

# Resume Guide

*This guide is designed to help you write a quality resume that will lead to interviews. Once you have completed your resume, consider making an appointment with a career advisor, who can help you make a good resume **great**.*

## Resume Key Points

### **A resume is a marketing tool, not a history piece.**

Decide carefully what to include and leave out. It's not your life story; it's your personal sales pitch.

### **If possible, keep your resume to one page.**

Use a clean, succinct style. Your resume may be judged in 10-30 seconds. Only when you have enough relevant content should you go to two pages.

### **Target your resume to the job description.**

Identify key qualifications and skills the employer is requesting. Make sure to address their needs with examples of your experiences.

### **Pretend you are the hiring manager.**

Ask yourself, "Can this person do the job well?" Look objectively—use only what is written in your resume to make a judgement.

### **Have your resume ready at all times.**

It takes time to create a good resume and you'll want to respond quickly when an opportunity comes your way. Don't wait until the last minute—create or update yours today!

## Getting Started

### **Format**

There is one thing all good resumes have in common—the key information is easy to find. Making things easy for employers is all about knowing how to use space wisely. You have a very brief amount of space to capture a reader's attention, and structuring your information in visually appealing ways can help draw the eye to the most pertinent points.

### **Content**

Your content needs to tell the story of your experiences in a way that highlights the knowledge and skills that are applicable for the available position. Part of telling that story is deciding what the important parts are and minimizing or leaving out experiences that don't relate.

How you describe what you've done also makes a difference. Clear, concise phrases with descriptive word choices tell a more powerful story.

### **For resume examples and more information:**

1. Go to [pugetsound.edu/ces](http://pugetsound.edu/ces)
2. Click **Students**
3. Click **Job Search Resources**
4. Under Job Search Skills, select **CES Resume Guide**

# Anatomy of a Resume

## Tina McIntyre

Tacoma, WA 98416 | (253) 555-5555 | tmcintyre@pugetsound.edu

- Profile** Motivated junior in honors program with emphasis in leadership development and organizational behavior. Proven ability to utilize data to improve efficiency. Detail-oriented team leader with interest in human resources.
- Education** Bachelor of Arts in Psychology, Minor in Communications, May 2020  
*University of Puget Sound, Tacoma, WA*
- Cumulative GPA: 3.4/4.0
  - Phi Beta Kappa, National Honors Society, Fall 2017-Present
- Project** Sixth Avenue Consulting Project, *University of Puget Sound*, Spring 2018
- Collaborated with team of 3 to observe and identify opportunities to increase and measure employee retention in local small business
  - Presented research and suggestions to company leaders as well as class of 14 utilizing PowerPoint
- Experience** President, January 2018-Present  
*Student Alumni Association, University of Puget Sound, Tacoma, WA*
- Facilitate executive board of 6 to plan programming and events of 200+ attendees, connecting students with alumni
  - Meet weekly with Alumni and Parent Relations professional staff to align goals with Alumni Council and university
  - Lead weekly meetings with vice president and secretary
- Registration Assistant, August 2016-Present  
*Office of the Registrar, University of Puget Sound, Tacoma, WA*
- Serve as liaison between students and staff by fielding questions and determining actions steps pertaining to class registration
  - Respond to questions and provide solutions or refer to professional staff
  - Demonstrate keen attention to detail by reformatting database of 2,000 students making it more efficient for staff to navigate
- Customer Service Representative, September 2014-August 2016  
*Johnson's Floral Shop, St. Paul, MN*
- Provided excellent customer service by answering phones, greeting customers, and referring clients to products of interest
  - Assisted owners with arrangements for events of up to 400 attendees
  - Created marketing materials using Publisher, Photoshop, and InDesign including flyers, handbills, and online content
- Activities** Repertory Dance Group, *University of Puget Sound*, November 2017-Present  
Volunteer, *Tacoma Community House*, August 2016-Present
- Skills** Microsoft Word and Publisher, Adobe InDesign and Photoshop

### Identifying Information

Include name, city/state, phone number, professional email address.

**Optional:** LinkedIn, GitHub, or ePortfolio url

### Education

List degree and major, institution with city/state, plus the year of expected graduation. Remove high school after two years in college.

**Optional:** include study abroad, relevant courses, or academic honors, GPA if over 3.0.

### Projects

Projects are legitimate examples of the work you have done before your first professional internship or job. Describe your role and project accomplishments.

### Experience

A role doesn't have to be paid to count as experience. Jobs, internships, volunteer positions, or student leadership roles all count as experience.

Early in your college career, you may find high school experiences are still pertinent. Typically after sophomore year, you will find recent roles have more relevance.

Include job title, employer, dates, city, and state.

### Other Categories

Will vary, depending on your goal. Common examples include: Activities, Skills, Honors, Awards, and/or Volunteer Service.

# Profile Statement

Profile statements (also known as a summary statement or summary of qualifications) are 2-4 line descriptions highlighting the characteristics, skills, and experience that you bring as a professional. Similar to what you would include in a summary on LinkedIn, it provides a narrative introduction to you as a candidate.

## Examples:

Industrious biology student with strong work ethic and experience in laboratory research. Positive teammate with unique ability to motivate groups in order to meet objectives within strict deadlines.

Motivated business student with experience in data management and team leadership. Goal-oriented with acute attention to detail. Quick learner prepared to evolve with an organization's needs.

# Content: Effective Descriptions

The description of experience is just as important as the way it looks. A well-formatted resume is an important start, but writing effective bullet points is the real difference between the top- and mid-tier resumes. **Use statements to tell a story that make it clear what skills and knowledge can be applied at the employer's organization.**

Use strong action verbs in the past tense (present for current positions) and provide sufficient detail with emphasis on your contributions and outcomes. Focus on skills or characteristics requested in the job description, if possible. Write in a concise style that omits personal pronouns (I, my) and articles (a, the). Below are some example bullet points and ways to strengthen them:

## Example: Resident Assistant, University of Puget Sound

Poor: • Responsible for planning programs and events

Better: • Designed programs and events for 50 residents

Consider: *What kinds of programs? What was the purpose? **What was the impact?/outcome?***

Best: • **Designed alcohol awareness programs and events for 50 first-year residents resulting in lowest number of alcohol-related incidents among all residence halls**

### Overused phrases to avoid:

- Responsible for
- Assisted with
- Helped with
- Duties included

## Example: Research Assistant, Psychology Department

Poor: • Duties included research

Better: • Conducted research on homelessness rates in Tacoma

Consider: *What was the purpose of your research? What methods did you use to collect information? How did you analyze the information? What did you do with the data you collected?*

Best: • **Collected quantitative data from county demographic sources and interviewed 25-30 residents of current shelters to gather personal narratives**

• **Researched homelessness rates in Tacoma and drafted summary documentation to support grant application for funds to create new homeless shelter**

# Format, Page Layout, and Templates

## Page Layout

Effective layout ensures you make good use of the white space available, which improves the readability of your resume.

**Margins:** Keep the margins between 1" to 0.7" on all sides.

**Fonts:** Font size can be 10-12. Choose a font that is easy to read.

**Spacing:** Single-spaced is best in most cases.

**Order:** List sections in order of importance. List items within each section in reverse chronological order starting with the most recent.

**Pages:** Most students and recent graduates will have a one-page resume. Two pages is appropriate if you have enough directly relevant experience for more than one page.

## Templates: Not Recommended

Resume templates are usually recognizable to employers and you don't want to blend into a crowd of similar resumes. In addition, the formatting can be challenging to adjust and it is often easier to create a resume from a basic Word document. Use templates as inspiration, but you're better off designing your own format.

# Action Verbs by Functional Area

## COMMUNICATION

Persuaded	Arranged	Contacted	Drafted	Lobbied	Attained
Presented	Authored	Conveyed	Edited	Marketed	Awarded
Promoted	Briefed	Corresponded	Explained	Mediated	Completed
Publicized	Collaborated	Counseled	Interacted	Moderated	Exceeded
Reported	Communicated	Debated	Interpreted	Negotiated	Reached
Responded	Composed	Discussed	Interviewed	Observed	Showcased
Wrote	Consulted	Documented	Listened	Participated	Surpassed

## ACHIEVEMENTS

## CREATIVE

Acted  
Composed  
Created  
Customized  
Designed  
Developed  
Directed  
Established

Fashioned  
Illustrated  
Invented  
Modeled  
Originated  
Performed  
Shaped  
Solved

## LEADERSHIP/MANAGEMENT

Administered  
Adjusted  
Aligned  
Allocated  
Analyzed  
Appraised  
Budgeted  
Calculated  
Collaborated  
Coordinated

Cultivated  
Delegated  
Designed  
Developed  
Directed  
Engineered  
Established  
Estimated  
Executed  
Facilitated

Founded  
Guided  
Implemented  
Initiated  
Launched  
Mentored  
Mobilized  
Navigated  
Operated  
Orchestrated

Pioneered  
Planned  
Produced  
Projected  
Recruited  
Reduced  
Regulated  
Spearheaded  
Supervised  
Trained

## PROBLEM SOLVING/PROCESS IMPROVEMENT

Accelerated  
Advanced  
Boosted  
Consolidated  
Converted  
Decreased

Deducted  
Delivered  
Diagnosed  
Enhanced  
Expanded  
Expedited

Forged  
Gained  
Generated  
Improved  
Integrated  
Lessened

Maximized  
Overhauled  
Reconciled  
Redesigned  
Reduced  
Refined

Rehabilitated  
Reorganized  
Revitalized  
Simplified  
Standardized  
Stimulated

Streamlined  
Sustained  
Updated  
Upgraded  
Yielded

## RESEARCH

Analyzed  
Assembled  
Assessed  
Audited  
Calculated  
Collected  
Compared

Conducted  
Criticized  
Detected  
Determined  
Diagnosed  
Evaluated  
Examined

Experimented  
Explored  
Formulated  
Gathered  
Identified  
Interpreted  
Inspected

Invented  
Investigated  
Measured  
Quantified  
Searched  
Surveyed  
Tested

## TECHNOLOGY

Adapted  
Applied  
Assembled  
Built  
Debugged  
Designed  
Developed  
Engineered

Installed  
Maintained  
Operated  
Programmed  
Remodeled  
Solved  
Standardized  
Upgraded

## TEACHING AND HELPING

Advised  
Advocated  
Aided  
Answered  
Assisted  
Clarified

Coached  
Contributed  
Consulted  
Demonstrated  
Educated  
Encouraged

Evaluated  
Explained  
Facilitated  
Guided  
Helped

Individualized  
Informed  
Instilled  
Instructed  
Motivated

Persuaded  
Resolved  
Simplified  
Supported  
Taught

Trained  
Tutored  
Volunteered