

Resumé

WRITING

guide



STUDENT
DEVELOPMENT
CENTER

STUDENT DEVELOPMENT DIVISION



This guide is designed to provide you with an introduction to writing an effective resumé, one that offers a concise and positive reflection of you, your work and educational experiences. The purpose of the resumé is to secure job interviews. It's the interview that gets you the job.

For more information come to the Student Development Center in the Technology Center, Room 8220.

Prepared by Kathy Carroll, Faculty Counselor

A resumé should be:

- Specific/Focused
- Neat
- Concise
- Without errors in spelling or grammar
- Action Oriented
- Honest
- Positive
- Easy to Read

Appearance

- Keep it to one page; two if experience warrants it.
- Choose a professional, non-decorative typeface and utilize a font size between 10 - 12 points.
- White or Off-white 8.5 x 11 inch paper
- Well-spaced.
1" margins at top, bottom and both sides.
The body of the resumé should be single spaced with double spacing between sections.
- Be consistent in your layout it will make the resume easier to read.
- See the sections on email and scannable resumes for appearance information specific to those technologies.

Which resumé format is right for you?

There are two basic resume formats: **chronological** and **functional**.

Use the lists below to help you decide which format is best for you.

Use a chronological format when:

- Your work history shows progress in skills and responsibilities related to your objective.
- Your work history is stable.
- You are applying for a job in a traditional field (law, government).
- You want to highlight the names of previous employers.

Use a functional format when:

- You are changing careers.
- You want to highlight accomplishments and tie together a variety of different work and volunteer experiences.
- You have held several positions with the same job descriptions.

Chronological Resumé Format

Name

Street Address

City, State, Zip Code

Phone Number (*Include Area Code*)

E-Mail

Career Objective:

What are your short-term and/or long-term goals?

**Professional Profile or
Highlights of
Qualifications (*Optional*):**

What are your strengths?
Achievements? Personality traits? Briefly list and relate to your objective. Use quantifiable information such as statistics and percentages to give this section more credibility.

Education:

What school did you attend? What was your major? Degree? Graduation date?
Related Courses (*optional*)—What 4-8 classes you have completed were related to your objective?

Experience:

When and where did you work? Job title?
What did you do?

Remember:

- Use action verbs.
- List most recent first.
- Use internships, volunteer work, school projects you have done if your work experience is lacking.

Honors and Activities:
(*Optional*)

What honors or awards have you received? What clubs or activities were you involved in? Highlight leadership roles as appropriate.

Computer Skills:

List software applications and operating systems with which you are familiar.

Special Skills:

List foreign language fluencies, and any other special talents.

Functional Resumé Format

Name

Street Address

City, State, Zip Code

Phone Number *(Include Area Code)*

E-Mail

- Career Objective:** What are your short-term and/or long-term goals?
- Skills and Abilities
or Related Experience:** What are your 2-3 strongest clusters of skills directly related to the position for which you are applying? Organization, communication, management, teaching and sales are examples of skill clusters. Present skills in a uniform format and use action verbs.
- Employment History:** Where and when did you work? Job title? List most recent first.
- Education:** What school did you attend? What was your major? Degree title? Graduation date? Related Courses *(optional)*—What 4-8 classes did you complete that might relate to your objective?
- Honors and Activities:** What honors or awards have you received? What clubs or activities were you involved in? Highlight leadership roles as appropriate.
- Computer Skills:** List software applications and operating systems with which you are familiar.
- References:** Furnished upon request.

*You might also include categories such as **Professional Profiles** and **Special Skills**. See **Chronological Resume Format** for descriptions.*

Identifying Information

Sample Formats

Choice of format can be dictated by personal preference or space needs. If your top and bottom margins are too narrow, use a two-line format, and if they are too large, use a four-line format. Choose a style that reflects you or modify one of these to meet your needs. Personal information such as age, weight, height, marital status, etc. should **NOT** be included. E-mail addresses should be of a professional nature.

1)

Jane Q. Doe
123 Park Avenue
Rochester, New York 14623
(716) 456-7899
Email: jdoe@aol.com

OR

2) Jane Q. Doe

123 Park Avenue, Rochester, New York 14623, (716) 456-7899, Email: jdoe@aol.com

OR

3)

Jane Q. Doe
123 Park Avenue, Rochester, New York 14623, (716) 456-7899, Email: jdoe@aol.com

OR

4)

	Jane Q. Doe	
HOME ADDRESS:		SCHOOL ADDRESS:
123 Park Avenue		456 Main Street
Rochester, New York 14623		Ithaca, New York 14840
(716) 456-7899		(607) 234-5678
Email: jdoe@aol.com		Email: jdoe@aol.com

Career Objective

Sample Formats

The career objective helps to focus your resumé. If you are searching for a specific position, state that concisely in your objective. The objective can be stated in a more general way as shown in sample 3. If you use one resumé for a variety of positions, state your career objective in your cover letter instead of in your resumé. Consider tailoring your objective for each position/employer you are targeting.

The objective could simply name the desired position:

Sample 1 Occupational Therapy Assistant

OR

The objective could briefly describe the desired position:

Sample 2 Staff Nursing position on a surgical floor with responsibilities for the general care of patients in the cardiac division.

OR

The objective could briefly describe the desired position and the desired company:

Sample 3 An entry-level position in marketing with an international corporation.

Education

Sample Formats

- 1) Rockland Community College, Suffern, NY
Associate in Applied Science: Paralegal Studies (ABA approved program)
Currently Enrolled
Relevant Coursework:
 - Legal Research and Writing
 - Civil Litigation
 - Domestic Relations
 - Real Estate Practice

- 2) Rockland Community College Suffern, NY
A.A.S. Degree in Criminal Justice
Expected Date of Graduation: May, 2008

- 3) Rockland Community College, Suffern, NY December, 2007
A.S. Nursing Degree
Honors: Dean's List, Spring, 2006, Fall, 2007

- 4) Rockland Community College Suffern, NY
Associate in Applied Science: Business Administration
Graduated: December, 2007
G.P.A.: 3.5

- 5) A. A. Degree: Liberal Arts Humanities and Social Science, May, 2008
Rockland Community College, Suffern, NY

In general, the rule is to list the most advanced degrees first. However, a more recent degree which strongly supports your career objective can precede a less relevant advanced degree.

Work Experience

Sample Formats

1) Card Carousel, Pearl River, NY 2007 - Present

SALESPERSON

Responsible for the sale of all card and gift items and for the maintenance of a current inventory for each holiday season.

OR

2) 3/07-5/08 Card Carousel, Pearl River, NY
Salesperson

OR

3) 2008 - Present Salesperson
Card Carousel, Pearl River, NY

- Provided personalized consultations to customers purchasing invitations and stationery items.
- Handled cash, check and charge transactions.
- Created seasonal window displays.

Consistency is important. *Whichever format you choose, use that same format for all your work experience.*

Skills and Abilities for the Functional Resumé

Read through the sample list. Use these or others that are appropriate.

Choose the 2-3 headings you can support with your experience and that relate to your career objective. Remember you want to present your past experience in a way that supports your ability to do what you have stated as your current objective.

- Administration
- Banking
- Budgeting
- Child Care
- Coaching
- Communication
- Computer
- Counseling
- Customer Relations
- Construction
- Design
- Electronics
- Engineering
- Financial Planning
- Fund Raising
- Graphic Design
- Human Resources
- Insurance
- Management
- Marketing
- Medicine
- Music
- Organization
- Planning
- Printing
- Public Relations
- Real Estate
- Sales
- Supervision
- Social Service
- Technical
- Training
- Writing & Editing

References

Provide at least three references. Each should be able to evaluate your work performance as a student or worker.

Check with the references beforehand to ask their permission to use them as a positive and supportive reference.

Include on your reference sheet:

(Not on the resumé, but on a separate sheet of paper)

- Name of reference (use professional titles if he/she has same)
- Relationship to you (teacher, manager, etc.)
- Company address
- Business telephone number and extension.

Action Verbs

Below is a list of action verbs. Use these words when describing the responsibilities of a job, an internship or a special project.

accelerated	compounded	estimated	installed	oversaw	restored
accepted	computed	evaluated	instituted	perfected	resolved
accomplished	conducted	examined	interacted	performed	revamped
achieved	conserved	exceeded	integrated	participated	reviewed
acquired	consolidated	exchanged	interpreted	persuaded	revitalized
acted	constructed	executed	inventoried	planned	revised
adapted	consulted	exercised	interviewed	prepared	rewrote
addressed	controlled	exhibited	introduced	prescribed	routed
adjusted	coordinated	expanded	invented	presented	scheduled
administered	copied	expedited	investigated	processed	selected
advertised	corresponded	explained	justified	produced	served as
advised	counseled	explored	launched	programmed	set up
aided	created	fabricated	lectured	projected	specified
analyzed	criticized	facilitated	lead	promoted	sold
applied	customized	filed	legislated	propose	solved
appraised	defined	finalized	lobbied	protected	standardized
approved	delegated	finished	located	provided	streamlined
arbitrated	delivered	formulated	logged	publicized	studied
arranged	demonstrated	founded	maintained	published	suggested
assembled	designed	gathered	managed	purchased	summarized
assessed	detected	generated	manufactured	questioned	supervised
assisted	determined	guided	maximized	raised	supplied
audited	developed	handled	measured	realized	supported
budgeted	devised	headed	mediated	rebuilt	surveyed
built	diagnosed	helped	merged	received	synthesized
calculated	diagrammed	hired	moderated	recommended	taught
campaigned	directed	identified	modified	reconciled	tested
categorized	discovered	illustrated	monitored	recorded	trained
chaired	disproved	improved	motivated	recruited	transcribed
changed	distributed	improvised	narrated	reduced	transferred
charted	diverted	implemented	navigated	referred	translated
checked	documented	incorporated	negotiated	rehabilitated	tutored
collected	drafted	increased	obtained	reinforced	updated
combined	drew up	indexed	observed	rendered	upgraded
communicated	edited	influenced	operated	reorganized	utilized
compared	employed	informed	ordered	repaired	welcomed
compiled	engineered	initiated	organized	represented	wrote
completed	equipped	inspected	originated	researched	
composed	established	instructed			

Sample Chronological; College Student with No Past Paid Work Experience

123 Any Street Your Town, NY 11111	Phone (123) 456-7890 E-mail: mary123@gmail.com
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Mary Smith

Objective:	Paralegal
Education:	Rockland Community College, Suffern, NY Associate in Applied Science: Paralegal Studies (ABA approved program) Currently Enrolled Relevant Coursework: <ul style="list-style-type: none"> · Legal Research and Writing · Civil Litigation · Domestic Relations
Honors:	Dean's List Fall, 2007
Leadership Experience:	<p>President Intramural Volleyball Club Rockland Community College, Suffern, NY</p> <ul style="list-style-type: none"> · Organized schedule for five teams over a 10 week season. · Secured club funding, publicized club and recruited players. <p>Vice President Habitat for Humanity Club Rockland Community College, Suffern, NY</p> <ul style="list-style-type: none"> · Coordinated various fundraising events on campus and in the community. · Participated in the building of a house.
Volunteer Experience:	American Heart Association Walk-a-thon, May, 2007 American Cancer Society Relay for Life, February, 2006
Computer Skills:	Microsoft Word, Excel, LEXIS/NEXIS and Westlaw

Sample Chronological with Summary of Qualifications Section.

MARIE FRANCOIS

123 Any Street

City, State 11111

(000) 123-4567

marie123@gmail.com

Career Objective:

A challenging position within a corporation utilizing my management experience and accounting skills

Summary of Qualifications:

- 8 years experience in various aspects of management in a variety of settings
- Highly effective communication skills, energetic, resourceful and self-directed
- Knowledge of accounting principles, experience with Peachtree and 54 credits completed towards an Accounting Degree
- Organized and detail oriented team player with the ability to prioritize and delegate tasks as needed

Education:

Rockland Community College, Suffern, NY – Currently enrolled

A.A.S. Business; Accounting

Honors: Dean's List Fall, 2006

Employment:

July 2002 – Present

Pottery Barn, West Nyack, NY

Sales Manager

- Prepare monthly budget and weekly reports on sales performance vs. forecast and prior years.
- Manage all store operations and assist with the resolution of customer issues.
- Facilitate all company contests, monitoring results and encouraging participation of employees.
- Supervise up to 10 sales associates including training and troubleshooting.

January 2000-July 2002

Cheesecake Factory, West Nyack, NY

Waitress

- Handled all waitress responsibilities at high volume restaurant and bar.
- Provided excellent customer service, multi-tasked, and worked effectively as a member of a team.

Volunteer Experience:

September 1999-June 2004

Woodcliff School PTA, City, NY

Class Parent

- Facilitated communication between the classroom teacher and the families of students.
- Assisted with the organization and implementation of school events such as class picture day and movie night.

Computer Skills:

Peachtree, QuickBooks, Excel, Access, Microsoft Office

Sample Functional

John Q. Doe
321 West Main Street
Nanuet, New York, 10954
(845) 623-0000
Email: jdoe42@aol.com

OBJECTIVE

To utilize my skills in analysis and planning to secure a position in the field of finance.

BUSINESS SKILLS

Communication

- Explained complex issues simply and concisely to a variety of audiences including upper level management and end-users.
- Wrote user documentation for existing computer systems.
- Interviewed users to determine their requirements for proposed systems.

Analysis

- Collected data on performance systems and requirements.
- Compared anticipated performance of proposed systems.
- Determined most appropriate courses of action to satisfy real needs.

Planning

- Budgeted for operations of department. Budget expanded from \$150K to \$950K as business revenues expanded.
- Prioritized projects according to impact on the organization and allocated resources accordingly.
- Reviewed budget periodically for compliance, relevance and performance.

WORK EXPERIENCE

2008-Present

GWI Rail Management, Tarrytown, NY
Manager of Information Systems
Planned and implemented information systems.
Managed projects and system analysis in a rapidly growing company.

2006-2008

existing systems.

Programmer/Analyst
Designed, coded, tested and implemented new systems. Enhanced

EDUCATION

B.S. degree - Dual major: Computer Science and Finance –
May 2006 SUNY at Albany, Albany, NY, graduated cum laude.

Sample Combination Resumé

Mary Q. Doe

123 Rockland Avenue, Nanuet, NY 10954 (845) 623-0000 email:mdoe42@a1.com

Objective

To obtain challenging employment in the communications field.

Education

B.A. Degree, Communication Media Arts and Science
Ramapo College of New Jersey, Mahwah, NJ.
December 2008 - GPA 3.2

A.A. Degree, Liberal Arts and Science
Rockland Community College,
Suffern, NY
August 2006 - G.P.A. 3.6

Honors

Dean's Honor List; Spring & Fall 2005, Spring 2006
Phi Sigma Omicron (Academic Honor Society)

Related Experience

Relevant Course Work:

- TV Sports Production
- Single Camera Video Production
- Advanced Projects/TV
- Videotape Editing

Researcher/Intern: Hard Copy, New York, NY 9/08-12/08

- Researched news sources for appropriate stories for possible production.
- Handled communication with the public regarding views and concerns with the show.
- Attended and assisted crew at press conferences.

Production Assistant/Intern: Cablevision of Cresskill, Cresskill, NJ. 9/07-12/07

- Operated studio camera for live and pre-recorded shows.
- Assisted reporters and crews in field work.
- Served as audio person, stage manager, camera operator, editor, actor, researcher, stage hand, and driver as needed. Scripted, shot, edited and provided voiceover for a 30-second PSA. Videotape is available.

Employment History

Receptionist: Continental Cablevision / Haverstraw, NY
2008-Present

Child Care Provider: Lollipop Guild, Inc. / Nyack, NY
2005-2007

Emailing a Resume

To email a resume to an employer:

- Save it as a plain text (or ASCII) document with line breaks and cut and paste it into the email.
- Set margins at 0 and 65 and use a fixed width font (such as Courier).
- Do not use bold, bullets, underlining or the tab key-these are not recognized in plain text.
- Use asterisks, dashes, plus signs and all capitals sparingly to highlight items on the resume.
- Check for spelling and grammar accuracy.
- Email the resume to yourself and 3 other people to ensure that it is being received properly.
- For step-by-step instructions on how to do this go to www.susanireland.com/eresumeguide/index.html

Scannable Resumes

Many companies utilize optical scanners to enter resumes into a database. The employer then searches the database for resumes using the skills and qualifications of the job and industry keywords.

To create a scannable resume:

- Use a clear, nondecorative typeface and use only one typeface.
- Use a font size between 10 to 14 points.
- Use white or off white 8 1/2 x 11 inch paper with black ink. Print only on one side.
- Avoid italic text, script, underlining, graphics, shading, horizontal or vertical lines.
- Use industry keyword, buzzwords or descriptors because employers will search the database using these keywords.
- If the position you are applying for was posted or advertised consider using the phrases in the job description as a guideline to what to include in the resume.
- Do not fold or staple the resume and mail it in a large envelope.
- Proofread the resume, settling only for perfection.

Cover Letter Format

Return Address
Date

Inside Address

- Salutation:** Address specific person, NOT “To Whom It May Concern” or “Sir/Madam.”
- 1st Paragraph:** State why you are writing, what position you are applying for and how you heard about the position.
- 2nd Paragraph:** Summarize why you feel qualified for this position. Discuss the contribution you can make, mentioning specific skills and experience. *Sell yourself!*
- 3rd Paragraph:** Refer to enclosed resume. Set the stage for an interview and further contact.

Closing

Signature

Full Name

Tips

- 1) Your cover letter is an introduction of you and your resumé to the employer. Use it as an opportunity to motivate the prospective employer to read your resume.
- 2) Describe yourself in positive terms, stressing your strengths and what you can do for the employer.
- 3) Refer to your resumé without repeating the information it includes.
- 4) Have it typed in business format and spaced well on the page.
- 5) Use correct grammar and punctuation.
- 6) Keep it short.

Sample Cover Letter

132 Main Street
Aberdeen, Maryland 11457
Date

Ms. Margaret Morgan-Hubbard
Director, Jobs of Energy
815 15th Street N.W.
Washington, D.C. 20005

Dear Ms. Morgan-Hubbard:

I am writing in response to your advertisement for an Administrative Assistant in the Sunday, March 30th edition of the Baltimore Herald.

I was impressed by the outreach and educational services Jobs of Energy provided for the inner city area of Baltimore. Proper economic preservation and development is an area I have been dedicated to and excited by for several years. It would be very rewarding to be able to use my financial and administrative skills to further this cause. I respond positively to challenges and believe my experience has prepared me well for this position.

Enclosed you will find my resume which demonstrates the kinds of skills necessary to excel as an administrative assistant. I look forward to meeting with you to discuss my qualifications. I will be calling you in a week to set up an interview time at your convenience. Thank you in advance.

Sincerely,

Jane Q. Doe

Jane Q. Doe

I. Identifying Information:

Name: _____

Address: *(Street and number, city, state, and zip code)* _____

Home Phone: *(Be sure to give area code)* _____

Business Phone: *(Be sure to give area code)* _____

e mail: _____

II. Job Objectives:

Remember, the job objective is optional. You may choose to include your objective in your cover letter. Be brief and focused. _____

III. Educational Background:

Begin with most recent degree or most advanced, whichever is more relevant to your objective.

Dates:
From To
(Year) *(Year)*
_____ _____

Name of School: _____

Address of School: _____

Degree Earned (or credits earned): _____

Major: _____ Minor: _____

List all merit scholarships, awards, honors, including dates.

Scholarships/Awards/Honors: _____

Grade Point Average (only list if above 3.0): _____

List Extracurricular Activities, School Organizations, etc.:

IV. Employment History/Related Experience:

(Include summer or part-time jobs, internships, volunteer work, clubs)

Your employment history and related experience should be listed in reverse chronological order.

1) Name of Company: _____

Address of Company: _____

Job Title: _____

Supervisor: _____

Dates:		Description of Responsibilities and Accomplishments: <i>(Use Action Verbs)</i>
From	To	
<i>(mo./yr.)</i>	<i>(mo./yr.)</i>	
_____	_____	_____

2) Name of Company: _____

Address of Company: _____

Job Title: _____

Supervisor: _____

Dates:		Description of Responsibilities and Accomplishments: <i>(Use Action Verbs)</i>
From	To	
<i>(mo./yr.)</i>	<i>(mo./yr.)</i>	
_____	_____	_____

