



RESUME WRITING QUICK TIPS

How to Prepare an Effective Resume

Resume Essentials

Before you write the resume, take time to do an informal self-assessment on paper. Simply list your skills and abilities as well as your work experience and accomplishments, academic projects and extracurricular activities. This informal list will make it easier to prepare a thorough resume.

Contact Information

Make sure to include your name, address, telephone, cell phone, e-mail address and web site address (if you have one and it is relevant to your job goal). All your contact information should go at the top of your resume.

- Avoid nicknames.
- Use an address where you can be reached. If necessary, use your parents' address, a friend's, or the address you plan to use after graduation.
- Use a telephone number where you can be most easily reached. If you have voice mail, record a neutral greeting.
- Choose an e-mail address that sounds professional.
- Include your web site address only if the web page reflects your professional ambitions.

Objective or Summary

An objective tells potential employers the sort of work you are hoping to do.

- Tailor your objective to each employer you target and every job you seek.
- Be specific about the job you want.

Examples: "To obtain an accounting position within a financial institution requiring strong analytical and organizational skills."

"Seeking an internship in the field of radio broadcasting."

Education

New graduates without a lot of work experience should list their educational information first. Alumni can list it after the work experience section.

- Your most recent educational information is listed first. High school information is not needed if you have college information.
- Include your degree (e.g., B.S., B.A.), major, institution attended, city and state, minor/concentration.
- Add your grade point average (GPA) if it is 3.0 or higher.
- Mention academic honors, certifications and/or study abroad program(s).

Optional: Include relevant courses and academic projects.

Do not list high school except for rare special circumstances.

Honors and Awards

If you have received numerous honors and awards, you may want to devote a separate section on your resume. You can include Dean's List, scholarships, and other notable honors in this section. Make sure to describe each award, since the name itself may not mean anything to the reader.

Relevant Experience

This section may change depending on the organization you are approaching. Always think about the reader and what he or she may want to see. In this category, include experience that is directly related to the organization you are approaching. You want to emphasize the skills, responsibilities and accomplishments related to the position you are seeking. Use action verbs to describe your experience. Make sure to quantify any statement by using a number or percentage when possible. For example:

"Increased membership by over 25 percent."

"Achieved sales of over \$1500 daily."

This relevant experience category can come from internships, volunteer work, class projects, jobs, club memberships, leadership experiences and other venues.

To get an idea about relevant wording for the organization you are approaching, take some wording right out of the job/ internship description or look at the organization's mission statement/goals on their web site or written materials.

Work Experience

Briefly give the employer an overview of work that has taught you skills. Use action words (see next page) to describe your job duties and accomplishments. Include your work experience in reverse chronological order—that is, put your most recent job first and work backward to your first, relevant job. Include:

- Title of position
- Name of organization
- Location of work (city, state)
- Dates of employment (include months and years)
- Describe your work responsibilities beginning with an action verb. Emphasize specific skills and achievements. *(See action words/skill cluster section on the next page.)*

Other Categories to Consider

Language	Technical	Leadership	Volunteer	Professional Associations	Projects/Team Projects
Computer	Research	Campus	Presentations	Collegiate Experiences	Publications

A career coach at Marshall University Career Services can advise you on other information to add to your resume.

References

Do not include your reference information on your resume. Put your references on a separate page using the same contact information and formatting that you used on your resume. Ask people if they are willing to serve as references before you give their names to a potential employer. Include the following on your reference sheet:

- Reference name and title of 3-5 references; alphabetize by last name.
- Place of employment with employer address (street, city, state, zip).
- Work phone number and e-mail address if available.
- You can also include a brief statement of how the reference knows you.

Provide your references with a copy of your resume and the job description.

Resume Checkup

After you have written your resume, it's time to have it reviewed and critiqued by a career counselor. You may also take the following steps to ensure quality:

Content

- Ask others, including industry professionals.
- Get feedback about overall impact, not just grammatical errors.
- Make sure the overall resume is consistent.
- Run a spell check on your computer before anyone sees your resume.
- Get a friend (an English major would do nicely) to do a grammar review.
- Ask another friend to proofread your resume. The more people who see your resume, the more likely that misspelled words and awkward phrases will be seen (and corrected).

Design Considerations & Scannable Resumes

Many organizations, especially high-tech companies, use document scanners to quickly match positions available with qualified candidates. These searches are done using keywords and phrases that describe the skills and education required for a vacant position. The following tips will make your resume easier to read and/or scan into an employer's database:

- Use font sizes of between 10 and 14 points.
- Use consistent margins between .7 and 1.0 inch.
- Use non-decorative typefaces. Standard ones include Times and Arial.
- Choose one typeface and stick to it.
- Left justify all text.
- Do not use ampersands, percent signs, or foreign characters (they may not translate properly).
- Avoid graphics, shading, bolding, italicizing, underlining, bullets, and lines.
- Put only your name on the top line; address, phone number and e-mail address must be below your name.
- Use industry-specific keywords, buzzwords, and jargon.
- Consider adding a summary of accomplishments to focus on key skills.
- Print on a high quality laser printer and use only white or a very pale color of paper so that an employer can make a copy of the information. Print on only one side of the paper. Use 8-1/2- x 11-inch paper.
- Send an original, not a photocopy. The clearer the copy to be scanned, the better job the scanner can do.
- Do not fold or staple your resume.
- If you must mail your resume, put it in a large envelope.

E-mailing Your Resume

If e-mailing your resume as an attachment, keep the file size small (less than 20 kb) and put your name and the position you are applying for in the subject heading.

How to convert a resume to ASCII (from Monster.com)

When e-mailing your resume to an employer, it should be converted to ASCII. ASCII is a form of data that can be readily understood by the vast majority of computers throughout the world. The benefit to job seekers who are sending their resumes electronically is that they don't have to worry about whether or not the recipient can open the file or read the format. In addition, some companies take resumes in Rich Text Format, which is a "save as" option on MS Word.

Open the resume in your word processing program (such as Word or WordPerfect) and "save as" plain text (in Word 97/2000, select File > Save as > Save as Type, choose Text Only). You may then get a prompt stating that your document "may contain features that are not compatible with text only format." Choose "Yes." Then do any "clean up" necessary.

- Change bullets to asterisks or dashes. You may need to remove "bullet format" from text and put in these dashes or asterisks manually.
- If columns or tables were used in the original document, make sure the text is coherent.
- Review heading to ensure that your name, address, phone number and e-mail address are placed in that order.
- Add stylistic elements (e.g., lines and symbols) to the header sections so that they stand out. A horizontal line (up to 60 characters) may be created by using a series of dashes or asterisks.
- Make sure the most important information is in the top third of the document. Hiring managers report that they often print the screen shot, not the complete resume.
- Remember to include a cover letter. You can do this by sending your cover letter as an e-mail message with your electronic resume as a file attachment.
- Also, keep in mind that length can differ when the resume is in regular format and text format.

Action Words/Skill Clusters

Use action words to describe your experience and accomplishments. Here are some example action words to use:

Accounting Record Assess Audit Prepare Maintain Forecast Calculate Estimate	Administration Monitor Track Coordinate Organize Requisition Process Access Assess	Consulting Troubleshoot Problem solve Assess Counsel Survey Investigate Advise Guide	Counseling Listen Intuit Assess Facilitate Inform Understand Coordinate Analyze	Design Organize Explore Sketch Draft Layout Pattern Build Display
Editing Read Review Analyze Compare Rewrite Revise Amend Approve	Finance Analyze Invest Budget Inventory Valuate Appraise Manage Project	Fundraising Research Analyze Strategize Program Develop Contact Inquire Inform	Human Resources Recruit Survey Screen Interview Select Train Mediate Appraise	Investigating Pursue Interrogate Question Intuit Search Probe Examine Explore
Language Translate Interpret Lecture Converse Negotiate Compare Comprehend Proficiency	Logistics Classify Organize Maintain Liaison Systematize Streamline Schedule Arrange	Management Coordinate Facilitate Schedule Delegate Mediate Evaluate Strategize Monitor	Marketing Review Assess Survey Analyze Quantify Develop Promote Advertise	Mechanical Analyze Design Construct Craft Engineer Manipulate Align Coordinate
Performing Create Present Interpret Entertain Inspire Model Play Act	Persuading Present Articulate Clarify Challenge Influence Arbitrate Mediate Reconcile	Program Development Analyze Design Develop Strategize Coordinate Formulate Persuade Implement	Public Relations Assess Prepare Coordinate Present Negotiate Publicize Promote Facilitate	Research Identify Evaluate Review Assess Compare Determine Critique Recommend
Selling Inform Educate Persuade Vend Convince Handle Present Provide	Service Serve Troubleshoot Prepare Welcome Enhance Anticipate Present Assist	Teaching Educate Tutor Inform Instruct Facilitate Explore Facilitate Motivate	Technical Conceptualize Design/Develop Inspect/Test Troubleshoot Edit Link Construct Operate	Writing Conceive Construct Craft Integrate Interpret Capture Abstract Express

Sample Resume

Joe Doe

1243 Hal Greer Boulevard
Huntington, WV 25701

joe@marshall.edu
304-555-2370

OBJECTIVE To obtain a management position, utilizing managerial experience, solid organizational abilities, and excellent interpersonal skills.

EDUCATION **Bachelor of Arts in Psychology** May 2006
Marshall University Huntington, WV
Minor: Business Administration in Management GPA 3.5

EXPERIENCE **Assistant Manager** June 2003-Present
Herd Diner Huntington, WV

- Supervise a staff and organize schedules/
- Order supplies, manage inventory, and inspect supplies.
- Train new employees on policies and procedures
- Increased business and service by 15% as Assistant Manager

Supervisor April 2001-May 2003
Marco's Pools and Spas Huntington, WV

- Assisted with daily supervision of employees.
- Organized schedules and trained new employees
- Provided excellent customer service and problem-solving for customer inquiries.

LEADERSHIP **President** Aug. 2005-May 2006
Alpha Kappa Omega Fraternity (member since 2002) Huntington, WV
Marshall University

- Organized and supervised committees.
- Allocated annual budget exceeding \$18,000.
- Interacted and collaborated with university, city, and state officials.
- Increased membership by 10% during presidency.

Committee Member Aug. 2002-May 2006
Leadership Conference Committee Huntington, WV
Marshall University

- Participated in bi-monthly organizational meetings.
- Co-coordinated conference speakers and created speaker Certificates of Appreciation.
- Processed registrations for 500+ attendees.

AFFILIATIONS Beta Alpha Psi, Marshall University, Huntington, WV Aug. 2004-Present
Psy Chi, Marshall University, Huntington, WV Feb. 2003-Present

COMPUTER SKILLS HTML, Microsoft Office 2003, Adobe PageMaker

References available upon request

Sample Resume

John Marshall, Jr.

One John Marshall
Huntington, WV 27577
304-696-5555
marshall.john@marshall.edu

OBJECTIVE: Seeking a part-time summer internship in the field of human resource management.

EDUCATION

MARSHALL UNIVERSITY

B.S. in Business Administration

December 2006

Emphasis: **Finance**

Certificate: **Human Resources**

GPA 3.3

- Selected Coursework: Hiring and Retaining Critical Human Resources, Total Quality Management
- Projects: Employee Reward Systems, Redefining the Employee-Employer Relationship

MANAGEMENT EXPERIENCE

Old Navy

Management Intern

Summer 2006

Barboursville, WV

- Completed 8-week management training program.
- Developed new recruiting techniques, resulting in 15% membership increase.
- Trained, motivated, and managed a sales team of 15 associates.
- Analyzed and achieved quarterly sales goals by 110% for the division.

Target

Management Trainee Intern

Summer 2005

Barboursville, WV

- Revised compensation and pay-for-performance program.
- Maintained five business accounts monthly, with total monthly sales of \$10,000.
- Recognized by management for providing exceptional customer service.

WORK EXPERIENCE

The Shoe Department

Sales Associate

2003-Present

Huntington, WV

- Provide product information and sales assistance to clients purchasing recreational and orthopedic shoes.

LEADERSHIP

Vice-President

Phi Beta Lambda, Marshall University chapter

2004-Present

Huntington, WV

- Implement new initiatives for interactions between 20+ students and corporate representatives.
- Establish cooperative relationships with alumni and facilitate mentoring with students.
- Attended 2005 National Leadership Conference in Lake Buena Vista, Florida.

Vice-President of Finances

Marshall University Student Activities Programming Board

2002-2003

Huntington, WV

- Created fund-raising opportunities by establishing cooperative relationships with local community, alumni, and professional companies/acts.

COMPUTER SKILLS: Microsoft Word, Excel, PowerPoint, and QuickBooks.