

Resume Writing Guide



Register for Career Services' helpful Resume Workshop. We'll review information from this guide, provide many examples, practice writing Work Experience phrases and discuss your individual questions.

Once you have a draft of your resume, including the hints from this guide or the workshop, make an appointment with one of our friendly resume coaches for a professional resume critique.

We look forward to helping you!

Career Services Center Lakeland Community College

Office Hours:

Mon & Tues, 8:00 a.m. – 7:00 p.m.

Wed, Thurs & Fri, 8:00 a.m. – 5:00 p.m.

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Lakeland
COMMUNITY COLLEGE
CAREER SERVICES CENTER

This Resume Writing Guide will help you create or improve your resume. It's packed with lots of great information and advice. So take your time, read each section carefully and follow the steps and samples.

A great resume makes you stand out from the other applicants, because it...

- ✓ is **customized** for the specific job and company to which you're sending it
- ✓ states your skills, knowledge, experiences and accomplishments, which **match the job ad/description**
- ✓ makes a great first impression when the **employer feels it was created *just* for their job**

Start by getting your head in the right place:

- Narrow down the list of the **types of jobs you are targeting**, and collect sample job ads and descriptions.
- Think about your past jobs, education and other experiences in terms of the **skills and knowledge** you used, in addition to the tasks you performed.
- Remember that you are "selling" yourself to the employer. A good salesperson identifies what the customer wants then shows the ways the product (that's you!) matches and benefits the customer's needs. Hint: Incorporate **words and phrases into your resume that come right from the job ad**.
- Lay out your resume with **easy-to-read sections and concise but informative text**. An employer may only take 20 seconds to scan your resume to decide if it's worth the time to read the whole resume.

“Ask not what the employer can do for you. Tell what you can do for the employer.”

Creating a “Master Resume”

Some people create a “Master Resume” before creating individual, customized resumes. A Master Resume is an overly thorough inventory of *all* of your past jobs, experiences, skills and education from at least the past 10 years. Rather than trying to remember only experiences from your past for the customized resume, you do a free-flowing brain dump of *everything* you can remember, as well as the relevant items for the customized resume. This can be time consuming, but some people like to recall without restraint instead of trying to selectively remember only things that will apply to a specific job.

You will never send the master resume to an employer; it's too long! You will create individual, customized resumes by copying and pasting the phrases that are most relevant to the targeted job.

The Sections of a Resume

The five basic resume sections are the:

1. Heading
2. Objective
3. Summary
4. Experience *
5. Education *

(You may create other titled sections to display qualifications that don't neatly fit the 5 basic sections.)

* The order of the sections that follow the Summary may vary based on which information in the additional sections is most relevant to the job to which you are applying.

See the sample resumes at the end of this Guide for examples of how each section looks on a resume.

HEADING

This is your personal contact information.

Include your:

- Name
- Mailing address
- Cell and/or Home phone number
- Email address (Insert your name into your email address)

HEADING completed

OBJECTIVE

The Objective is a short, specific description of the job or type of work you are targeting. It could also *briefly* include the beneficial experience or skills that you offer the employer.

The Objective can include:

- The actual job title in the job ad
- A general job title or career field (e.g., Administrative Assistant; marketing field)
- Key experience/skills that you offer the job (e.g., customer service; customer-focused attitude)
- Responsibility you are targeting (e.g., network support; database management)
- Preferred type of organization, industry or specific hours (e.g., non-profit organization; part-time)

EXAMPLES

"Case Manager position"

"Help Desk and Network Support"

"To provide efficient customer service and sales profitability in a retail environment"

"A position in database management requiring excellent troubleshooting and disaster recovery skills"

"A part-time floor nursing position at Lake Health"

OBJECTIVE completed

SUMMARY OF QUALIFICATIONS

The Summary of Qualifications provides the employer with an initial eye-catching review of your key qualifications which specifically relate to the targeted job. (You will provide more detailed evidence or examples of your Summary statements in the other sections of your resume.)

Underline key words and phrases in the job ad plus identify information you have researched about the company's goals and products. Use some of these words in 4-6 concisely phrased bulleted summary lines.

Include:

- **Number of years** or **level of expertise** of your experience in the field.
- Recent, related **education** and **training** and relevant professional **licensure and certifications**.
- **Skills** (job-specific, transferable and personal) **and knowledge keywords**. (See sample skill keyword lists near the end of this guide.)
- (Opt.) An **accomplishment** that demonstrates your ability to fulfill the new employer's needs.

SUMMARY OF QUALIFICATIONS completed

EXPERIENCE

The Experience section includes a list of your past jobs with bulleted phrases for each job that concisely describe your duties, skills and accomplishments that are *relevant* to the targeted job.

Start with your current or most recent job. List your past jobs in reverse chronological order, going back 10-15 years. Include paid co-ops, unpaid internships and student worker positions. You can also list *related* volunteer experiences. (Health technology students list “Clinical Rotations” as a separate section.)

Include the following information for each job or experience: (See formatting in resume samples.)

1. **Company or organization's name, city, state and dates of employment.**

List dates as "August 2016 to December 2017" or "8/16-12/17" or "August 2016 to present."

2. **Job title.** If you had multiple, progressive job titles at the same company, list each.

3. Under each position, write concise, **bulleted work phrases** describing your areas of responsibility and tasks that you performed that are related to the targeted job. Use key words from the job ad.

Include:

- ✓ **Specific skills and knowledge** that you used.
- ✓ **Services** you provided, **products** you produced, **equipment and technology** you operated.
- ✓ **Special projects** you initiated, led or participated on as a team member.
- ✓ **Supervisory experience.** Include your responsibilities and how many employees you supervised.
- ✓ **Training** you conducted. Include how many people you trained and what you trained them to do.
- ✓ **Creative suggestions, innovative contributions and accomplishments** that resolved a problem or improved workplace productivity/efficiency. Quantify with percentage or numbers.
- ✓ **Money** you saved or made for the company and how you did this.
- ✓ **Recognition received** for a job well done, e.g., promotions, awards, performance reviews or comments from supervisors, coworkers or customers.

A Formula to Create WORK and EXPERIENCE PHRASES

- Write concise PHRASES, not full sentences. Do not use the words “I” or “me.”
- Begin each phrase with a SKILL WORD. (See sample skill word lists at the end of this guide.)
- Include QUANTIFYING numbers when possible (how many, dollar amounts, percentages, etc.).
- Mention how RESULTS BENEFITTED * the company, customers or coworkers.

ACTION VERB / SKILL WORD <small>your actions; what you did; skills used</small>	OBJECT OF YOUR ACTION <small>did what? to whom?</small>	RESULTS / BENEFITS * <small>the resulting accomplishment of doing the task <i>well</i></small>
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EXAMPLES

<i>“Trained</i>	<i>five new customer service clerks</i>	<i>resulting in an increase of 890 service responses in first year.”</i>
<i>“Bathed and groomed</i>	<i>geriatric patients</i>	<i>to ensure their daily personal hygiene.”</i>
<i>“Streamlined</i>	<i>flow and distribution of incoming projects</i>	<i>increasing department productivity 20%.”</i>
<i>“Doubled</i>	<i>sales volume of plastics line</i>	<i>from \$100k to \$200k in two years.”</i>
<i>“Processed</i>	<i>intake information from clients</i>	<i>to accurately triage the needed service.”</i>
<i>“Maintained</i>	<i>regular communications with supervisor</i>	<i>to keep her apprised of team’s progress.”</i>

* **Examples of RESULTS phrases**

Good: “... resulting in a more organized process.”
Better: “... resulting in an organized system of documenting procedures.”
Best: “... resulting in an organized system of documenting procedures which lead to a 25% decrease in the time it took to complete the task each week.”

□ **EXPERIENCE phrases completed**

EDUCATION

The Education section includes a list of colleges or professional training schools you have attended and accomplishments at each school.

NOTE: The Education section can go before Experience section if your education is more relevant or recent to the targeted job than your Experience.

1. Start with your current or most recent school. List them in reverse chronological order of attendance.
2. List on-the-job training or workshops in an "Additional Training" section.

Include the following information:

- ✓ **School name, city and state**
- ✓ Exact name of the **Degree** and **Major area of study** or the **certificate program**
- ✓ **Dates** of completion or attendance. If you are within a year of completion, write "expected [month,year]"
- ✓ **Cumulative GPA**, if 3.0 or higher
- ✓ **Academic honors** (Dean's List, scholarships, honor society membership, etc.)
- ✓ Completed **courses related to the targeted job** if they are not obvious by the degree or certificate title.
- ✓ **Extracurricular activities** (Career-related organizations, leadership roles, events you organize, projects)

EDUCATION section completed

Additional Sections, if relevant

ADDITIONAL EXPERIENCE

Volunteer or other relevant experience that is not from a work or formal setting.

Examples: "Organized all day charity event for 80 attendees which included marketing, obtaining sponsors, recruiting and supervising 9 volunteers."

"Set up, networked and maintained three home computer systems."

ADDITIONAL QUALIFICATIONS

Relevant skills, accomplishments or activities.

Foreign language proficiency; formal **presentations; publications; copyrights; patent; research projects;** relevant **travel** experience, etc.

PROFESSIONAL MEMBERSHIPS

Relevant, recent career-related, business or community memberships.

Include the name of the organization, dates of your membership, leadership roles and accomplishments. (Do not name controversial organizations that can be used to discriminate against you (political or religious).

MILITARY SERVICE (optional)

Branch of service, **dates** of service, final **rank, job, special assignment, projects, training, skills, tools, equipment, accomplishments, decorations, awards** and **security clearance.**

ADDITIONAL SECTIONS completed

Resume Styles

Each of the following resume styles fits a job seeker in a particular situation. (See sample resumes.)

CHRONOLOGICAL Style: Use this style if your recent work history relates to the job for which you are applying and there are no gaps of employment longer than 2 years. The chronological style showcases your related work history and experience, so the Experience section appears near the beginning of the resume. You have relevant, qualifying skills, knowledge and accomplishments. **Employers prefer this style.**

FUNCTIONAL Style: Use this style if you are changing career fields, if you lack recent related job titles or education, if you have an erratic job history, or if you have “too much” work experience. The functional style showcases your skills and experience without connecting them to a specific job. You organize and list your qualifications into titled *categories* relevant to the targeted job, and you do not indicate at which job or the work dates you utilized the skills or performed the work. Then, you briefly list your past jobs, each on a single line in a small section near the end of the resume, including only the company name, location, job title and dates of employment.

RESUME STYLE selected

Basic Formatting Hints

- A resume should be 1 page long. If you have more than 5 years of *extensive, related* experience, it can be 2 pages long.
- Have plenty of “white space” on the page, and create a 1” margin all around the page.
- Use one font style, e.g., Times New Roman point 11 or Arial point 10.
- Be consistent with spacing, section margins, use of bolding, bullet style, etc.
- Use 20-lb. weight white paper.

Miscellaneous Hints

- Use correct verb tenses. For a current job, use present tense (“answer phones”). For a past job, use past tense (“answered phones”).
- Do not abbreviate words or use extremely technical jargon.
- Always be truthful.
- **PROOFREAD** your resume, then ask two others to proofread it for clarity, spelling, punctuation and consistent formatting. Your resume must be errorless, or it may be thrown out for mistakes.
- **Make sure your resume content sounds like the job to which you are applying!**

CHRONOLOGICAL Resume Style

This resume shows how a student can display skills from past jobs that transfer to the new targeted job.

Tyler Phillips

123 North Street
Chardon, Ohio 44024

440-555-1234
Phillips1@mail.lakelandcc.edu

OBJECTIVE

Management position in a fashion or retail environment

SUMMARY OF QUALIFICATIONS

- Over 1 year leadership experience supervising and training employees
- Consistently provide quality, sales-focused customer service and meet sales goals
- Pursuing Associate Degree in Applied Business with a General Management Concentration
- Proficient in computerized processes, including POS system, cash register and MS Office
- Highly organized, team-oriented and ability to multi-task

EXPERIENCE

Dillard's Department Store, Mentor, Ohio, June 2016-Present

Shift Manager/Sales Associate

- Supervise 4 sales associates and assign them tasks and marketing strategies
- Balance register and prepare sales summary and deposits for sales averaging \$6,000 daily
- Trained 5 new employees in sales and customer service procedures and company policies
- Provide customer service for up to 65 customers per shift, helping them identify suitable clothing
- Utilize persuasive selling techniques to up-sell special promotions, increasing daily revenue for store
- Promoted to Shift Manager due to excellent management qualities and work performance

McDonald's, Chardon, Ohio, February 2015-June 2016

Crew Member

- Collected and submitted detailed order information and fulfilled customized requests
- Handled up to \$5,000 daily during cash transactions with customers
- Performed well under pressure during busy serving times
- Safely and quickly prepared items for each customer, maintaining quality and cleanliness of environment
- Worked with team to clean and prepare restaurant for the following day

EDUCATION

Lakeland Community College, Kirtland, Ohio

Pursuing Associate of Applied Business Degree, General Management, expected May 2018

- 3.2 GPA, Dean's List
- Courses include: Marketing, Business Ethics, Financial Accounting, Business Law, Economics, Business Communications

VOLUNTEER EXPERIENCE

Geauga Day Camp, Burton, Ohio, Summer 2014

Counselor Aide

- Planned and supervised daily activities for up to 10 children, communicating frequently with counselors, parents, and other stakeholders

FUNCTIONAL

Example of individual wanting to change career fields. This resume focuses on transferable skills the individual has from previous work that are relevant for the field they are trying to transition into.

Jamie Allen

567 Front Street
Painesville, OH 44077
440-631-9875
jallen@yahoo.com

Objective

Position as Human Resource Generalist

Summary of Qualifications

- Over 10 years experience providing excellent customer service in various environments
- Proficient in Microsoft Office Suite
- Experience hiring, training, disciplining, and providing support services to employees
- Strong communication and interpersonal skills, team-player, creative problem solver

Key Skills

Training and Motivation

- Effectively trained 15 new employees on company policies and procedures
- Hired and evaluated employees and handled disciplinary actions when necessary
- Motivated staff to perform at top levels by developing new incentive program
- Trained district through a series of workshops on effective verbal de-escalation techniques
- Instructed students using a variety of techniques to reinforce learning and to meet their varying needs and interests

Planning/Development

- Created new curriculum that was implemented district-wide
- Developed innovative and creative plans, leading to increased student performance
- Constructed new seasonal floor plans, showcasing merchandise, resulting in increased profits
- Gathered information through observation, and accordingly devised new program to best suit needs of individuals

Communication and Interpersonal Skills

- Conferred with individuals to resolve behavioral problems
- Provided effective customer service by resolving issues and complaints, resulting in return business and top scores on evaluations
- Awarded Teacher of the Year for excellence in skills and compassionate nature

Employment History

Teacher, Mentor Schools, Mentor, OH (August 2015-present)

Manager, Kohl's, Mayfield, OH (August 2010-July 2015)

Associate, Kohl's, Mayfield, OH (June 2006-August 2010)

Education

Cleveland State University, Cleveland, OH

Bachelor of Arts in Education

Lakeland Community College, Kirtland, OH

Associate of Applied Science Degree, Early Childhood Education

JOB SPECIFIC Skill Words for Sample Occupations

The following lists of keywords show **job specific** skill words for a few sample occupational areas. Job specific skill words are relatively unique to that particular occupation. Your resume should include these types of skill words for the position to which you are applying.

BUSINESS MANAGEMENT	CIVIL ENGINEER	HUMAN RESOURCE SPECIALIST
Contract review Travel and meeting planning Vendor coordination Small business environment Financial analysis Business law Microeconomics Operations analysis E-business/electronic commerce Employment practices	American Society of Civil Engineers ICBO certification Plans examiner Concrete design Preliminary stress analysis Hydrology transportation analysis Land development projects Scheduling AutoCAD Public works	EEO regulations ADA Applicant screening 401K Merit pay program Training & development Compensation Recruitment Diversity
MANUFACTURING ENGINEER	NURSE	RADIOLOGIC TECHNOLOGIST
Automated materials handling Multi-tiered parts processing Real time process control Injection mold Vendor data review Brazed assembly Fabrication Inspection and quality control Geometric dimensioning & tolerancing CNC programming Jib and fixture design CAD/CAM software	Geriatric NCLEX Preventative care Infection control Bilingual EKG CPR certification Post-op care Community outreach Medication administration Catheter care Pharmacology EPIC/SORIAN	X-ray films/imaging CT (computed tomography) MRI (magnetic resonance imaging) Angiography Mammography Radiation protection/safety Patient histories Patient assessment Sterile/non-sterile techniques AMA accredited program ARRT registered DICOM Software
OPERATING SYSTEMS/NETWORKING	PARALEGAL	ACCOUNTANT
Microsoft Certified Technology Specialist (MCTS) CompTIA Networking + Windows 7 Configuration Network Infrastructure LAN/WAN Windows and Linux based server Routers and switches Network + Red Hat Certified Engineer (RHCE)	Affidavits Lexis Nexis Westlaw Legal precedent Research projects Legal terminology and procedures American Bar Association Probate Litigation Management Discovery Factcase	Accounts payable Accounts receivable Audits CPA Intuit QuickBooks Financial reports SEC filings Budget analysis Gross margin analysis Month end closings ACCUCert software

TRANSFERABLE Skill Words

Transferable skills are skills you have acquired during any activity in your life — jobs, classes, projects, parenting, hobbies, sports, virtually anything — that are transferable and applicable to what you want to do in your next job.

Transferable skill words should start off your bulleted phrases on your resume.

Accomplished	Contributed	Expanded	Made	Reorganized
Achieved	Controlled	Expedited	Maintained	Reported
Acted/Acted as	Converted	Explained	Managed	Researched
Administered	Cooperated	Extracted	Marketed	Resolved
Advised	Coordinated		Measured	Responded
Aided	Corrected	Fabricated	Mediated	Retrieved
Analyzed	Corresponded	Facilitated	Mentored	Revamped
Answered	Counseled	Familiarized	Molded	Reviewed
Approved	Counted	Filed	Monitored	Revised
Arbitrated	Copied	Focused	Motivated	Routed
Arranged	Created	Followed through/up		
Assembled	Critiqued	Formed	Negotiated	Scheduled
Assessed	Cultivated	Formulated	Nominated	Screened
Assigned	Customized	Founded		Selected
Assisted		Functioned	Observed	Served
Assumed	Dealt		Obtained	Serviced
Assured	Decided	Gathered	Opened	Set/Set up/Set goals
Attended	Decreased	Generated	Operated	Shipped
Audited	Delegated	Greeted	Ordered	Sold
Authored	Delivered	Guaranteed	Organized	Solved
Authorized	Designated	Guided	Oriented	Sorted
Automated	Designed		Originated	Spearheaded
Awarded	Determined	Handled	Overhauled	Staffed
	Developed	Headed	Oversaw	Started
Balanced	Devised	Helped		Streamlined
Began	Diagnosed	Hired	Participated	Substituted
Budgeted	Directed		Performed	Suggested
Built	Dispatched	Identified	Piloted	Summarized
	Dispensed	Implemented	Planned	Supervised
Calculated	Displayed	Improved	Prepared	Supplied
Chaired	Distributed	Improvised	Presented	Supported
Changed	Documented	Increased	Prioritized	Surveyed
Checked	Drafted	Initiated	Processed	
Classified	Drew/Drew up	Innovated	Produced	Taught
Cleared/Cleared up		Inspected	Programmed	Tested
Closed/Closed up	Earned	Installed	Promoted	Took
Coached	Edited	Instituted	Proofed/Proofread	Took charge
Collaborated	Educated	Instructed	Provided	Totaled
Collected	Elected	Insured	Published	Tracked
Commended for	Eliminated	Integrated	Purchased	Trained
Communicated	Employed	Interacted	Put into effect	Troubleshoot
Compared	Enabled	Interviewed		Turned around
Compiled	Enacted	Introduced	Qualified	Tutored
Completed	Encouraged	Inventoried	Quantified	Typed
Composed	Enforced	Investigated		
Computed	Engineered		Raised/Raised profits	Undertook
Conceived	Enhanced	Judged	Ran	Updated
Concentrated	Ensured	Justified	Received	Upgraded
Conceptualized	Equipped		Recommended	Used/Utilized
Condensed	Established	Kept	Reconciled	
Conducted	Estimated		Recorded	Verified
Consolidated	Evaluated	Labored	Recruited	Volunteered
Constructed	Examined	Launched	Redesigned	
Consulted	Exceeded	Lectured	Registered	Worked
Contacted	Executed	Led	Regulated	Wrote
Contracted	Exercised	Located	Remodeled	
		Logged		Yielded

PERSONAL Skill Words

Personal skill words describe your personality and unique way of doing things that you will bring to an employer. You want to utilize personal skills words in your resume to set yourself apart from others. You can take some personal skill words to use in your resume directly from the position/job posting.

Ability/Ability to	Entrepreneurial	Positive
Able to	Expense-minded	Practical/practical approach to
Accurate		Precise
Action-oriented	Fair-minded	Productive
Active	Flexible	Professional attitude
Adaptable	Friendly	Problem identifying
Adept		Problem solving
Ambitious	Good judgment	Proficient
Analytical	Good listener	Profit-conscious
Articulate		Punctual
Artistic	Hard-driving	
Assertive	Helpful	Quick
Astute	High-energy person	
Attention to detail	Highly motivated	Rational
Awareness of	Honest	Reasonable
		Reliable
Broad-minded	Idea person	Resourceful
Businesslike	Imaginative	Responsible
	Independent	Results-oriented
Calm	Industrious	
Capable	Initiative/Take initiative	Safety conscious
Capacity for	Integrity	Self-confident
Cheerful	Intellectual	Self-disciplined
Common sense	Intelligent	Self-expressive
Common sense approach	Inventive	Self-motivated
Competent		Self-reliant
Competitive	Judicious	Self-starting
Comprehensive knowledge of		Sense of humor
Concern for others	Keen sense of	Sensible
Confident	Kind	Serious/serious minded
Conscientious		Set priorities
Conservative	Leadership ability	Sincere
Considerate	Literate	Successful/Successful with
Consistent	Logical/logical thinker	Supervisory skills
Cooperative	Loyal	Supportive
Courteous	Make things happen	Sympathetic
Creative	Mature	Systematic
	Meet due dates	
Decisive	Methodical	Tactful
Deliberate	Meticulous	Tenacious
Dependable	Motivated	Thorough
Detail-minded		Thoroughly trained in
Determined	Observant	Thrive on
Diplomatic	Open-minded	Tireless
Discreet	Optimistic	Tough-minded
Dynamic	Organized	Trustworthy
	Outgoing	
Eager		Understanding
Easygoing	Patient	
Effective	Perceptive	Verbal
Efficient	Perform well under pressure	Versatile
Empathetic	Persistent	
Energetic	Persuasive	Warm
Enthusiastic	Pleasant	Well-grounded
Ethical	Polite	Well-organized