

Action Words:

Administered
Analyzed
Assigned
Attained
Consolidated
Chaired
Coordinated
Contracted
Delegated
Developed
Directed
Enhanced
Established
Evaluated
Executed
Increased
Improved
Initiated
Instituted
Managed
Motivated
Organized
Oversaw
Planned
Prioritized
Produced
Recommended
Reorganized
Reviewed
Scheduled
Strengthened
Supervised

Resume Writing Guidelines

A Resume...

- Is a marketing tool designed to provide an employer with enough information regarding your qualifications to decide within 10-20 seconds whether or not to interview.
- Serves as an advertisement with which you attempt to draw the reader's attention to the words and statements you want the employer to see the most.
- Provides an outline for the interviewer, so it should be well organized.

So where do you begin?

TOP 10 RESUME BASICS

1. SPELLCHECK & PROOFREAD
2. Grammatically correct
3. Maintain consistency in format
4. List most recent first
(reverse chronological order)
5. Contains current contact information
(including an email address)
6. On good resume paper
7. Accompanied by a cover letter
8. Usually one page
9. Word or .pdf format
(for Career Connection and most other search engines)
10. Reviewed by the JCU Career Center



Center for Career Services

216-397-4237

careerhelp@jcu.edu

www.jcu.edu/careercenter

2563 South Belvoir Blvd. (next to tennis courts)

Hours: 8:30 to 5:00 *Mon-Fri

*Extended hours until 7pm on Thursdays

REV 1/08

More Action Words:

Analyzed	Conducted	Extracted	Interpreted	Organized
Clarified	Critiqued	Examined	Interviewed	Researched
Collected	Diagnosed	Gathered	Investigated	Reviewed
Compared	Evaluated	Identified	Located	Solved

Additional Categories You Can Include:

Highlight of Qualifications

You may feel the need to explain how all of your experience directly relates to the job you are seeking. Choose your top 3 to 5 skills and decide, using the job description, which are the most relevant.

Objective

The objective is an **optional** section that contains information that can also be included in a cover letter. If you are posting a job on an online job search engine like Career Connection, be aware of which one is set as your default resume. If you feel an objective is necessary, be sure to adjust the objective to the position and highlight your interest in the company at the same time.

Honors

This section may include academic awards, professional awards, scholarship or other recognition. List the most recent first and include dates.

Activities

This section might include academic, volunteer, community, or professional organizations in which you held a position or membership. Be prepared to answer questions regarding your level of involvement within the organizations.

Skills

This section can include anything from computer skills such as Macromedia Dreamweaver, Adobe Photoshop, etc. to language skills. Just be sure they relate to the job you are seeking.

Related Courses

Each job may have different requirements and different courses may be more relevant than others. Be sure to include the full title of the course. List 4-8 of your most significant courses for the specific job.

RESUME SECTIONS



The Heading:

The heading on your resume consists of your name and contact info. It can be laid out in various formats. Regardless of how you choose to set it up, it should definitely consist of your name, only one email address, at least one home address where you can receive mail, and only one phone number that only you can answer if possible. Keep in mind that employers will be emailing you and calling you, so make sure your voicemail message and your email address is professional.

Here are some sample headings:

If you have one address, it could look like this:

Brad R. Pitt
1234 Stanford Road ♦ City, OH 44118
541-631-8365 ♦ bpitt@gmail.com

If you have both a school and home address, you can list them both, just be sure you can receive mail in both places. Here is one example:

Sara M. Gellar		
mgellar07@jcu.edu		
<u>Permanent Address</u>	216-337-9702	<u>Present Address</u>
4398 Pleasant Run		5698 Meadowbrook
Columbus, OH 43201		University Heights, OH 44118

(Note- if you choose to create columns here, you do not have to continue with them throughout the rest of the resume. However, if you do continue to do so, be sure each column lines up properly.)

If you need to save space, you can left justify your name and put your contact info on the same line. Here are a few examples:

Jessica Sara Parker	2456 Fairmount Blvd. #1	353-647-7486
	University Heights, OH 44118	jsp@hotmail.com

Or:

John Mayer 216-234-5849 · jmayer03@jcu.edu · 6843 Bear Ave · Lakewood, OH · 44107

RESUME SECTIONS

Objective:

The objective is not always necessary; however, if you choose to use one then be sure that it relates to the job you are seeking. It should be brief and consist of a few sentences that state who you are, what position you are seeking, and why you are a good fit for that position.

You can give yourself a title along with a brief description of yourself and your abilities:

Student Leader

Energetic leader with industry experience who demonstrates strong analytical, organizational, and interpersonal skills.

You can also include your title in your objective statement:

Objective: Highly motivated, competitive, responsible individual in search of a summer internship with XYZ organization in the X department, utilizing my strong written and verbal communication, leadership qualities, and attention to detail.

Objective: Professional Social Worker seeking to contribute comprehensive education, training, and experience to a challenging and rewarding position working with youths and their families in casework capacity.

Objective: Computer Systems Administrator seeking to provide comprehensive, high-quality support to meet the needs of a growing firm like ABC corporation.

Did You Know?

As an employer, do you think it is important for a student to have an objective on their resume?

Yes and it can be fairly broad.....27%

Not important.....25%

Yes, and it should be specific to my organization.....22%

Somewhat important.....20%

Other.....3%

No answer.....4%

* Results based on a recent survey by the University of North Carolina at Chapel Hill asked 119 representatives in a wide range of career fields. (NACE Journal, May 2007)

If you are posting your resume on public websites, e.g., Monster, CareerBuilder, you may want to exclude the Objective or make it broad, so that you do not limit yourself in the eyes of the prospective employer.

RESUME SECTIONS

Education:

As a student or recent graduate, your education should be one of the first things listed on your resume, just to let the employer know that you are qualified for the position. If you have been out of school for some time, your education may not be the most important. Perhaps you would want to put your experience ahead of your education. Whatever you choose, here are some examples for the education section:

EDUCATION:

John Carroll University, University Heights, OH
 1991-1996
 Bachelor of Arts
 Major - Communications, Business Administration
 Minor - Psychology Concentration

If you are a Freshman or Sophomore, and you either need to take up space, you have not totally become involved on campus yet, or you think your high school name is going to help you get the job then you can list your high school in reverse chronological order. Your current school goes first followed by your high school:

EDUCATION	John Carroll University Bachelor of Science in Business Administration Major - Accountancy G.P.A.-3.15	University Heights, OH May 2010
	Port Charles High School Diploma G.P.A- 3.95/4.0	Port Charles, IL June 2006

Did You Know?

As an employer, do you feel a student should always list their GPA on their resume?

Yes.....	60%
Only list if above 3.0.....	25%
Only list if above 2.5.....	3%
Not necessary to list.....	8%
Other.....	2%
No answer.....	2%

* Results based on a recent survey by the University of North Carolina at Chapel Hill asked 119 representatives in a wide range of career fields. (NACE Journal, May 2007)

If you are a student in higher education, you can list your education in a similar way. Reverse chronological order is what you want to keep in mind here:

John Carroll University Master of Education in School Counseling	University Heights, OH May 2007
The Ohio State University Bachelor of Science in Sociology	Columbus, OH June 2003

Transfer students can also use this format, however keep in mind whether or not you feel you want to list the school from which you transferred. You may be asked the reason you transferred, so be prepared to answer, and if you would rather not say, then you want to list it.

NoteRelated Courses** can also be considered part of this section & can go after Education in a list format. Only certain jobs will look for a “Related Courses” section which is often highlighted in the job requirements of the job description, so be sure the courses you are listing directly relate to the job you are seeking.

RESUME SECTIONS

Honors & Activities:

These sections vary by the individual and just like the other sections will be different for everyone. The Honors section and the Activities section can be combined into one or if you have a lot of activities you can separate them in two categories.

If you have taken an active role in a club/organization, you may want to put that in your Experience section. However, if you are a member of several organizations but do not hold a position, then listing the organizations along with dates is sufficient:

- Presidential Leadership Award, August 2006 – Present
- Archbishop Hoban Scholarship, August 2007 – May 2008
- Alpha Beta Honor Society, August 2006 - Present
- Biology Club, October 2007 – Present
- Varsity Basketball, August 2007 – Present
- Dean's List – 3 semesters

If you only have one or two activities, it may be helpful to combine the Honors & Activities sections.

Did You Know?

The more involved you are the better. Employers look for candidates who demonstrated leadership on their college campuses because they expect them to do the same in the workplace!

Skills: – are generally the last section of the resume

- Exceptional leadership qualities
- Strong organizational skills
- Extensive research abilities

When listing your skills you want to think of your transferable skills as well as those specific to the job. Transferable skills are those skills that you have learned from one job and can be related to another unrelated position.

- Maintain organization with paperwork and schedules
- Efficiently answer customer questions and address concerns
- Ability to adapt to various environments

If you have several skills in a specific category, you can list them separately:

Computer Skills Proficient in Microsoft Word, PowerPoint, Excel, and Outlook
Knowledgeable in SPSS

RESUME SECTIONS

Experience:

Experience can encompass a wide variety of activities including internships, part time jobs, full time employment, summer work, campus clubs and organizations, volunteer experience and more. So you may want to start off by making a list of all of the things you have done and separate them by category. Related Experience, Work Experience, Volunteer Experience are a few options. Some people's experience only fits into one category and others will cover all three.

Whenever you are listing any sort of experience you want to list your experiences in *reverse chronological order* and make sure the following information is included: Company/Organization name, location, your title, the dates you were there, and action oriented statements to describe what you did.

John Carroll University Financial Aid Department
Student Assistant

University Heights, OH
August 2007 - May 2008

Created new filing system within office. Answered student and parent questions in regards to financial aid process. Organized and maintained schedules for Financial Aid officers. Assisted in school-wide distribution of financial aid information.

You can put these statements in paragraph form if you need to take up space, but you can also list them with bullets:

Center For Families and Children, Cleveland, OH
Child and Family Counselor, June 2005 - August 2008

- Assisted families in understanding one another and working together to communicate
- Maintained caseload of 50 families monthly
- Completed 10 hours of continuing education programs

NoteIf you are still in the position, you should list your action oriented statements in present tense. If you are no longer in that position, then use past tense.**

Many students work throughout their time at school to pay tuition. If this is the case for you, you can consider letting the employer know how hard you have worked. You can include a statement at the beginning of the Experience section. This type of statement is entirely optional.

Financed 50% of tuition through part-time employment.

Alpha Beta Gamma Sorority, John Carroll University
Vice President of Programming

University Heights, OH
August 2007 - April 2008

- Ensure programming chairwomen are aware of assignments and on-task in planning
- Organize and maintain chapter's calendar for all activities
- Inform chapter and other participants of upcoming events
- Participate in monthly meetings with all Greek Vice Presidents of Programming

Did You Know?

- Never use the suffix *ing* in action oriented statements.
- Breaking up your experiences into different sections makes it easier for the employer to follow and identify you as a good fit for the company.
- An employer takes 10-20 seconds to review your resume, so descriptors should be brief and concise.