

The Résumé *Student Guide*

Springfield College Career Center

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Lower Level, Beveridge Center

(413) 748-3222

<http://www.spfldcol.edu/homepage/dept.nsf/career>

The Résumé

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The Purpose of a Résumé

The résumé is one of the components used in the job, internship, and graduate school application process and can help you secure an interview. An employer will typically not spend more than **60 seconds** reviewing your résumé so it is important that your résumé is focused, professional, attractive, and well organized. Advertising plays a major role in creating an effective résumé. You will need to market a product that you know better than anyone else—yourself! Highlight your key accomplishments and sell your skills. Remember that you want to sell your skills so that you are extended an interview. Résumé techniques should not be thought of as incorrect or correct, but instead effective and ineffective. Expect to create several drafts before your résumé reaches its full potential.

This guide is designed to bring you through the process of developing a résumé. It will assist you in self-assessment, organizing your résumé and bring you through checklists to make sure your résumé is headed in the right direction. In addition to this guide, the Career Center offers many other resources to assist you in developing your résumé. You can make an appointment to meet with a career counselor who will assist you in the process. You can also find many of the resources you will need right on our website or in our resource library.

If you would like to learn more about what the Career Center offers, call us at (413) 748-3222 or visit us at www.spfldcol.edu/homepage/dept.nsf/career. We look forward to working with you.



Getting Started

❖ *Self-Assessment*

Self-assessment is very useful in brainstorming what to include on your résumé. While thinking about what should go on your résumé it may be helpful to collect information by categories. This information will allow you to start to focus on what direction you want to take your résumé.

Some Things to Consider...

- *Who am I?*
- *What have I accomplished?*
- *Where do I want to be in the future?*
- *What work experience have I had?*
- *What are my interests and abilities?*

At this point, do not limit anything. You want to list as much as possible and refine it later. You should list all work experiences, volunteer opportunities, co-curricular activities, internships, coursework, hobbies, travel, and any special skills.

❖ *Organize Your Thoughts*

Now that you have collected a list of information, it is now time to assess the content of your résumé. The best résumés are targeted toward the specific position you are seeking. You may consider developing your résumé objective at this point. An objective is a clear and concise statement that communicates the position or field that you are pursuing. Some objectives also include the skills or responsibilities you are seeking or expect to use.

Example:

- **An internship in sports management that demands strong communication skills.**
- **To obtain the Graduate Associate position at the Springfield College Career Center.**

Once you have an objective for your résumé, take some time to research the position and the organization. Visit the organization's website or review company literature in the *Career Center's* resource library. Taking the time to research the position and organization will give a better sense of what the employer is looking for.

The next step is to eliminate items from your list that may not be valid for your targeted position. You only want to keep the items that are going to best showcase why you are the best candidate for the job. You also want to keep the most significant and recent items. It is not always suggested to include experience from high school unless you are a first-year student or if they are relevant.

Once you have the items that you want to keep, you need to describe these experiences. When elaborating on your experience you want to sell your strengths while being honest and genuine. It may also be helpful to talk about what you have done and then write your descriptions for each item.

Some Questions to Ask Yourself:

- **What were my responsibilities?**
- **What skills did I utilize?**
- **What did I accomplish?**
- **What was I recognized for?**
- **What did I learn?**

Action Verbs

Technical Skills

Assembled
Built
Calculated
Computed
Designed
Devised
Engineered
Fabricated
Maintained
Operated
Overhauled
Programmed
Remodeled
Repaired
Solved
Upgraded

Teaching Skills

Adapted
Advised
Briefed
Coached
Coordinated
Encouraged
Facilitated
Guided
Influencing
Informed
Instructed
Persuaded

Communication Skills

Arbitrated
Arranged
Developed
Directed
Enlisted
Interpreted
Mediated
Merged
Motivated
Negotiated
Recruited
Wrote

Leadership Skills

Arranged
Compile
Dispatched
Enforced
Executed
Implemented
Met deadlines
Responded
Responsible
Retained
Validate

Financial Skills

Accounted
Allocated
Analyzed
Appraised
Audited
Budgeted
Computed
Managed
Prepared
Researched
Solved

Social Services Skills

Adjusted
Directed
Guided
Intuited
Perceived
Referred
Rendered
Sensitivity
Serviced
Spoke
Teamwork

Management Skills

Administered
Analyzed
Coordinated
Delegated
Directed
Evaluated
Executed
Organized
Supervised

Research Skills

Collected
Critiqued
Diagnosed
Evaluated
Examined
Interpreted
Interviewed
Investigated
Perceived
Recognized
Surveyed
Wrote

Creative Skills

Abstracted
Conceptualized
Designed
Fashioned
Generated
Imagined
Innovated
Integrated
Intuited
Perceived
Shaped
Visualized

Organizational Skills

Catalogued
Classified
Collated
Compiled
Dispatched
Executed
Generated
Implemented
Inspected
Monitored
Operated
Organized
Prepared
Processed
Purchased
Recorded
Screened

Résumé Tips

❖ *An Effective Résumé*

Now that you have collected your thoughts it is time to start formatting your résumé. Here are some useful tips to keep in mind as you start this process.

- Prioritize your responsibilities by what is most relevant to your professional objective:

A candidate's target is for a position as an administrative assistant. In their previous position as a maid at a hotel they spend 75% of their time cleaning rooms. The other 25% of their time was spend on the phone with guest taking appointments, entering data into the hotel database, and taking payments. Even though the majority of the time was spent cleaning the other 25% of the position is more relevant to the position as an administrative assistant.

- Incorporate terminology from your appropriate profession

Use your syllabus or course descriptions for ideas

- Use affective verb statements

Facilitated student focus group

- Your résumé should always be computer generated

- Edit out pronouns

I, me, my etc.

- Leave off irrelevant information such as age, sex, marital status, religious, or political views.
- Underline, *Italicize*, **Bold**, and use CAPITALIZATION to emphasize important points.
- Make sure that your résumé is consistent and easy to scan.

*If you start one entry with the organization's name in **bold**, start all the entries with the organization's name in **bold**.*

- Ask yourself if your explanations could be more concise or descriptive.

❖ *Common Mistakes*

- Never indicate an expected salary on your résumé
- Specify on your cover letter where your résumé is to be directed so it does not get lost
- Make sure your e-mail address and voicemail are business appropriate and professional
- Check for misspellings, typographical errors, poor grammar
- Make sure to use the proper tense. Use present tense with current experiences and past tense with previous experiences.

The Format

❖ *Chronological*

This format presents your experiences in reverse chronological order with the most recent positions first. The chronological résumé highlights your position, the organization, and the dates of your employment, and is ideal for individuals whose professional experiences are directly related to their career goals.

❖ *Functional/Skills*

In this format the emphasis is not on the employer, position, and employment dates. Instead the focus is on skills that can be applied to your target. This is done by creating skill categories specific to the profession. The functional/skills résumé is ideal for an individual who is targeting a career that they do not have direct experience in, but have transferable skills that can be applied to that field.

❖ *Combination/Hybrid*

In this format the position, organization, and employment dates are highlighted, and experiences are also grouped into skill categories chronologically. Under your job title your skills and experience are listed by bulleted action statements geared specifically towards your target.

The Components

Résumés are organized by headings. Listed below are standard headings that are typically found on résumés. Each heading is explained and then followed by an example of how to format each section. Headings are listed in the order that they are found on the résumé.

❖ *Contact Information*

The first thing that is on your résumé is your name. It should be **bold** and larger than the rest of your text (about 14 or 16 point font). Your permanent and present address, telephone number including area code, and an appropriate email address should also be listed after your name.

Career Springfield cspringfield@spfldcol.edu	
<i>Present Address</i> 263 Alden Street, Box 123 Springfield, MA 01109 (413) 748-3222	<i>Permanent Address</i> 456 Motivation Way Boston, MA 12345 (123) 456-7890

Career Springfield <i>Email: cspringfield@spfldcol.edu</i> <i>Current Address: 263 Alden Street, Box 123, Springfield MA 01109, (413) 748-3222</i> <i>Permanent Address: 456 Professional Lane, Boston MA 12345, (123) 456-7890</i>

CAREER C. SPRINGFIELD 263 Alden Street, Box 123, Springfield, MA 01109 cpringfield@spfldcol.edu , (413) 748-3222

Career C. Springfield 263 Alden Street, Box 123 Springfield, MA 01109 Telephone: (413) 748-3222 Email: cpringfield@spfldcol.edu
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CAREER C. SPRINGFIELD <i>cpringfield@spfldcol.edu</i> 263 Alden Street, Box 123 • Springfield, MA 01109 • (413) 748-3222 – Before 5/15/2006 456 Motivation Way • Boston, MA 12345 • (123) 456-7890 – After 5/15/2006
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❖ *Objective*

The objective is an optional component of a résumé. If you chose to use an objective it should be a short, clear, and concise statement identifying your focus and conviction. State your desired position and place of employment.

- Seeking a position in the Springfield Public School System as an Elementary Substitute Teacher.
- To obtain a managerial position at the American Red Cross that demands strong organizational and administrative skills.

❖ *Education*

For most students, education is the next header. Typically, if someone has been out of school for a number of years or if they are applying for a position outside of their academic program, they would include their education at the bottom of their résumé. This section includes the name of the school, city, state, degree earned, major, minor, concentration, and date of graduation. If you did not graduate yet, simply indicate expected month and year of your graduation. It is not necessary to include your high school information. You may also want to include GPA (if above 3.0 and if desired), honor societies, academic awards, thesis topic and research in this section. If you are a graduate student, list Springfield College first, then undergraduate information.

Education	Springfield College , Springfield, MA Bachelor of (Enter Degree), Month, Year Major: (Enter Major) Minor: (Enter Minor) Concentration: (Enter Concentration) GPA: (if above 3.0) Graduated cum laude/ magna cum laude/ summa cum laude
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Education
Springfield College , Springfield, MA Bachelor of (Enter Degree) in (Enter Major), (Month, Year) GPA: (if above 3.0), Dean's List STUDY ABROAD: England, Spring 2005 Financial Support: (if contributed to your own college expenses, state as a percentage) Financed 75% of college tuition and living expenses

EDUCATION	SPRINGFIELD COLLEGE , Springfield, MA Master of Education in Educational Studies, May 2005 License: English, 8-12 WESTERN NEW ENGLAND COLLEGE , Springfield, MA Bachelor of Arts in English, May 2003 Thesis: A Comparative Analysis of the Works of Richard Wright
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❖ *Related Course Work*

List 6-8 courses that you have taken that are relevant to your target position. Only include if it will enhance your candidacy (appropriate for fieldwork, internship resumes and technical majors).

Related Courses	Class 1	Class 2
	Class 2	Class 4
	Class 5	Class 6

Related Courses
<i>Class 1, Class2, Class 3, Class 4, Class 5, Class6</i>

❖ *Experience*

The experience section is the **most important** part of your résumé. This is the section of your résumé where you highlight your key skills and accomplishments. Your descriptions should be relevant and specific to the position that you are applying for. List your job title, name of the organization, location, and dates employed.

You may want to divide this section into Professional Experience, Related Experience, Experience or field-specific experience (Teaching Experience, Sales Experience).

Related Experience	<i>Organization, City, State</i>	Dates of Employment
	Job Title	
	<ul style="list-style-type: none"> • The experience most relevant and recent should be listed first • Include a concise description of your skills, and responsibilities • Start with the most relevant responsibilities 	

Leadership Experience		
Job Title		
<i>Organization, City, State</i>		Dates of Employment
	<ul style="list-style-type: none"> ▪ Start with the most relevant responsibilities ▪ The most relevant and recent experience goes first ▪ Give concise descriptions of your accomplishments, skills, and responsibilities 	

❖ *Honors/Awards*

You may opt to include Dean's List, academic awards, and honor societies in this section if you have lengthy distinctions.

Honors/Awards	
Dean's List, National Acknowledgements, Honor Society, Academic Recognition	

Honors/Awards	
<ul style="list-style-type: none"> • Dean's List • Honor Society 	<ul style="list-style-type: none"> • Academic Recognition • National Acknowledgements

❖ *Skills*

In the skills section of your résumé, you may want to highlight substantial computer skills, language skills or other special skills that might enhance your candidacy.

Computer Skills	Microsoft Office, Adobe Photoshop, Webpage design, SPSS
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Language Skills
Fluent in Spanish and French Conversant in Italian

❖ *Interests*

This section is optional, but provides a potential employer with more personal information about you.

Interests	Golf, Hiking, Chess, and Traveling
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Interests
Interests include dancing, reading, painting, and scuba diving

❖ *Other Possible Headings*

Listed below are some additional headings that you may consider using in your résumé. Some headings will be more effective for you based on your experience.

- *Leadership Experience*
- *Volunteer Experience*
- *Counseling Experience*
- *Coaching Experience*
- *Professional Membership*
- *Military Experience*
- *Travel*
- *Certifications*
- *Professional Development*

Reference Page

A reference page should only be included with your résumé if the employer requested it. Provide the employer with at least three professional references, if not clearly stated in the job posting.

- Make sure you ask permission from each reference before you list them and give out their contact information!
- Include your first page header on the top of the page.

Career C. Springfield

Youremail@spfldcol.edu

263 Alden Street, box 123
Springfield, MA 01109
(413) 748-3222

456 Motivation Way
Boston, MA 12345
(123) 456-7890

References

Mr. /Ms. /Dr. /Mrs. Contact Person #1

Position Title
Company Name
Address
Telephone Number
Email Address

Mr. /Ms. /Dr. /Mrs. Contact Person #2

Position Title
Company Name
Address
Telephone Number
Email Address

Mr. /Ms. /Dr. /Mrs. Contact Person #3

Position Title
Company Name
Address
Telephone Number
Email Address

Scannable Résumés

Today's large corporations are now using technology that will scan your résumé into computer databases, which will look for keywords. These keywords could include terminology from the field, words that define the requisites for the position, and essential characteristics that they are looking for in the person who will fill the position. Unlike traditional résumés that emphasize the use of action verbs, scannable résumés highlight keywords that an employer might be seeking.

*Hint: Carefully review the job description. It might provide keywords for the qualities that the organization is looking for.

Make sure your scannable résumé adheres to the following guidelines:

- Make sure your name is clearly placed on each page
- Use a standard font such as Times New Roman
- Use a font size between 10 to 14 points
- Use white standard size (8-1/2" x 11") paper
- Only print on one side of the paper
- Do not use *Italic Script* and Underlining. CAPITALIZATION and **Bold** are fine
- Do not use graphics or shading
- Keep margins at .5" or larger and be consistent
- Don't compress spaces between letters
- Do not put any vertical or horizontal lines on your résumé
- Do not staple or fold your résumé

❖ *Saving Your Scannable Résumé*

After you are done typing your scannable résumé, save your document as a Rich Text File (RTF) or Text File with Line Breaks. This format can be opened by all computers. Also, save the document as your name instead of "résumé". This will ensure that it will be easy for the employer to identify it on their computer.

❖ *Faxing Your Scannable Résumé*

When faxing your résumé set the resolution on fine or super fine for the best quality. Make sure you do not have any folds in your paper. After you have faxed your résumé, always follow up with a paper version.

❖ *Online Résumés*

Another form of technology that is important to know about is on-line posting. The Internet provides opportunities for posting your résumé on-line on "clearinghouse" databases. These "clearinghouses" collect résumés, organize them, and then distribute them among different organizations. After the employers receive your résumé, they will determine whether or not to invite you in for an interview then contact you if they are interest in pursuing anything more.

Things to Know:

- There is usually a small fee for using the database
- Never include personal information. If it is necessary the employer will contact you directly.
- If the program allows you to view your résumé, see how it displays on the screen.
- Replace bullets with hyphens
- Replace verbs with nouns. Follow the same keyword guidelines as the scannable résumé.

Appearances Count

❖ *Length*

Generally, an undergraduate résumé is no more than one page, especially if you are interested in any type of corporate career. However, do not eliminate relevant experiences just to fit everything onto one page. Just be sure to put your name and page number on the second page.

❖ *Printing*

Use laser bond paper for your résumé and cover letter and pick a professional color paper. The best choices are neutral colors such as whites and beiges since they can be easily photocopied and have the best professional look. Also, buy business style envelopes to mail your résumé and cover letter to an employer. Use a high quality laser printer when printing out your finished product and never photocopy your résumé.

❖ *One Last Look*

Ask yourself these last few questions:

- ❑ Is your format consistent throughout the résumé?
 - *If you used punctuation, did you use it throughout?*
 - *If you used bullets, did you use the same bullets?*
 - *Are your margins consistent?*
- ❑ Do you have too much or not enough white space?
- ❑ Does your résumé look symmetrical?
- ❑ Did you have someone else proofread?
 - *Are words spelled correctly?*
 - *Did you use correct grammar?*
- ❑ Are you using action verbs and are they in the right tense?

- PROFESSIONAL** American Alliance of Health, Physical Education, Recreation, and Dance, 2003-Present
- MEMBERSHIPS** Massachusetts Alliance of Health, Physical Education, Recreation, and Dance, 2003-Present
American Sport Education Program, September, 2002-May, 2003
Presenter at MAHPERD Convention, March 2002
- CERTIFICATIONS** American Red Cross Lifeguard, Water Safety Instructor, Lifeguard Training Instructor,
Waterfront Instructor, Head Lifeguard Instructor
American Red Cross Community CPR and First Aid Instructor
- ATHLETICS** Division II Varsity Volleyball
- Three year letter winner
 - NCAA Regional Champions, 2003 and 2004
 - Physical Education Majors Club, 2001-2005
President, 2003-Present
- ACTIVITIES** Fellowship of Christian Athletes, 2004-Present
Intramural Volleyball Basketball, and Softball, President, 2004-Present
Teacher Preparation Committee Student Representative, 2002-2003
Career Center Student Advisory Board, 2001-Present

Career C. Springfield

263 Alden Street, Box 123
Springfield, MA 01109
(413) 748 - 3222
cspringfield@spfldcol.edu

OBJECTIVE

To obtain a position as a social worker working with individuals using a rehabilitation model.

EDUCATION

SPRINGFIELD COLLEGE, Springfield, MA
Master of Social Work, May 2005
Concentration: Advanced Generalist Practice

UNIVERSITY OF HARTFORD, West Hartford, CT
Rehabilitation and Training Certification Program, May 2002

CENTRAL CONNECTICUT STATE UNIVERSITY, New Britain, CT
Bachelor of Arts in Social Work, May 2000

PROFESSIONAL EXPERIENCE

Counselor, Elms Home – Cooperative Apartment Program, Springfield, MA June 2003 - July 2005

- Facilitated couple, group, and family therapy sessions
- Utilized Systems Approach providing for clients maximum growth potential
- Referred clients for job training, medical care and additional therapy
- Acquired alternate funding for clients' medical and dental needs

Counselor, Community Home Health Care, Hartford, CT April 2001 - June 2003

- Counseled voluntary and involuntary clients, using a range of therapy modes
- Developed group therapy format for developmentally disabled adults

Teacher, Dearborne Park Schools, Hartford, CT May 2000 - April 2001

- Organized a parent support group for families of developmentally disabled clients
- Coordinated with social service agencies to develop individualized program plans

Intern, Open Door Clinic, Hartford, CT May 1999 - May 2000

- Conducted intake interviews in community mental health agencies

CERTIFICATIONS

American Red Cross First Aid
American Red Cross CPR

Career C. Springfield

263 Alden Street, Box 123

Springfield, MA 01109

Telephone: (413) 748-3222

Email: cspringfield@spfldcol.edu

OBJECTIVE: To obtain an employment services position that demands strong management, sales and recruiting talent.

EDUCATION: *SPRINGFIELD COLLEGE*, Springfield, MA
Master of Science in Industrial/Organizational Psychology, May 2005

Bachelor of Arts in Business Management, May 2003
Concentration: Marketing

RECRUITING SKILLS:

- ◆ Developed recruiting methods for multiple branch offices
- ◆ Recruited over 25,000 internal and external consultants in high technology

TRAINING SKILLS:

- ◆ Created training programs for new sales employees
- ◆ Trained salespeople in six metropolitan markets

SALES SKILLS:

- ◆ Sold high-technology consulting services with profitable earnings in the United States
- ◆ Increased sales to over \$20 million a year

MANAGEMENT SKILLS:

- ◆ Managed up to 40 people in sales, customer service, recruiting and administration
- ◆ Maintained turnover below 14%

FINANCIAL SKILLS:

- ◆ Prepared quarterly and yearly forecasts
- ◆ Presented, reviewed and defended forecasts to the Board of Directors
- ◆ Responsible for \$20 million sales operation

COMPUTER SKILLS:

Microsoft Office, Lotus Word Pro, Lotus Notes, Macromedia Dream Weaver

EXPERIENCE:

Personnel Manager, Jackson Systems Corporation, Springfield, MA May 2004 - Present
Division Manager, Intenga Technical, Holyoke, MA June 2003 - April 2004