

RESUMES

In most cases, the resume is your first contact with potential employers. One of its primary functions is to provide them with a concise and accurate overview of your experience and background. A resume is a brief written summary of your qualifications, skills, knowledge and education. The goal of your resume is to motivate an employer to interview you. Your resume should interest an employer by telling:

1. Who you are
2. What you know
3. What you have done

It should contain:

1. Your education
2. Type of position you are applying for
3. Previous positions held (employment history)
4. Descriptions of previous positions
5. Your knowledge and skills
6. Your accomplishments
7. Any training, seminars, or workshops related to the position you are applying for

Make the content of a resume relevant to the job being sought. The entries it contains should match the position you are seeking.

1. Write the way you speak by using short phrases
2. Use action verbs to begin descriptions of experiences (see page 5)
3. Avoid personal pronouns ("I")
4. Be honest and accurate

As a resume is a formal piece of writing, there are several things it **should not** contain:

1. Misspellings, typographical or grammatical errors
2. Non-essential information
3. Exaggerations about experience, knowledge, and skills

Please keep in mind that there are no hard, fast rules for specific styles or formats. However, the material in the resume should be concise and written with ease of reading in mind.

RESUME FORMATS

There are three basic resume formats. Know your needs and objectives before selecting a format and choose the one which best highlights your work strengths, unique qualifications, and skills. Keep the resume to less than two pages in length.

1. **CHRONOLOGICAL RESUME** – A list of education and work experience history in reverse chronological order showing the most recent first. (This is the format used by our Cooperative Education Office.) It is suitable for persons entering the job market for the first time. This format is logical and easy to follow. (See page 9 for a sample chronological resume.)
2. **FUNCTIONAL RESUME** – This format organizes your experience according to specific skills and knowledge in relation to jobs for which you are applying. It draws attention to your accomplishments and highlights your capabilities. (See page 10 for a functional resume.)
3. **COMBINATION RESUME** – This format merges the best of the above mentioned two. This is a good format to use to present abilities and transferable skills. (See page 11 for a combination resume.)

RESUME STRUCTURE

Within each of these formats, there is a general structure that should include the following headings and/or subjects:

1. **OBJECTIVE**– The objective states the position you are pursuing. (See sample objectives on page 8)
2. **EDUCATION** – Include your academic qualifications. Be specific about your academic major and list any campus organizations or activities. If space permits, it is appropriate to list your high school.
3. **SKILLS** – List any skills or abilities that pertain to the position that you are applying for.
4. **EXPERIENCE** – List your work experience or work history in reverse chronological order (i.e. most recent first). Descriptions of your work experience should include the job title, organization, city and state, and the dates of employment.
5. **REFERENCES** – This should be the final category on your resume and may be listed several ways. Usually it is listed as “Available upon request.” However, if you choose to include a list of references, use a separate page titled “References”. See page 12 for an example of the format structure.

Other headings that you may include are:

1. **COMMUNITY SERVICE** – List activities, committees, and/or groups that you have participated in within your community.
2. **PERTINENT COURSE WORK**– Many times pertinent course work is used in a resume when there is little or no work experience. You can elect to list courses you have taken that would pertain to the position you are applying for.
3. **CERTIFICATIONS** – You may include any certifications that are pertinent to the position you are applying for.

SOME FINAL DON'TS FOR YOUR RESUME

1. Do not have any misspellings or typographical errors.
2. Do not list a salary requirement on the resume.
3. Do not indicate reasons for leaving positions.
4. Do not print your resume on white paper.
5. Do not list personal information.

TYPING AND PRINTING YOUR RESUME

Resumes should be neat in appearance and include some space between headings so that employers may make notes right on the resume if they choose. A high-quality original resume will produce quality copies. Underline and/or use all capital letters in headings to highlight the information on your resume. You may want to have copies of your resume made by local printers and/or office supply stores. Use matching stationery and envelopes for resumes and cover letters. Do not fold resumes; place them in large manila envelopes for mailing.

ACTION VERBS

accelerated	delegated	instituted	rectified
accomplished	demonstrate	instructed	reduced
adapted	determined	introduced	regulated
administered	developed	launched	rehearsed
aided	devised	led	reinforced
allocated	devoted	lectured	reorganized
amplified	diagramed	listed	researched
analyzed	directed	maintained	reshaped
answered	displayed	managed	restituted
appointed	distributed	modified	restored
approved	edited	monitored	revamped
arbitrated	effected	motivated	reviewed
arranged	eliminated	negotiated	revised
assisted	employed	observed	scheduled
assumed	established	operated	selected
augmented	evaluated	organized	set up
awarded	examined	oriented	simplified
began	expanded	originated	solved
broadened	expedited	overhauled	specialized
built	extended	participated	streamlined
calculated	fabricated	performed	structured
catalogued	focused	planned	substitute
chaired	fortified	pinpointed	suggested
compiled	founded	prepared	supervised
completed	generated	presented	supported
conceived	guided	preserved	systemized
conducted	handled	processed	taught
constructed	harmonized	produced	trained
consulted	headed	programmed	tutored
contracted	implemented	proposed	unified
contrived	improved	proved	used
controlled	incorporated	provided	utilized
cooperated	increased	received	volunteered
coordinated	influenced	recommended	widened
counseled	initiated	recorded	worked
created	installed	recruited	wrote

Sample Career Objectives

The following sample career objectives are intended to serve only as a guide. Use them as examples of short, concise, well written position objectives. DO NOT COPY. Take the time to compose your own job or career objectives. Be sure that your individual objective reflects your career interests and employs correct usage of the English language. The very best career objectives are general enough to allow you to apply for varied positions within your field or career interest and yet specific enough to get you the job you want.

- A position in a management trainee program in marketing requiring my administrative, analytical and interpersonal skills.
- A management position in a financial organization integrating my skills in administration, public policy and international relations.
- A position in mechanical engineering with emphasis on machine design and structural mechanics with options in sales and management.
- A challenging position involving the development, design or manufacture of solid state devices.
- A financial management and analysis position, preferably a position requiring proficiency in economics and mathematics.
- A position with a social service organization utilizing my skills in administration, group facilitating and interpersonal communication with people of all social strata.
- A position as a coordinator/counselor in a human services setting that will benefit from my organizational, counseling, and administrative skills.
- An entry-level accounting position that will allow me to develop the skills necessary for becoming a CPA.

RESUME SAMPLES
CHRONOLOGICAL RESUME
JANE DOEL

Present Address:

P.O. Box 1234
Winter Park, FL 32789
407.555.1000

Permanent Address:

1234 Main Street
Home, ME 12345
909.555.4321

OBJECTIVE

A position with a progressive company or agency that will allow me to utilize my acquired skills and education in business administration.

EDUCATION

Rollins College, Winter Park, Florida
Master of Business Administration, Marketing
GPA 3.7/4.0

University of Michigan, Ann Arbor, MI
Bachelor of Arts, Economics, May 2009
GPA 3.9/4.0, President's List (all terms)
Honors: Presidential Scholar, Phi Eta Sigma Freshman Honor Society

EXPERIENCE

The Procter & Gamble Company, Cincinnati, OH
Product Manager, June 2008 - Present
Worked with quality control. Made sure that products met or exceeded company requirements and specifications.

United States Trade Council, Washington, DC
Research Assistant, Internship, Summer 2007
Researched Latin American trading blocs. Analyzed trade patterns and produced summary briefs on trade developments.

SKILLS

Proficient with the following packages: Microsoft Windows, Microsoft Office, and FileMaker Pro

Knowledge of Adobe PageMaker and Photoshop.

REFERENCES

Available upon request

FUNCTIONAL RESUME

JON Q. PUBLIC

Present Address:

P.O. Box 1234
Winter Park, FL 32789
407.555.1000

Permanent Address:

1234 Walnut Drive
Mytown, CA 90210
408.555.3333

OBJECTIVE

A position with an advertising agency in the area of graphic arts/photography.

EDUCATION

Rollins College, Winter Park, FL
Master of Business Administration, May 2009

SKILLS

Conceptualizing - Conceived designs for various publications including newsletters, brochures, booklets, and university publications.

Initiating - Assisted with educational costs through self-initiated moneymaking projects. Designed and printed silk-screen T-shirts for University residence halls.

Printing - Coursework in publications production. Experience in preparing layouts, using copy camera, making plates, and running printing press.

Photography - Coursework and self-acquired knowledge in black and white and color photography.

Computer - Proficient with Macintosh. Familiar with Microsoft Word, Excel, and Adobe PageMaker.

EXPERIENCE

9/XX - present

Rollins College, Winter Park, FL
Library Assistant, Olin Library

Summer 2009

Franklin Frame Shop, Sunnyvale, CA
Sales Associate

9/XX4 - 6/XX

William Carpenter & Associates, Palo Alto, CA
Clerical Assistant

REFERENCES

Available upon request

COMBINATION RESUME

DONNA JONES

PO Box 12345
Winter Park, FL 94309
407.646.9999

SUMMARY

- Excellent written communication skills and ability to work with a team.
- Proficient with CricketGraph, MSWord, Excel, FileMaker, and PageMaker
- Experienced lab technician executing DNA sequencing and gene analysis

EDUCATION

Rollins College, Winter Park, FL
Master of Business Administration, Finance Emphasis, June 20XX

TECHNICAL EXPERIENCE

University of Illinois, Chicago, IL
Research Assistant, Chicago Cancer Center, 6/XX – 9/XX
Quickly learned complicated laboratory procedures.

WRITING EXPERIENCE

Stanford University, Stanford, CA
Intern, Hoover Institute Public Affairs Office, 9/XX - present
Compiled articles from an array of journals, magazines, and newspapers. Used PageMaker to create mastheads and produce opinion editorials.

Rollins College, Winter Park, FL
Feature writer, The Sandspur, 9/XX - 6/XX
Developed journalistic writing style and interviewing skills.

LEADERSHIP and TEACHING EXPERIENCE

Self-employed, Winter Park, FL
Math and English Tutor, 9/XX - present
Tutor two seventh grade students. Employ the Socratic method to develop their analytical skills and help them with their homework.

Rollins College, Winter Park, FL
Officer's Core, Black Student Union, 9/XX- 6/XX
Worked with a team to plan, organize, and publicize a range of activities and programs designed to educate Rollins' African-American community.

REFERENCES

Available upon request

SAMPLE REFERENCES PAGE

JANE DOE

REFERENCES

Dr. Joe Brown
WVU Parkersburg
300 Campus Drive
Parkersburg, WV 26104
(304) 424-8000

Susan Mott
Assistant Manager
Gram's Quilts
1234 Any Street
Anywhere, MI 48800
(517) 641-1111

Rachel McKee
Senior Assistant
MSU Prosthetics
77777 Campus Road
East Lansing, MI 48858
(517) 575-0033

COVER LETTERS

A cover letter, along with the resume, is the first look an employer has at a potential employee. The cover letter can elaborate on items mentioned in the resume and highlight aspects of your experience that are most useful to the potential employer. Employers get hundreds of resumes, especially when they advertise a choice position. Often the person screening resumes skims each for only a few seconds. Your cover letter can call attention to the skills, talents, and experience the employer is looking for.

BASIC COVER LETTER RULES

All cover letters should contain certain information and follow some basic rules:

1. State that you are applying for a specific job, not just any job, and state where you learned about the opening.
2. Give specific information showing that you are qualified for that specific job. Stress your special qualifications, and refer the reader to your resume for important details.
3. Ask for an interview. State when and where you can be reached and when you will be available for an interview.

The letter of application makes special attention to the following important details:

1. Address the letter to a person rather than to a department, if possible. You can often get the correct name and title by telephoning the local representative of the company to which you are applying.
2. Check your letter and resume for accuracy of facts, spelling, grammar, and appearance. Neatness is important.
3. Check the toner and/or ink cartridge. If you do not type well have someone who does type well do the letter for you. Presentation counts!!!
4. Use paper and envelopes of good quality. The small expense required to purchase these could prove to be an excellent investment.

TYPES OF COVER LETTERS

There are several types of cover letters, as well as thank you letters. There is a cold contact cover letter, a recent college graduate cover letter, and a response to an ad cover letter to name a few. Examples of each of the above mentioned letters appear on the following pages. Remember to follow the basic rules for writing a cover letter regardless of the type of cover letter you are writing.

A thank you letter shows a potential employer that you are efficient, courteous, and interested in the position. Be sure to write and send the thank you letter as soon as possible after an interview. It keeps your name in the mind of the potential employer and makes a positive impression.

COLD CONTACT COVER LETTER

12 Oak Tree Way
Bath, MI 48808
(517) 555-7495

September 12, 2009

Ms. Bitsa Crumb
The Research Institute
55 Marketing Center
Okemos, MI 48848

Dear Ms. Crumb:

As marketing companies are increasingly called upon to supply information on magazine readership to publishers, there is a growing need for trained and experienced professionals in the field.

Through my marketing/research experiences and my master's thesis, which have particularly dealt with improving marketing research studies so they can better define magazine audiences to potential advertisers, I am certain I could give you valuable assistance in satisfying research demands, managing key projects, and improving the marketing tools you currently use.

I will be completing my master's degree in December and would be interested in making a significant contribution to the Research Institute's profitability in a marketing/research capacity.

I am sure my services would be useful to you, and I will call you in early October to discuss an interview.

Thank you for your time and consideration.

Sincerely,

Phillip Morris

Enclosure

RECENT COLLEGE GRADUATE LETTER

14 Peach Lane
Leroy, NY 12345
503-555-0303
May 22, 2009

Mr. Whatsa Weather
Creff Investments, Inc.
135 Tiarra Street
Rochester, NY 94102

Dear Mr. Weather:

My outgoing personality, my sales experience, and my recently completed education make me a strong candidate for a position as an insurance broker for California Investments, Inc.

I recently graduated from the University of Oregon with a degree in marketing, where I was president of both the Future Business Leaders of America and the American Marketing Association.

Although a recent graduate, I am not a typical new graduate. I attended school in Michigan, Arizona, and Oregon. I've put myself through these schools by working such jobs as radio advertising sales, newspaper subscription sales, and bartending, all of which enhanced my formal education.

I have the maturity, skills, and abilities to embark on a career in insurance brokering, and I'd like to work in California, my home state.

I will be in California at the end of this month, and I'd like very much to talk with you concerning a position at California Investments. I will follow up this letter with a phone call to see if I can arrange a time to meet with you.

Thank you for your time and consideration.

Sincerely,

Canta Waight

Enclosure

RESPONSE TO ADVERTISEMENT

209 East Camden Street
Parkersburg, WV 26101
May 5, 2009

Mr. John C. Elliott
Personnel Director
Dalton Drug Company
621 Hall Street
Anywhere, WV 26001

Dear Mr. Elliott:

I have read your advertisement for a sales representative in the May 3, 2009 Parkersburg News, and feel my combined background in business and science offers you special advantages. Please consider this letter my application for the position.

On May 7, 2009, I shall graduate from West Virginia University at Parkersburg with the degree of Bachelor of Science in Business Administration. My area of concentration is marketing. To prepare for a career in scientific sales, I have supplemented my business education with a number of courses in chemistry and bacteriology. This background will enable me to discuss manufacturing processes and products and thus make me a more effective salesman.

While in college, I worked three summers in a local drug store. This experience acquainted me with the day-to-day problems of operating a drug store, as well as with some of the problems and needs of physicians. These insights should enhance my value as a representative of your firm.

The enclosed personal data sheet provides more detailed information concerning my background and qualifications. I am available for an interview at your convenience. You may reach me at the above address or by phone at 123-4567.

Sincerely yours,

James H. Mitchell

Enclosure

THANK YOU LETTER

14 Peach Lane
Leroy, NY 12345
503-555-0303
May 22, 2009

Mr. Whatsa Weather
Creff Investments, Inc.
135 Tiarra Street
Rochester, NY 94102

Dear Mr. Weather:

Thank you for taking the time to discuss the insurance broker position at Creff Investments, Inc., with me. After meeting with you and observing the company's operations, I am further convinced that my background and skills match well with your needs.

I really appreciate that you took so much time to acquaint me with the company. It is no wonder that Creff Investments retains its employees for so long. I feel I could learn a great deal from you and would certainly enjoy working with you.

In addition to my qualifications and experience, I will bring excellent work habits and judgment to this position. With the countless demands on your time, I am sure that you require people who can be trusted to carry out their responsibilities with minimal supervision.

I look forward, Mr. Weather, to hearing from you concerning your hiring decision. Again, thank you for your time and consideration.

Sincerely,

Canta Waight