

An effective resume succinctly describes your education and experience in relation to the job for which you are applying. You will often make your first impressions on employers through your writing, and you'll want those impressions to be outstanding. Your resume is a written snapshot that should clearly support your career goal and be tailored to that position. Information on the resume should be presented in order of relevance to the position to which you are applying.

Developing a Resume

1. Analyze the job description for skills and abilities

Review job descriptions for the skills and abilities that employers are seeking. Read through the descriptions and highlight the required skills, attributes and qualifications. Use these words in your resume.

2. Create a list of accomplishments

Take some time to think about your accomplishments: things that you did well, enjoyed doing, and were proud of. Include education/training, volunteer opportunities, jobs, projects, school assignments, travel and group/team activities. Describe in detail what you did, with whom you did it, what equipment you used and what happened. Use commonly understood terminology. Identify the personal strengths and skills that you used to achieve your accomplishments. Do not be humble; this is your chance to promote your skills and abilities.

3. Analyze experiences for relevant skill areas

Analyze your experiences to identify your skill areas, using the skills list in this handout.

4. Write descriptive phrases

Using action verbs, write short phrases to describe what you did that illustrate each skill. Be concise and specific.

5. Choose the appropriate format

There are several resume formats to choose from so be sure to choose the format that best presents your background and qualifications. See pages 3 and 4 for examples.

Chronological: This resume lists your background in a reverse chronological sequence, starting with the most recent. This format works best when your work, volunteer and academic experiences relate directly to the type of job for which you are applying. *Chronological resumes are preferred by most on-campus recruiters and business employers.*

Skills/Functional: This resume highlights your achievements by functional area. You select areas to fit your experience and job you're applying for. Job titles, employers and dates of employment are listed in a brief section at the bottom of the page. This format allows you to highlight skills, knowledge and abilities relevant to the position regardless of where and when you obtained them. Arrange the descriptive phrases in order of relevance to the position for which you are applying. It works well when your work is not directly related to your career goal, you are entering the job market for the first time, or you are making a career change.

Combination: This lists your experiences in reverse chronological order, but divides your experiences into 2-3 sections, with functional headers. This allows you to lead with your most relevant work experience, even if more recent work is less relevant. *Combination resumes are also well received by most employers.*

6. Get your resume checked by an Advisor or Career Peer Mentor. Drop-ins with a Career Peer Mentor Mon-Thurs., 11:00-1:00 PM. Or call 664-2196 for an appointment with a Career Advisor.

Resume Do's and Don'ts

Do

Be specific in your objective, if you have one.
Emphasize results produced and significant achievements.
Begin sentences with action verbs such as *developed* or *wrote*.
Quantify when possible and use examples ("trained staff of 6")
Get feedback and proofreading from several people.
Use good quality paper, a laser printer, and 11 pt. font or larger.

Don't

Begin phrases with "I" or "my."
Mention controversial activities or associations.
Exaggerate your experience. Truth is important!
Use meaningless phrases like "seek challenging job."
Use abbreviations or flashy graphics.
Use underlining or italics (scanners can't read them).

Resume Tips for First Year Students

- As a first or even a second year student, it is okay to include work experience, leadership or highlights of activities and accomplishments from high school. By your third year in college resumes usually do not list your high school attended.
- Experiences and courses that most strongly demonstrate skills related to your job objective should appear nearer the top of your resume.

Sending Resumes and Letters Electronically

- When submitting a resume via an organization's website, use the formatting and display style recommended by the website. **Many employers do not open attachments, as they do not want to introduce viruses into their system!!**
- It is almost always important to include a cover letter with your resume. Send both the resume and cover letter in one email message.
- To send your resume via email, find out the employer's format preference when possible. Although some recruiters accept attachments, most prefer your resume be included in the text of the email message. If you are unable to ask for the employer's preference, send it both ways in one message.
- If—and only if—employer specifies a preference of an attached resume document, give the document a name the recruiter will associate with you, such as "MillerJennifer.doc". This will enable a recruiter to find your resume once it's saved on a computer. Do not name the document "Resume.doc." Also, be absolutely sure your document is free of viruses.
- Send it electronically to a friend to ensure formatting is correct and document is virus-free.

Tips for sending your resume in the text of the email message

The cover letter should appear above your resume.

- Do not use bold, underlining, bullets, distinctive fonts, colored text, or html codes. Consider using asterisks (*), plus signs (+), dashes (-), and all capital letters to highlight text.
- Limit lines to 60 characters in width to avoid line wraps.
- Left justify; avoid columns and centering

Developing a Scannable Resume

Many employers use resume database tracking systems. They scan incoming resumes into a database (sometimes letters, too) and when they have openings, retrieve resumes using relevant keywords.

- It is permissible to ask an employer if you should provide a scannable resume. Some companies will indicate on their website if they scan resumes and even give tips on how to format your resume.
- Include industry or job-specific keywords, especially relevant skills, understandable abbreviations, major, fields of study, experience (e.g., market research, Java, html, sales, Spanish).
- Use 11- to 14- point font size, either Times or Arial font.
- Margins on top, bottom, and sides can be as small as 0.75 inches.
- Avoid italics, underlining, fancy fonts, and multiple columns. Use spacing or all capitals for emphasis.
- Boldface may not be accepted by all systems; unless instructed otherwise, it is probably OK.
- Print on white paper with a laser printer.
- When submitting by mail, do not fold.

Job Search Letters

Although the letter you send with your resume can make all the difference in an employer's response to you, there is no single formula or model letter that will work well for every occasion. Effective letters are part of a larger job search campaign, and allow you to communicate more fully person-to-person, with your recipient. Job search letters are used to:

- Apply to an advertised position.
- Accompany a resume to a target organization you have researched.
- Apply for an internship, summer job, or volunteer position to build experience or "get your foot in the door."
- Request an informational interview to ask for advice about a career field or organization.
- Thank an employer for an interview (very important!). Each letter should be tailored to your recipient, and address the fit between their needs and your strengths and experience. See SSU handouts "Job Search Strategies," "Cover Letters that Work," and "Networking Guidelines" for more details and examples.

CHRONOLOGICAL RESUME

ALICIA GUTIERREZ

1 Camino Collegio, #2
Cotati, CA 94000

agutier@email.com
707-345-9999

OBJECTIVE School district teaching internship - passed CBEST June 2007

EDUCATION B.A. American Multicultural Studies, May 2007
Sonoma State University, Rohnert Park, CA
Pontificia Universidad Catolica de Chile, Santiago, Chile, two semesters

EXPERIENCE

James Monroe School, Santa Rosa, CA. 9/2006-present
TUTOR AND TEACHER'S AIDE

- Developing a semester teaching unit on culture, ethnicity, and identity
- Conceptualizing and implementing a yearlong project for ESL students that will culminate in a journal of autobiographical works. This will be in a learning tool and model for other ESL teachers, a historical archive, and a source of inspiration for other ESL students
- Drafted a proposal to finance project, which resulted in being awarded grant support

This chronological version of Alicia's resume emphasizes her teaching

Target, Rohnert Park, CA. 7/2002-12/2005

SALESPERSON

- Refined communication skills and marketing techniques
- Led in clothing sales for the months of July and August

National Cheerleaders Association, Garland, TX. May-July 2001, 2002 & 2003

INSTRUCTOR AND CAMP LEADER

- Instructed students of all ages in cheerleading, gymnastics, and dance
- Collaborated with a team of instructors to create a positive, fun, and lively learning atmosphere

ACTIVITIES

Rush Chairperson for Chi Delta Sorority 1/2004 -12/2005

- Directed team of 30 chapter members in planning recruitment
- Recruited women to join by implementing marketing strategies
- Successfully pledged full quota for two semesters
- Increased chapter unity and spirit by designing team building activities
- Budgeted spending for Rush preparation week and Rush week

Editor, *zaum*, a literary magazine, Sonoma State University 9/2003-present

- Designed visual concept and layout for two issues of the magazine
- Evaluated and edited submissions
- Organized fundraising and promotional events

SKILLS

- Proficient in conversational Spanish
- Microsoft Word, Excel, Photoshop, Dreamweaver, strong Internet research skills

FUNCTIONAL RESUME

ALICIA GUTIERREZ

1 Camino Collegio, #2
Cotati, CA 94000
agutier@email.com
707-345-9999

This functional version of Alicia's resume emphasizes her marketing/management skills

OBJECTIVE Entry-level marketing position using excellent communication, organizational, and computer skills, with proficiency in Spanish.

EDUCATION **Sonoma State University**, Rohnert Park, CA
B.A. American Multicultural Studies, May 2007
Additional coursework in marketing, psychology, and computer science
Pontificia Universidad Catolica de Chile, Santiago, Chile, 2 semesters

SKILLS

- Proficient in conversational Spanish; strong team player
- MS Word, Excel, PhotoShop, and Dreamweaver
- Strong Internet research and web page design skills

Good use of numbers to quantify achievement

MARKETING/MANAGEMENT

- Coordinated team in planning sorority recruitment resulting in a chapter membership increase of 35%. Implemented a marketing strategy that promoted the benefits of membership.
- Organized fundraising and promotional events for literary journal
- Achieved highest sales volume level while employed at a retail store.
- Collaborated with a team of instructors to create a positive, fun, and lively learning atmosphere.

COMMUNICATION

- Directed group of 30 sorority members and increased group unity by designing team building activities.
- Motivated 15 underachieving students toward success in district exams.
- Drafted a proposal for an educational project resulting in a \$600 grant award.

CREATIVITY

- Conceptualized yearlong project for ESL students that will culminate in a journal of autobiographical works.
- Designed visual concept for a magazine debut event.
- Developed a semester teaching unit on culture, ethnicity, and identity

WORK HISTORY

Tutor and Teacher's Aide, James Monroe School, Santa Rosa, CA. 9/2006-present

Editor, *zaum*, a literary magazine, Sonoma State University. 9/2003-present

Recruitment Chairperson, Chi Delta Sorority. 1/2004-12/2005

Salesperson, Target, Rohnert Park, CA. 7/2002-12/0005

Instructor/Group Leader, National Cheerleaders Association, Garland, TX. Summers 2001-2003

COMBINATION FUNCTIONAL & CHRONOLOGICAL RESUME

ALICIA GUTIERREZ

1 Camino Collegio, #2
Cotati, CA 94000

agutier@email.com
707-345-9999

OBJECTIVE Entry-level marketing position using excellent communication, organizational, and computer skills, with proficiency in Spanish.

EDUCATION **Sonoma State University**, Rohnert Park, CA
B.A. American Multicultural Studies, May 2007
Additional coursework in marketing, psychology, and computer science
Pontificia Universidad Catolica de Chile, Santiago, Chile, 2 semesters

HIGHLIGHTS

- Strong Internet research and web page design skills
- Excellent communication skills; able to work on a team as well as independently
- Proficient in conversational Spanish
- MS Word, Excel, PhotoShop, and Dreamweaver

MARKETING/MANAGEMENT AND SALES EXPERIENCE

RUSH CHAIRPERSON

Chi Delta Sorority 1/2005 –12/2006

- Directed team of 30 chapter members in planning recruitment
- Implemented marketing strategies to recruit women
- Successfully pledged full quota for two semesters
- Increased chapter unity and spirit by designing team building activities
- Budgeted spending for Rush preparation week and Rush week

SALESPERSON

Target, Rohnert Park, CA. 7/2003-12/2004

- Refined communication skills and marketing techniques
- Led in clothing sales for the months of July and August

TEACHING AND COMMUNICATIONS EXPERIENCE

EDITOR

zaum, a literary magazine, Sonoma State University 9/ 2005-present

- Designed visual concept and layout for two issues of the magazine
- Evaluated and edited submissions
- Organized fundraising and promotional events

TUTOR AND TEACHER'S AIDE

James Monroe School, Santa Rosa, CA. 9/2004-present

- Developing a semester teaching unit on culture, ethnicity, and identity
- Conceptualizing and implementing a yearlong project for ESL students that will culminate in a journal of autobiographical works.
- Drafted a proposal to finance project, which resulted in a grant award

INSTRUCTOR AND CAMP LEADER

National Cheerleaders Association, Garland, TX. May-July 2002, 2003 & 2004

- Instructed students of all ages in cheerleading, gymnastics, and dance
- Collaborated with a team of instructors to create a positive, fun, and lively learning atmosphere

RESUME ACTION VERBS

Communication & People Skills	Suggested	Prepared	Developed	Obtained	Communicated
	Summarized	Programmed	Eliminated	Operated	Conducted
	Synthesized	Projected	Emphasized	Ordered	Coordinated
	Advertised	Qualified	Enforced	Organized	Critiqued
	Arbitrated	Reconciled	Enhanced	Prepared	Developed
	Articulated	Reduced	Established	Processed	Enabled
	Authored	Researched	Generated	Provided	Encouraged
	Clarified	Retrieved	Handled	Purchased	Evaluated
	Collaborated		Headed	Recorded	Explained
	Communicated	Helping	Hired	Registered	Facilitated
	Conferred	Advocated	Hosted	Reserved	Focused
	Consulted	Aided	Improved	Responded	Guided
	Contacted	Conceptualized	Incorporated	Reviewed	Individualized
	Conveyed	Condensed	Increased	Routed	Informed
	Convinced	Created	Inspected	Scheduled	Instilled
	Corresponded	Customized	Instituted	Screened	Instructed
	Debated	Designed	Collaborated	Led	Submitted
	Defined	Developed	Contributed	Managed	Supplied
	Developed	Directed	Cooperated	Merged	Standardized
	Directed	Displayed	Counseled	Motivated	Systematized
	Discussed	Drew	Demonstrated	Navigated	Updated
	Drafted	Entertained	Diagnosed	Organized	Validated
	Edited	Established	Educated	Originated	Verified
	Elicited	Fashioned	Encouraged	Overhauled	
	Enlisted	Formulated	Ensured	Oversaw	Research
	Explained	Founded	Expedited	Planned	Analyzed
	Expressed	Illustrated	Facilitated	Presided	Clarified
	Formulated	Initiated	Familiarized	Prioritized	Collected
	Furnished	Instituted	Furthered	Produced	Compared
	Incorporated	Integrated	Guided	Recommended	Conducted
	Influenced	Introduced	Helped	Reorganized	Critiqued
	Interacted	Invented	Insured	Replaced	Detected
	Interpreted	Modeled	Intervened	Restored	Determined
	Interviewed	Modified	Motivated	Reviewed	Diagnosed
	Involved	Performed	Prevented	Scheduled	Evaluated
	Joined	Photographed	Provided	Secured	Examined
	Judged	Planned	Referred	Selected	Experimented
	Lectured	Revised	Rehabilitated	Streamlined	Explored
	Listened	Revitalized	Represented	Strengthened	Extracted
	Marketed	Shaped	Resolved	Supervised	Formulated
	Mediated		Simplified	Terminated	Gathered
	Moderated	Sales/Finance	Supplied		Inspected
	Negotiated	Adjusted	Supported	Organization	Interviewed
	Observed	Allocated	Volunteered	Catalogued	Invented
	Outlined	Analyzed		Categorized	Investigated
	Participated	Appraised	Management/Leadership	Chartered	Located
	Persuaded	Assessed	Administered	Classified	Measured
	Presented	Audited	Appointed	Coded	Organized
	Promoted	Balanced	Approved	Collected	Researched
	Proposed	Budgeted	Attained	Compiled	Reviewed
	Publicized	Calculated	Authorized	Corrected	Searched
	Reconciled	Conserved	Chaired	Corresponded	Summarized
	Recruited	Corrected	Considered	Distributed	Surveyed
	Referred	Determined	Consolidated	Executed	Systematized
	Reinforced	Developed	Contracted	Filed	Tested
	Reported	Estimated	Controlled	Generated	
	Resolved	Forecasted	Converted	Incorporated	Teaching
	Responded	Marketed	Coordinated	Inspected	Adapted
	Solicited	Measured	Decided	Logged	Advised
	Specified	Netted	Delegated	Maintained	Clarified
	Spoke	Planned		Monitored	Coached
					Used

RESUME FORMAT FOR EMAILING

Dear Ms. Walters,

Thank you for meeting with me after the career panel program yesterday at Sonoma State University. I am very interested in the entry-level Manufacturing Engineering Assistant position we discussed.

I believe my strong training in applied physics and teamwork experience in a manufacturing setting make me a good candidate. I am available to begin work after May, 2003.

I look forward to hearing from you. Thank you.
John Smith

RESUME

JOHN SMITH

100 Manor Lane, Cotati, CA 94928
(707) 555-1234
js@sonoma.edu

OBJECTIVE

Manufacturing Engineering Assistant

EDUCATION

SONOMA STATE UNIVERSITY
BS in Physics, May, 2007

RELATED COURSES

Analog and Digital Electronics * Introductory Quantum Lab
* Precision Machining for Experimental Physics * Fluid Mechanics *
Applied Fluids * Thermodynamics * Heat Transfer * Properties of
Materials

PROJECTS

* Modeled aluminum tubing framework of a DNA machine and provided cost analysis, vendor information, and component and assembly drawings.

* Conceptualized and developed a prototype for a device used to prevent the disastrous effects of household gas leaks.

EXPERIENCE

MANUFACTURING ENGINEERING INTERN

Acme Widgets, Inc. Santa Rosa, CA May 2002-present
* Performed daily maintenance and troubleshooting of a manufacturing line.
* Researched and tested hardware and software scenarios for implementation of a new packaging system.

NOTE: continue for up to three pages (letter plus resume)

All text is left margin justified and 60 characters per line. Hit return at the end of each line.

RESUME FOR A SUMMER JOB

Jennifer Miller

777 Camino Collegio
Cotati, CA 94928
707-777-0000
jennifermiller@email.com

OBJECTIVE

Summer job in banking, with possibility of part-time work during the school year.

EDUCATION

Sonoma State University, Rohnert Park, CA
Majoring in Business Administration. Expected graduation May 2009
Coursework in math, accounting, micro- and macroeconomics, and computer science

El Molino High School, Forestville, CA

Captain of Girls Basketball Team.

First and second year students can include high school experience and accomplishments. Older students may include it if they want to feature honors, etc., and they not duplicated in college.

SKILLS

- Excellent communication and math skills
- Ability to work independently and as part of a team
- Hard worker, fast learner, and motivated to build experience in financial services
- Proficient in MSWord and Excel

WORK HISTORY

Clerk, Video Droid, Cotati, CA 9/2006 – present

Interact with a wide variety of customers. Solve problems as they arise. Close and open the store occasionally. Maintain a 20-hour/week work schedule while studying full-time.

Counter Person, Carr's Drive-in, Forestville, CA summer 2005

Serve customers quickly and efficiently. Work with a team to provide excellent service.

EXTRACURRICULAR ACTIVITIES

Peer Mentor, Freshman Seminar, Sonoma State University, Rohnert Park, CA 8/2006 – 12/2006

Work on a team to plan and present interactive, educational activities. Meet with students one-on-one to provide guidance and evaluate students' performance.

Treasurer, Senior Class, El Molino High School, Forestville, CA 9/2004 – 6/2005

Managed a budget of \$30,000 for senior trips and events. Participated in fund raising activities.

INTERESTS

Basketball, cooking, and researching the stock market.