

Resume Writing Guide

Career Services Center

Lakeland Community College

Office Hours:

Monday - Friday, 8:00 a.m. – 5:00 p.m.

Tuesday Evening, 5-6 p.m.

(Call for Summer office hours)

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Lakeland
COMMUNITY COLLEGE
CAREER SERVICES CENTER

The goal of a resume is not to get a job... it is to get an interview. All content should be focused on that goal.

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**

PLANNING YOUR RESUME

- Read the position description and highlight all of the keywords which indicate required and preferred skills, abilities, attributes and qualifications
- Think about your experiences (past and present) including education, coursework, jobs, internships, clinicals and volunteer experience
- Create a list of accomplishments and write your first draft
- Remember that you are "selling" yourself to the employer. **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**. Employers may only spend up to 15 seconds scanning a resume to decide if your background matches their requirements

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.

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.

GENERAL RESUME DO'S AND DON'TS

Resume Do's

- Include contact phone number with voicemail setup and appropriate email
- Work experience details should be written using the bullet format and not in paragraphs
- Focus on accomplishments, skills and results
- List work history in reverse chronological order (with the most recent first)
- Be consistent with style, punctuation, grammar, and format
- Edit and proofread
- Font: use font size between 11-12 points and a font that is easy to read
- Margins: set margins between .5-1.0 inches and make sure they are equal on all sides
- Length: one page is the goal but if you have extensive work experience (10+ years) the resume can be a 2-page maximum

Resume Don'ts

- Do not use templates (Word, Google Docs)
- No "I", "me", "my", or "we"
- Do not list high school information if you graduated a few years ago
- Do not use pictures and avoid personal information such as age, marital status, height/weight
- Do not include unnecessary information
- Do not lie, ethics apply
- Don't include "References Upon Request"
- Do not forget to tailor your resume for each job application

COMMON SECTIONS OF A RESUME

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

* The order of the sections that follow the Objective/Summary may vary based on which information is most relevant to the job to which you are applying. Depending on your skills, you may add additional sections.

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

HEADING

Include your:

- First and Last Name
- Mailing address
- Phone number (make sure your voicemail is setup)
- Email address (keep it professional)
- The font size on your name should be slightly larger than the rest of the text
- You can also add a link to your LinkedIn profile and/or an online portfolio

OBJECTIVE vs. PROFILE/ SUMMARY OF QUALIFICATIONS

Opinions differ among employers and career professionals on the need to include a career objective on a resume. You can use an objective, summary or a combination of both. It is recommended that you use at least one and should appear immediately under Heading.

The **objective** can be helpful when:

- You are new to the workforce and do not have much to put into your summary
- You are giving multiple employers your resume without knowing if they hiring (e.g. job fairs, someone else is passing it along)
- You are a career changer, it can tell the employer the type of role you want

The **objective** can include:

- The actual job title in the job ad or a general job title or career field
- Preferred type of organization, industry or specific hours (e.g., non-profit organization; part-time)

EXAMPLES: "Help Desk and Network Support" or "A part-time floor nursing position at Lake Health"

The **Summary of Qualifications** provides the employer with an initial eye-catching review of your key qualifications, which specifically relates to the targeted job.

Underline key words and phrases in the job ad and use some of these words in 4-6 concisely phrased bulleted summary lines.

Summary of Qualifications can 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)
- An accomplishment that demonstrates your ability to fulfill the new employer's needs

EXPERIENCE

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. It is okay to have more than one experience section (e.g. "RELEVANT EXPERIENCE", "CLINICAL EXPERIENCE", "VOLUNTEER EXPERIENCE" or "ADDITIONAL EXPERIENCE", but be sure to list the most relevant experiences first.

Include the following information for each job or experience:

1. **Company** or **organization's name, city, state** and **dates of employment**.
2. **Job title**. If you had multiple, progressive job titles at the same company, list each.
3. Under each position, write concise, **bulleted phrases** describing your areas of responsibility and tasks that you performed that are related to the targeted job.
4. Summarize your accomplishments using results-oriented statements and use keywords from the job ad.

A Formula to Create WORK and EXPERIENCE PHRASES

Think of where you added value to an organization. Did you increase sales? Did you streamline a process? If you trained or supervised, how many individuals did you lead?

- 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	+	OBJECT OF YOUR ACTION	+	RESULTS/BENEFITS
Your actions; what you did; skills used		did what? to whom?		the resulting accomplishment of doing the task well

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 him/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."

EDUCATION

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

Start with your current or most recent education. List them in reverse chronological order of attendance. You do not need to list your high school if you are taking college classes and graduated more than one year ago.

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)

ADDITIONAL SECTIONS

You can include other sections and tailor your resume to your individual needs depending on the industry or position.

Other sections can include:

Skills (such as Computer, Language, Technical Knowledge)

Leadership experience

Honors/Awards and Activities

Professional Memberships

Military experience

Volunteer experience

Current Licensure/Certification

RESUME FORMATS

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.

The following page has a number of resume examples demonstrating a wide range of experience, skills and formats. Look through this section and take from the resumes what works best for you.

CHRONOLOGICAL Resume Style

Jordan Phillips

123 North Street
Chardon, Ohio 44024
440-555-1234

Phillips1@mail.lakelandcc.edu

OBJECTIVE:

- 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 2018-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 2017-June 2018

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 2019

- 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 2017

Counselor Aide

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

Taylor Brown

4567 South Lane • Willoughby, OH 44094 • (440) 227-8901 • t.brown@gmail.com

Objective:

To obtain an engineering internship

Summary:

- Pursuing Associate Degree in Mechanical Engineering Technology
- Excellent organizational skills and detail oriented
- Analytical with great technical writing and communication skills

Education:

Lakeland Community College, Kirtland, OH

Pursuing Associate of Applied Science, expected May 2019

Mechanical Engineering Technology

Relevant Courses: Introduction to AutoCAD, Machining Processes, Introduction to Engineering Technology

Experience:

Williams Equipment, Inc., Cleveland, OH, March 2017- present

Laborer

- Maintain a clean manufacturing environment by sweeping and clearing work areas throughout the day
- Transport materials through the factory using a pallet jack
- Assist machinists with hand deburring as needed
- Follow all safety procedures

Sandwich City, Mentor, OH, December 2015- February 2017

Associate

- Communicated with customers to fill orders quickly
- Trained new employees in various areas of the store
- Recorded and monitored inventory, reporting any issues to the manager
- Collaborated with team members to complete daily tasks and orders in an efficient manner

Computer Skills:

- Microsoft Word and Excel
- AutoCAD
- Working knowledge of SolidWorks

Professional Organization:

American Society of Mechanical Engineers, Cleveland Chapter member, 2015-present

Peyton Parker

123 Tyler Street
Mentor, Ohio 44024

440-555-1224
Parker1@mail.lakelandcc.edu

CLIENT RELATIONS SPECIALIST

Dedicated customer service professional with over 5 years of experience providing leadership and outstanding service in a fast-paced environment. Recognized for effectively communicating and informing customers of products, answering questions in a timely manner and increasing satisfaction.

- Client Management
- Contract Management
- Satisfaction Surveys
- CRM software
- New Business Development
- Resolve Issues and Concerns
- Strong Relationship Building
- Retention Reports
- Microsoft Office

EXPERIENCE

Fusion Connect, Beachwood, OH
Customer Account Manager

June 2017-Present

- Increased customer satisfaction rate from 76% to 97% by developing relationships with customers
- Resolve customer complaints quickly through investigation
- Develop training materials to enhance customer satisfaction and decrease errors
- Coordinate and work effectively with all departments to ensure client needs are fulfilled
- Identify business opportunities to increase brand and revenue

ABC Network Solutions, Cleveland, OH
Sales Representative

February 2014-June 2017

- Provided customers with information about products and services
- Built and maintained relationships with customers resulting in contract renewals
- Tracked progress for new business and evaluated upselling opportunities
- Generated proposals and contract negotiations

ALL Aerials, LLC, Richfield, OH
Administrative Assistant- Contract Administrator

July 2010 -February 2014

- Generated reports to assist upper management with decision making
- Prepared, reviewed and organized all company contracts and insurance documents
- Greeted customers and determined their specific needs
- Followed up with customers by making phone calls and answering questions
- Compiled and verified data for accuracy
- Created and maintained office records and performed clerical responsibilities

EDUCATION

Cleveland State University, Cleveland, OH
Pursuing a Bachelor of Arts in Organizational Leadership, expected May 2019

Lakeland Community College, Kirtland, OH
Associate of Arts, May 2016

FUNCTIONAL

Jamie Allen

567 Front Street
Painesville, OH 44077

440-631-9875
jallen@yahoo.com

CUSTOMER SERVICE SUPERVISOR

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 or 10 Configuration Network Infrastructure LAN/WAN Windows and Linux based server Routers and switches Network +	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 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	Leadership ability	Set priorities
Conservative	Literate	Sincere
Considerate	Logical/logical thinker	Successful/Successful with
Consistent	Loyal	Supervisory skills
Cooperative		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