

RESUMES

Issue 1 in Series

WHY DO I NEED A RESUME?

In general, the purpose of a resume is to provide the employer with a fair and strong assessment of your potential as an effective employee in the employer's organization - favorable enough to get an interview. Your resume must reflect the best of who you are, targeted and concise, and what you have to offer but not so comprehensively that there is no reason to call you in for an interview.

GETTING STARTED!

The hardest part of creating a resume is getting started! Treat this as the process of outlining the basic information about you, what you have done and know, and what you want to do in the future.

1. **RESEARCH** jobs or programs of advanced study in your field of interest and learn what skills, knowledge, experience, and other credentials are desired. This will be your resume's audience—develop an objective statement for this audience. *Example:* To apply the knowledge acquired through a degree in Business Administration and an internship in Commercial Loan Underwriting to an entry-level position with a major financial institution.
2. **BRAINSTORM**, on paper, what information you will include in your resume: education, experience or employment, activities, skills, other information, and references.
3. Choose a resume **FORMAT** and develop a **FIRST DRAFT** of your resume. Two common resume formats include:
 - a. **Chronological Resume** - usually preferred, items listed chronologically within sections (most recent first)
 - b. **Functional Resume** - items listed by relevance, good for those seeking change in career field or confusing work history

Resume **TEMPLATES** are available on most word processing software, as well as online. Choose a simple, clean looking template. Aim for a 1-2 page resume highlighting relevant information for the position you are seeking. Education and work experience are primary, however also consider including community service, volunteerism, skills, certifications, etc., if appropriate.

4. Get a **CRITIQUE** of your final resume. Someone employed in your targeted field may be a good audience. Also consider asking a faculty member, an Advising & Academic Success Center staff member, or a Writing Center technician. In the final analysis, you need to go with the suggestions that make the most sense to you and highlight you as a unique, talented and professional candidate.



- DO** proofread your resume to ensure there are no typos or grammar/spelling errors.
- DO** be professional and simple, avoid colored paper, photographs, binders, covers, etc.
- DO** make your resume as dynamic as possible—use phrases and action verbs.
- DO** put your best self forward, showcase your qualifications and your accomplishments in order to stand out
- DO NOT** make your resume too long. Limit to one page, especially as a student.
- DO NOT** use a resume format that is hard to read. Avoid fancy fonts and small sizing.
- DO NOT** be verbose, using too many words to say too little.
- DO NOT** include irrelevant information. Customize each resume to the position you are seeking.
- DO NOT** be obviously generic; your resume is not effective if it screams, "Give me a job, any job!"

WHAT ARE THE MOST COMMON SECTION HEADINGS ON A RESUME?

✓ NAME and ADDRESS

- No heading title needed. Do not label 'Resume' at top
- Use complete mailing address, both permanent and local if applicable
- Include all telephone numbers where you can be reached
- Include appropriate email address (and check often)

Jane E. Smith
606 Main Street
Anytown, MD 21550
Home: 301-555-5555
Cell: 301-123-4567
jesmith@hotmail.com

✓ OBJECTIVE

- Limit length to one or two statements
- Include type of position you are seeking, type of organization you wish to work for, and skills and contributions you offer
- Be specific to the job for which you are applying—do not be generic
- Focus on what you have to offer rather than what you are seeking to gain
- Avoid vague phrases: *meaningful contribution, challenging position, working with people, seeking advancement*

Seeking a position in retail management with the ability to contribute strong customer service, financial, and leadership skills.

A teacher's assistant position in an elementary school using demonstrated abilities in program design and group supervision.

✓ EDUCATION

- If you are a recent graduate, this section comes immediately after your objective, especially if you are looking for work related to your degree
- Include name of college, city and state, and date of graduation
- Include level of degree and major and/or concentration
- May also include academic honors, GPA if above 3.0, relevant courses that demonstrate specific skills and knowledge
- Do not include high school

A.A.S., Business Management
Garrett College, McHenry, MD
Expected in May 2016
Current GPA: 3.4/4.0

Related Courses:

- Financial Accounting
- Economic: Macro and Micro
- Business Practicum

✓ EXPERIENCE or EMPLOYMENT

- If you have related or noteworthy experience, cite it here. If not, you may want to include campus involvement, military experience, volunteer activities, etc., under the title "experience."
- Use reverse chronological order; that is, start with your most recent experience and work your way backwards
- For each entry, use a consistent banner: title, company name, city/state, and dates of employment
- Describe your main responsibilities using action verbs and other words that describe you as an effective, contributing employee. Do not use pronouns. Start each phrase with a verb in past tense, even for current jobs
- Qualify and quantify your accomplishments to dramatically improve the effectiveness of your resume
- Avoid passive phrases: "Was responsible for..." "Duties included..."
- Describe your most important function and accomplishment first, even if it occupied only a small percentage of your time

Marketing/Sales Intern

*Progressive Products, Albany, NY
9/2012-7/2013*

Marketed personal computer hardware and software to individuals and businesses. Developed and implemented marketing and advertising strategies that resulted in a sales increase of at least 15% in each evaluation cycle.

Participated in numerous microcomputer trade shows.

✓ ACTIVITIES

- Include activities that are related to your objective and/or show evidence of certain related skills
- Include offices, clubs, volunteer activities, committees, and other extra-curricular events
- Be specific as to why you are including them without going into long explanations

- World View International Club: Member, 2012-2015; Treasurer, 2012-2013
- American Marketing Association: Member, 2012-present
- Habitat for Humanity, Student Volunteer, 2012-2013

✓ SKILLS

- Include this section if you have specialized skills, such as computer skills or foreign language skills
- Include level of expertise where appropriate
- If a certain skill is particularly relevant to your employment objective, you may want to include them in a section labeled with the skill (e.g. "computer skills" as the section heading rather than "skills")

- Proficient in Microsoft Word, Access, PowerPoint, and Adobe Photoshop
- Fluent in Estonian
- Communication skills include writing, group presentations, and debate developed through campus activities

✓ OTHER INFORMATION

- There may be other headings that would help in an employer's evaluation of you for a specific employment objective. These may include: community service, leadership activities, citizenship status or work authorization, travel, publications, awards, special certifications or licenses, memberships and other affiliations, and presentations.
- Use other headings sparingly and only when they are related to your objective
- Do not create a heading for only one item

Certifications:

- Wilderness First Responder Certification, 2012
- CPR and First Aid Certification, 2011
- MD Top Rope Rock Climbing Instructor Certification, 2013

✓ REFERENCES

- In most cases, a statement at the end of the resume saying that references will be available upon request is sufficient
- Most appropriate is to have your references listed on a separate page, one that is sent to employers only when requested; typically 3-5 reference
- Cite name of the reference, title, company/organization, mailing address, phone number and email address. Also, include a brief statement of your affiliation
- Select people who can speak to your experience and potential for the type of work you are targeting
- Always get the individual's permission to use him/her as a reference beforehand. And consider giving your references a copy of your resume in order to enable them to speak about your strengths and qualifications

Available upon request.

Thomas P. Jones
Director of Maintenance
Memorial Hospital
234 Central Ave.
Oakland, MD 21550
301-555-5432
tpjones@internet.com
Past supervisor

PROOFREADING YOUR RESUME

Whether you are writing a magazine article, a college essay or an email to a client, getting your text free of mistakes is essential. The spell checker helps, but it is far from foolproof. That is where proofreading comes in. Below you will find 8 tips and techniques to make your proofreading sessions more effective. Source: <http://www.dailywritingtips.com/8-proofreading-tips-and-techniques/> Author: Sharon

1. Concentration is Key

If you're going to spot mistakes, then you need to concentrate. That means getting rid of distractions and potential interruptions. Switch off the cell phone, turn off the television or radio and stay away from the email.

2. Put It On Paper

People read differently on screen and on paper, so print out a copy of your writing. If you read aloud, your ear might catch errors that your eye may have missed.

3. Watch Out for Homonyms

Homonyms are words that share the same spelling or pronunciation, but have different meanings. Switching *accept* with *except* or *complement* with *compliment* could be disastrous, so pay attention to them.

4. Watch Out for Contractions and Apostrophes

People often mix *their* and *they're*, *its* and *it's*, *your* and *you're* and so on. If there is something that can hurt the credibility of your text, it is a similar mistake. Also, remember that the apostrophe is never used to form plurals.

5. Check the Punctuation

Focusing on the words is good, but do not neglect the punctuation. Pay attention to capitalized words, missing or extra commas, periods used incorrectly and so on.

6. Read it Backwards

When writing we usually become blind to our own mistakes since the brain automatically "corrects" wrong words inside sentences. In order to break this pattern you can read the text backwards, word by word.

7. Check the Numbers

Stating that the value of an acquisition was \$10,000 instead of \$100,000 is definitely not the same thing. What about the population of China, is it 1,2 million or 1,2 billion? Make sure your numbers are correct.

8. Get Someone Else to Proofread It

After checking all the previous points, do not forget to get a friend to proofread it for you. You will be amazed at the mistakes you've missed. A second person will also be in a better position to evaluate whether the sentences make sense or not.

"People with goals succeed because they know where they are going...It's as simple as that." – Earl Nightingale

KEYWORDS AND ACTION VERBS

“Imagine there was a way to encode your resume with magical words that would virtually ensure that employers would be interested in interviewing you.” – Katherine Hansen, Ph.D.

The following is a collection of action verbs (keywords and adverbs included) that may be appropriate for use in your resume.

Try this – go through the full list and circle those verbs that apply to your qualifications. Create a resume phrase by adding details and a results statement to each verb.

RESUME ACTION VERBS AND ADVERBS

Management/ Leadership Skills	contacted	identified	instructed	mentored	calculated
	convinced	interpreted	motivated	provided	computed
	corresponded	interviewed	set goals	referred	developed
	administered	defined	stimulated	rehabilitated	estimated
	assigned	directed	taught	resolved	forecasted
	attained	drafted	trained	simplified	managed
	chaired	edited	transmitted	supplied	marketed
	consolidated	elicited	tutored	supported	planned
	contracted	explained		volunteered	projected
	coordinated	expressed	Creative Skills		reconciled
	delegated	formulated	acted	Organizational Skills	reduced
	developed	influenced	composed	approved	researched
	directed	interpreted	conceptualized	arranged	
	eliminated	interviewed	created	catalogued	More Verbs...
	enhanced	judged	designed	categorized	achieved
	enforced	lectured	directed	charted	completed
	established	marketed	displayed	classified	contributed
	evaluated	mediated	drew	coded	effected
	executed	moderated	entertained	collected	electrified
	generated	negotiated	fashioned	compiled	expanded
headed	observed	formulated	corresponded	improved	
hired	participated	founded	distributed	navigated	
improved	persuaded	illustrated	filed	negotiated	
incorporated	presented	introduced	generated	pioneered	
increased	promoted	invented	implemented	perfected	
inspected	publicized	modeled	inspected	promoted	
instituted	reconciled	originated	maintained	quoted	
managed	recruited	performed	monitored	reduced	
motivated	referred	photographed	operated	resolved	
organized	reported	planned	organized	sparked	
oversaw	resolved	revised	prepared	spearheaded	
planned	responded	shaped	processed	spoke	
presided	spoke		provided	succeeded	
prioritized	suggested	Helping Skills	recorded	supervised	
produced	synthesized	advocated	reviewed	surpassed	
recommended	translated	aided	scheduled	transferred	
reorganized	wrote	answered	sorted	unified	
reviewed		assisted	submitted		
scheduled	Research Skills	cared for	standardized	Adverbs	
strengthened	analyzed	clarified	systemized	accurately	
supervised	clarified	communicated	updated	attentively	
	collected	conducted	validated	creatively	
Communication Skills	compared	coordinated	verified	efficiently	
addressed	conducted	critiqued		intelligently	
advertised	determined	developed	Financial Skills	inventively	
arranged	evaluated	enabled	analyzed	quickly	
collaborated	examined	evaluated	appraised	responsibly	
communicated	extracted	explained	audited	successfully	
composed	formulated	facilitated	balanced	uniquely	
condensed	gathered	guided	budgeted	effectively	
		individualized			

RESUME SAMPLE: CHRONOLOGICAL

A chronological resume presents your education and work experience in a reverse chronological order. In each section of the resume, you start with your most recent experience and work backwards to your oldest experience. This resume format works best for people whose experience and education is related to their targeted objective.

JAMES O'CONNELL

Local

444 Sunshine Way
Oakland, MD 21550
joconnell@internet.net

Permanent

123 Fourth St., NW
Washington, DC 20052
202-555-4322

OBJECTIVE Sales and marketing position in building upon demonstrated abilities in customer service, public relations, and computer software/hardware understanding.

EDUCATION A.A., Business Administration with special emphasis in Computer Information Technology
Garrett College, McHenry Maryland
G.P.A. 3.6/4.0 May 2015

Related Coursework:

Principles of Accounting, I and II	Introduction to Management
Introduction to Business	Principles of Marketing
Economics, Micro and Macro	E-Commerce
Microsoft Access, PowerPoint	Integrated Applications

EXPERIENCE **Marketing/Sales Intern**, Progressive Microproducts, Somerset, PA May 2012-present

Marketed personal computer hardware and software using strategies targeted to individual and business clients. Developed and implemented marketing and advertising strategies that were always within budget. Participated in numerous microcomputer trade shows. Consistently received outstanding performance evaluations, which resulted in a service award in August 2004.

Management Trainee/Salesperson, Grand Auto, LaVale, MD August 2011-May 2012

Provided sales and customer service for an auto parts store within an annual sales exceeding \$35 million. Effectively used interpersonal skills to work with customers and other employees. Maintained a large store inventory using a computerized inventory system. Implemented a parts department reorganization which resulted in an enhanced work flow.

Salesperson, Walmart, Oakland, MD September 2009-May 2011

Performed general merchandising sales in the Audio/Visual Department. Handled cash with 100% accuracy on closing of the drawer. Performed inventory control, assisted customers, and provided clerical tasks as needed. Trained sales personnel and participated in the development of curricula for training sessions. Received an employer college scholarship in recognition of merit.

LEADERSHIP American Marketing Association, Student Member, 2012-present
Math Club, Garrett College, 2012-present. Served as Publicity and Special Events Coordinator, 2011-2013.

REFERENCES Available upon request.

RESUME SAMPLE: FUNCTIONAL

A functional resume emphasizes the skills that you have used related to your job objective rather than the jobs you have held. It is particularly effective if your work experience is not closely related to your objective, if you are changing careers, or if you are seeking a promotion. In a skill based resume, you elaborate on the skills needed to perform the desired job and how you have demonstrated these skills without regard to where you demonstrated them.

JAMES O'CONNELL

Local

444 Sunshine Way
Oakland, MD 21550
joconnell@internet.net

Permanent

123 Fourth St., NW
Washington, DC 20052
202-555-4322

OBJECTIVE Sales and marketing position in building upon demonstrated abilities in customer service, public relations, and computer software/hardware understanding.

EDUCATION A.A., Business Administration with special emphasis in Computer Information Technology
Garrett College, McHenry Maryland
G.P.A. 3.6/4.0 Graduation May 2015

AREAS OF POTENTIAL CONTRIBUTION

MARKETING/SALES

- Marketed personal computer hardware and software using strategies targeted to varied clients.
- Developed and implemented marketing and advertising strategies that were always within budget.
- Participated in numerous microcomputer trade shows.
- Provided sales and customer service for an auto parts store with an annual sales exceeding \$35 million.

ORGANIZATION/PLANNING

- Maintained a large store inventory using a computerized inventory system.
- Implemented a parts department reorganization which resulted in an enhanced work flow.
- Developed effective in-store and window displays, one of which resulted in a service award.
- Completed all required paperwork with 100% accuracy and punctuality.

COMMUNICATION SKILLS

- Effectively used interpersonal skills to work with customers and other employees.
- Trained sales personnel and participated in the development of curricula for training sessions.
- Presented material to supervisors and managers on peripheral hardware for inventory and control system.

EMPLOYMENT HISTORY

Marketing/Sales Intern, Progressive Microproducts, Somerset, PA	May 2012-present
Management Trainee/Salesperson, Grand Auto, LaVale, MD	August 2010-May 2011
Salesperson, WalMart, Oakland, MD	September 2009-May 2011

LEADERSHIP

- American Marketing Association, Student Member, 2012-present
- Math Club, Garrett College, 2012-present. Served as Publicity and Special Events Coordinator, 2011-2013.

POOR RESUME SAMPLE

A functional resume emphasizes the skills that you have used related to your job objective rather than the jobs you have held. It is particularly effective if your work experience is not closely related to your objective, if you are changing careers, or if you are seeking a promotion. In a skill based resume, you elaborate on the skills needed to perform the desired job and how you have demonstrated these skills without regard to where you demonstrated them.

JAMES O'CONNELL

123 Main Street, Anywhere, MD 22334

Home: 555-499-5541 Cell: 555-499-8822 Work: 555-499-412

ilovebeer@gmail.com

Objective

A challenging creative opportunity where I can apply my skills in a Fortune 500 organization with plenty of room for advancement and a high salary potential.

Education

Northern Garrett High School, Accident, MD - High School Diploma, June 2008
GPA: 2.7

Garrett College, McHenry, Maryland – currently attending

- Interhall Council, Party Planning Committee Member
- Ran for Student Government

Experience

Cook, Kentucky Fried Chicken, LaVale, Maryland
June 2008 to May 2010

- Defrosted and cleaned the chicken
- Cooked the chicken
- Served the chicken to customers
- Cleaned up my work area

Underwriter Intern, Commercial Loan Department
June 2011 to Present

Lotsa Bucks Trust, Oakland, MD

- Took commercial and construction loan applications
- Negotiated terms
- Helped manage Five direct reports in commercial loans division
- Trained new hires on loan research methods
- Organized company softball team

Hobbies

Skiiing, hiking, cooking, Karate, playing with my two cats and shopping! Enjoy sleeping late.

ADDITIONAL RESOURCES

Explore the other Advising & Academic Success Center career resources by visiting the AASC in office 519:

- ✓ **COVER LETTER** *Issue 2 in Series*
Learn when and why it is often appropriate to include a cover letter with your resume and how to draft a cover letter to suit your job search needs.

- ✓ **KNOW YOUR SKILLS** *Issue 3 in Series*
Evaluating your own self-management, functional, and content skills is an important step to the job search and interview preparation process.

- ✓ **THE JOB SEARCH** *Issue 4 in Series*
Success in job hunting is directly proportional to the amount of time you are willing to spend in your search and the number of strategies you use to identify potential openings. Learn how to actively search for meaningful employment in your field of study/interest.

- ✓ **EMPLOYMENT INTERVIEWING** *Issue 5 in Series*
This is your chance to demonstrate to the employer that you have the skills needed to do the job, the intelligence and motivation to learn skills needed, and the enthusiasm for working for this particular company – make it a good one!

- ✓ **NETWORKING & INFORMATIONAL INTERVIEWING** *Issue 6 in Series*
Only about 15% of jobs available are advertised through traditional means – leaving 85% to be filled through some sort of direct contact with a hiring official, including networking and informational interviewing. Networking and informational interviewing provide you with employment opportunities that you may not have found otherwise.



“If you can’t figure out your purpose, figure out your passion. For your passion will lead you right into your purpose.” – Bishop T.D. Jakes

CONTACT US

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