

Résumés

Creating Your Own Self-Portrait

There is no “right” or “wrong” way to craft a resume, but the more time spent organizing the information you would like to present, the more likely your resume will ensure an accurate reflection of who you are.

- Focus:** The more you recognize who you are and what your accomplishments have been, the more your ability to project an accurate reflection of your experiences and unique skills will develop.
- Target:** A resume is not a generic description: it is about YOU and the employer you are trying to persuade. Utilize job descriptions to your advantage and give thought to what skills and experiences may be valuable to what the employer needs.
- Define:** Your goals will change throughout your life and so will your career objectives. Think about the field you would like to work in and consider why you would like to work in this field. Tailor your career objectives to your interests now.
- Eliminate:** Employers do not want to know about every activity you have participated in over the years or every class you received a good grade in, so eliminate extraneous details. If you had twenty seconds to tell an employer about yourself, what would you highlight?

Types of Resumes

<p style="text-align: center;">Chronological</p> <p>Organized primarily by job title or organization name beginning with the most recent position. Employers tend to prefer this format because it is fact-based and easily skimmed. Resumes presented in this format demonstrate:</p> <ul style="list-style-type: none"> • a consistent work history • names of recent and past employers • job titles showing growth and development 	<p style="text-align: center;">Functional</p> <p>Organizes your experience by specific skills or accomplishments. While you may not use this type of resume during the first few years after leaving college, this resume could be a useful tool in the future. Sample categories of experience in a Functional Resume may include:</p> <ul style="list-style-type: none"> • management • media and communications • political campaigns • teaching
<p style="text-align: center;">Combination</p> <p>Merges the best elements of the other approaches. You can use this format to present capabilities and transferable skills as well as highlight past positions.</p>	<p style="text-align: center;">Curriculum Vitae</p> <p>May be required for certain positions in the education and scientific fields. If you are going on to graduate school, you may be required to provide a structured list of items in addition to your work history such as:</p> <ul style="list-style-type: none"> • education • publications • research projects • awards

Typical Resume Sections

Heading

- Use a larger font for your name
- Include full name, mailing address, phone, and professional e-mail (remove the hyperlink)
- Spell out abbreviations (e.g. St.= Street), with the exception of states
- Include both local and permanent address if moving during application process

Objective (optional section)

- Clearly define the type of job and organization, specifying skills as applicable

Summary (optional section)

- Use three to five bullet points to highlight specific qualifications as defined in the job description
- Provide concise, unique descriptions of your experiences

Education

- Include colleges attended for more than one year
- Include university name, degree, major, graduation date, and GPA (if above 3.0)

Experience

- Document paid and unpaid experience that relates to the job (work study, internships, summer jobs, volunteer positions, etc.)
- Include organization name, position title, city and state, and dates of employment (month and year)
- State your skills strongly with: Action verb + Details + Outcome/Result (see examples)

Tips for Electronic Resumes

Many companies and organizations accept resumes electronically and use scanning software to collect information from the resume first. When emailing a resume to a potential employer use these cautions:

- Follow the instructions you are given for submitting your resume on-line otherwise you might be eliminated as a candidate.
- Bullets, font size and underlining may be read differently electronically so use minimally.
- Label your attachments with your name. Example: “Anderson Resume, Finance Position”

- List most relevant and recent experiences towards top

Other Sections

- List of key skills
- Honors or awards received
- Extracurricular activities
- Professional associations or memberships

Formatting

- Balance text and white space
- Ensure headings and name stand out from the rest of the text
- Adjust margins to .5-1 inch
- Avoid using a template
- Use 10-12 point font
- Make your resume 1 page, possibly 2 pages, depending on experience
- Use past tense to describe past positions and present tense for current positions

Tips

- Proofread!
- Use resume paper in white, cream or gray
- Do not use personal pronouns such as “I” or “my”
- Be brief, selective, clear, concise and specific
- Be positive and honest
- List competencies and skills
- Focus on accomplishments
- Seek feedback on the format and content
- Send a resume with a cover letter

- If your resume is requested in a Text File (.txt), you may need to convert it from your word processing program. Otherwise, use Microsoft Word format. Most software cannot read other formats. PDF specifically should be avoided because text cannot be extracted from most of these files.
- Include your resume as an attachment, not pasted into the body of the email.

Write Strong Skill Statements

Strong Skill Statement = Action Verb + Details + Outcome/Result
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Action word

- Look at the job description and the information you've researched about the organization. Identify skills you think are necessary for the position.
- Use action words that address those needs.
- Vary your word choice. This helps your abilities sound more diverse and adds depth.

Details

- Ask the following: Who/For whom? What? Where? Why? How?
- Use numbers to quantify your skills and experience.
- Vary the length of your skill statements. The majority should be one line only.

Outcome/Results

- As a result of your action, what happened? Why was it important?

Examples

Before: Answered phones

After: Responded to an average of 200 service inquiry calls per day in a helpful and professional manner

Before: Waited tables

After: Managed and maintained 10 tables, using interpersonal skills to ensure customer satisfaction through prompt, cordial service

Objectives and Summary Statements

Creating a focal point for a resume often helps tell a hiring decision-maker what job or type of job the candidate seeks and what his or her top selling points are.

If you choose to include an objective, make it concise and specific. For example:

- **Objective:** To obtain a summer internship in the account management department of ABC Advertising Agency.
- **Objective:** To obtain (*position title*) with (*company/organization*).

A branding statement is another option for a focal point. It defines who you are, your promise of value, and why you should be sought out. A branding statement is a punchy "ad-like" statement that describes what you can bring to an employer; think of it as a sales pitch. Consider integrating these elements into your summary statement:

What makes you different? What qualities or characteristics make you distinctive? What have you accomplished? What is your most noteworthy personal trait? What benefits (problems solved) do you offer? For example:

- **Profile:** Sales professional poised to contribute strong interpersonal, communication, and organizational skills and experience to your organization in a front-line, customer-support role.
- **Profile Summary:** Customer-focused business professional eager to leverage more than 6 years of experience in corporate communications and community outreach.

Action Words

Action verbs help you get to the point quickly and creatively and communicate your assets, experiences and accomplishments effectively.

Communication	Suggested	Measured	Controlled	Executed	
People Skills	Summarized	Netted	Converted	Filed	Teaching Skills
Addressed	Synthesized	Planned	Coordinated	Generated	Adapted
Advertised	Translated	Prepared	Decided	Incorporated	Advised
Arbitrated	Wrote	Programmed	Delegated	Inspected	Clarified
Arranged		Projected	Developed	Logged	Coached
Articulated	Creative Skills	Qualified	Directed	Maintained	Communicated
Authored	Acted	Reconciled	Eliminated	Monitored	Conducted
Clarified	Adapted	Reduced	Emphasized	Obtained	Coordinated
Collaborated	Began	Researched	Enforced	Operated	Critiqued
Communicated	Combined	Retrieved	Enhanced	Ordered	Developed
Composed	Composed		Established	Organized	Enabled
Condensed	Conceptualized	Helping Skills	Executed	Prepared	Encouraged
Conferred	Condensed	Adapted	Generated	Processed	Evaluated
Consulted	Created	Advocated	Handled	Provided	Explained
Contacted	Customized	Aided	Headed	Purchased	Facilitated
Conveyed	Designed	Answered	Hired	Recorded	Focused
Convinced	Developed	Arranged	Hosted	Registered	Guided
Corresponded	Directed	Assessed	Improved	Reserved	Individualized
Debated	Displayed	Assisted	Incorporated	Responded	Informed
Defined	Drew	Clarified	Increased	Reviewed	Instilled
Developed	Entertained	Coached	Initiated	Routed	Instructed
Directed	Established	Collaborated	Inspected	Scheduled	Motivated
Discussed	Fashioned	Contributed	Instituted	Screened	Persuaded
Drafted	Formulated	Cooperated	Led	Submitted	Simulated
Edited	Founded	Counseled	Managed	Supplied	Stimulated
Elicited	Illustrated	Demonstrated	Merged	Standardized	Taught
Enlisted	Initiated	Diagnosed	Motivated	Systematized	Tested
Explained	Instituted	Educated	Navigated	Updated	Trained
Expressed	Integrated	Encouraged	Organized	Validated	Transmitted
Formulated	Introduced	Ensured	Originated	Verified	Tutored
Furnished	Invented	Expedited	Overhauled		
Incorporated	Modeled	Facilitated	Oversaw	Research Skills	Technical Skills
Influenced	Modified	Familiarized	Planned	Analyzed	Adapted
Interacted	Originated	Furthered	Presided	Clarified	Applied
Interpreted	Performed	Guided	Prioritized	Collected	Assembled
Interviewed	Photographed	Helped	Produced	Compared	Built
Involved	Planned	Insured	Recommended	Conducted	Calculated
Joined	Revised	Intervened	Reorganized	Critiqued	Computed
Judged	Revitalized	Motivated	Replaced	Detected	Conserved
Lectured	Shaped	Prevented	Restored	Determined	Constructed
Listened	Solved	Provided	Reviewed	Diagnosed	Converted
Marketed		Referred	Scheduled	Evaluated	Debugged
Mediated	Data/Financial	Rehabilitated	Secured	Examined	Designed
Moderated	Skills	Represented	Selected	Experimented	Determined
Negotiated	Administered	Resolved	Streamlined	Explored	Developed
Observed	Adjusted	Simplified	Strengthened	Extracted	Engineered
Outlined	Allocated	Supplied	Supervised	Formulated	Fabricated
Participated	Analyzed	Supported	Terminated	Gathered	Fortified
Persuaded	Appraised	Volunteered		Inspected	Installed
Presented	Assessed		Organizational	Interviewed	Maintained
Promoted	Audited	Management	Skills	Invented	Operated
Proposed	Balanced	Leadership Skills	Approved	Investigated	Overhauled
Publicized	Budgeted	Administered	Arranged	Located	Printed
Reconciled	Calculated	Analyzed	Catalogued	Measured	Programmed
Recruited	Computed	Appointed	Categorized	Organized	Rectified
Referred	Conserved	Approved	Charted	Researched	Regulated
Reinforced	Conducted	Assigned	Classified	Reviewed	Remodeled
Reported	Determined	Attained	Coded	Searched	Repaired
Resolved	Developed	Authorized	Collected	Solved	Replaced
Responded	Estimated	Chaired	Compiled	Summarized	Restored
Solicited	Forecasted	Considered	Corrected	Surveyed	Solved
Specified	Managed	Consolidated	Corresponded	Systematized	Specialized
Spoke	Marketed	Contracted	Distributed	Tested	Standardized

Samples to Guide You

As mentioned earlier, there is no “right” or “wrong” way to craft a resume and the resumes included in this handout are only two of the various examples available. For more resume samples, please visit our Resource Library which has a number of books available for check out.

AUNDREA S. GAWN

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651-555-6657 | agawn01@hamline.edu

EDUCATION

Hamline University, St. Paul, MN

Bachelor of Arts in Psychology, May 2016

Minor: Spanish

GPA 3.8, Dean’s List Fall 2012

Relevant Coursework: Lifespan Development, Abnormal Psychology, Psychology of Adjustment, Multicultural Perspectives in Psychology, Introductory through Advanced Spanish courses

Hamline University, Mexico Semester, Guanajuato, Mexico, Fall 2013

Intensive travel and study of Mexico’s history, customs, traditions, politics, and religion

RELEVANT EXPERIENCE

Resident Advisor, August 2013 - May 2014

Office of Residential Life, Hamline University, St. Paul, MN

- Unified 20 first-year residents through the development and implementation of social, academic, recreational, and cultural activities
- Role-modeled, enforced and communicated college’s rules and regulations
- Managed \$200 budget to implement activities based on needs assessment

Student Activity Planner, August 2012 - May 2013

The Hedgeman Center, Hamline University, St. Paul, MN

- Solicited \$5,000 in funds from several departments to support bringing national speakers to campus
- Organized a committee that marketed events and arranged guest accommodations
- Promoted events to campus and community to increase diversity awareness

Tutor, August 2011 - May 2012

Minnesota Literacy Project, St. Paul, MN

- Enhanced a literacy program involving 50 children and 20 college tutors by restructuring programs
- Met and collaborated with tutors, parents, students, counselors, and social workers committed to helping improve reading scores

ADDITIONAL EXPERIENCE

Server, Perkins Restaurant, St. Paul, MN, July 2010 - September 2012

Barista, Starbucks, St. Paul, MN, October 2011 - May 2012

Server, TGI Fridays, Minneapolis, MN, May 2010 - November 2012

SKILLS

Fluent in Spanish and Conversational French

Steven Nguyen

111 Converse Avenue
St. Paul, Minnesota
651-555-6556
Snguyen01@hamline.edu

- Profile** Management professional who inspires others to achieve their highest potential. Demonstrated skill in developing a positive and productive work environment. Motivated and dependable in achieving goals.
- Education** **Bachelor of Business Administration**, Anticipated graduation May 201X
Management Major
Hamline University, Saint Paul, Minnesota
GPA 3.5
- Experience** *Marshall Fields, Inc.*, Minneapolis Minnesota
Team Lead, June 2011- Present
- Work 35 hours per week and attend classes full-time
 - Hire, train and supervise team members to ensure service expectations are met
 - Primary contact for scheduling, productivity, and staff issues for 15 team members
 - Empowered to make credit decisions up to \$50,000 for charge accounts
 - Selected to plan Guest Credit Operations summer picnic for 700 team members
 - Recognized for providing outstanding service to guests and store personnel
- New Accounts Processor**, October 2009 - June 2012
- Trained teammates on credit systems and phone etiquette
 - Earned numerous star performer awards based on department productivity standards
- Wilson's the Leather Experts*, Roseville, Minnesota
Sales Associate, April 2009 - October 2009
- Gained a solid understanding of the retailer and consumer relationship
 - Consistently exceeded weekly sales goals by an average of 10 percent
- Leadership Activities** *Hamline University Varsity Track Team*, Saint Paul, Minnesota
Captain, December 2011- May 2012
- Encouraged and led team through practices ensuring high morale
- People Serving People homeless shelter*, Minneapolis, Minnesota
Volunteer, May 2010 - August 2010
- Facilitated age appropriate games, crafts and group activities for children ages 3 -17
- Honors and Awards** Presidential Achievement Award Recipient
Dean's List

Portions of this Resume Guide are from Quintcareers.com

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