


Résumés



The résumé is a personal marketing tool that outlines your skills and experiences so an employer can see, at a glance, how you can contribute to their organization. The most effective résumés are clearly focused on a specific job title and address the employer's stated requirements for the position. While you may have all the requirements for the position, your résumé may be overlooked if it does not clearly identify these requirements. The more you know about the duties and skills required for the job, and organize your résumé around these requirements, the more effective the résumé.

RÉSUMÉ HEADINGS

Select headings to be used on your résumé that best highlight achievements and experiences that are relevant to the position you seek. Begin with the basic sections: Identification, Qualifications Summary, Education, Skills, Experience, and Work History. Add additional sections to customize your résumé.



Identification Section

- The identification section does not require a title.
- Be sure to list your full name (no nickname) including your middle initial.
- At a minimum, you should provide the basics including your current mailing address, city, state, zip code, telephone number, and e-mail address.
- Web addresses can act as an additional *plug* for your qualifications, used **ONLY** if they are professional and promote you as a job seeker.
- Do not display personal information from any of the links on your website; if it is not visible on your résumé, it should not be on your website.

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Note: Objective Section

The objective section of a résumé is often used in place of an accompanying cover letter, when an employer asks for a résumé only.

Qualifications Summary Section

This is a list of the strongest qualifications you can bring to the job and should be tailored to each of the positions for which you apply. It is important to use a qualifications summary. It can be one of your defining elements. The employer will typically scan your résumé, looking for key words which can be clearly marked in this section. Qualifications Summary examples include:

- Exceptional interpersonal communication skills, both written and verbal
- Strong ability to effectively multitask in a fast paced office environment
- Motivated towards achieving set goals and deadlines in a timely manner
- Experienced in customer service and warranty claims
- Professional and energetic work attitude

Examples

Summary of Qualifications

Qualifications Summary

KEY QUALIFICATIONS

Profile

Career Summary

Career Profile

Career Highlights

Education, Training, and Certifications

List your primary academic institutions (those institutions that have granted a certification/degree to you). Include the institution's name, city, state, graduation date, degree/diploma, field(s) of study, grade point average (if 3.0 or higher), and academic honors and awards. If you have limited experience in the field for which you are applying, consider listing relevant course work related to your job objective and career-related research and projects.

Examples

Education, Training, and Certification

Education

EDUCATION AND TRAINING

Education and Certification

Training and Certification

Training

Academic Achievements and Accomplishments

Skills, Experience, and Work History Section

This is the most difficult section of your résumé to develop. It requires you to take a look at your current and previous experiences in full-time, part-time, paid, unpaid, volunteer, and internship positions plus be able to put these experiences on your résumé in a way that will garner attention. Choose action verbs to start each statement describing your work experience (examples on pages 24-25.)

Examples	
Work History	Relevant Experience
Work Experience	Relevant Skills and Experience
EMPLOYMENT HISTORY	SKILLS AND EXPERIENCE
Employment Experience	Volunteer Experience
	Volunteer Skills and Experience
	<i>Career Profile</i>
	Particular Area (i.e., Accounting, Counseling, ...) Experience

Individualized Résumé

Although all résumés have the same purpose, your résumé should be unique to you and not a generic template. Employers receive hundreds of résumés for jobs every day and it is to your advantage to design a résumé that will set you apart from all the other candidates. Consider using text box quotes, lines, graphics, lightly colored or textured paper, or a unique layout to enhance your résumé.

Examples	
Computer Skills	Honors
Technical Skills	University/Community Involvement
LABORATORY SKILLS	<i>Professional Affiliations</i>
	Awards and Recognitions

FORMAT YOUR RÉSUMÉ

Do's

- State your *Qualifications Summary* clearly and concisely
- Focus on accomplishments, skills, and results
- Show verifiable accomplishments in terms of numbers, percentages, or dollars
- Make sure your résumé is concise and error free
- Use short phrases and strong action verbs and words
- Write in the active voice
- Allow for ample white space
- Use a visually appealing format
- Use bolds, small caps, italics, underlines, and bullets to emphasize key points and create visual interest
- Use graphics only when necessary
- Use a quality paper in white, ivory or a light hue
- Be consistent in all matters of style, punctuation, grammar, and format



Image courtesy of farconville / FreeDigitalPhotos.net

Do Not's

- Include personal or discriminatory information such as; height, weight, race, religion, etc.
- include any nonessential information
- Include any misrepresentations or any statements that cannot be proven
- Send your résumé out with errors or incorrect information
- Use flowery language or self-congratulatory puffery
- Use *I, me, my, or we*
- Use too little or too much white space
- Send out copies with smudges and marks on them
- Overuse bolds, small caps, italics, underlines, and bullets
- Use tasteless or unnecessary graphics or attach a photograph
- Use odd sized or brightly colored paper, fancy binders or folders
- Use abbreviations, acronyms, or buzz-words where misunderstanding may result



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Locally Owned
Kathleen & David Sparks
KADA

Locations In:
St. Joseph County, IN
Berrien County, MI

CHRONOLOGICAL RÉSUMÉ

A chronological résumé is the most common type of résumé. It lists your work experience in reverse chronological order. So, your most recent work experience is listed first, then the one prior to that and, so on. Because a chronological résumé is sequenced by dates, it is customary to clearly list the dates of your employment, education, and related activities.

TAYLOR L. BARRETT, JR.

222 Park Court • Elkhart, IN 46516 • 574.555.5555 • tbarrett@iusb.edu

SUMMARY OF QUALIFICATIONS

- Exceptional interpersonal communication skills, both written and verbal
- Excellent organizational, analytical and problem-solving skills
- Over 7 years' experience working with and mentoring at-risk youth
- 10+ years' experience of maintaining confidentiality of medical and research documents

EDUCATION

<i>Indiana University South Bend</i>	May 2012
Bachelor of Science	South Bend, Indiana
Major: Criminal Justice	
<i>Ancilla College</i>	June 2002
Associate of Science	Donaldson, Indiana
Major: Physical Sciences	
Concentration: Chemistry	

WORK EXPERIENCE

<i>Legal Program Administrative Intern</i>	March 2011 - June 2011
Northern District of Indiana Federal Community Defenders, Inc.	South Bend, Indiana
<ul style="list-style-type: none">• Served subpoenas and notified defense witnesses of court appearances• Prepared legal documents for individual hearings• Communicated with staff attorneys, paralegals, and investigator in regard to cases• Compiled and summarized substantive information on statutes• Interviewed expert and fact witnesses and coordinated testimony• Collected, organized and evaluated evidence and exhibits	
<i>Lab Assistant/Lab Technician</i>	Dec. 2003 - July 2004 and Sept. 2008 - June 2010
St. Joseph County Court Substance Abuse Program	South Bend, Indiana
<ul style="list-style-type: none">• Labeled and logged specimens• Created and distributed positive test reports for utilization in individual case files and treatment plans• Maintained confidential client files and all case notes• Witnessed and answered individual inquiries regarding urinary drug screens (UDS)• Bridged gap from client to case worker about alcohol abuse history• Processed client files utilizing the Wintox computer program	
<i>Applications Technician</i>	Sept. 2005 - May 2007
The Lebermuth Company	Mishawaka, Indiana
<ul style="list-style-type: none">• Operated a Density and Refractive Index Meter (DR 40)• Maintained and troubleshooted the Petro Lab Company Mini Flash Point Machine• Entered data into the in-house BPCS computer program• Combined Aromatic Chemicals and Essential Oils to create fragrance• Optimized fragrance in candle, fuel, hair care, and soap applications	
<i>Mental Health Technician</i>	Nov. 2002 - April 2003
Madison Center and Hospital	South Bend, Indiana
<ul style="list-style-type: none">• Supervised and coordinated the daily activities of special needs children• Provided education on personal grooming for special needs children• Attended meetings for gathering information on incident reports• Documented individual children's progress on daily chart log• Trained on dealing with and providing effective solutions for difficult situations• Monitored children during classroom hours to ensure physical well-being of both children and teachers	

FUNCTIONAL RÉSUMÉ

A functional résumé organizes your work experience by job function rather than by date. It emphasizes your abilities, rather than your career history. For instance, a functional résumé could be divided into headings, such as Supervisory Experience, Accounting Experience, Technology Experience and other headings that are related to the job and career.

Jordan M Stevens

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South Bend, IN 46628
574/555-5555
jstevens@iusb.edu

EMPLOYMENT HISTORY

Customer Service Supervisor
Musiciansfriend, Inc.
South Bend, IN
04/12 – Present

Sales Supervisor
Musiciansfriend, Inc.
South Bend, IN
04/10 – 04/12

Sales Product Specialist
Musiciansfriend, Inc.
South Bend, IN
02/09 – 04/10

Sales Product Specialist
Dennis Bamber, Inc.
South Bend, IN
08/04 – 02/09

EDUCATION

Bachelor of Science in Liberal Arts
Illinois State University
12/2013

Associate of Science in Business
Indiana University
South Bend
12/2011

PROFESSIONAL SKILLS EXPERIENCE

MANAGERIAL EXPERIENCE

- Sales supervisor, 2 year period for brass and orchestral strings sales teams
- Customer service supervisor, near 1 year period in call center
- Sales over a million dollars for various companies and divisions
- Sales reporting and analysis
- Assess job skills and develop training for several employees
- Personal coaching, performance and attendance documentation
- Ability to multitask between different Microsoft programs including Outlook, Internet Explorer, Word, Excel and Dynamics AX
- Disarm and arm building upon start and close of work day

MARKETING EXPERIENCE

- Identify errors in coupon codes and catalog source codes before public launch
- Perform publicly over 20 years as a classically trained musician
- Consult with customers including educational institutions, service, military and general public using telephone calls, letters and e-mails
- Representative at many trade shows and manufacturer tours in Canada, Czech Republic, Germany and the U.S.A.
- Provide company tours for potential employees and manufacturer representatives
- Appear in several catalog mailings as a tuba product specialist
- Development and implementation of an advertisement of low brass instruments to the national market appearing in several trade publications

PROBLEM SOLVING

- Experience in initiating shipping claims, creating return authorization numbers, and placing exchange orders
- Identify product description errors and notify buyers and marketing team
- Filter and initiate customer special order requests
- Provide music product support and experience while maintaining profits for transfers of upset customers; calming and satisfying the customers
- Discover, ship and reconcile received inventory in the distribution center

COMBINATION RÉSUMÉ

As the name implies a combination résumé format combines the functional and chronological résumé formats. A combination résumé format may be a more desirable variant of a functional résumé. Here the functional aspects of your career are highlighted within a chronological format.

	Dakota Gonzalez 58482 Cedar Rd • Goshen, IN 46528 Cell: 574-555-5555 dakotagonzalez@gmail.com
SUMMARY OF QUALIFICATIONS	
<ul style="list-style-type: none">• Six months of basic bookkeeping• Over three years combined of customer service• Possess the initiative to work independently as well as part of a team• Strengths: Communication, Honesty, Integrity, Organization, Creativity, Detail-oriented• Computer Skills: MS Office (Excel, Outlook, PowerPoint, Word), Peachtree, SPSS, QuickBooks, Prosystem	
EDUCATION	
Bachelor of Science in Business	Dec 2015
Concentrations: Accounting and Finance	
Indiana University South Bend — South Bend, IN	
<i>Relevant Course Work:</i>	
<ul style="list-style-type: none">• Auditing• Applications in Financial Management• Introduction to Taxation	<ul style="list-style-type: none">• International Business• Business and Professional Communication• Intermediate Finance
ACCOUNTING AND FINANCE EXPERIENCE	
Tax Intern	Feb 2013-April 2013
McGladrey & Pullen, LLC. — Elkhart, IN	
<ul style="list-style-type: none">• Verified all relevant information was included• Completed data entry into computer tax program• Discovered discrepancies by comparing this year's return to last year's	
Accounts Payable Intern	July 2012-Dec 2012
Markley Enterprise, Inc. — Elkhart, IN	
<ul style="list-style-type: none">• Transferred purchase orders between programs• Received goods against purchase orders• Matched up invoices and packing slips, key bills, and completed check runs• Performed daily price audits to guarantee correct information	
Vice President	May 2011-May 2012
Treasurer	May 2010-May 2011
Finance Student Association	
<ul style="list-style-type: none">• Balanced finances and secured additional funding for club• Organized meetings• Initiated contact with new speakers	
ADDITIONAL WORK EXPERIENCE — IU SOUTH BEND	
Peer Mentor	June 2013-Present
Student Services	
<ul style="list-style-type: none">• Direct students and guests to answers about campus operations• Support students during registration phase	
Orientation Team Leader	April 2013-Present
Student Services	
<ul style="list-style-type: none">• Follow through with students for additional support• Lead presentations	
ASSOCIATIONS	
Member, Accounting Association	Aug 2012-Present
Treasurer, Nap Club	Aug 2011-Present
ACHIEVEMENTS	
Who's Who Among Students in American Universities & Colleges	April 2012

RÉSUMÉ MYTHS



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Myth #1: Your résumé must be only one page

“Your résumé should be as long as needed [in order] to get your concise message across with zip and punch,” says Joyce Lain Kennedy, career columnist and author of *Résumés for Dummies*. If your experience and background justify two or more pages, so be it. Recent grads should not go beyond one page, but senior executives with decades of experience will probably need at least two pages.

Myth #2: Employers do not read cover letters

“Remember that anything you send is part of an image you’re projecting,” says Dominguez Chan. “If [nothing else,] your cover letter shows your writing skills...and if all the candidates [for the position] really are top notch, it could be the cover letter that lands you the job.”

Myth #3: Résumés should include and describe your entire work history

Your résumé is a sales piece, a personal marketing tool. Take time to consider what skills the position requires. It is likely that a part-time job you took for a few months is not going to be relevant or impressive. Unless you need to cover a significant time gap, it is wise to include only those jobs that will showcase your ability to excel in the position for which you are applying.

Volunteer and other unpaid positions can be just as valuable as paid ones—especially if you are a recent grad or are re-entering the workforce after an absence. Use your résumé format to communicate volunteer work as experience.

Myth #4: It is okay to fib on your résumé

If you think “blowing smoke on your résumé—inflating grades, inventing degrees, concocting job titles—is risk free because nobody checks, you’re wrong,” says Joyce Lain Kennedy. Employers do check, and those fibs will catch up with you. “People think they have to puff themselves up,” says Ronnie Gravitz, a career counselor at UC Berkeley. “You just need to make a good case for what you have done.”



Myth #5: Including References available upon request is standard protocol

“An employer won’t assume [that] you don’t have references,” says Dominguez Chan. “[Removing the line] gives you more room to include important information about who you are.” She adds, “The only reason to include that [information] is if for some reason references are absolutely needed in the field. Academic positions, for example, typically ask for several reference names and/or letters.”

Myth #6: If your résumé is good enough, it will produce a job offer

Your résumé is only one part of the process. The résumé’s job is to land you an interview. “Once you get the interview,” says Joyce Lain Kennedy, “you are what gets you a job—your skills, your savvy, your personality, your attitude.”

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RÉSUMÉ REVIEW

Have those who know you best (i.e., friends and family) review your résumé and give you an honest opinion about its effectiveness. The staff at the CSO can also review your résumé and answer any questions you may have about preparing and presenting your résumé.

We offer individual appointments to help you with any job search related needs. Stop by the CSO or contact us at (574) 520-4425 or sbcareer@iusb.edu to make an appointment.

THE WINNING RÉSUMÉ!

The ultimate test of your résumé will be adapting it to fit multiple positions. This is why it is crucial to review each job that you apply for and spend quality time on developing a résumé that will target each job. This will show the employers that you have taken the time to think about their needs and how your experiences and skills relate to their qualifications by highlighting the key qualifications in the job description. By doing so, you can clearly communicate in the employer's language that you have what it takes to get the job done!



The ultimate test of your résumé will be making sure it can be adapted to fit each position for which you are applying.

SCANNED OR UPLOADED RÉSUMÉS

Get in the habit of naming your résumés in this manner: **firstname.lastname.jobtitle**. This will ensure the recruiter can identify your résumé by the document title. This can be a great advantage when applying for a highly sought after position.

Many businesses use computers to scan résumés, whether they are submitted on paper or electronically. Computers read résumés differently than people. If you are sending a résumé that may be scanned by a computer, here are a few tips:

- Put your name as the first readable item on the page (one page preferred to two), then list your contact information including your e-mail address
- Substitute a Keyword Summary for your Qualifications Summary
- Use nouns as your keywords
- As always, do not include personal information, particularly information that could expose you to identity theft
- Use a non-serif font (e.g., Helvetica or Arial) and 10-14 point size, not decorative type
- Use white (preferred) or light-colored paper, printed on one side
- Avoid italics, underlining, shading, graphics, and horizontal and vertical lines; also avoid staples and folds

Adapted from

North Carolina's Career Resource Network. 'Electronic Résumés.' Career Choices in North Carolina 2009–2010: 39

ACTION VERBS

A

Abated
Abbreviated
Abolished
Abridged
Absorbed
Abstracted
Accelerated
Accompanied
Accomplished
Achieved
Acquired
Acted
Activated
Adapted
Added
Addressed
Adjusted
Administered
Adopted
Advanced
Advertised
Advised
Advocated
Affirmed
Aided
Alerted
Alleviated
Allocated
Altered
Amassed
Ameliorated
Analyzed
Anchored
Answered
Anticipated
Applied
Appointed
Appraised

Appropriated
Approved
Arbitrated
Arranged
Articulated
Assembled
Assessed
Assigned
Assisted
Assured
Attained
Attracted
Augmented
Authenticated
Authored
Authorized
Automated
Averted
Avoided
Awarded

B

Balanced
Banked
Billed
Blended
Bolstered
Booked
Boosted
Braced
Branded
Bridged
Briefed
Broadened
Budgeted
Built

C

Calculated
Called

Calmed
Canceled
Capitalized
Centered
Centralized
Certified
Challenged
Championed
Changed
Channeled
Charged
Charted
Checked
Circumscribed
Circumvented
Clarified
Classified
Completed
Cured

D

Debated
Decorated
Decreased
Defined
Delegated
Deleted
Deliberated
Delineated
Delivered
Demonstrated
Derived
Designed
Developed
Devised
Directed
Distinguished
Distributed
Doubled

E

Earned
Edited
Eliminated
Enabled
Established
Evaluated
Examined
Executed
Expanded
Explored
Extracted

F

Facilitated
Fashioned
Fielded
Finished
Focused
Forecast
Formed
Formulated
Fortified
Fostered
Founded
Fueled
Funded
Furthered

G

Gathered
Generated
Grounded
Guarded
Guided

H

Halted
Handled
Hastened

ACTION VERBS

Headed
Heightened
Helped
Hired
Honed
Hosted

I

Identified
Implemented
Improved
Increased
Individualized
Innovated
Instructed
Introduced
Invented
Invested
Itemized

J

Joined
Judged
Justified

L

Landed
Launched
Led
Liaised
Located
Logged
Lowered

M

Made
Maintained
Managed
Measured
Mended
Minimized

Molded
Motivated
Multiplied

Narrowed
Negotiated
Nurtured

N

O

Observed
Obtained
Operated
Organized
Oriented
Outlined
Oversaw

P

Packaged
Performed
Persuaded
Planned
Positioned
Presented
Probed
Programmed
Proposed
Published
Purged

Q

Qualified
Quantified
Queried
Quickened
Quizzed

R

Raised
Rated
Rebuilt

Recruited
Reduced
Regained
Regulated
Reinforced
Relieved
Removed
Renewed
Renovated
Reorganized
Repaired
Researched
Resisted
Resolved
Retained
Revised

S

Saved
Scheduled
Screened
Segmented
Selected
Serviced
Shared
Shortened
Slashed
Sold
Sorted
Staffed
Stimulated
Stocked
Streamlined
Strengthened
Stressed
Submitted
Summarized
Summed
Supervised

Supported
Sustained

T

Taught
Tested
Thinned
Tightened
Tracked
Transformed
Translated
Transported

U

Undertook
Unified
United
Updated
Upgraded
Urged
Utilized

V

Vacated
Validated
Valued
Verbalized
Verified
Vitalized
Voiced

W

Waged
Widened
Withdrew
Withstood
Won
Wove
Wrote

Y

Yielded

RÉSUMÉ QUIZ

You and those who review your résumé can use the following résumé quiz to test and rate your résumé. Looking at your résumé, answer the following questions.

1. Appearance: Is it enticing? Do you want to read it? Yes No

Notes: _____

2. Layout: Professional style, graphically presented? Yes No

Notes: _____

3. Length: Can you get the same effect if it is shorter? Yes No

Notes: _____

4. Relevance: Has extraneous material been deleted? Yes No

Notes: _____

5. Writing Style: Is everything grammatically correct? Yes No

Notes: _____

6. Action: Do phrases begin with action verbs? Yes No

Notes: _____

7. Specific: Is there focus instead of generalities? Yes No

Notes: _____

8. Accomplishments: Are your most outstanding abilities presented? Yes No

Notes: _____

9. Completeness: Have you left out important data? Yes No

Notes: _____

10. Goal Directed: Does the employer know what you want? Yes No

Notes: _____

11. Audit Trail: Can the employer find you later? Yes No

Notes: _____

12. Truth: Do you avoid inflating the truth? Yes No

Notes: _____

13. Documentation: Can statements be verified? Yes No

Notes: _____

14. Relationships: Have references been informed? Yes No

Notes: _____

FIVE TIPS TO HELP YOU MAKE THE MOST OF YOUR REFERENCES

After hours and hours of searching for positions, focusing your résumé, and scoring an



interview, you are still not done. Potential employers often want an outside opinion on your work habits, skills, and qualifications. In your last stretch of the application process, be sure your references do not shut the door on your chances for employment. **Please see page 43 for an example of a reference sheet.**

1. Choose the best 3-6 references

Select people who can speak about the skills that are relevant to the job. Good choices may include: former or current supervisors, co-workers, customers, vendors, colleagues, coaches, mentors, and professors. Less impressive references may be an advisor, or other more personal contacts. Tailor your reference list for each job, similar to how you tailor your résumé for each position.

2. Ask for permission

Before including someone as a reference, ask for their permission. Occasionally, someone will tell you they will not be the best reference. You would rather know this before the employer calls them. This will also give them a heads up that they will be receiving a phone call. If necessary, remind your references to focus on: how they know you, the time frame of your relationship, and positive qualities they will remember about you.

Sending a copy of your résumé may also be helpful. Ask how they prefer to be contacted, and include all contact information they are willing to provide. For example, provide the person's name, title, organization, and two ways to contact them (phone number and e-mail address being the most popular). Be sure they will be available during the hiring process.

3. Provide a reference list when asked

A reference list should be prepared ahead of time, and provided after the employer has asked for references, or toward the end of the interview process. Have your references on a separate sheet of paper, with the same header as your résumé and cover letter. Check for typos as one wrong digit or letter could prevent them from being contacted.

4. Keep references up-to-date on your job search

As appropriate, keep your references up-to-date on your job search. They are often excited to hear of your successes, and it is polite to let them know when and from whom they might receive a call.

5. Properly thank references

Thank your references at the end of your job search. Although a handwritten note is usually best, a personalized e-mail is also an acceptable way to say thank you.

Five tips to help you make the most of your references. University Career Services, Brigham Young University. Retrieved June 2, 2013, from <https://ucs.byu.edu>

