



WILSON COLLEGE

Resume Guide

This guide is designed to jump start your resume writing. The Career Development Office is available to review your resume and assist you in your job search and career planning.

For more information:

Linda Boeckman, Director
Career Development Office
103 Lenfest

(717)262-2006 x3314

linda.boeckman@wilson.edu

Contents

I. Resume Purpose, Design, & Mechanics.....Page 3

II. Key Elements of a Successful Resumes.....Page 4

This document is intended to guide you in creating your resume by outlining important types of information to include and tips for doing so in a professional and persuasive manner. Please note this is not intended as a template and the format employed may or may not best represent you. Consider meeting with a Peer Career Advisor to discuss how you might best layout your own resume.

III. Writing a Resume Bullet.....Page 5-6

When writing a resume it is best to be accomplishment driven rather than task driven. These pages outline how to take a task and rewrite them as an accomplishment.

IV. Transferable Skills & Action Verbs.....Page 7

Transferable skills are those that can be applied in a variety of industries and job functions. Considering which transferable skills you want to convey to employers is a great place to start when composing your resume. This list is a sampling of the types of skills you might highlight on your resume, in addition to those skills that are more specific to your major, intended industry, or job function.

A sampling of action verbs is also included on this page. Be sure to use strong action verbs to begin each of your bulleted statements, previewing the skill to be exemplified through the accomplishment statement.

V. Chronological Resume Samples.....Pages 8-10

In this most commonly accepted resume format, job titles and employers are emphasized, starting with your most recent experiences to illustrate a progressive work history. Your skills and accomplishments are described through bulleted statements under each position. This resume type is recommended for people who have recently graduated with a bachelor's degree, those who are staying within the same career field, and candidates with few time gaps in their job history. This type is most often preferred by employers because it is easy to scan, highlights job titles, employers, and dates, and clearly ties candidates' skills and accomplishments to their work histories.

VI. Functional & Combination Resume Samples.....Pages 11-12

This format is an option for candidates who have changed employers frequently, have gaps in their employment history, or are hoping to transition to a new industry or unrelated job function. Functional resumes enable candidates to highlight transferable skills, placing less emphasis on employment dates, job titles, and employers.

I. Resume Purpose, Design, & Mechanics

The purpose of a resume is to market yourself to employers by succinctly summarizing your education, experience, and skills, ultimately aiming to convince employers to invite you to interview. When conceptualizing your resume, think of it as a marketing tool, rather than a simple work history, as it is intended to promote you as the perfect candidate for the opportunity at hand.

Resume writing is an art, not a science. There is no one correct way to formulate a resume, but there are best practices and standards that the Career Development Center recommends. Stand out from the crowd with high quality content and a clearly written, error-free document. Sequence the information from most important to least important with regard to your career objective. When constructing bullet points, aim to highlight accomplishments that exemplify the skills you possess and employers are seeking.

- ❖ **Length:** With a few rare exceptions, when applying for internships or entry-level jobs, students should keep their resume to 1 page. If you have difficulty narrowing down your resume, consider removing elements that are not closely related to the opportunities for which you are applying.
- ❖ **Margins:** Make your resume visually attractive. Use some whitespace to allow the reader's eye to rest. Using .5 inch to 1.5 inch margins is recommended.
- ❖ **Font:** Use a font that is easy to read. Times New Roman, Arial, and Courier New are good choices. A 10-12 point font size is recommended.
- ❖ **Consistency:** Keep the formatting consistent throughout your resume. For example, if you choose to bold a job title, make sure you bold every job title. Also, make sure that all of your bullet points, section headers, dates, etc. line up neatly on the page.
- ❖ **Accuracy:** Your resume, and all other job search materials, must be 100% error free. Be sure to carefully read through your resume, checking grammar, spelling, and punctuation. It is a good idea to have at least 2-3 people proof-read it as well.
- ❖ **Be Accomplishment-Orientated:** Employers hire you for your skills and want to read about times when you have successfully utilized the skills they are seeking. Describe achievements, rather than listing duties, quantify outcomes whenever possible, and be sure to highlight your proficiency in both technical (industry or job function-specific) and transferable skills.
- ❖ **Use Action Verbs:** Strengthen your bullet points by beginning each with an action verb that previews the skill to be exemplified in that accomplishment statement. This allows a potential employer to more easily scan your resume for what he or she is seeking.
- ❖ **Make it Clear and Be Succinct:** Eliminate the pronoun "I" at the beginning of each bullet point as this is assumed. Avoid introductory and wind-up phrases such as "My duties included..." and "My responsibilities were..."
- ❖ **Overall Appearance:** Ask yourself and others if your document is easy to read and professional looking. Also, consider that the average recruiter may scan your resume for 30 seconds or less. Make sure that your most important information stands out.

II. Key Elements of a Successful Resume

Your First and Last Name

◆ Phone number ◆ Email address ◆ Street address ◆ City, state & zip code ◆

OBJECTIVE (this can be optional)

Create a statement describing or naming the position you are seeking to obtain. You may also include the specific field or area you are interested in and the skills and expertise you could contribute to the company. This section is optional and could be omitted or substituted with —Career Highlights or —Summary of Qualifications section.

EDUCATION

Institution City, State

(Expected) Graduation Month Year

Write out the full name of your (expected) degree; also list Minors and Concentrations

GPA: 4.0/4.0 (it is recommended that you include your GPA if it is 3.0 or higher)

Other possible information to include: **Study Abroad Relevant Coursework, or Academic Awards and Honors**

EXPERIENCE, RELEVANT EXPERIENCE, INTERNSHIP EXPERIENCE [possible titles/descriptive headings]

Organization, **Your Job Title** – City, State

Month Year - Month Year

- The position header above is one example of formatting. Other formats can include using two lines or rearranging the order of the Organization, Job Title, Location, and Dates to emphasize the most important elements.
- You can bold or italicize your title or your organization—which ever is more relevant, but be consistent.
- In this section include bulleted accomplishment statements, which provide examples of successfully using this skill
- Start with a strong action verb, then follow with an explanation of what you were doing, describe how you did it, and, when possible, include any outcomes that you achieved. Remember, statements should ultimately convey your proficiency in one or more skill sets of interest to the employer by way of providing an example of when you have used them.
- Consider the following questions to help you create more effective bullet points: What was the result/outcome of your work? What were your accomplishments? How did you help the organization? What skills/knowledge did you enhance? How does this experience relate to your internship/employment goal?

Organization, **Your Job Title** – City, State

Month Year - Month Year

- Bulleted statements should be in the proper tense (past or present tense) and use consistent grammar and punctuation.
- Be specific by including quantity, frequency, population, and impact of your work whenever possible.
- Make sure your resume is easy to read and not too text heavy. Avoid using colors, multiple fonts, pictures, being too brief, or making it too dense. Make it your own, but be professional.

ADDITIONAL EXPERIENCE, LEADERSHIP, HONORS, ACTIVITIES, COMMUNITY SERVICE, VOLUNTEER, PROFESSIONAL DEVELOPMENT [possible titles/descriptive headings]

Organization, **Your Job Title** – City, State

Month Year - Month Year

- Using multiple experience sections is optional and allows you to emphasize (by placing it closer to the top) your most relevant experience. Experiences within a section should be listed in reverse chronological order.
- Positions within this section should be formatted like previous experience sections, but may or may not include bullet points.
- In an additional experience section, you can include work experiences that may not be directly related to the job you are applying to, but add to your credibility by exemplifying a progressive work history.
- Emphasize your transferable skills, those that can be taken from one experience and applied elsewhere.

Organization, **Your Role (e.g. Member, Participant, Honoree, or Presenter)** – City, State

Month Year - Month Year

- This section can also be an opportunity to share your experiences as a leader, honors received, community involvement, professional development activities, or membership in organizations. As illustrated, replace —job title with the role you played.
- Including bullet points is optional, depending on what you wish to convey to a potential employer.

ADDITIONAL SKILLS [List skills that are testable and concrete. Soft skills such as communication, organizational, and interpersonal skills should not be listed here, but rather incorporated into your bulleted accomplishment statements above.]

Technology: Try to include programs that would not be assumed based on education and include your proficiency level. For example: Advanced User of Microsoft Office Suite, including Outlook, Excel, and PowerPoint, as well as Adobe Photoshop.

Languages: For example: Proficient in oral and written German; Beginner knowledge of Spanish.

III. WRITING A RESUME BULLET POINT

MAKING THE POINT

- The best way to highlight your skills is in short, easy to read bullet points
- It is always better to be as specific & detailed as possible
- Start bullets with power verbs in the appropriate tense, illustrating transferrable skills (hint: use language from job description) and focusing on projects & accomplishments rather than duties
- A great way to start is by answering these questions:

Who: What organization were you working for? Who were your clients?

What: What specific task did you perform? What did you contribute/accomplish?

When: When/how often did you perform this task?

Where: What venue were you working in? Were you working internally or off-site?

Why: Why were you performing this task? What goal of the organization were you forwarding?

How: How did you perform the task? How many/much..? Try to add numbers when possible.

Remember that you don't have to answer all of these questions in each section

RELEVANT COURSEWORK EXAMPLE

Before

Introduction to Sales & Marketing, Wilson College, Chambersburg, PA Fall 20XX

- Designed a marketing strategy for local non-profit organization
- Created presentations
- Managed a team

After

Introduction to Sales & Marketing, Wilson College, Chambersburg, PA Fall 20XX

- Designed and implemented a marketing strategy for a local non-profit organization by applying online networking tools such as Twitter, Facebook and Instagram
- Created three presentations based on the effectiveness of visual displays; presented to audience of 30 peers
- Managed team of nine colleagues to carry out an online marketing project which raised \$8,000 for Race for the Cure

WORK EXPERIENCE EXAMPLE

Before

Student Assistant, Wilson College, Chambersburg, PA February 20XX - Present

- Work on program development
- Handle logistics
- Help students and visitors

After

Student Assistant, Wilson College, Chambersburg, PA February 20XX - Present

- Collaborate with internship coordinator to establish job shadowing programs and employer contacts
- Assess students' needs, schedule appropriate appointments using Microsoft Outlook and manage career resource library
- Guided students and visitors in conducting on-line job searches, internship database and navigating Career Center Web site

HIGHLIGHTING ACCOMPLISHMENTS ON YOUR RESUME

Including accomplishments on your resume helps to sell yourself by showcasing the things you have done. It also helps potential employers answer the question “what has this person done that can help us at our company?”

Most hiring managers understand the main duties of various job titles so don't take up valuable space on your resume with information they most likely already know.

What is the difference between a duty and an accomplishment?

- Duties describe what you did, letting hiring managers know the scope of the job
- Accomplishments demonstrate how well you did, illustrating your ability to contribute and excel

Step One: Make a List!

Brainstorm for a few minutes about each of your experiences (think beyond just jobs and internships to volunteer roles and leadership experiences to demonstrate accomplishments through skills mentioned in the job description). Write down any and all contributions that come to mind, even if they seem insignificant.

Ask yourself:

- What did I do above and beyond my normal duties? How did I take initiative?
- How did I stand out among other employees?
- Was I ever praised or recognized for a job well done? Did I receive any positive feedback, accolades, awards, or promotions?
- Did I implement any new processes or make suggestions that improved things?
- What problems did I solve?
- Did I ever consistently meet or exceed goals or quotas?
- Did I save the company money?
- What made me really great at my job?
- Of what am I most proud?

Step Two: Craft into Bulleted Statements

To write each statement:

- Begin with an action verb, using the appropriate tense
- Mention the scope of your activities (number of staff managed, size of event, percentage of sales increase, number of articles written weekly). When they are in your favor, quantify with numbers!
Note: Numbers one – nine are spelled out; 10 and over use digits.
- Detail the results, which could be the outcome of your actions (the value-added for company or customers) or specific skills you gained or demonstrated in that experience.
- Select the most compelling accomplishments for each experience, taking care to tailor your selections to the job you are applying for. List them in order of importance/relevance.

Duty	Accomplishment
Planned events	Coordinated food, entertainment, and set-up for Red Cross charity event that raised \$2,000 for Hurricane Sandy victims
Trained new employees	Trained 20 new employees resulting in increased customer satisfaction
Volunteered at soup kitchen	Led a team of eight volunteers in planning, preparing, and serving a weekly meal for 90 residents at the shelter, increasing service by 25%
Managed social media presence	Crafted 10 weekly Twitter posts that increased followers by 40%

TRANSFERABLE SKILLS

Transferable skills are those that can be applied in multiple work settings. Consider incorporating them, in addition to those that are specific to your intended career field, by providing examples of when you have successfully used them in your bulleted accomplishment statements. Some examples of transferable skills include the following:

HUMAN RELATIONS	MANAGEMENT	CLERICAL	COMMUNICATION	PUBLIC RELATIONS
Advising	Communicating	Bookkeeping	Editing	Conducting
Assisting	Consulting	Classifying	Explaining	Consulting
Counseling	Coordinating	Collecting	Influencing	Informing
Empathizing	Delegating	Compiling	Interpreting	Planning
Facilitating	Directing	Computing	Listening	Presenting
Guiding	Evaluating	Examining	Mediating	Promoting
Listening	Leading	Filing	Promoting	Representing
Motivating	Negotiating	Organizing	Speaking	Responding
Representing	Persuading	Recording	Translating	Researching
Serving	Planning	Word processing	Writing	Writing

PROBLEM SOLVING	RESEARCH	TECHNICAL	TRAINING	CREATIVE	FINANCIAL
Analyzing	Assessing	Adjusting	Adapting	Designing	Accounting
Appraising	Calculating	Aligning	Communicating	Developing	Administering
Diagnosing	Collecting	Assembling	Demonstrating	Establishing	Allocating
Examining	Diagnosing	Drafting	Enabling	Illustrating	Auditing
Executing	Evaluating	Engineering	Encouraging	Imagining	Balancing
Planning	Examining	Installing	Evaluating	Improvising	Calculating
Proving	Extrapolating	Observing	Explaining	Inventing	Forecasting
Reasoning	Interviewing	Operating	Instructing	performing	Investing
Recognizing	Investigating	Programming	Planning	Revitalizing	Projecting
Validating	Synthesizing	Repairing	Stimulating	Visualizing	

ACTION VERBS

Beginning each bulleted accomplishment statement with a strong action verb helps to highlight your successes and allows a reader to get a sense of your skills by scanning the page prior to reading each individual bullet point. It is a good idea to vary the action verbs on your resume in order to appeal to different audiences. Below is a list of verbs to help get you started.

A	Combined	Guided	Cultivated	Integrated	Operated	Recorded	Solved
Achieved	Communicated	H	D	Intended	Orchestrated	Recruited	Specified
Acted	Compiled	Handled	Decided	Interviewed	Ordered	Redesigned	Started
Adapted	Composed	Headed	Decreased	invented	Organized	Reduced	Strategized
Adjusted	Computed	Hired	Defined	Investigated	Originated	Referred	Streamlined
Administered	Conducted	I	Delivered	L	Oversaw	Removed	Strengthened
Advanced	Configured	Identified	Demonstrated	Launched	P	Reorganized	Studied
Advised	Consolidated	Illustrated	Designed	Lectured	Performed	Repaired	Summarized
Altered	Constructed	Implemented	Detected	Led	Persuaded	Reported	Supervised
Analyzed	Evaluated	Improved	Determined	Liaised	Planned	Represented	Supplied
Appraised	Examined	Increased	Developed	Logged	Posted	Researched	Supported
Arranged	Executed	Influenced	Devised	M	Prepared	Resolved	T
Assembled	Expanded	Informed	Diagnosed	Maintained	Prescribed	Restructured	Tested
Assessed	Expedited	Initiated	Differentiated	Managed	Presented	Revamped	Tracked
Audited	F	Inspected	Distributed	Manufactured	Priced	Reviewed	Trained
B	Facilitated	Installed	Documented	Marketed	Processed	Revised	Transformed
Balanced	Filed	Instituted	Doubled	Measured	Produced	Revitalized	Translated
Budgeted	Filled	Instructed	Drafted	Mediated	Promoted	Routed	Troubleshoot
Built	Forecasted	Consulted	E	Mentored	Proposed	S	U
C	Formulated	Contrasted	Edited	Migrated	Protected	Scheduled	Updated
Calculated	Fostered	Controlled	Eliminated	Minimized	Provided	Selected	Upgraded
Calibrated	Fulfilled	Converted	Encouraged	Monitored	Purchased	Separated	V
Categorized	G	Convinced	Engineered	Motivated	R	Served	Verified
Charted	Gained	Coordinated	Enhanced	N	Realized	Serviced	W
Classified	Gathered	Counseled	Ensured	Negotiated	Received	Set up	Weighed
Coached	Generated	Counted	Established	O	Recommended	Simplified	Wired
Collected	Grew	Created	Estimated	Obtained	Reconciled	Sold	Won

FIRST & LAST NAME(16-20pt)

Address where you can be reached

Phone (land line or cell or both)

Email that you check on a regular basis

(line is optional)

EDUCATION

Wilson College, Bachelor of Art/Science _____ Expected Graduation Date

GPA if higher than 3.0

Honors if they are academic based/Dean's List/Senior Capstone Project

COURSE WORK

6-9 classes that showcase your academics	These should be relevant the job to which you are applying	

EXPERIENCE

(This does not have to be work experience) Make sure to list dates worked

To list here:

- Internships
- Jobs related to the type of job you want
- Volunteer work
- Organizations where you have taken a leadership roll

Use Action Verbs and strong bullets

Name of Organization, title and location should all be listed here

CAMPUS/COMMUNITY EXPERIENCE

- **List** your campus clubs and organizations you have participated in here at Wilson

VOLUNTEER EXPERINCE

List volunteer experiences outside campus life

AWARDS

Any awards you have received

OTHER EXPERIENCE

This is where you should list part time jobs, summer jobs or other positions you have held that are not related to your major/desired job

SKILLS (This is optional)

e.g.: Customer Service	Public Speaking

List skills you believe yourself to be "well qualified"

References Available upon Request

Things Not to include:

Complete sentences

The word "the"

"I/Me" statements

Color/Pictures/Funky Fonts

If you go beyond 1 page evaluate what is on your resume and eliminate

Chronological Resume Samples

Sample 1

Min Nguyen

mnguyen@hotmail.com

Permanent Address:
1515 Howard Street
Martinsville, VA 12345
(555) 555-5555

Current Address:
1015 Philadelphia Ave
Chambersburg, PA 17201
(555) 555-5555

Education **Wilson College**, Chambersburg, PA
Bachelor of Arts Business Management
G.P.A. 3.3/4.0
Academic Honors: Dean's List all quarters in attendance
Expected May 20XX

Coursework Organizational Behavior
Marketing & Communications
Human Resources Management
Business Ethics

Experience **Wilson College Government Association**, Chambersburg, PA 20XX – Present
Advertising Staff

- Assist in production of independent and commercial documentary films.
- Coordinate media relations and arrange promotional events.
- Collaborate with marketing and creative staff on press releases, space ads, posters, and dealer promotions.

Irvin and Smith, Inc., Atlanta, GA Summers 20XX, 20XX
Administrative Assistant

- Researched new market opportunities by investigating and identifying potential customers and competitors.
- Provided status reports to management on all operations activities on a weekly basis.
- Worked with advertising, sales, and technical groups to develop brochures and trade show displays.
- Arranged employee travel to and from conventions and conferences.

Leadership **Wilson College**, Chambersburg, PA 20XX – Present
Freshman Orientation Leader

- Familiarize students with on campus support services and facilitate tours of Wilson College

Alpha Delta Theta Math Club, Chambersburg, PA 20XX – Present
Treasurer

Student Newspaper, Billboard 20XX – 20XX
Staff Writer

Skills **Language:** Conversational in Spanish
Computer: Proficient in Microsoft Office: word, excel and power point

Chronological Resume Samples

Sample 2

Alex Floor

162 Apple Orchard Lane • Everett, PA 15537 • (xxx)123-4567 • floor@outlook.com

Education

Bachelor of Science in History

Expected May 2015

Minor: **Historic Preservation**

Wilson College, Chambersburg PA

Member of **Pi Gamma Mu, International Honor Society for Social Sciences**

Computer Skills:

Proficient in Microsoft Word, Excel, and PowerPoint

Work Experience

Research Assistant, Hankey Center at Wilson College

Chambersburg, PA

September 2014-Present

- Processing and cataloguing of an archival collection
- Retrieving documents and compiling history on Wilson women and civil rights movement for Fall semester display
- Transcribing historical documents

Student Recruitment Assistant, Admissions Office at Wilson College

Chambersburg, PA

September 2013-Present

- Wrote reports and correspondence from dictation and handwritten notes; created weekly presentations
- Maintained an up-to-date department organizational chart; made copies, sent faxes, and handled most incoming and outgoing correspondence
- Planned meetings and prepared conference rooms
- Lead group tours on campus
- Designed electronic file systems and maintained electronic and paper files

Sales Associate, Gateway Travel Plaza

Breezewood, PA

May 2011-November 2012

- Worked as a team member to provide the highest level of service to customers
- Received and processed cash and credit payments for in-court purchases
- Opened and closed the food court, including counting cash and opening and closing registers
- Took orders from customers, prepared, and served the food in a timely manner
- Conducted routine cleanings of the food preparation areas
- Trained in all food court areas; Dairy Queen, Subway, Domino's
- Trained newly employed individuals to fulfill their job responsibilities

References

Available Upon Request

Qualities of a Functional/Skills Resume

Your Name

Your Address
City, State, Zip
Area Code/Phone Number
E-mail Address

OBJECTIVE A position as/a position in the field of...

EDUCATION

Name of University, City, State
Degrees received: Major(s), Minor(s), Date degree(s) received
GPA if it is a 3.0 or higher
*Related classwork can be listed here
*Academic awards and honors

RELATED SKILLS

- | | |
|----------------------|--|
| Name of Skill | • Accomplishments that illustrates or documents this skill |
| Name of Skill | • Accomplishments that illustrates or documents this skill |
| Name of Skill | • Accomplishments that illustrates or documents this skill |

ACTIVITIES

Extracurricular activities, club memberships, group affiliations, etc. that support your objective

EMPLOYMENT

Most Recent Job Title , Name of Employer, City, State	Dates Employed
Next Job Title (<i>Before Most Recent</i>) , Name of Employer, City, State	Dates Employed
Next Job Title , Name of Employer, City, State	Dates Employed
Least Recent Job Title , Name of Employer, City, State	Dates Employed

Suzy J. Seeker

1111 Main Street
Anytown, US 22222
(555) 555-5555
jjobseeker@email.com

OBJECTIVE

A challenging position requiring organizational skills and creativity to coordinate convention events.

EDUCATION

ABC University, Anytown, US
Bachelor of Science in Sociology Minor in Spanish
Expected Graduation May 20xx
GPA 3.8

RELATED SKILLS

- | | |
|-----------------------|---|
| Event Planning | <ul style="list-style-type: none">• Collaborated with students to organize and implement various campus entertainment and activities• Promoted and advertised campus shows• Attended programming retreats which provided information and instruction regarding trends in event planning |
| Leadership | <ul style="list-style-type: none">• Served on the Executive Board of two campus organizations• Recruited members for a campus club• Directed research sessions for an ABC University professor• Facilitated group discussions as program mentor for child mentoring program• Spoke on a panel for ABC University's Sociology Department |
| Language | <ul style="list-style-type: none">• Capable of communicating with native Spanish speakers• Studied in Mexico, Summer 20__• Resided in native home where only Spanish was spoken |

ACTIVITIES

- Member of Campus Productions Programming Groups
- Study Abroad, Guadalajara Mexico, Summer 20__
- Independent Research Project, Psychology Department, Fall 20__
- Mentor, Child Education Program, Anytown School District

EMPLOYMENT

- **Substitute Teacher**, Anytown School District, Anytown, US 10/___ - 6/___
- **Intern**, XYZ Consulting, Anytown, US 9/___ - 12/___
- **Accounts Payable Assistant**, A Plus Accounting, Anytown, US 6/___ - 9/___
- **Sales Consultant**, Q Mart Department Store, Anytown, US 2/___ - 5/___

REFERENCES AVAILABLE UPON REQUEST