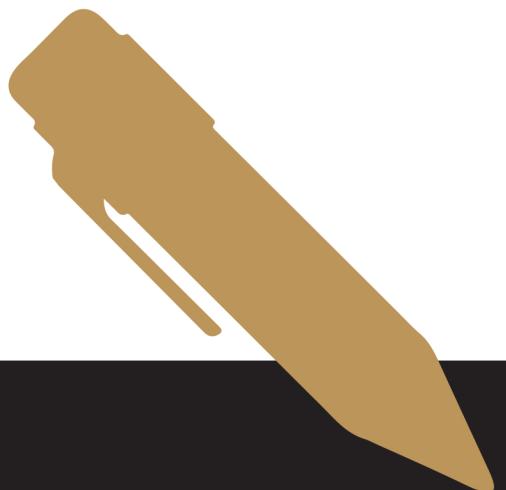


# RESUME WRITING GUIDE



# **Do's and Don'ts of Resume Writing**

**DO**

**Proofread your resume.** Have 3 other people proofread it as well. Spell check cannot be strictly relied upon and an error free resume is essential. Resumes with errors are likely to be dismissed by employers.

**Maintain verb tenses.** Use present tense for any work or activity you are currently performing and past tense for anything that you have completed.

**Format Dates.** Dates listed should always include the year, and, if you desire, the month, but do not include the actual day. Dates should be written in the same format throughout the resume.

**Include extracurriculars.** If you have a hobby or participate in a club that relates to your field, it belongs on your resume! Examples are photography skills on a creative resume or working on cars on a mechanical engineering resume.

**Include course projects.** Give a description of the project including tools used, requirements, and outcomes.

**Keep resume at one page in length.** Describe and highlight your key accomplishments and qualifications.

**Be consistent.** The typeface, bolding, headings, etc. should be consistent throughout your resume.

**DON'T**

**Include Street addresses, zip codes, supervisor names, and phone numbers.** Only city and state should be listed for each employer or school mentioned.

**Incorporate age, sex, marital status, height, weight, religion, ethnicity, sexual orientation, and personal photos.** The only personal information needed is your name, address, phone number, and e-mail address.

**Identify salary information.** If an employer requests "salary history" or "salary requirements," include the salary range that you are seeking in your cover letter.

**Utilize abbreviations other than "GPA."** Acronyms may be used if the full text is written out first: Oakland University (OU).

**Use parentheses.** If the information is important enough to have on your resume, it does not need to be in parentheses.

**Use the phrase "References available upon request."** If an employer wants references, they will ask for them.

# Resume Writing

After determining the organization and content of your resume, focus on the actual writing of the resume. The following information will detail important aspects to include in typical sections found on a resume.

## Suggested Resume Categories

You should select categories that highlight your skills for the specific situation.

## Heading

- Identifying information should always go at the top of the resume.
- Include your name, address, email address, telephone number(s), and a URL to LinkedIn or a portfolio, if applicable.

## Objective Statement/Career Summary

- An objective statement is optional. If used it should be specific, concise, and 1 to 2 lines in length.
- Include the type of position sought, the industry area, and your personal qualifications.
- An objective should be used for clarification, especially if you are changing career fields.
- A career summary is also optional. It identifies a career goal and summarizes previous work experiences, skill sets, and accomplishments. This type of statement is usually bulleted or written as a brief paragraph.

## Education

- Outline information in reverse chronological order, EXCLUDING high school, unless you're a freshman.
- Include the name of the school, location (city/state), your major and the dates you attended the school.
- Include your graduation date (or expected date), type of degree, and certificate or diploma received.
- Only include institutions in which you received a degree, certificate or diploma.
- Include your grade point average (GPA) on your resume if your GPA is 3.0 or higher.

## Skills

- Include computer (software and hardware), business-related, or language fluency skills.
- List programs individually, not as a package (Microsoft Word, Excel, and PowerPoint instead of Microsoft Office).
- Any knowledge of foreign languages should be listed and broken down by level of oral and written comprehension and should be mentioned separately.

## Experience/Internships

- Your work history should be listed in reverse chronological order, with your most recent experience first.
- Each experience should include the position title, name of employer/company, location (city and state), dates of employment (month and year) and a description (short action statements describing your duties).
- Be specific in your descriptions. Describe the details or projects, and what you did while employed there.
- When describing a current job, action verbs should be in the present tense while past positions should be in past tense. These descriptions are usually bulleted to make them easy to read.
- Qualify and quantify your accomplishments whenever possible.

## Activities/Honors/Professional Memberships

- Activities, Honors, and Professional Memberships can be combined or listed separately. Items included in this area are usually listed on one line.
- If all activities and honors are connected to your current institution, you do not need to list it with the activity.

# Formatting Resumes

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## Font and Margin Size

In order for a resume to be easy to read, font size should be between 11 and 12 and you should use a fairly simple font. Some fonts you can use are Arial, Verdana, or Times New Roman. With the exception of your name, font size should be consistent throughout the resume. Margins should be at least .5 on the top and bottom and .7 on the left and right.

## Length

Most resumes of entry-level graduates should be limited to one page. Accomplishments and work experiences need to be rather significant before including and expanding your resume to two pages.

## Layout

The resume format should be consistent throughout the document. All dates, locations, job titles, etc. should be in the same position for each description. The layout should be easy to read and allow for some spacing between sections to ensure it is pleasing to the eye. Avoid using resume templates as they limit the editing, spacing, and font selections that may be used.

## Different Versions

Create different versions of your resume emphasizing different skills and experiences if you are seeking employment in different types of positions. You also want to create different versions of your resume and cover letter to match each position and company you are applying for.

# Writing Effective Accomplishment Statements

Accomplishments are things you completed, worked on, created, developed or made possible — things that happened because you were there. Accomplishments should always be specific, and are things in which you played an active role, even if others worked with you.

## How to Write an Accomplishment Statement

Your accomplishment statement should start with an action verb (see next page) and showcase HOW or WHY (or BOTH!) you completed that action. You should also try to incorporate your results, when you are able to, for a given accomplishment. A well written accomplishment statement will have the following elements, although the order may differ:

**WHAT** (using an action verb) + **HOW/WHY** or **BOTH** + **RESULT** (where applicable)

Before: Worked with businesses to carry out United Way fund-raising goals

After: **Partnered with more than 20 area businesses to raise \$15k for United Way, exceeding the goal by 23%**

Before: Assisted with coordinating fundraising events

After: **Coordinated three fundraising events for local shelters, which raised over \$8,000 and greatly improved community awareness**

# Action Verbs

**Hint:** Verb tenses should match with your timeline.  
Past tense verbs (ending in -ed) should be used to describe past tense experiences. Use present tense verbs (think of the root word, like manage) for current experiences. Do not use progressive tense (-ing verbs) on your resume.



## Creative Skills

Acted	Illustrated
Conceptualized	Initiated
Created	Instituted
Customized	Integrated
Decorated	Introduced
Designed	Invented
Displayed	Originated
Drew	Performed
Established	Revitalized
Fashioned	Shaped
Founded	Sketched

## Communication Skills

Addressed	Influenced
Arbitrated	Interpreted
Arranged	Lectured
Authored	Moderated
Collaborated	Negotiated
Cooperated	Persuaded
Convinced	Promoted
Corresponded	Publicized
Directed	Questioned
Drafted	Reconciled
Edited	Recruited
Enlisted	Spoke
Formulated	Translated



## Helping Skills

Assessed	Empathized
Assisted	Expedited
Clarified	Familiarized
Coach	Guided
Counseled	Motivated
Demonstrated	Referred
Decided	Rehabilitated
Diagnosed	Represented
Educated	Tested



## Financial Skills

Administered	Developed
Allocated	Forecasted
Appraised	Managed
Audited	Marketed
Balanced	Planned
Budgeted	Projected
Calculated	Reasoned
Computed	Researched

## Research Skills

Abstracted	Investigated
Acquired	Installed
Assembled	Located
Built	Maintained
Clarified	Obtained
Collected	Operated
Critiqued	Overhauled
Designed	Programmed
Diagnosed	Remodeled
Endured	Repaired
Engineered	Researched
Fabricated	Solved
Examined	Summarized
Extracted	Surveyed
Identified	Systematized
Inspected	Technical Skills
Interpreted	Troubleshoot
Interviewed	Upgraded

## Clerical/Detail Skills

Approved	Operated
Arranged	Organized
Cataloged	Prepared
Classified	Processed
Compiled	Purchased
Dispatched	Recorded
Entered	Retrieved
Entertained	Screened
Executed	Specified
Generated	Supported
Implemented	Systematized
Inspected	Tabulated
Monitored	Validated



## Teaching Skills

Adapted	Encouraged
Advised	Evaluated
Applied	Explained
Clarified	Facilitated
Coached	Guided
Communicated	Informed
Coordinated	Instructed
Demystified	Persuaded
Developed	Stimulated
Enabled	Taught
	Trained



## Management Skills

Analyzed	Improved
Assigned	Increased
Attained	Mediated
Chaired	Observed
Confronted	Oversaw
Consolidated	Prioritized
Contracted	Produced
Coordinated	Recommended
Delegated	Reviewed
Directed	Scheduled
Empowered	Strengthened
Executed	Supervised



## Accomplishments

Accepted
Achieved
Awarded
Expanded
Improved
Pioneered
Read
Reduced



# Jill A. Doe

(248) 555-0000 jadoe@email.com

## OBJECTIVE

Highly motivated and accomplished senior seeking a fall internship utilizing my strong analytical, critical thinking and problem solving skills.

## EDUCATION

Oakland University, Rochester, MI

### Bachelor of Science in Accounting and Finance

Expected December 20xx

- Minor in Management Information Systems
- Accounting GPA: 3.9, Finance GPA: 3.7, Overall GPA: 3.8
- Financial Management Association and Oakland Accounting Students Information Society Member

International University, Barcelona, Spain

### Study Abroad Project in Spanish Culture and Language Studies

Summer 20xx

## RELATED COURSE PROJECTS

**Small Business Accounting Software Project**, Design of Computerized AIS Course

- Created a software package for a five person house cleaning company that tracks client billing as well as supply orders and inventory

**Internal Auditing Strategies for Mid-Size Companies**, Auditing Course

- Developed a plan, methodology and format for auditing a mid-size automotive supplier

## RELATED EXPERIENCE

Oakland Accounting Students Information Society, Rochester, MI

September 20xx-Present

### Vice-President

- Coordinate and schedule twenty company mid-management participants in a 4-part career related speaker series
- Solicited donations and participants for special events such as the annual golf tournament which raised \$1000 for charity, and a first-time career fair attended by 200 students and 10 employers
- Provide volunteer tax return assistance to 20 low income individuals through the Accounting Aid Society

## WORK EXPERIENCE

Acme Restaurant, Sterling Heights, MI

June 20xx-Present

ABC Café & Bistro, Troy, MI

November 20xx-June 20xx

### Server/Bartender

- Balance cash drawers, reconciling with sales receipts for 100% compliance at the end of each shift and collect cash and credit card payments for customers on established tabs
- Promote daily specials through suggesting selling techniques, resulting in 10% increase in lunch hour sales
- Handle multiple customers in a fast-paced atmosphere and provided a high degree of customer service

Campus Recreation Center, Oakland University, Rochester, MI

January 20xx-November 20xx

### Student Assistant

- Verified student and member status for admittance to facility in a timely and efficient manner
- Helped coordinate and promote employee Lunch and Learn programs increasing participation by 50%
- Monitored facility and use of court time by groups ensuring they were cleared and available at appointment times
- Provided administrative assistance in the management office including answering phones and filing records

## COMPUTER & LANGUAGE SKILLS

- Proficient in Microsoft Word, Excel, Access
- Intermediate skills using SPSS, Minitab
- Fluent in oral and written Spanish; Proficient in German

# MADISON P. HOLDERNESS

(248) 555-7836 madisonexample@gmail.com linkedin.com/madisoncommunicationexample

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## **Objective:**

Eager, motivated professional seeking the Marketing & Events Coordinator role with ABC World, Inc. Strong passion for helping businesses grow through implementing skills in organization, written communication, innovation, and leadership.

## **Education**

### **Bachelor of Arts in Communication**

Oakland University, Rochester, MI

**May 20XX**

GPA of 3.7

- Minor in Business
- Association for Women in Communications
- Oakland University Speech Team Member

## **Relevant Experience**

### **Marketing & Development Intern**

**May 20XX-Present**

BizWorld International, Detroit, MI

- Formulate, direct and coordinate marketing activities to promote products and services of the business using social media platforms including Instagram and Facebook
- Consistently collaborate with and visit offices, newspapers, and magazines to build and promote the brand of the company within the surrounding community
- Coordinate and participate in promotional activities and events through sponsorships to effectively market products and services
- Spearheaded the annual *Biz in The D* event, including all pre-planning and coordination with fellow corporations and sponsors, resulting in over \$1,000 worth of donations and raffle prizes

### **Organizational Events Director**

**September 20XX-Present**

Oakland University Student Congress

- Plan and implement all campus social activities, including the annual *Spring Fling* and *Halloween ScareFest*, exceeding the goal of over 150 attendees each
- Manage staffing, catering, decorations, site selection, transportation, pictures and entertainment
- Oversee an event budget of over \$5,000 and delegate tasks to a team of 6 fellow students
- Promote campus events through regular activity on Snapchat and Instagram, growing followership by 8% in the Fall 20XX semester

### **Sisterhood Coordinator**

**September 20XX-Present**

Alpha Delta Pi Sorority at OU

- Plan weekly social events for the sorority, building group unity and enhancing collaboration
- Organize and implement a senior sendoff dinner ceremony and an overnight sisterhood retreat with 70+ attendees

## **Additional Experience**

### **Guest Services Representative**

**September 20XX-August 20XX**

Holiday Inn, Auburn Hills, MI

- Supported sales, customer service and operations to facilitate grand opening of a new hotel
- Trained three new customer service representatives at the property, using strong verbal communication skills
- Provided outstanding guest service, resulting in improved KPIs and increased annual sales of 10%

## **Additional Skills**

Social Media: Instagram, Facebook, Twitter  
Microsoft Word, Excel, and PowerPoint

Google and Windows Applications  
Adobe InDesign & Photoshop

# Latrina Labtech

248-555-9652 latrinaexample@gmail.com linkedin.com/bioexample

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## Objective:

Dedicated and enthusiastic individual with a strong passion for biology. Seeking a clinical laboratory internship to conduct innovative biomedical research. Skilled in teamwork, critical thinking, and problem solving.

## Education:

### **Bachelor of Science in Biology**

*Oakland University, Rochester, MI*

Graduation of May 20XX

- GPA: 3.4
- Dean's List, 20XX – 20XX
- Biology Society of OU
- Ecology Club Member

## Related Courses:

Biochemistry	Genetics Lab	Life On Earth	Human Microbiology
Organic Chemistry	Field Botany	Human Anatomy	Medical Parasitology

## Laboratory Skills:

- Examination of Bacterial Slides using Electron Microscopes
- Separation of compounds utilizing Vigreux Column Chromatography & Thin Layer
- Chromatography
- Chemical Distillation Procedures
- Gel Electrophoresis Techniques
- Dissection of sharks, frogs, and rats

## Research Experience:

### **Biology Lab Assistant**

*Oakland University, Rochester, MI*

June 20XX - June 20XX

- Oversaw the research and development of an Atlantic Coast Catalogue of the stalk of Bottlenose Dolphins (*Tursiops truncatus*), managing time effectively & meeting all required deadlines
- Conducted Marine Mammal Surveys in the Intercoastal Waterway and the adjacent Atlantic Ocean
- Collected environmental statistics including Beaufort Sea State and Water Salinity
- Performed photo identifying techniques utilizing magnifying glasses to determine the individual animal
- Recorded individual dolphin whistles using a hydrophone apparatus

## Work Experience:

### **Server**

July 20XX – Present

*Annabelle's Restaurant and Pub, Ferndale, MI*

- Received Employee of the Month three times for outstanding customer service and reliability
- Utilize communication, delegation, and time management skills to efficiently serve customers in a fast-paced environment
- Work within a diverse team to prioritize tasks related to shift preparation and closing procedures

## Community Involvement:

### **Alternative Spring Break Volunteer**

*Give Kids the World, Kissimmee, FL*

February 20XX

- Used strong listening skills to provide an excellent theme park experience for terminally ill children and their families
- Worked in teams of 8-10 to serve meals to guests and operate rides, including Lori's Magical Flight