

Creating a Great Resume

A resume is more than a list of past accomplishments. It's a carefully created presentation of your knowledge, skills, strengths and experiences that matches the needs of a potential employer or graduate chair. To make a strong case for yourself, take time to know what the graduate chair or employer wants. Review the job description to learn minimum and desirable qualifications or learn requirements for your graduate program. Then describe your skills, knowledge and experience in terms that meet those needs of the position or program.

Your prospective employer or graduate chair will review your resume in a short period of time, sometimes in as little as 10 seconds. They scan the top portion of your resume to see if there's anything of interest to them. If you hook them, they'll read on through the rest of your resume. Use bolded titles on the left of the page to direct your reader easily through your resume. Be sure key information is in the top third of the page.

Two sample resumes are included in this packet: reverse chronological which is a general format preferred by employers and targeted which focuses your resume to a particular job or program. The primary purpose of a resume is to get an interview, whether for a job, an internship or a graduate program. You get a job or internship or accepted to a graduate program based on the quality of your interview. If you're getting interviews from your resume, it's doing its job.

Key Points to Remember

Make your resume concise yet descriptive of your experience. Identify the skills, knowledge and experiences you have that will benefit the company or program. Depending on your work experience, your resume should be 1 to 2 pages long and go back in time 10 years or less.

Target your resume for the particular job or field you want. Be specific with your choice of words and phrases in describing your suitability for a position or program. Read job descriptions and application requirements carefully to learn what to emphasize in your resume; which skills, knowledge and experiences you should stress.

Use a conservative format as you create your resume: white resume paper, 1" margins, 11 or 12 point font, Times New Roman or Arial. Employers often prefer that you avoid resume templates and use Word to format your resume yourself. It's an opportunity for them to see how you present yourself.

Have someone proof-read the final draft of your resume for grammar mistakes and typos. The Writing Center or Career Services are good resources for assistance. Readers are known to screen out or give low scores to resumes with grammar and spelling errors – it tells them a lot about your attention to detail.

Format your resume for email or scanning. If you plan to email or scan your resume, make a second resume to use for that purpose. Use 12 point Courier and remove all tabs, bold, italic, and underline. You can send your resume in the body of your email or as a Word attachment. In either case, send it to yourself first to see what your reader will get.

Resume Format Your Name

(Your name should be most prominent – it can be bolded and 14 pt font)

Street address - City, State, Zip - email address - phone #

Objective: communicate to your reader the position or knowledge you seek. For example, “A practicum position at the Office of Hawaiian Affairs,” or, “An accounting position in a small CPA firm,” or, “Admissions to the Graduate Program in Psychology at University of Hawai‘i, Manoa.”

Education: In the first line give the university, the city and the state. In the second line, give your degree, your concentration and the year you received your degree. Include your senior project or practicum and related courses. Print out the full title of classes directly related to the position you seek.

Summary of Qualifications: Include this section if you are writing a targeted resume. List three to five high impact statements about yourself. Complete your experience section below first to help you quantify your qualifications (include any increases or positive trends due to your efforts, amounts of cash handled, or numbers of people you tutored or supervised, etc.)

- Highlight your years in a profession or industry or studying a particular topic.
- Identify areas of expertise you want to emphasize.
- Identify personal attributes that are important to your role in the company or program.
- List your technical skills and level of competence.

Review the targeted resume for samples of qualifications.

Experience: List your most recent experience first and go back in time no more than 10 years. For each position include the following information and format:

Your Title, Company or organization, City, State, Date (year only).

- Describe 3 or 4 of your work duties. What exactly did you do?
- Bullet and prioritize your duties. The top ones should directly relate to the position you want to obtain.
- Use action words to describe your duties. See the list below or go to <http://www.careerfish.com/careerfish/articles/article10-22-03.jsp> or http://www.quintcareers.com/action_skills.html where action words are listed by field.

Volunteer Activities or Projects: Again, list your most recent experiences first and go back in time no more than 10 years. For each entry include the following information and format:

Your Role, Company or organization, City, State, Date (year only).

- Describe your most important duty using an action word.

Honors, Awards, and/or Activities: again, most recent first and include title of award, donor, date (year only).

The sample resumes below are examples of two types of resumes: The first is the **Reverse Chronological Resume** which is the format most preferred by employers. The second is the **Targeted Resume** which includes a summary of qualifications. It is used when targeting a particular job or program because it highlights the match between job requirements and the applicant’s qualifications. At the end of this handout is a worksheet to begin creating your resume. You will compile your references on a separate page. Please see the References Handout for information.

For more resume samples please check the Gold Guide at <http://depts.washington.edu/careers/pdf/careerguide.pdf>.

Reverse Chronological Resume

Leila Blankenship

1278 Dominis Street
Honolulu, Hawai'i, 96821
lblanken@hawaii.edu
(808) 543-2209

Objective: a position as an eligibility worker with a social service agency or organization.

Education:

University of Hawai'i - West O`ahu, Pearl City, Hawai'i.

Bachelor of Arts Degree in Social Sciences, Concentration in Psychology, GPA: 3.2, June 2005.

- Conducted research and compiled and analyzed data for senior project: "Self Advocacy for Persons with Generalized Anxiety Disorder."
- Completed the following coursework:
Organizational Behavior
Psychology of Interpersonal Communication
Seminar in Personality Theory

Windward Community College, Kaneohe, Hawai'i.
Associate of Arts Degree, 2003.

Related Experience:

Administrative Assistant, Honolulu Community Assistance, Honolulu, Hawaii, 2001-present.

- Manage office for social service organization.
- Provide clients with effective intake assistance, averaging 10 clients daily.
- Prepare correspondence and written materials for 5 administrative staff.
- Arrange conference calls and schedule daily meetings.
- Compile research for federal grants and format and assist with preparation of annual report.

Tutor, Windward Community College, Kaneohe, Hawaii, 2001-2003.

- Presented tutor sessions for more than 120 different students over a two-year period.
- Planned and implemented lessons for students needing help with writing, reading, and oral presentations.
- Trained five new tutors on center policies and procedures and tutoring protocols.

Other Experience

Volunteer, Institute for Human Services, Honolulu, Hawaii, 2002-present, help clients complete intake forms.

Volunteer, Ka'ala Farms, Wai'anae, Hawaii, 1996-1999, helped elementary students plant and harvest crops.

Awards

Dean's List, Windward Community College, Kaneohe, Hawai'i, 2001-2003 .

Targeted Resume

Leila Blankenship

1278 Dominis Street - Honolulu, Hawai'i, 96821 – lblanken@hawaii.edu – (808) 543-2209

Objective: a position as an eligibility worker with a social service agency or organization.

Summary of Qualifications:

- More than ten years providing effective help for people in various settings.
- Experience maintaining accurate and up-to-date student and client records.
- Strong communication skills, both oral and written.
- Organized, cooperative, enthusiastic and considerate worker, individually or on a team.
- Proficient in MS Office: Word, Access, Excel, also internet and email.

Education:

University of Hawai'i - West O`ahu, Pearl City, Hawai'i.

Bachelor of Arts Degree in Social Sciences, Concentration in Psychology, December 2005.

- Conducted research and compiled and analyzed data for senior project: "Self Advocacy for Persons with Generalized Anxiety Disorder."
- Completed the following coursework:
Organizational Behavior
Psychology of Interpersonal Communication
Seminar in Personality Theory

Windward Community College, Kaneohe, Hawai'i.

Associate of Arts Degree, 2003.

Experience:

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Volunteer Activities

Volunteer, Institute for Human Services, Honolulu, Hawaii, 2002-present, help clients complete intake forms.

Volunteer, Ka'ala Farms, Wai'anae, Hawaii, 1996-1999, helped students plant and harvest crops.

Awards

Dean's List, Windward Community College, Kaneohe, Hawai'i, 2001-2003 .

Resume Action Words

Achieved	Demonstrated	Instructed	Proposed
Acquired	Designed	Insured	Proved
Adapted	Detailed	Integrated	Provided
Addressed	Developed	Interpreted	Published
Administered	Directed	Intervened	Publicized
Advanced	Displayed	Interviewed	Recovered
Advised	Documented	Introduced	Recruited
Advocated	Drafted	Invented	Reduced
Allocated	Earned	Investigated	Refined
Analyzed	Edited	Justified	Renovated
Anticipated	Eliminated	Keynoted	Reorganized
Applied	Employed	Launched	Repaired
Appraised	Enforced	Lectured	Reported
Assembled	Engineered	Led	Represented
Assigned	Enlarged	Listened	Researched
Assisted	Equipped	Located	Resolved
Audited	Established	Maintained	Retained
Authored	Evaluated	Managed	Reversed
Bridged	Executed	Marketed	Reviewed
Budgeted	Expanded	Maximized	Revitalized
Built	Experienced	Mediated	Rewrote
Calculated	Explained	Merged	Scheduled
Changed	Explored	Met deadlines	Separated
Clarified	Facilitated	Modified	Sold
Coached	Forecasted	Monitored	Solved
Collaborated	Formed	Motivated	Sparked
Combined	Formulated	Negotiated	Spearheaded
Compiled	Founded	Observed	Specified
Composed	Functioned	Obtained	Spoke
Computed	Generated	Operated	Stabilized
Conceived	Guided	Optimized	Strategized
Conducted	Hired	Organized	Summarized
Consolidated	Hosted	Outsold	Supervised
Consulted	Identified	Overcame	Surveyed
Contracted	Implemented	Oversaw	Synthesized
Constructed	Improved	Patented	Tailored
Consulted	Incorporated	Perfected	Taught
Converted	Increased	Performed	Tested
Coordinated	Influenced	Persuaded	Trained
Counseled	Informed	Pioneered	Transformed
Created	Initiated	Planned	Triggered
Cultivated	Innovated	Presented	Utilized
Defined	Inspected	Preserved	Used
Delegated	Inspired	Prevented	Verified
	Installed	Produced	Won
		Programmed	Wrote
		Promoted	

Check for more words at CareerFish at <http://www.careerfish.com/careerfish/articles/article10-22-03.jsp>

Work experience continued:

Volunteer Experience:

Awards, Honors, or Activities:
