying and how you learned about the opening (friend, career center, monster, etc.) or why you are contacting them. *If you have a personal contact, this is the place to name drop.*

**Second paragraph:** Indicate why you are interested in the company, the position, its products or services. What is it about the organization that makes you want to work for them? This is where you show the company you have done your research, i.e. "Why do you want to work here?"

**Third paragraph:** Summarize your qualifications, training and experience. Explain how your qualifications or transferable skills match the qualifications for the position. Show your personality and enthusiasm. Describe what you can contribute to them, i.e. "Why should we hire you?"

**Final paragraph:** In the closing paragraph, ask for the interview and indicate your flexibility as to the time and place. If you have contact information beyond a human resources department, state that you will call them in a few days to follow up (and then put it on your calendar and FOLLOW-UP).

Sincerely,

(Your Name)