

RESUME PREPARATION

A resume is a brief written summary of your background and qualifications: education, experience (paid and unpaid), activities and achievements. Have your resume reviewed by qualified and impartial readers. Resume preparation takes time and effort - write, revise, condense, and rewrite.

RESUME FORMATS

Chronological Resume: Emphasizes work or related experiences, with the most recent experience listed first. Chronological resumes are the easiest to prepare and the **most frequently used and widely accepted**. This format is best suited to candidates who have a stable employment history, academic and/or work experiences that are directly related to their next job target or career goal, and/or demonstrate upward mobility or promotions.

Combination Resume: Combines skills and work history. Briefly listed first is the emphasis on skills and accomplishments which are applicable to the next job target/career goal. Then detailed employment history is listed with the most recent experience first. This format is useful for candidates who have considerable work experience because it allows them to highlight selected skills and accomplishments and to support these with job descriptions.

Functional Resume: Focuses on skills, aptitudes, and accomplishments that are organized in categories supporting the next job target/career goal. Work history without descriptions is listed in reverse chronological order. **Employers may not be as receptive to functional resumes.** Functional resumes are useful for career changers, or those who have frequent job changes, longevity with just one company, or gaps in work history.

BASIC RESUME COMPONENTS

The construction of your resume and the selection and placement of information categories depend upon your experience: whether you are a new graduate, an experienced professional, or a student preparing a resume for your first internship assignment. In this packet, see the "Resume Format: Recent Graduate" or "Resume Format: Experienced" (both seen in Chronological Formats) or "Resume Format: Functional" for further explanations of each component.

RESUME WRITING GUIDE

- Employers generally spend 15-30 seconds skimming a resume.
- Effective resumes quickly identify: Who you are, What you know, What you have accomplished, and What you can offer an employer.
- Must be easy to follow and to read or it will not get read.
- Must be error free. Check grammar, punctuation, and spelling.
- Be concise. Omit any unnecessary words. Do not overwhelm employers with detailed information.
- Avoid vague words such as "many," "various," and "etc."
- Use capital letters, bold type, and bullets selectively.
- Always include a cover letter placing it on top of your resume.
- Be careful with your online presence (social network sites, blogs, websites, etc.).

Submitting your Resume

Submit exactly what they want, and how and when they want it. Follow instructions to the letter. Mistakes mean you go in the "no" pile.

Paper

- Use high quality paper: 25% cotton fiber (sold as “Resume Paper”).
- Color: white, ivory, off white - no colors or textured effects. (Best for scanning/copying.)
- Envelopes: full size, white, no clasp is best (do not have to fold paper).
- Type recipient and return addresses on front of envelope.
- Print quality: crisp, clear, no smudges.
- No staples or paper clips.

Format

- Avoid overused templates (such as those found in Microsoft® Word).
- Professional and conservative (no fancy fonts, colored fonts or pictures).
- Margins: one-inch.
- Font Size: 12 point font preferred, no smaller than 10 point.
- Length: no more than two pages (put just your name and page number on the second page).
- Consistency (choose a style and stick with it, including dates, bullets, spacing, etc.).
- Reverse chronological format is preferred.

Content

- Full name and address. (If you have a name change, put prior name in parentheses.)
- Appropriate, non-work email, one non-work phone number.
- No first person language (i.e., I, my, she, he).
- Use action verbs. (See samples on next page.)
- Do not write in complete sentences.
- Avoid stating the obvious.
- Focus on accomplishments and outcomes rather than duties.
- Do not sell yourself short but do not embellish. Be honest.
- Use key words (get from job posting or occupation profiles from [Onet /Occupational Outlook](#)).
- Include leadership, volunteerism, and extracurricular activities.
- Do not include personal information such as hobbies, interests, sex, race, social security number, age, marital status, number of children, religion, disability, or picture.

ELECTRONIC RESUMES

Many employers are placing resumes into searchable databases and also prefer to receive resumes online or by e-mail. Follow each employer’s directions. Some quick tips for electronic-friendly resumes:

- Do not create a new resume. Begin with your original resume word document.
- If directed to attach word document to e-mail message along with cover letter then no conversion of your resume document is necessary. (See “Professional E-Mail Etiquette” section.)
- However, the employer may require the following versions: **Text** (ASCII) (Removes all formatting and allows for easy placement into a database); **Rich Text** (RFT) (sometimes used for online job boards); **Portable Document Format** (PDF) (highly compatible but difficult to place into databases); **Hypertext** (HTML) (web-based resume available 24/7 on the Internet and easily expandable into a Web portfolio), and **Scannable** (similar to “text” resumes. Used less often.)
- For text files: Save your resume in different file name. Remove ALL formatting (tabs, italics, underlining, and bold); and align everything to the left margin. Replace bullets with asterisks (*). Then save your unformatted resume in the appropriate text file. Proofread to make sure all information was converted correctly.

Resume Preparation: Sample Action Verbs

(Use verbs in the past tense unless they describe a current position or activity.)

Accomplished	Converted	Inspected	Purchased
Achieved	Coordinated	Inspired	Recommended
Acquired	Counseled	Installed	Recruited
Acted	Created	Instigated	Redesigned
Activated	Cultivated	Introduced	Reduced
Adapted	Cut	Instructed	Regulated
Addressed	Decentralized	Insured	Related
Administered	Decreased	Interpreted	Renegotiated
Advanced	Defined	Interviewed	Reorganized
Advised	Delegated	Introduced	Reported
Aided	Demonstrated	Inventoried	Researched
Analyzed	Designed	Invested	Resolved
Anticipated	Determined	Investigated	Restructured
Appointed	Developed	Launched	Reversed
Appraised	Devised	Led	Reviewed
Approved	Directed	Localized	Revised
Arbitrated	Discovered	Located	Revitalized
Arranged	Documented	Maintained	Saved
Assembled	Doubled	Managed	Scheduled
Assessed	Drafted	Marketed	Selected
Assisted	Edited	Minimized	Served
Attained	Effectuated	Modernized	Settled
Audited	Eliminated	Modified	Shaped
Authored	Employed	Monitored	Simplified
Augmented	Enforced	Motivated	Sold
Automated	Engineered	Negotiated	Solved
Balanced	Established	Obtained	Specified
Bought	Estimated	Operated	Staffed
Budgeted	Evaluated	Organized	Standardized
Built	Executed	Originated	Stimulated
Calculated	Expanded	Participated	Streamlined
Centralized	Expedited	Performed	Studied
Collaborated	Facilitated	Planned	Supervised
Combined	Focused	Prepared	Supported
Communicated	Forecast	Presented	Surpassed
Completed	Formed	Prevailed	Surveyed
Composed	Formulated	Prevented	Taught
Computed	Founded	Processed	Tested
Conceived	Generated	Procured	Trained
Conceptualized	Guided	Produced	Transacted
Concluded	Handled	Programmed	Translated
Condensed	Hired	Projected	Updated
Conducted	Implemented	Promoted	Utilized
Consolidated	Improved	Proved	Vitalized
Contracted	Improvised	Provided	Wrote
Constructed	Increased	Publicized	
Controlled	Initiated	Published	

Resume Preparation: Sample Resume Categories/Additional Options

OBJECTIVE	Career Objective Objective/Qualifications Employment Objective	Position Desired Career Goal Job Objective
QUALIFICATIONS	Highlights of Qualifications Summary of Qualifications Qualifications Statement	Profile Professional Profile Summary
EDUCATION	Education / Professional Development	Education / Training
EXPERIENCE	Relevant Skills and Experience Skills & Accomplishments Related Experience Professional Experience Employment History Other Experience Leadership Experience	Computer Experience Sales Experience Financial Experience Summer Employment Foreign Travel Retail Experience Work History
OPTIONAL	Awards Professional Associations Community Service Credentials Relevant Course Work Hardware/Software Languages Professional Accomplishments	Military Experience Publications Travel Athletics Activities Honors Presentations Computer Skills
FUNCTIONAL/ COMBINATION HEADINGS	Demonstrated Skills Communication Skills Motivational Skills Interpersonal Skills Organizational Skills Planning & Development Skills Investigative Skills	Competencies Writing Ability Athletic Ability Managerial Skills Financial Skills Accounting Skills Research Skills

RESUME FORMAT – RECENT GRADUATE

Your Name (Use first, middle initial, and last name)

Street Address (street preferred over P.O. Box)

City, ST Zip code (States should be abbreviated with capital letters, example MO, IL)

Phone Number • E-mail address

(Use one non-work phone number that includes a professional voice message) • (Use appropriate, non-work email address)

OBJECTIVE: Example: Entry-level Marketing position (State the type of position/ area desired. Keep it simple and focused. If your objective is too broad, it appears you have no career focus.)

EDUCATION

University, City, ST

Full title of degree (Do not abbreviate). Major/Minor/Emphasis. (**Month/year**) (Use anticipated graduation date if not completed.)

- GPA (if 2.7 or higher). May include honors and awards (titles only).
- List most recent education first.
- Do not include high school (after completing 2 years of college) or transfer credits.

RELATED EXPERIENCE (If no related experience, change to Related Coursework. List only most relevant courses.)

Employer Name, City, ST (Month/Year-Month/Year) (Be sure to format dates, cities, and states consistently.)

Position Title

- List most recent experience first. Can be paid or unpaid. Include internships, practicum, co-ops.
- Use present tense verbs for present positions; past tense verbs for previous positions.
- Begin each phrase with an "action" verb (i.e.; Create, Increase, Improve, Develop).
- Do not use first person language such as "I" or "my."
- Highlight outcomes, achievements, and transferable skills; go beyond stating duties.

ADDITIONAL EXPERIENCE (If no "Related Experience," use heading "Experience.")

Employer, City, ST (Month/Year-Month/Year)

Position Title

- List most recent experience first using same guidelines as listed under Related Experience.
- List jobs that show stability, account for time, or financed your education.
- Highlight transferable skills such as time management, communication, dependability.

SKILLS (Optional Category)

- Use qualifying statements that describe your level of competency.
- Example: Strong computer skills, CPR/First Aid certified, fluent in Spanish.

HONORS – ACTIVITIES – COMMUNITY SERVICE – MEMBERSHIPS - LEADERSHIP (Optional Categories)

- List relevant and recent honors, awards, scholarships, and/or professional development (no high school). (include dates.) (May instead be included in the education section.)
- Indicate memberships, leadership positions, community service (include dates).
- Do not include descriptions.
- Example: St. Louis Crisis Nursery, Volunteer (month/year-month/year)

Do not list references on resume. Include a separate reference page and/or portfolio only when requested by employer. If your resume requires two pages, use the Header function to add "your name, page 2" to the second page only.

RESUME FORMAT - EXPERIENCED

YOUR NAME

Street Address
City, ST Zip code

Phone number
E-mail address

(Use one non-work phone number that includes a professional voice message.) • (Use appropriate, non-work email address.)

OBJECTIVE/QUALIFICATIONS

Limit to 5 lines. State the type of position desired (including industry). Describe qualifications most relevant to desired position. No first person language. Example:

Accountant with over twenty years of combined experience in **private and public accounting**. Excellent analytical and communication skills. Recognized for high ethical standards. Self-motivated with strong supervisory and team building skills, detail-oriented, and computer competent.

RELATED EXPERIENCE

Employer Name, City, State

Position Title

Month/Year-Month/Year

- List most recent RELATED employer first. Can stop listing after 10 years.
- Use present tense verbs for present positions; past tense verbs for previous positions.
- Begin each phrase with an "action" verb (i.e, Create, Increase, Improve, Develop).
- Do not use first person language such as "I" or "my."
- Highlight outcomes, achievements, and transferable skills; go beyond stating duties.

COMMUNITY SERVICE (Optional category, but recommended)

- List volunteer experiences (include name of organization, location, and dates).
- Example: St. Patrick Center, St. Louis, MO, Volunteer Tutor (month/year-present)

PROFESSIONAL DEVELOPMENT (Optional category, but recommended)

- List memberships and involvement with related professional organizations.
- Include any related training and conference attendance including dates.
- Example: Missouri Society of Certified Public Accountants (month/year-present)

EDUCATION

University, City, ST

Full title of degree (do not abbreviate), **Major/Minor/Emphasis**

Month/year of graduation

(If not completed state "anticipated")

- Include GPA (if 2.7 or higher). May include honors and awards (titles only).
- List most recent education first.
- It is not necessary to list all education, such as high school or transfer credits.

Certification (Heading may also be **Licensure**.) (If required for career.): List the state, certificate/license earned, plus the effective date. Example: Missouri: Certified Public Accountant (month/year - present)

REFERENCES/PORTFOLIO Available upon request. (Use only if space permits.)

Do not list references on resume. Include a separate reference page and/or portfolio only when requested by employer. If your resume requires two pages, use the Header function to add "your name, page 2" to the second page only.

RESUME FORMAT - FUNCTIONAL

Your Name

Street Address • City, ST Zip code • phone number • E-mail address

(Use one non-work phone number that includes a professional voice message.) • (Use appropriate, non-work email address.)

PROFESSIONAL PROFILE

Limit to 5 lines. Bold your professional career identity. Summarize your most relevant qualifications for the position including skills and work-related personality traits. Do not use first person language in a resume. Example: Results-oriented, **human resource manager** with over 15 years experience. Proven ability in developing and implementing employee programs. Experienced in developing departmental policies and procedures designed to increase productivity. Successful team leader with excellent communication, organizational and problem solving skills.

EXPERIENCE HIGHLIGHTS

Break down major responsibilities and achievements acquired from your listed "Work History" into focused areas (3-4 areas) that relate to the career focus of your resume. If changing careers, identify transferable skills.

Key Function / Skill

- No more than 3 or 4 bullets per function.
- Write in phrases, not complete sentences. No more than 2 lines per bullet, preferably 1 line.
- Be consistent in your formatting.
- Use action verbs, present tense for current functions and past tense for previous functions.

Key Function / Skill

- Quantify responsibilities & accomplishments when possible. Show the results.
- Show how you motivated others to succeed / accomplish goals.
- Use commendations from boss or customers. Use words like "Seen as," or "Regarded by."
- Mention awards. Example: Awarded recruiter of the month for 6 consecutive months (year).

Key Function / Skill

- Each key function or skill should follow the same guidelines listed on this page.
- Prioritize Function/Skills Headings and bullets within each area with most relevant first.
- Put years in parentheses behind each bullet or each Heading. Limit entries to the past 10 years.

WORK HISTORY (List most recent first.)

Company Name, City, ST	Job Title	Month/year-Month/year
Company Name, City, ST	Job Title	Month/year-Month/year
Company Name, City, ST	Job Title	Month/year-Month/year

EDUCATION / TRAINING

University/ Agency, City, ST
Full title of degree, certificate, training (do not abbreviate). Major/Minor/Emphasis Month/year of graduation

- Include GPA (if 2.7 or higher). May include honors and awards (titles only).
- List most recent education/training first.
- Do not list high school, transfer credit or any training not related to the career focus.

PROFESSIONAL MEMBERSHIPS (Optional but recommended.)

- List memberships and involvement with related professional organizations or conferences.
- Example: Employment Management Association, St. Louis and National Chapters (year-present)

COMMUNITY SERVICE (Optional but recommended.)

- List volunteer and service involvement. Employers like well diverse candidates.
- Example: United Way, Campaign Chair (year)

Do not list references on resume. Include a separate reference page and/or portfolio only when requested by employer. If your resume requires two pages, use the Header function to add "your name, page 2" to the second page only.

REFERENCES

Select individuals who are in a position to evaluate your past performance and/or future employment potential. Supervisors from related work or volunteer settings and teachers in your academic discipline area are credible sources of information. It is advisable to schedule a short appointment, or at least make a telephone contact with these individuals to:

- Ask them if they are willing to provide a positive recommendation for you.
- Inform them of your career or continuing education objectives.
- Identify your skills, personality traits, experiences, accomplishments, and potential job-related contributions that you would like them to mention if contacted by an employer.
- Provide them with a copy of your resume.

Be sure to write a thank you letter to each reference, and inform them when you accept a job offer!

Do not include reference names on your resume. (You may write "References Available Upon Request" at the end of your resume if you need to fill up white space!) Use a separate sheet of resume paper to list 3-5 references to give to employers at the end of an interview, if asked. Do not enclose your reference page with your resume unless requested. If any of your references has changed companies since you were there, insert a line such as: (formerly Manager, Walgreens), so the potential employer can identify the connection.

Sample Reference Page

JANE KNIGHT	
6800 Wydown Boulevard • St. Louis, MO 63105 • 314-889-1411 • jane.knight@email.com	
REFERENCES	
Name and Relationship	
Title	
Employer	
Address	
City, State, Zip	
Work Phone	
E-mail address	
Example:	
Dr. James Smith, Faculty Advisor	
Professor of English	
Fontbonne University	
6800 Wydown Boulevard	
St. Louis, MO 63105	
314-889-1411	
jsmith@fontbonne.edu	