

# Resume Guide

A worksheet and sample resumes for the job applicant



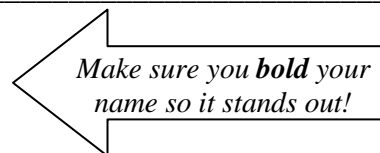
Rm. A175 ■ 217.351.2536

# Resume Worksheet

*This worksheet is designed to help you gather useful information that employers like to see included in most resumes. We have used a chronological format since it is preferred by most employers. We recommend using a blank Word document (not a template). Resumes have a language and style all their own. Write in the first person but omit the subject (I).*

---

**Your Name**  
Address (optional)  
Telephone number  
Email address



## **Objective** (optional)

Your objective gives focus to the resume and lets the employer know what sort of position or area of specialization you are seeking. You may want to have separate resumes with different objectives for different kinds of jobs. Make sure your objective isn't too specific, or so broad that it is meaningless. (e.g.)

"Seeking an administrative assistant position utilizing my organizational, customer service and technical skills"

"To obtain an entry-level position in psychology with a counseling focus"

"To obtain an internship position in the journalism field"

Objective \_\_\_\_\_

---

---

---

## **Summary of Qualifications or Professional Strengths** (optional)

This is an effective way to let the employer know that your skills and qualifications match their needs. These statements also answer the interview question "Why should we hire you?" Be genuine, and if possible, use language that matches the job announcement.

(e.g.)

- B.S. degree in business with over eight years successful management experience
- Highly organized, with the ability to efficiently balance many projects at once
- Excellent interpersonal, written and verbal communication skills
- Honest, reliable and hard working
- Bilingual teaching experience: Spanish/English

(What are your professional strengths? Why should they hire you?)

---

---

---

---

**Education**

If you have attended more than one college, list the most relevant/recent degree or training first. High school is generally not included if you have attended college.

*College/Institution name*                      City, State  
Degree (or certificate)                      Graduation date (or “expected” or “currently enrolled”)

Honors and awards (academic scholarships, leadership awards, GPA (if over 3.0))

Relevant Coursework (specific courses or programs relevant to the position).

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**Work Experience** (or “Employment History”)

List employment in reverse chronological order (present or most recent position first). Internships are also included in this section.

*Employer/Organization*                      City/ State  
Job title    Dates (month and year)

Job duties/ responsibilities—Begin phrases with action words (see Resume Language and Action Verbs list, pages 5 and 6). Use present tense for current activities and past tense for past activities!

Include promotions, accomplishments, knowledge or skills acquired

---

---

---

*Employer/Organization*                      City/ State  
Job title    Dates (month and year)

Job duties/ responsibilities  
Promotions, accomplishments, etc.

---

---

---

*Employer/Organization*

(continue to list employment--include experience within the last ten years or your last 4-5 jobs)

---

---

---

**Additional Skills**

(e.g. foreign languages, technical skills, certifications, etc.)

---

---

**Additional Activities/Accomplishments**

(e.g. volunteer experience, student government, community service, PTA, coaching, committee work)  
List the unique points that make you special.

---

---

(Other possible headings, if applicable)

**Professional Organizations**

**Professional Development/ Workshops**

**References** Available upon request (optional)

References are not usually included in your resume. If requested, have a separate reference page ready (see page 4). Use professional references only (work or education related). Make sure you ask permission before including someone as your reference!

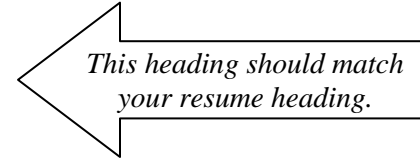
*Additional Tips*

- As a general rule, use a font size between 10 and 12 points
- Use an email address that is professional, permanent, and reliable
- If you have a web portfolio or a profile on a professional networking site such and LinkedIn, include the URL as part of your contact information.
- In most cases, omit high school information if you have attended college. It is acceptable to include high school information that is relevant or gives you a competitive advantage (e.g. four years of welding).
- If you are a new graduate, strive for a one page resume, but do not sacrifice information that is truly important.
- Be sure to save your resume as a PDF file!

## Sample Reference List

---

**Your Name**  
Address (optional)  
Telephone number  
Email address



Dr. Linda Kunce  
Assistant Professor of Psychology  
Illinois Wesleyan University  
P.O. Box 2900  
Bloomington, IL 61702  
309.556.3663  
[lkunce@titan.iwu.edu](mailto:lkunce@titan.iwu.edu)

Ms. Michelle Jones  
Human Resources Director  
XYZ Technology  
111 Dover Lane, Suite 200  
St. Louis, MO 63121  
314.935.2222  
[mjones@xyz.com](mailto:mjones@xyz.com)

Professor Gerald Olson  
Associate Professor of Accounting and  
Chairperson of Business Administration  
Illinois Wesleyan University  
P.O. Box 2900  
Bloomington, IL 61702  
309.556.3170  
[golson@titan.iwu.edu](mailto:golson@titan.iwu.edu)

Sue Stroyan  
Associate Professor  
University Librarian  
Illinois Wesleyan University  
P.O. Box 2900  
Bloomington, IL 61702  
309.556.3172  
[sstroyan@titan.iwu.edu](mailto:sstroyan@titan.iwu.edu)

## Resume Language

Employers generally scan resumes quickly and the ‘staccato’ style conveys your job duties and accomplishments with few words, but lots of impact. **Sentence subjects and personal pronouns are eliminated and strong action verbs are used instead.** An example might be “Supervised five employees” or “Analyzed research reports.” Numbers also strengthen your resume. For example, “Served an average of 30 customers per hour,” “Wrote and edited reports of over 12,000 words,” and “Handled average cash sales of \$2000.00 per day.”

## Resume Action Words

Accelerate	Edit	Perform
Accomplish	Educate	Persuade
Achieve	Encourage	Plan
Administer	Engage	Present
Advise	Establish	Produce
Analyze	Evaluate	Program
Approve	Examine	Provide
Arrange	Explain	Purchase
Assist	Facilitate	Recommend
Budget	Generate	Reduce
Build	Guide	Reinforce
Calculate	Implement	Reorganize
Chair	Improve	Repair
Collaborate	Increase	Represent
Communicate	Influence	Responsible for
Complete	Initiate	Review
Conduct	Instruct	Revise
Construct	Insure	Schedule
Consult	Integrate	Solve
Contribute	Interpret	Sponsor
Control	Interview	Streamline
Coordinate	Investigate	Summarize
Counsel	Lecture	Supervise
Create	Lead	Teach
Deliver	Manage	Train
Demonstrate	Monitor	Translate
Design	Motivate	Troubleshoot
Develop	Order	Update
Diagnose	Organize	
Direct	Oversee	
Distribute	Participate	

## Resume Action Words/Phrases

<b><i>If you are thinking of using these Word(s)/Phrase(s)</i></b>	<b><i>You might consider:</i></b>
Set up/Start up	Arrange, Engineer, Establish, Found, Initiate, Introduce, Invent, Launch, Organize, Spearhead
Put together	Accumulate, Arrange, Assemble, Collect, Compile, Construct, Coordinate, Organize
Write	Compose, Draft, Formulate
Keep track	Monitor, Record
Keep up	Maintain
Help	Assist, Support
Watch over	Oversee, Supervise
Lead	Conduct, Direct, Guide, Head
Make	Create, Design, Develop, Devise, Establish, Formulate, Invent, Produce
Make better	Improve, Overhaul, Remodel, Restructure, Revise, Revitalize, Streamline, Strengthen, Transform, Upgrade
Make bigger	Enlarge, Expand, Increase
Check or Check over	Analyze, Examine, Inspect, Monitor, Review, Verify
Make sure	Assure, Ensure
Give	Present, Provide, Supply
Give out	Distribute
Show	Demonstrate, Display
Show how	Instruct
Fill out	Complete
Get	Acquire, Obtain, Secure

## Applicant Name

2733 NE 95<sup>th</sup> Street  
Seattle, WA 98105

(206) 555.1212  
email@u.washington.edu

**OBJECTIVE:** Information technology internship utilizing my computer systems and programming skills.

### SUMMARY OF QUALIFICATIONS:

- 3 years experience in computer lab and network administration
- Demonstrated customer service experience in various settings
- Work well independently and in team projects
- Japanese: fluent reading and listening; basic conversational skills
- Computer Skills: Proficient in C/C++, HTML, HML, Microsoft Office, Windows NT, LAN, web design (<http://students.washington.edu/ggute>)

### EDUCATION:

**University of Washington, Seattle, WA**  
**BS in Informatics, GPA: 3.5/4.0, June 20XX**

Coursework includes study of information systems and technology with a human-centered approach: *Informatics Fundamentals, Database Management, Information Retrieval, Information Systems Analysis and Design, Research in Informatics, Compute Networks, Distributed Applications*

**Study Abroad: Keio University, Tokyo, Japan, Spring 20XX – Winter 20XX**  
One-year exchange program, resided with host-family

### RELATED WORK EXPERIENCE:

**Computer Lab Assistant, University of Washington, Winter 20XX to present**

- Provide instructional assistance in an ultra-modern computer lab.

**Network Administrator, Crescent High School, Crescent, WA, January 20XX – June 20XX**

- Aided teachers and students on proper use of computers.
- Worked with administration to help design and maintain school's computer network.
- LAN installation and maintenance using Microsoft NT.
- Web design ([www.crescent.edu](http://www.crescent.edu)).

### OTHER WORK EXPERIENCE:

Customer Service Specialist, ComUSA, Seattle, WA, Summer 20XX  
Shift Leader, Video Update, Seattle, WA, May 20XX – January 20XX  
Waiter, Family Kitchen, Bothell, WA, Summer 20XX

### ACTIVITIES AND AWARDS:

Member, *National Society of Collegiate Scholars*, University of Washington, 20XX – present  
ASUW *Crime Prevention Committee*, UW, 20XX – 20XX  
Varsity Football Team, *East Japan Conference Champions*, Keio University, 20XX  
*Valedictorian*, Crescent High School, 20XX



**Jessica Ortega**1245 Cody Drive \* Bismarck, ND 58503 \* 701.220.5990 \* [jortega@gmail.com](mailto:jortega@gmail.com)**OBJECTIVE**

A position as youth intake coordinator with vocational rehabilitation using my strong interpersonal, diagnostic, and assessment skills

**EDUCATION**

Bachelor of Science in Social Work  
University of Mary, Bismarck, ND  
Minor: Psychology  
GPA: 3.8

Anticipated April 20XX

**LICENSES/CERTIFICATIONS**

Licensed Social Work  
Crisis Intervention  
CPR/First Aid

Anticipated July 20XX

**INTERNSHIPS**

Social Work & Guidance Counselor Intern  
Bismarck Public Schools, Bismarck, ND

January - April 20XX

- Facilitated counseling groups of 3-5 students covering topics such as social, training, and study skills
- Promoted individual programming and behavior modification for children who are challenged behaviorally and emotionally
- Observed students in the classroom setting to count and chart behaviors
- Used clinical skills to draw conclusions from all the testing and evaluation tools

Residence Counselor Intern  
ND Youth Correctional Center, Mandan, ND

January - August 20XX

- Implemented services for youth with behavioral challenges
- Promoted individual programming and behavior modifications
- Instructed life skills training for youth and implemented individual counseling and assessment services

**RELATED WORK EXPERIENCE**

Personal Care Attendant  
Youthworks, Bismarck, ND

September 20XX - Present

**OTHER EXPERIENCE**

*Tutor*  
U-Mary Student Support Services, Bismarck, ND  
*Fitness Instructor*  
YMCA, Bismarck, ND

August 20XX - Present

June 20XX - August 20XX

**PROFESSIONAL DEVELOPMENT**

National Council Against Violence of Women and Children state conference participant  
Bismarck-Mandan Drug-Alcohol Summit Participant  
Attended Grant Writing for Dummies seminar

**ACTIVITIES/ORGANIZATIONS**

Student Social Work Organization-elected President  
• Organized fund raising initiative that raised \$2,000

20XX – 20XX

SPURS (Community Service Organization)

20XX – 20XX

- Performed nearly 100 hours of campus and local service

Peer Mentor/Ambassador

20XX – 20XX

Meals on Wheels Volunteer

20XX – 20XX

## Vanessa A. Sanchez

444 Border Collie Lane • Naperville, Illinois 60512 • (630) 555-1212 • v-sanchez@neiu.edu

### OBJECTIVE

A management position that requires excellent interpersonal, organizational, and supervisory skills. Would welcome assignments in operations, sales/marketing, customer service, human resources, or related areas.

### EDUCATION

Northeastern Illinois University, Chicago, Illinois  
Bachelor of Science in Management, May 20XX  
G.P.A. 3.2/4.0

- Financed 90 percent of education through part-time employment and student loans.

### PROFESSIONAL PROFILE

#### Management

- Supervised various youth recreational activities.
- Trained new employees in effective sales and direct mail techniques.
- Frequently served as store supervisor in the manager's absence.

#### Interpersonal

- Demonstrated effective persuasive skills in retail sales.
- Provided excellent customer service by phone and in person.
- Resolved customer complaints effectively and efficiently.
- Served as new student orientation facilitator and group leader.

#### Organizational

- Provided administrative support in producing all forms of office communications.
- Designed and developed a coding system for a university research project.
- Organized and recorded data as a research assistant.
- Recognized by supervisors as being efficient and detail-oriented.

### LANGUAGES

Speak, read, and write Spanish/English fluently.  
Basic conversational ability in Italian.

### COMPUTER SKILLS

IBM PC and Mac formats, Microsoft Word, Excel, PowerPoint, Printshop, several e-mail formats, and the Internet.

### EMPLOYMENT HISTORY

Good Luck Rent-A-Car  
Customer Service Representative

Park Ridge, Illinois  
20XX to present

Northeastern Illinois University  
Research Assistant

Chicago, Illinois  
20XX – 20XX

Chakotay Gift Emporium, Ltd.  
Sales Associate/Cashier

La Forge, Illinois  
20XX – 20XX

CORA SPONDENCE  
1234 Easy Street  
Paradise, MI 49002  
313-555-1234  
[cspondence@yahoo.com](mailto:cspondence@yahoo.com)

### OBJECTIVE

Obtain an entry-level opportunity using my writing, editing, and research skills in the communications industry.

### EDUCATION

The University of Michigan-Dearborn	Dearborn, MI
Bachelor of Arts	May 20XX
Graduating with high distinction	GPA: 3.8
Major: Communications    Minor: Management	

### HONORS & AWARDS

UM-Dearborn Chancellor's Scholarship

### EXPERIENCE IN COMMUNICATIONS

Midwest Style Magazine	Detroit, MI
Co-op Student, Advertising Department	January 20XX – April 20XX
<ul style="list-style-type: none"><li>Assisted advertising executives in creating point-of-purchase displays.</li><li>Participated in design development sessions with clients.</li><li>Collaborated with graphic artists to create caption copy.</li></ul>	
Detroit Theatre Company	Detroit, MI
Public Relations Intern	September 20XX – December 20XX
<ul style="list-style-type: none"><li>Composed press releases with public services announcements to publicize theatre events.</li><li>Managed production of posters, flyers, and programs.</li></ul>	
Dearborn News	Dearborn, MI
Junior Copywriter	January 20XX – August 20XX
<ul style="list-style-type: none"><li>Created copy for campaigns designed to promote textbook publisher's line of books in trade magazines and newspapers.</li><li>Assisted marketing and editorial departments with sell copy for book catalogs, direct mail pieces, and trade show materials.</li></ul>	

### WORK HISTORY

Crowley's Department Store	Dearborn, MI
Sales Associate	June 20XX – December 20XX
Just Desserts Restaurant	Birmingham, MI
Hostess/Server	December 20XX – June 20XX

### SPECIAL SKILLS

Computer: Microsoft Office Suite, Publisher, Photoshop, and PageMaker  
Languages: Spanish, French

Courtesy of University of Michigan

**Sandra Turner**

217-555-1744

[sturner@email.com](mailto:sturner@email.com)

**Objective**

To obtain an entry level position as a COTA/L that will challenge me and help develop my skills as a COTA/L.

**Education**

Associate in Applied Science in Occupational Therapy Assistant  
Parkland College  
GPA: 3.6

Anticipated May 20XX  
Champaign, IL

**Licenses/Certifications**

Licensed Occupational Therapy Assistant  
CPR/First Aid  
Certified Nurse Assistant

Anticipated July 20XX

May 20XX

**Field Work**

Carle Foundation Hospital-Inpatient Rehab, Champaign, IL

January - May 20XX

- Planned & implemented treatments for knee & hip replacements, CVA's & TBI's
- Utilized FIM scoring, Manual Muscle Testing & ROM testing

Circle of Friends Adult Day Center, Champaign, IL

September - December 20XX

- Administered Allen Cognitive Level Screening Tool, physical abilities screenings, & ADL assessments
- Led therapeutic groups for Allen levels 3-5 & exercise groups
- Provided lunchtime interventions for clients with eating difficulties

**Related Work Experience**

*Alpha-Care Health Professionals*, Champaign, IL

Administrative Assistant/On Call Scheduler

August 20XX - Present

- Office duties including filing, sorting, mailings, and answering phones
- Scheduled staff for shift call-offs during non-business hours

Assistant Case Manager

April 20XX - August 20XX

- Assisted nurse case managers with various tasks and projects
- Trained and completed competency evaluations on new employees
- Co-led new staff orientations

Certified Nurse Assistant

November 20XX - April 20XX

- Assisted clients in their home with ADL's & IADL's

*Clark-Lindsey Village*, Urbana, IL

Level II Certified Nurse Assistant

July 20XX - July 20XX

- Assisted 7-10 residents per day with bathing, dressing, hygiene, & meals
- Utilized hoier lifts, sit to stand lifts, slide boards & gait belts
- Mentored new Certified Nurse Assistants
- Completed staff/residents assignments by rotation

**References available upon request**

# Serious Seeker

XXX St.  
Anyplace, IL XXXXX

(217) 000-0000  
[sseeker1@stu.parkland.edu](mailto:sseeker1@stu.parkland.edu)

---

**OBJECTIVE**      Entry-level accounting position using computer and office knowledge to maintain and improve an established operation.

**EDUCATION**      Parkland College      Champaign, IL

- A.A.S., Accounting, May 20XX
- GPA 3.9/4.0

**SPECIAL SKILLS**

- Proficient in MS Office Suite
- Experienced in office administration and management
- Type 70 wpm

**WORK HISTORY**

September 20XX - Present	Provena Covenant	Urbana, IL
<b>Secretary</b>		
<ul style="list-style-type: none"><li>• Design documents</li><li>• Maintain and create databases</li><li>• Process and follow-up with volunteer applications</li></ul>		
March 20XX - August 20XX	Metritech	Champaign, IL
<b>Encoder</b> (temporary)		
<ul style="list-style-type: none"><li>• Keyed student information with high accuracy</li></ul>		
October 20XX – January 20XX	Hobbico	Champaign, IL
<b>Sales Supervisor</b>		
<ul style="list-style-type: none"><li>• Supervised up to 15 employees</li><li>• Maintained smooth operation of in-bound call center</li><li>• Implemented new hiring and training procedures to ensure quality and customer satisfaction</li></ul>		
June 20XX – September 20XX	City of Urbana	Urbana, IL
<b>Secretary</b> (temporary)		
<ul style="list-style-type: none"><li>• Provided clerical support to the Community Development staff</li><li>• Answered multi-line phones, processed mailings, processed invoices</li></ul>		
September 20XX – April 20XX	Boots Galore	Rockerville, IL
<b>Manager in Training</b>		
<ul style="list-style-type: none"><li>• Managed 20 employees</li><li>• Processed daily retail operations (cash audits); balanced nightly books</li><li>• Increased sales by 15% over previous year</li></ul>		
May 20XX – August 20XX	Sterling Talent	Rockerville, IL
<b>Secretary</b> (temporary)		
<ul style="list-style-type: none"><li>• Performed 10-key, typing, and data-entry with great accuracy</li><li>• Placed as a temporary employee in large offices to perform data entry and clerical duties</li></ul>		

**Roberta Jordan**  
12345 Hemingway Ln., Austin, TX 78722  
(512) 456-7891 – [r.jordan@email.com](mailto:r.jordan@email.com)

### Objective

Reliable and mature high school senior seeking a part-time retail sales position to gain experience and insight into the fashion industry

### Work Experience

#### **Hillside Country Club** Austin, TX

Summer 20XX and 20XX - Lifeguard

- Monitored swimming areas for rule violations and drowning victims
- Assisted in maintaining pool facilities and recreation areas surrounding pool areas
- Worked assigned shifts at check-in and concession stand
- Attended training courses and maintained CPR certification
- Taught summer swimming classes

#### **Hawkins, Robins, Warbler and Finch, Attorneys at Law** Austin, TX

Fall 20XX

- Picked-up and delivered catering and supplies for luncheons and corporate functions
- In-house document delivery and mail sorting
- Assisted clerk in the law library

### Volunteer Work

#### **Big Brothers/Big Sisters**

Spring 20XX – Spring 20XX

- Assisted with and participated in group activities and field trips.
- Monitored youth during activities.
- Tutored ages 8-13 and assisted with homework assignments.

#### **Texas School for the Blind**

Fall 20XX - Book Reader

- Read literary masterpieces into a tape recorder for use by the community.
- Assisted with volunteer office duties.

### School Organizations

**National Honor Society** – 20XX, 20XX

**Senior Student Council Representative** – 20XX

Secretary – 20XX

**Pep Squad** – 20XX and 20XX

Decorations Committee Chair – 20XX

### Education

**City High School** – 20XX-20XX

May 2005 Graduation

**Emily Brown**

1640 Riverside Drive, Hilldale, CA 93505

760-555-1210 (tel), 760-555-1955 (fax)

[ebrown@hilldaleinternet.net](mailto:ebrown@hilldaleinternet.net)

**Assistant Clerk, Tannen Blood Center** Hilldale, CA

Three months experience as Assistant Systems Clerk contributing to a money-saving records reorganization praised by the healthcare industry. Frequently recognized for excellent organizational and problem-solving skills.

**Professional Strengths**

Troubleshooting and problem-solving skills

- Investigated and resolved visitors' computer problems at the Hilldale Public Library
- Winner of the DMC Programming Contest, 20XX

Excellent organizational skills

- Awarded "Volunteer of the Year" by the Hilldale Public Library in 20XX for noted organizational skills
- Helped reorganize records system, saving the Tannen Blood Center \$15,000 per year
- Organized various events for the Hilldale High School Math Club

Strong computer skills

- Earned "A" or "A+" in all computer classes
- Built personal computer from scratch

**Volunteer History**

Hilldale Public Library – Summers 20XX and 20XX

Hilldale, CA

Computer Assistant

American Red Cross – Spring 20XX

Tampa Bay, FL

Relief Volunteer

Tannen Blood Center – Summer 20XX

Hilldale, CA

Assistant Systems Clerk

**School Organizations**

Hilldale High School Math Club – 20XX-20XX

Vice-President – 20XX

National Honor Society – 20XX-20XX

**Education**

Hilldale High School 20XX-20XX

Graduation Date: May 20XX