

WHAT IS A RESUME

A resume is a summary of your personal, professional, and educational qualifications, as well as your work experience, designed to give the potential employer a positive first impression of you.

Your resume is, in essence, your calling card, or an advertisement of you. The purpose of a resume is to interest the employer in your abilities (what you can do for the organization), so you will be invited to interview.

It is not an autobiography, but a summary of your qualifications. Since your resume will be the employer's first impression of you, it should represent your best thought and effort.

Potential employers will get a picture of you, not only from the content of your resume, but also from its organizational style and appearance. A well-written resume reflects an organized mind. Therefore, you will want to spend the necessary time, energy, and thought it takes to produce your best resume.

FORMAT

There is no one right format. There are many different formats in use: however, the two used most frequently are the Chronological and Functional. Choose the format that represents you best. Whichever format you use, keep in mind these guidelines:

1. ***Be concise and specific.*** Your resume should say the most about you in the fewest words. One page is best, but two pages are acceptable if you have enough pertinent information.
2. ***Include only pertinent information.*** There should be a reason for everything in your resume. Leave out personal information such as age, race, marital status, and so on.
3. ***Use telegraphic style.*** Omit personal pronoun, for example: "Designed promotional campaign for regional district." Use "Designed..." instead of "I designed..."
4. ***Use action words.*** Use verbs, words that indicate what you did. A short list of action verbs is included in this packet.
5. ***Get feedback.*** Have your coordinator, a classmate, friend, or family member help you critique your resume.

*Additional resources and/or workshops may be available. Please check with our Resource Specialist.

LAYOUT & APPEARANCE

How your resume appears to the potential employer says a lot about you! An attractive and carefully produced resume will catch the employer's eye, warranting further consideration. Below are some helpful hints in designing an attractive resume:

RESUME DO'S

1. ***Use high quality paper-*** (Twenty-five pound rag content), either white bond, off white, gray, or beige. The latter colors will offer distinction without distraction. Avoid blues or pastels. Be sure to purchase extra for your cover letter.
2. ***Use standard paper size-*** (8 ½ x 11 inches) if you depart from that size, be sure that it will fit in a standard file with ease. If it cannot be filed easily it will be tossed. Use your good judgment.
3. ***Typing should be perfect-*** Computer processing with a laser printer is the optimal way to produce your resume. Professional typesetting is not necessary; some employer's feel that these resumes appear too polished and mass-produced. If you are using a typewriter, use a new ribbon. You should not be able to tell that any corrections have been made. When making copies, use a good reproduction method such as photo-offset or a quality photocopier.
4. ***Use capital letters sparingly-*** The same holds true for underlining. The purpose in using these options is to make information stand out. If they are overused, nothing will stand out.
5. ***Be consistent in your layout and composition-*** Do not switch from sentences to phrases. Be sure that related headings are consistent in underlining, capitalization, font size, and spacing.
6. ***Use past tense-*** Use past tense for previous activities, experience, or acquired skills. Present tense refers to ongoing or current activities and does not imply successful completion of tasks or duties.
7. ***Additional Headings-*** Your resume is an individualized document. You might want to add other components. Some other headings include:

Professional Affiliations
Publications and
Presentations
Community Service

Special Training
Special Skills/Interests
Volunteer Experience
Foreign Languages
Technical Skills/Abilities

Teaching Experience
Memberships
Research Experience
Educational Travel

RESUME DON'TS

1. Don't put in fancy binders or folders.
2. Don't list sex, height, weight, or other personal information.
3. Don't list religion, race, ethnic origin, or political affiliation.
4. Don't include salary information.
5. Don't use ditto copies, or carbons- use only quality photocopiers.
6. Don't highlight problems.
7. Don't use personal pronouns.

THINGS TO BE CAREFUL OF...

- Use italics, scripts, and underlining sparingly. If everything is highlighted, nothing stands out.
- The only time to include photographs is in a very extensive portfolio. For the purpose of the resume, photographs should not be included.
- Avoid including the complete address of previous employers. This information should be included on a reference page. Think of all the skills and qualifications that could replace the address in just four lines!
- Be careful of including a large number of jobs you have had in the past. Try to keep the employment section relevant or specific to the position you are seeking. Jobs should be listed in chronological order with no obvious gaps in the work history.
- This is your time to shine! However, be careful of using pompous or self-serving descriptions of yourself. Don't exaggerate. Avoid the use of jargon, acronyms, and abbreviations.

POWER WORDS – ACTION VERBS

Accelerated	compiled	drove	inspected	ordered	routed
accomplished	completed	edited	installed	organized	scheduled
achieved	composed	educated	instructed	outlined	secured
acquired	computed	employed	insured	packaged	selected
administered	conducted	encouraged	integrated	packed	separated
admitted	conferred	entertained	interpreted	paid	served
advised	constructed	established	interviewed	participated	serviced
analyzed	consulted	estimated	introduced	performed	set up
answered	contacted	evaluated	inventoried	piloted	showed
applied	contracted	examined	investigated	placed	sold
appointed	controlled	exchanged	invoiced	planned	solicited
appraised	converted	executed	issued	posted	sorted
arranged	coordinated	expanded	justified	prepared	stocked
assembled	corrected	expedited	kept	presented	streamlined
assessed	corresponded	extracted	lectured	priced	summarized
assigned	counseled	fabricated	licensed	Printed	supervised
assisted	counted	facilitated	listed	prioritized	supplied
attached	created	filed	loaded	processed	tallied
attended	credited	filled	located	produced	taught
attained	delegated	fitted	logged	promoted	telephoned
authorized	delivered	formulated	mailed	proposed	tested
balanced	demonstrated	generated	maintained	provided	trained
billed	deposited	graded	managed	purchased	transferred
budgeted	designed	graphed	manufactured	received	transported
built	detailed	greeted	marked	reconciled	tutored
calculated	determined	handled	marketed	recorded	typed
cataloged	developed	hired	measured	referred	unloaded
chaired	devised	identified	modified	regulated	upgraded
charged	diagnosed	illustrated	monitored	reorganized	utilized
charted	directed	implemented	motivated	repaired	verified
checked	discovered	improved	negotiated	replaced	weighed
classified	dismantled	improvised	notified	reported	welded
cleaned	dispatched	increased	numbered	researched	wrapped
cleared	dispensed	informed	observed	restored	wrote
closed	distributed	initiated	obtained	retrieved	
collaborated	documented	innovated	operated	revised	
collected					
communicated					

DEFINITIONS – THE RESUME SECTIONS

SUMMARY OF QUALIFICATIONS

- ◆ Number of years experience in work—all relevant to the job objective.
- ◆ Credentials education or training relevant to the objective.
- ◆ A key accomplishment that shows you are the right person for the job.
- ◆ A strength or characteristic that is relevant to the job, and important to you.
- ◆ Something else the employer should know: A skill/trait/accomplishment.

Note: Experience can include volunteer/unpaid work. The strength/characteristic/accomplishment/skill/trait will be discussed in the body of the resume.

HEADINGS

- ◆ Select categories/titles that best describe the skills you are describing to match the employer's request.
- ◆ Usually underlined, bolded, larger font size, centered or all caps to easily capture the reader's attention.

WORK HISTORY OR EXPERIENCE

- ◆ Description of each job you've worked that is relevant to your job objective.
- ◆ Includes job title, job description, employer, location, dates or time spent.
- ◆ Each description has the same format.
- ◆ Description might begin with job title, employer, location, dates/time spent.
- ◆ Format job descriptions to emphasize most relevant features of your work.
- ◆ Most important information on left with descending importance as you read to the right.

EDUCATION

- ◆ Usually follows work history unless you have non/little or are career change.
- ◆ Includes degree/diploma, major course of study, institution, location, dates (optional).
- ◆ Make your education reflect how it prepared you for the work/job.
- ◆ Consider not using location or dates if not advantageous.
- ◆ Try to match the job's benchmark level, requirements.
- ◆ If you don't have what is needed, show how you are working towards it.

SPECIAL TOPICS

- ◆ Use when it presents outstanding and relevant information.
- ◆ Awards, accomplishments, military, volunteer work, training, languages, associations, licensing, etc.
- ◆ Must be relevant to job objective to be useful.
- ◆ Position this category according to its relative importance to job objective.

WRITING A JOB/CAREER OBJECTIVE

1.) Who are you?

- A. Resourceful waitress
- B. Reliable hardworking landscape worker
- C. Seasoned health care professional
- D. Successful salesperson/marketer

Who are you? _____

2.) What do you want to do?

- A. Apply varied hospitality experience as a restaurant hostess
- B. Supervise a work crew
- C. Manage/market a health care program
- D. Exceed the company's sales quotas

What do you want to do? _____

3.) Using what skills?

- A. Using customer service, public relations & problem solving skills
- B. Using ten years of residential, commercial & public grounds landscaping experience
- C. Using a working knowledge of home health hospital based agencies
- D. Using state-of-the-art sales & marketing techniques

Using what skills? _____

4.) To accomplish what goal? What will I do for the employer?

- A. Provide maximum customer service/satisfaction
- B. Guarantee timely project completion
- C. Provide excellent health care service to this population
- D. Achieve the best possible product & company sales record

To accomplish what goal? What will I do for the employer? _____

- A. Reliable waitress will apply varied hospitality experience as a restaurant hostess using customer service, public relations & problem solving skills to provide maximum customer service/satisfaction.
- B. Hardworking landscape worker will supervise a work crew using ten years of residential, commercial & public grounds landscaping knowledge to guarantee timely project completion.
- C. Seasoned health care professional will manage/market a health care program using a working knowledge of home health based agencies to provide excellent health care service to this population.
- D. Successful salesperson/marketer will exceed the company's sales quotas using state-of-the-art sales & marketing techniques to achieve the best possible product & company sales records.

CHRONOLOGICAL RESUME

Best for people:

- Planning to stay in the same field
- With a steady job history in related jobs, usually showing some advancement.

This style does not sell well if:

- You are planning a major career change.
- Your work history is short
- You have major gaps in employment

The format is:

- Name/Address/Telephone
- Objective
- Place of Employment/Job Title/City/State/Date of Employment/Brief description of the job.
- Training/Education

1. Start with the present or most recent position and work backward, with the most space devoted to recent employment.
2. Detail only the last four or five positions, or employment covering the last ten or so years.
3. You do not need to show every major position change with the same employer. List the most recent or present and two or three others to show your progression.
4. Within each position listed, stress the major accomplishments and responsibilities that demonstrate your full competency to do the job. Once the most significant aspects of your work are clear, it is generally not necessary to include lesser achievements.
5. Keep your job target in mind, emphasizing those accomplishments that are most related to your next move.

YOUR NAME

10101 Smith Boulevard, Mount Vernon, WA 98273 (360) 555-3838

OBJECTIVE

A challenging customer service or clerical position with the opportunity for growth based on performance.

EXPERIENCE

Receptionist/Clerk

3 yrs

TONGUE IN CHEEK LAW FIRM, Bellingham, WA

- Greeted and directed clients to appropriate services and departments.
- Compiled staff scheduling information and organized, typed, and distributed in a timely manner.
- Developed an understanding of office technology, including copiers, fax machines, postage meters, typewriters, and computers.
- Researched and compiled information from a variety of different resources for incorporation into reports.
- Experienced in several different computer programs, including MS Office, Excel, MS Word, and WordPerfect.
- Operated a multi-line telephone system, forwarding to over 20 different individuals.

Tour Coordinator

1 yr

SUNSHINE RESORT, Blaine, WA

- Conducted telephone interviews with potential resort clients.
- Arranged and coordinated tours, kept precise records, and organized time schedules.
- Interacted with upset or uncooperative customers on a professional level.

Toy Department Clerk

2 yrs

PACIFIC NORTHWEST DEPARTMENT STORE, Lynden, WA

- Assisted customers in toy department, special ordered merchandise, and handled merchandise returns and customer complaints.

Cashier/Team Leader

5 yrs

MONSTER PIZZA PLACE, Federal Way, WA

- Supervised up to 12 people, assigned daily job responsibilities, and oversaw restaurant operation.

EDUCATION

Word for Windows, Data Base, Spread Sheets, Bellingham Technical College, Bellingham, WA
Career/Skills Workshop, Whatcom Community College, Bellingham, WA
High School Diploma, Lynden High School, Lynden, WA

FUNCTIONAL RESUME

This style focuses on your strengths, personal abilities, skills and selected accomplishments. Usually ignores your past employers.

Best for people:

- Changing careers
- With little or no work history
- With large gaps in employment
- With unusual skills

The format is:

- Name/Address/Telephone
- Objective
- Skills/Qualifications
- Work History
- Education/Training

1. Use several headings, each highlighting an area of expertise.
2. List the headings in order of importance to your job target and have them contain slightly more information.
3. Stress measurable results or the most powerful abilities.
4. You may include any relevant accomplishment without identifying the employer or non-employer situation it is connected to.
5. List actual work and/or volunteer experience at the bottom, giving dates, employer and job title. If you have no work experience or a very short spotty record you may leave it out entirely.

YOUR NAME

10101 Smith Boulevard, Mount Vernon, WA 98273 (360) 555-3838

OBJECTIVE

A challenging customer service or clerical position with the opportunity for growth based on performance.

SKILLS

CUSTOMER SERVICE

- Greeted and directed clients to appropriate services and departments.
- Conducted telephone interviews with potential resort clients.
- Interacted with upset or uncooperative customers on a professional level.
- Assisted customers in toy department, special ordered merchandise, and handled merchandise returns and customer complaints.

ORGANIZATIONAL ABILITIES

- Compiled staff scheduling information and organized, typed, and distributed in a timely manner.
- Researched and compiled information from a variety of different resources for incorporation into reports.
- Arranged and coordinated tours, kept precise records, and organized time schedules.
- Supervised up to 12 people, assigned daily job responsibilities, and oversaw restaurant operation.

TECHNOLOGY/OFFICE SKILLS

- Developed an understanding of office technology, including copiers, fax machines, postage meters, typewriters, and computers.
- Experienced in several different computer programs, including MS Office, Excel, MS Word, and WordPerfect.
- Operated a multi-line telephone system, forwarding to over 20 different individuals.

WORK HISTORY

<i>Receptionist/Clerk</i>	1997 to 1999
Tongue in Cheek Law Firm, Bellingham, WA	
<i>Tour Coordinator</i>	1996
Sunshine Resort, Blaine, WA	
<i>Toy Department Clerk</i>	1994 to 1996
Pacific Northwest Department Store, Lynden, WA	
<i>Cashier/Team Leader</i>	1990 to 1995
Monster Pizza Place, Federal Way, WA	

EDUCATION

Word for Windows, Data Base, Spread Sheets, Bellingham Technical College, Bellingham, WA
Career/Skills Workshop, Whatcom Community College, Bellingham, WA
High School Diploma, Lynden High School, Lynden, WA

Create your own draft Functional resume! Try this basic sample below.

NAME
Address
City, State. Zip Code

OBJECTIVE: The position seeking (i.e. to obtain full time employment as a Receptionist)

SKILLS:

Skill Heading

- (Specific examples of how you have the skill.)

-
-
-

Skill Heading

-
-
-
-

Skill Heading

-
-
-
-

WORK HISTORY

Position Title	Dates Worked
Place	

Position Title	Dates Worked
Place	

Position Title	Dates Worked
Place	

EDUCATION/TRAINING

Specific program or degree	School, State	Year
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