

Career services

WRITING A RESUME

The purpose of a resume is to get you an interview so it has to tell an employer:

- ✓ Who you are
- ✓ What you know
- ✓ What you have done (highlighting experience or skills that relate to the position)

CONTENT

Must Have:

- ✓ Contact information: your name, address (es), phone number, and email
- ✓ Education: name of school, city, state (no street address or zip code); entire degree written out followed by month and year the degree was/will be earned
- ✓ Experience: can include paid and unpaid experience
- ✓ Skills: computer and language

Optional:

- ✓ Objective: do NOT include on resume for co-op, career fairs, or on-campus recruiting
- ✓ GPA: include if 3.0 or higher (2.8 in engineering)
- ✓ Relevant coursework: include major specific courses or courses that are unique (coursework **must be included on co-op** resumes and is also helpful for students seeking internships)
- ✓ Honors and Awards: if you only have one or two, you may list them under Education, rather than in a separate section
- ✓ Activities: club & organization memberships and volunteer work; note any leadership positions
- ✓ References Available Upon Request: include this as a filler if your resume is short (the actual listing of references and contact information is never part of the resume)

Should Not Have:

- ✓ Personal information: age, marital status, etc.
- ✓ Abbreviations (except standard postal for states, i.e., PA, NJ, DE, etc.)

FORMATTING

- ✓ Templates: do not use them; create your own Word document
- ✓ Length: one page
- ✓ Margins: even around the page; no smaller than .5" or larger than 1"

- ✓ Font: use easily readable font such as Arial or Times New Roman. Use same font type and font size throughout (size should be no smaller than 10 pt and no larger than 12 pt with the exception of your name which may be up to 14 pt)
- ✓ Highlighting: use **bold** or ALL CAPS to emphasize headings, job titles, degrees, or other important facts

LISTING YOUR EXPERIENCE

- ✓ Experience: use this heading if you have general work experience but nothing that relates to the position for which you are applying
- ✓ Relevant Experience: include this heading if you have done an internship, co-op, volunteer work, or a special project related to the position for which you are applying
- ✓ Other or Additional Experience: after a Relevant Experience section, you may include another section that shows your unrelated work experience

DESCRIBING YOUR EXPERIENCE

- ✓ Use reverse chronological order in listing your positions
- ✓ Include the job title, organization, city and state location (detailed addresses are not necessary) and the dates you were employed (these can be general, such as Summer 2009)
- ✓ Use proper verb tense: current positions in present tense, older jobs in past tense
- ✓ Begin descriptions with action verbs such as "supervised", "directed", "implemented"
- ✓ Do NOT use phrases such as "Duties included...", and "Responsible for..."
- ✓ Do NOT use the personal pronoun "I"
- ✓ Write descriptions that highlight transferable skills e.g. "Prepared orders in a fast-paced environment with minimal supervision" rather than "Cooked hamburgers for customers"

ELECTRONIC RESUMES

Whether you are uploading your resume to an employer's jobs system or submitting your resume by email, please be sure to convert your resume to a PDF first and label the PDF file with your name, e.g. Jane Doe

Resume. Use one of the following approved converters to ensure proper display: Primo PDF, Cute PDF, or the print to PDF option for Mac OS. Please be sure to view your documents to make sure no errors occurred in the conversion.

Many employers are accepting resumes through online applications and maintaining their own databases of applicants. However, sometimes you will not be able to attach a resume in .pdf or .doc format. To be effective when you copy and paste your resume into an online application form:

Do

- ✓ Use a standard size font (10 to 14 point).
- ✓ Keep name, address, and phone numbers on separate lines so that they don't merge.
- ✓ Use ALL CAPS to highlight or emphasize information.
- ✓ Keep the design simple. Use white space. Skip lines between sections.
- ✓ Use keywords to describe your assets. Keywords would include, but not be limited to: degrees, majors, professional clubs, names of schools, licenses and certificates, dates (2009-2011) for time periods instead of text ("two years"), abilities, skills, and training. Use a variety of keywords to describe similar skills and experiences. When an employer searches by keyword your resume will have a wider list of words on which a search engine may hit.
- ✓ When using bullets, make sure to insert a space between each bullet and text so that the bullet doesn't interfere with a keyword search.

Do NOT

- ✓ Use indents, graphics, italics, underlining, lines, boxes, shading, hollow bullet points, or fancy lettering.
- ✓ Cram information without appropriate spacing.

PREPARING YOUR RESUME FOR EMAIL AND ONLINE POSTING

<http://rileyguide.com/eresume.html>

<http://susanireland.com/resume/online/#4>

Sample freshman resume

ASHELY WILLIAMS

amwilliams@ssu.edu

Local Address: Southern States University, San Diego, CA 92108 • 619-499-1111

Permanent Address: 1809 Jaybee Road, San Diego, CA 92109 • 619-555-1234

Education

Southern States University, San Diego, CA

Bachelor of Business Administration

Expected Graduation: May 2015

Cumulative GPA: 3.11

Regional High School, San Diego, CA

Graduated June 2011

Member, National Honor Society

Only include high school info if you are a freshman or sophomore

Work Experience

Office Assistant, September 2011 - Present

Enrollment Services, Southern States University, San Diego, CA

- Perform general office duties to help facilitate operations including filing, copying, and data entry
- Respond to student phone inquiries or re-direct them to appropriate staff member

Line Server, July 2010 - August 2011

Sbarro Pizza, San Diego, CA

- Prepared guest orders promptly and accurately
- Participated in daily setup of food and service operations
- Performed closing duties

Present tense if you're still there

Computer Skills

Microsoft Word, Excel, Publisher, PowerPoint

Activities

College

Varsity Field Soccer

High School

Field Soccer Team

Volunteer, Community Environmental Committee

References

Available upon request

Remember, this is just a filler if needed

Bold your name and make it up to 14 pt font

Jack N. Taylor

4312 Walnut Street, San Diego, CA 92108

Remove
Hyperlink

619- 555-1111

jntaylor@gmail.com

Objective

To obtain an internship that will provide practical experience in a hotel to enhance my development in the hospitality industry.

Education

Southern States University, San Diego, CA

Bachelor of Business Administration, expected May 2014

Helpful to include when seeking an internship

Relevant Coursework

Introduction to Business Information, Principles of Marketing, Operations Management, Consumer Behavior, Business Communication, Principles of Management and Organizational

Experience

Operations Assistant, Southern States University, September 2011- Present

- Provide exceptional customer service at Information Desk
- Support reservations and event logistics including tech, setups, and special requests
- Assist with office functions including filing, copying, and answering phones

Sales & Service Representative, Best Buy, San Diego, CA, January 2010 - July 2011

- Utilized strong communication skills to address customer inquiries and resolve customer concerns
- Gained extensive knowledge of store inventory in order to assist customers with accurate information about product comparisons
- Consistently met company goals for sale of service plans to customers

Teen Camp Counselor, Memorial Summer Camp, San Diego, CA, Summers 2008-2009

- Assisted with supervision of thirty campers ages 10-13 in day camp program
- Facilitated and supervised campers' participation in recreational and educational activities
- Performed lifeguard duties during swim periods
- Served as positive role model and mediated disputes between campers as needed

Activities

- Member, Black Student Union (BSU), 2010 - present

Skills

- Proficient in Microsoft Word, Excel, PowerPoint

Sample Junior Resume

Samantha George

555-444-4444 * slgeorge@ssu.edu

Local Address:

918 Glen Terrace
San Diego, CA 92101

Permanent Address:

30 Rose Drive
San Diego, CA 92101

OBJECTIVE

To secure a summer internship in the Project Management field

EDUCATION

Southern States University, San Diego, CA
Masters in Business Administration, May 2013
Cumulative Grade Point Average: 3.43

Related Coursework: Operations Management, Organizational Leadership, Strategic Management, Global Strategy and Management;

EXPERIENCE

Teller

Chase Bank, San Diego, CA: September 2010 – Present

- Processed basic customer transactions and requests
- Utilized computer software application to maintain balanced cash drawer
- Attended regular classes to increase knowledge about bank procedures

Better Lives Always Start Today (BLAST) Recreation Worker

Schuylkill Community Action, San Diego, CA: Summer 2009

- Planned activities for a 6-day curriculum for 20-30 children per location
- Counseled children about importance of a healthy lifestyle
- Kept records of activities through daily logs and pictures

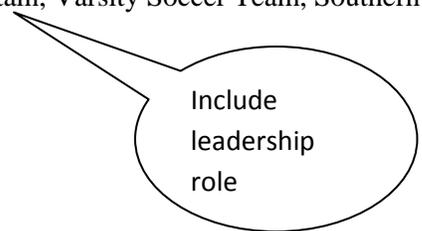
Summer Coordinator

Eastern Schuylkill Recreation Commission, San Diego, CA: Summer 2007 & 2008

- Scheduled games for the basketball league, volleyball league, and assorted tournaments
- Recorded point data and team records
- Published weekly articles in three local newspapers regarding results, team standings, and top players

EXTRACURRICULAR ACTIVITIES

Captain, Varsity Soccer Team, Southern States University, September 2011 – Present



Include
leadership
role