

How to Write A Resume



ANNA MARIA
COLLEGE

Career Services

Trinity Hall East, Room 133 (1st Floor)

Anna Maria College

50 Sunset Lane

Paxton, MA 01612

careerservices@annamaria.edu

508.849.3596

What is a Resume?

- A resume is an organized, concise summary of your qualifications.
- In addition, a resume is a list of selected information about pieces of your life history that you prepare for potential employment.
- A resume represents you when you cannot be present. It is an advertisement for you and must have immediate impact and eye appeal.

What is the Purpose of a Resume?

- Your resume is your personal advertisement or “sales pitch” to potential employers.
- It may get you the interview.
- You will need one if you want to apply for an internship.
- If you are seeking summer or part-time employment, employers are often impressed you have a resume.
- An average employer spends approximately 30 seconds reviewing a resume.

Basic Resume Content

Before writing your resume you need to assemble your factual data. Collect data on your work history, education, volunteer work, and activities. Resumes contain the following:

1. HEADING- This usually looks best if it is centered in the top middle part of the page. It includes:

- Your full name. You can use all capital letters and use a bold, large, font to make it stand out.
- Complete address.
- Telephone numbers: home and cell phone should be listed. Do not include your phone number for a resume you are posting on a public website, such as LinkedIn.
- Email address. Use an email address that does not include any language or references that could be perceived as unprofessional or inappropriate for the workplace.

2. QUALIFICATIONS- A statement summarizing your basic qualifications and skills without identifying a particular job target. Examples:

- Five years' experience in customer service field utilizing sales and marketing skills.
- Excellent organizational and computer skills.
- Exceptional sense of arrangement and visual esthetics. Demonstrated success with photo styling, promotional showings and window displays.

Use a heading like “Qualifications or “Areas of Expertise” if you want to list your qualifications that are pertinent to the position for which you are applying.

Example- Areas of Expertise:

- Word processing, excel and power point.
- Type 50 wpm.
- Filing, answering phones and office work.
- Customer service experience.
- Fluent in Spanish.
- Public speaking.

3. EDUCATION/TRAINING- The general rule is to put those experiences from your background that best qualify you for the job. For recent graduates, this would be your education. After three to five years of experience, consider placing education after related experiences. List your most recent degrees first and continue in reverse chronological order.

This section may contain:

- Degrees, certificates or licenses awarded.
- Names of location (city and state only) of schools and programs
- Year degree was received or is anticipated. Do not list all years attended.
- Grade-point average or placement in your class, if it is high.
- If you financed a large portion of your expenses you could say, "Financed 75% of college expense working 30 hours a week while attending college full time."
- Honors
 - May be included as a separate major heading, or as a subheading under education.
- Related Courses
 - May also be a subheading of education. Four to eight courses could be listed, with the more advanced and related courses first. These should be courses in fields of study directly related to the positions for which you are applying.

4. RELATED EXPERIENCE/EMPLOYMENT- There are various ways of presenting your experience:

- All related experience (paid, volunteer, internships, etc.) could be placed in this area.
- Several distinct headings identifying the kind of experience could be used, such as "Business," "Medical," or "Teaching."
- Two headings could be used; "Related Experience" and "Other Experience."
- Any combination of headings can be used. Select those that best describe the types of experience you have.

Suggestions for collecting data on your experience:

- Thoroughly review your work history.
- List every job you've had. Describe the things you did well and give examples.
- Describe your specific responsibilities, identify machinery, equipment or tools you used. You can use phrases, not complete sentences.
- Use action verbs in your description (see list enclosed at end of packet).
- Note skills, accomplishments, and examples that illustrate your success or proficiency
- Use this same process to describe volunteer, school and outside experiences that utilized skills that will be beneficial in the work place.

Your Description should include:

- The name of the company.
- Job Titles: After your job title, you can add information that best describes what you did, particularly if your title doesn't fully explain everything that you did. For example: you may have worked as a cashier in a small drugstore; but you trained and supervised employees, did bookkeeping, and opened the store. So it would be important to add this information for prospective employers to review.
- Include dates worked, including month/year, or for summer positions, "Summer, 2011"

5. ACTIVITIES

- You may include school and community activities.
- Activities demonstrating job related skills (leadership, organizational, communication) may need brief descriptions.
- If you were involved in many activities they could also be listed like the example below:
 - Activities
 - President, Senior Class
 - Chairperson, Senior Prom
 - Debate Club
 - Editor, Class Newspaper
 - Intramural Basketball and Volleyball

6. COMMUNITY SERVICE VOLUNTEER

- List, and/or describe activities.

7. COMPUTER SKILLS:

- List hardware, software and programs for which you have proficiency and will be required in the workplace.

8. INTERESTS (Optional)

Sometimes an employer will use this section as an ice-breaker in the interview. Interests might include: music, skiing, car racing, etc. Beware of listing interests that may be perceived as a negative, such as beer tasting or video games.

10. REFERENCES

- **Should be listed on a separate sheet of paper.**
- Include three to five references.
- Include name, job title, company, address, phone and email.
- Put your name at the top of the sheet with the title "References."

11. WRITTEN REFERENCES- May be sent directly to an employer by your reference, or you may ask for a general reference letter for your portfolio that you will share with potential employers. Employers are usually looking for information that demonstrates your capability of succeeding in the potential job and have the necessary skills. References might come from professors, supervisors from jobs and internships and or volunteer work you have done, or advisors from an organization you participated in. To obtain an excellent reference you might do the following:

- Ask the person if they can write a good reference letter for you.
- Choose a person that knows you well, and can write about your skills and accomplishments.
- You should ask the person to write the letter on their company letterhead, if available.
- If you are asking the reference to complete a standard form, complete the fields with your personal information in advance.
- Provide your reference with a summary of the position for which they are recommending you as well as any of your accomplishments that they may be unaware of.
- Provide your reference with a copy of your resume and transcript.
- Give them a specific date to complete the reference, two weeks notice is an acceptable timeline.
- Send a letter of thanks to the person for writing the reference.

ADDITIONAL POINTS

1. An effective resume will be one that you write yourself. Professional resumes are easily spotted by personnel directors. You want to be able to easily discuss your resume content with potential employers. You must feel comfortable with the terminology and know what you mean by the written content of the resume.
2. A typical resume for a college graduate and young professional should be one page in length. This may differ for certain fields, such as education, be sure to seek guidance from a professional in your field for current thought on this topic.
3. Use action words as the first word of a sentence whenever possible.
4. If you have a multiple page resume, put your name on the top of each page.
5. Do not use "etc." or other abbreviations.
6. Don't give references or state your supervisor's name on your resume.
7. Don't lie or exaggerate.
8. Make sure your resume is perfect, error-free, and neat. It should have visual appeal and not be crammed.
9. You want it balanced on the page with even margins.
10. After you have written your resume into a final typed draft and before you submit or post it, have it proofread by friends, family and people in the field.
11. Emphasize the positive. Omit negatives like being fired or a low GPA.
12. Don't use a template. They make it difficult to rearrange information and lock you into a particular style. Templates will also change formatting if the reader has a different version of MSWord. If you have access to a .pdf writer, convert your resume to .pdf format before submitting it.
13. Make an appointment with career services to have your resume critiqued.

PRINTING/HIGHLIGHTING

1. Leave about a one inch margin on all sides.
2. Use capital letters, underlining, bold print and indenting to emphasize important information. Do not, however, use more than two or three indentations. Do not use multiple font types.
3. Keep paragraphs short (single spaced descriptions) and double or triple space between headings.
4. Use high quality white, off-white, beige or gray paper with matching envelopes.
5. Have copies made by a professional printing company, or make your own computer copies on a quality printer.

COVER LETTERS

1. The purpose of a cover letter is to get the potential employer to read your resume and to invite you for an interview. The cover letter will not only expand on some of the information in your resume, it will give you an opportunity to let the employer know more about you and why you are the best candidate for the job.
2. Type a different cover letter for every resume you send.
3. The cover letter should be one page, generally three or four paragraphs.
4. Use 8 ½ X 11 paper, the same heavy bond paper as your resume.
5. Address each letter to a particular person. If you don't know the person's name, research the company on line or make a phone call and find out who the hiring manager is. Cover letters should accompany email resumes as well.
6. Write the word "enclosures" at the bottom of the email to indicate a resume is enclosed.
7. **See our Cover Letter Packet for more information and guidance.**

PARAGRAPH One:

Tell why you are writing (the position you are applying for) and how you found out about it. Mention the person that referred you, the newspaper, or website etc.

PARAGRAPHS Two and Three:

Tell how your skills relate to the job or how your skills will benefit the organization. Explain how you are qualified and give examples.

PARAGRAPH Four:

Follow-up. Request an interview. Indicate your resume is enclosed. Example: "Enclosed is my resume, which further outlines my background. I will call you within the next week to answer any questions you may have. If agreeable, I would like to arrange a mutually convenient time for an interview." If you can't follow-up, indicate the best time for them to reach you.

MOST COMMON RESUME STYLES

CHRONOLOGICAL RESUME

- Provides an orderly presentation of your experience with an emphasis on dates.
- It starts with present or most recent positions and works backwards, with most space devoted to recent employment.
- Should be chosen as your resume style when you wish to highlight a good work history related directly to your next job target, without major gaps or numerous job changes.

FUNCTIONAL RESUME

- Is organized to highlight your unique skills and qualifications
- Arranges work experience according to areas of skills.
- Stresses marketable skills and plays down experience not related to your goals.
- If you are changing careers or re-entering the job market, this approach will allow you to easily explain non-paying work experience and school or community activities.

COMBINATION RESUME

- Adopts the chronological approach for most of your life experiences but includes a functional description of your strongest points.
- Is similar to the functional resume, but should include company/agency names and dates of employment.
- Allows you to highlight talents selectively, but provides necessary factual data.
- In many cases, provides the best approach for highlighting and presenting your background and experience to employers. This style gives you the greatest flexibility in arranging those experiences, which will make a favorable impression on employers.

ADDITIONAL RESUME STYLES

ONLINE RESUMES

- Sent by email or posted or sent on the Internet. A paper resume requires adaptation in order to be effective electronically. Be aware there is no confidentiality once it is posted online.
- Leave a lot of space on your resume.
- Put the headings on the left so they are easy to read.
- Keep your resume brief.
- If you email it, send it as an attachment; also send it in the body of the email, in case the employer does not have the correct software.

SCANNABLE RESUMES

- Scannable resumes are read by computers.
- Use simple type face like sans serif. While bold face is accepted by most systems, avoid italics underlines, graphics, and shading.
- Many scanning systems scan for key words, so use buzz words that show skills and knowledge. Include key words.
- Spell out words or use well known abbreviations.

Bob Smith

50 Sunset Lane Paxton, MA 01612
(XXX)-XXX-XXXX
<insert email here>

EDUCATION

Anna Maria College, Paxton, MA May 2015
Bachelor of Science in Fire Science Candidate
Bachelor of Science in Criminal Justice Candidate
Honors Program
Cumulative GPA 3.4

COMPLETED RELATED COURSES

Fundamentals of Fire Prevention	Fire Behavior and Combustion
Principles of Emergency Services	American Sign Language 1 & 2
American Justice Systems	Applied Emergency Service Statistics
Building Construction	Fire Investigation
Fire Protection Systems	Forensic Anthropology
Leadership 1	Homeland Security & Terrorism

EMPLOYMENT

East Brookfield Fire Department, Firefighter/Inspector, East Brookfield, MA 2012-Present

- Involved in all aspects of emergency response and fire suppression
- Actively involved in the community through fire education and prevention
- Part time fire inspector for all varieties of dwellings within the town

Wal-Mart Garden Center, Assistant Manager, Albany, NY 2011-Present

- Knowledgeable sales associate for all landscaping needs
- Day manager of up to 3 employees of the day shift
- Facilitated the schedule for employees and ordering of merchandise

EXTRACURRICULAR ACTIVITIES

Anna Maria College Fire and Emergency Services Association 2012-Present
Anna Maria College Lacrosse 2012-Present

LEADERSHIP EXPERIENCE

Pathfinder FFA Chapter Officer Positions 2014-Present
Massachusetts FFA Association State Secretary 2012-2013
Varsity Sports Captain 2011-2012
Pathfinder Senior Class President 2011-2012
Anna Maria College Fire & Emergency Services Association 2011-2012
Secretary/ Treasurer
Quaboag Fire Association (Massachusetts District 7) 2010-2011
Secretary/Treasurer
Anna Maria College Orientation Leader 2011

COMMUNITY SERVICE

West Brookfield Fire Department Photographer	2007-Present
Meals on Wheels, St. Paul Church	2012
Tornado Storm Debris Town Cleanup, Palmer/Monson, MA	2011
Painting over Graffiti, Anna Maria College Orientation	2011
United Way Day of Caring, Anna Maria College	2011
Toys for Tots and the Giving Tree, Anna Maria College	2011

Accelerated	Audited	Composed
Accomplished	Augmented	Computed
Accounted for	Authorized	Conceived
Achieved	Availed	Conceptualized
Acquired	Awarded	Concluded
Acted	Balanced	Conducted
Activated	Bargained	Consolidated
Adapted	Began	Constructed
Added	Briefed	Consulted
Addressed	Brought	Contacted
Adjusted	Budgeted	Continued
Administered	Built	Contracted
Advanced	Calculated	Controlled
Advised	Cataloged	Convened
Aided	Categorized	Converted
Allocated	Caused	Conveyed
Analyzed	Centralized	Convinced
Annotated	Certified	Coordinated
Answered	Chaired	Corrected
Anticipated	Changed	Correlated
Appealed	Channeled	Corresponded
Appeared	Chartered	Created
Appeased	Checked	Critiqued
Applied	Chose	Counseled
Appointed	Clarified	Dealt
Appraised	Classified	Debated
Approved	Cleared	Decided
Arbitrated	Closed	Decreased
Argued	Coached	Defended
Arranged	Coded	Defined
Articulated	Collaborated	Delegated
Assembled	Collected	Delivered
Assessed	Combined	Demonstrated
Assigned	Commented	Described
Assisted	Communicated	Designed
Assumed	Compared	Detailed
Assured	Compiled	Detected
Attained	Completed	Determined
Attended	Complied	Developed

OFFICE OF CAREER SERVICES, TRINITY EAST (First Floor)

Devised	Fixed	Interviewed
Diagnosed	Forecasted	Introduced
Diminished	Foresaw	Invented
Directed	Formed	Investigated
Discovered	Formulated	Involved
Dispatched	Founded	Joined
Distributed	Gained	Judged
Documented	Gathered	Justified
Doubled	Gave	Kept
Drafted	Generated	Keynoted
Drew	Governed	Launched
Earned	Graded	Learned
Economized	Granted	Lectured
Edited	Greeted	Led
Educated	Grouped	Licensed
Effected	Guaranteed	Listened
Elicited	Guided	Litigated
Eliminated	Handled	Lobbied
Enabled	Headed	Located
Encouraged	Heightened	Made
Engineered	Helped	Maintained
Enlarged	Highlighted	Managed
Enlisted	Hired	Marketed
Established	Identified	Mastered
Estimated	Illustrated	Maximized
Evaluated	Immunized	Measured
Examined	Implemented	Mediated
Excelled	Improved	Minimized
Executed	Improvised	Modeled
Exhibited	Incorporated	Moderated
Expanded	Increased	Modified
Expedited	Indexed	Monitored
Experienced	Influenced	Motivated
Experimented	Informed	Moved
Explained	Initiated	Named
Explored	Innovated	Narrowed
Expressed	Inspected	Negotiated
Extended	Installed	Observed
Extracted	Instigated	Obtained
Fabricated	Instituted	Opened
Facilitated	Insured	Operated
Familiarized	Instructed	Ordered
Fashioned	Integrated	Organized
Filed	Intermediated	Originated
Financed	Interpreted	Outlined
Figured	Interrogated	Overhauled

Oversaw	Received	Selected
Participated	Recognized	Sent
Pacified	Recommended	Served
Painted	Reconciled	Set-up
Participated	Reconstructed	Shaped
Perfected	Recorded	Shared
Perceived	Recovered	Shipped
Permitted	Recruited	Showed
Persuaded	Redesigned	Simplified
Pinpointed	Reduced	Smoothed
Pioneered	Reinforced	Sold
Placed	Referred	Solicited
Planned	Reformed	Solved
Played	Regained	Sorted
Practiced	Regulated	Sought
Predicted	Rehabilitated	Spearheaded
Prepared	Remodeled	Specialized
Presented	Rendered	Specified
Preserved	Renovated	Speculated
Presided	Reorganized	Sparked
Prevailed	Repaired	Spoke
Prevented	Reported	Staffed
Printed	Represented	Started
Prioritized	Reproduced	Stimulated
Proceeded	Required	Stopped
Processed	Rescued	Streamlined
Produced	Researched	Straightened
Profiled	Resolved	Strengthened
Programmed	Responded	Stressed
Prohibited	Restored	Structured
Projected	Retained	Studied
Promoted	Retrieved	Submitted
Proposed	Returned	Summarized
Prosecuted	Revamped	Supervised
Protected	Revealed	Supported
Proved	Reviewed	Synthesized
Provided	Revised	Targeted
Publicized	Revitalized	Taught
Purchased	Rewrote	Tested
Pursued	Routed	Trained
Qualified	Saved	Translated
Questioned	Scheduled	Tutored
Raised	Scouted	Used
Ran	Screened	Utilized
Rated	Scrutinized	Verified
Re-evaluated	Searched	

