

# Resume Basics

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**CAREER DEVELOPMENT CENTER**  
California State University, Los Angeles

# The Purpose of the Resume

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- **The resume's main purpose is to get you an interview!**
- It is often the first item a potential employer sees about you and therefore is very important
- A resume is a short descriptive account of your work experience, education, qualifications, achievements, and special skills.
- (In addition, a resume may be requested by a scholarship committee or be part of your admissions application for graduate or professional school).

The resume can be used in the following ways:

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- To network with others, including at Career Fairs
- To be submitted along with an employer job application form and/or cover letter as you apply for open positions
- To be taken to a job interview
- To be coupled with a dynamic online presence, particularly, your LinkedIn profile

# Standard Resume Formats

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## Reverse Chronological

Functional

Combination





# Reverse Chronological Resume

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Starts with your current experiences, and then goes back in time chronologically.

Most employers prefer this resume format.

# Sample- Reverse Chronological Resume

## James Dean

555 PLEASANT BLVD.  
CHICAGO, IL, 55555  
555-555-5555  
JAMESDEAN@UNIVERSITY.COM

### Education

SAMPLE UNIVERSITY , NAPERVILLE , IL UNITED STATES

*Bachelor of Arts Candidate, May 2014*

- Active in Philosophy Departmental Planning & Administration
- Yearly Dean's List Inclusion
- Vice President of Chess Club

### Professional Experience

SAMPLE UNIVERSITY , CHICAGO , IL UNITED STATES

*Department Office Assistant , Jan 2011 – present*

- Direct or coordinate the supportive services department of a business, agency, or organization.
- Direct, coordinate, and evaluate the activities of personnel, including support staff, engaged in administering academic institutions, departments or alumni organizations.
- Participate in student recruitment, selection, and admission, making admissions recommendations when required to do so.
- Represent institutions at community and campus events, in meetings with other institution personnel, and during accreditation processes.

TARGET , NAPERVILLE , IL UNITED STATES

*Shift Lead , Jul 2008 – Aug 2011*

- Manage staff, preparing work schedules and assigning specific duties.
- Plan and direct activities such as sales promotions, coordinating with other department heads as required.
- Perform sales floor work, such as greeting or assisting customers, stocking shelves, or taking inventory.

MCDONALDS , CHICAGO, IL UNITED STATES

*Cashier , Mar 2006 – May 2008*

- Receive payment by cash, check, credit cards, vouchers, or automatic debits.
- Assist customers by providing information and resolving their complaints.
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.

### Additional Skills

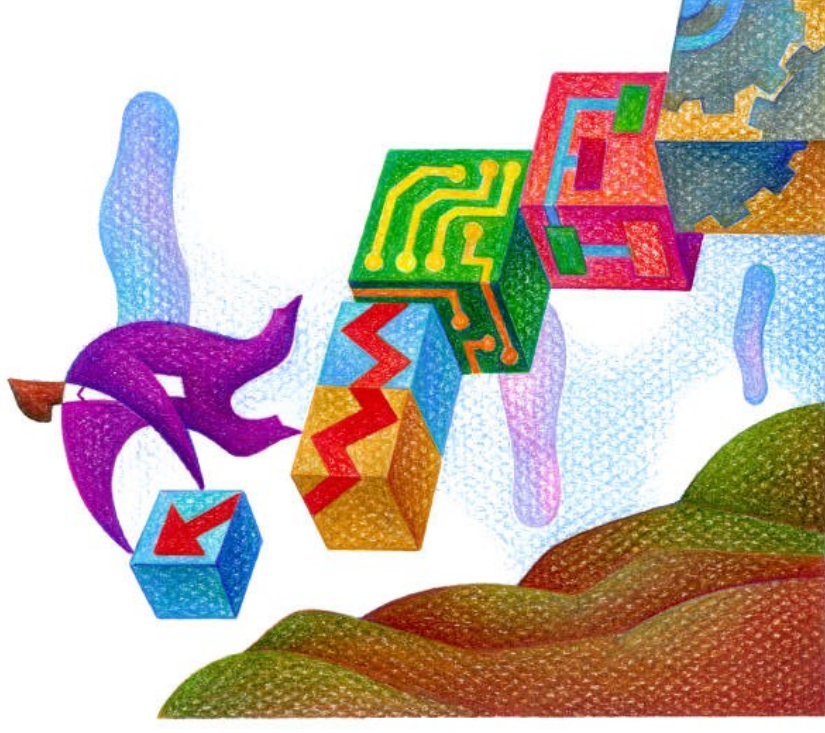
- Adobe Photoshop
- Asana Project Management Software
- Spanish Fluency
- CPR Certified

# Resume Sections

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- I. Personal Info
- II. Objective
- III. Summary of Qualifications
- IV. Education
- V. Work Experience
- VI. Skills
- VII. Awards & Activities
- VIII. Volunteer Experience
- IX. References

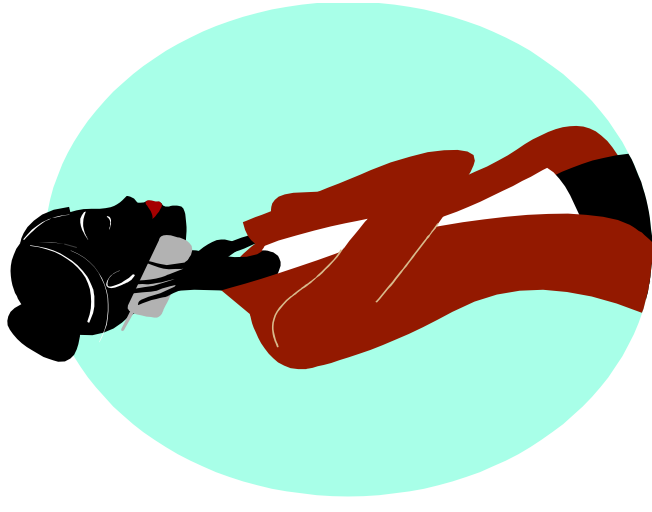
(this can vary)



# I. Personal Information

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- Name should stand out.
- Can vary the placement of name, address, phone number, email address.
- List only one phone number.
- Professional-sounding voice message
- Professional email address
- In certain cases, "U.S. Citizen" is appropriate here.





## II. Objective

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- Short and sweet is preferred if you are using your resume to apply for a specific position.

Example: *"Seeking position as Accountant I for Kaiser Permanente."*

- If you are taking your resume to a career fair or uploading it to a website, the objective should be general.

Example: *"Seeking full-time accounting position."*

### III. Summary of Qualifications

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- Could also be called:  
"Profile",  
"Qualifications", or  
"Highlights"
- Should be tailored to the  
job in question via the job  
description

#### Example

"Blends academic training in social work with three years experience working with diverse clientele. Adept at interviewing, report writing and problem-solving. Professional, collaborative and committed."

## IV. Education

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- Most recent degree or current study listed first
  - Spell out college name: *California State University, Los Angeles*
  - AA/AS may drop off when you get bachelor's.
  - High school (freshmen only)
  - List graduation with honors or high GPA
- List expected date of graduation.
- List options, minors and certificates.

## V. Work Experience/Work History Part I

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- Current or most recent job experience first
- Not all jobs need to be listed - - why?
- List job title first.
- Include employer's name and city.
- Use bullets or paragraphs to detail job duties.
- Each descriptive phrase should begin with an action verb. (current job – use present tense; previous jobs – use past tense)
- If using bullet format, no more than 5 or 6 bullets items per job.

## V. Work Experience/Work History Part 2

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- Prioritize the order in which you describe job duties, with the most relevant ones listed first.
- Divide your work experience into “Related Experience” and “Other Experience”, if appropriate.
- Remember to list internships if they are related to your field. It doesn’t matter if you were paid or not – good experience is good experience!

## VI. Skills

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- General “soft” skills *Examples:* Proactive approach, Teamwork Experience, Analytical thinking
- Computer/Technical skills, listing known computer programs. *Examples:* Microsoft Word, Excel, Power Point, QuickBooks
- Language skills *Example:* Bilingual English/Korean

## VII. Awards & Activities

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- Include memberships in campus and community organizations. ○ If listing a scholarship, indicate its name and who awarded it to you.
- Make special note if you held an office. ○ Don't forget "Employee of the Month"
- Dates are not required.
- Don't forget to list national associations.

## VIII. Volunteer Experience

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Volunteer experience can be listed if it is meaningful and appropriate.

Social Work, Psychology, Sociology, credential students and some others may want to list their volunteer experience under “Work Experience” if it closely relates to their career goals and is significant.





## IX. References “available upon request”

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- Ideally, have at least 3 people agree to be your references.
- Do not ask family or friends, but consider employers, professors, scout leaders, clergy who know you well enough to address your talents and attributes as a good employee, student or citizen.
- Give your references a copy of your resume and keep them updated on your job hunt.
- **(Never list your references’ names on the resume).** Instead, only if requested, provide a list that includes: reference name, job title, place of employment, phone number and email address.

# There is not one specific way to format your resume - - -

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You have many choices. But the advice presented in this workshop comes from ***what employers tell us*** about their preferred resume formats.

A word about resume templates. You may choose to use a resume template (a means by which you 'plug in' your information into a prescribed format) but it isn't recommended unless you are short on time. Templates aren't flexible and generally don't allow for customization – thus, use your own Microsoft Word skills to create your own unique document!

## Formatting Tips, Part I

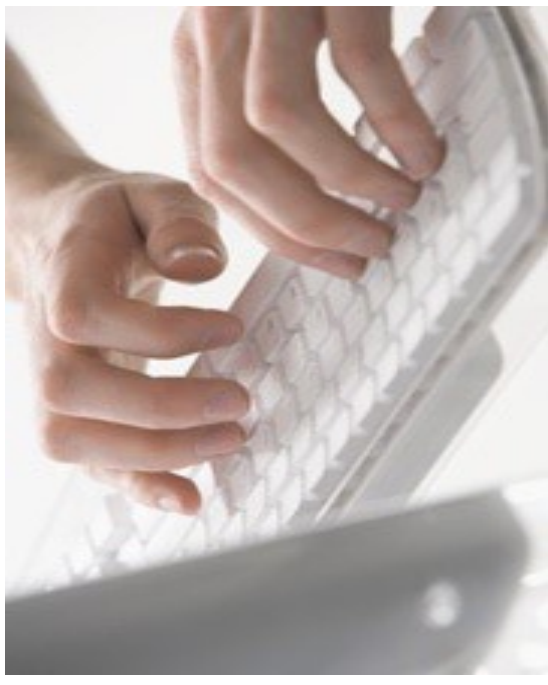
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- Use one font and same size throughout document (exception – your name)
- Use **BOLD** to emphasize only the most important features of your resume
- Acceptable type sizes are 10, 11 and 12 pt.
- Be consistent with tabs, dates and other formatting features

## Formatting Tips, Part 2

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- Length is only important if you are handling the hard copy of the resume, in which case it should be one or two full pages.
- Decide on an overall design scheme – bullets or paragraphs?
- Make the resume professional-looking and inviting to read.



# Summary of the most important points

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- Remember that the main purpose of the resume is to get an interview
- Required resume elements include personal info, objective, education, work experience
- Never include false information on your resume
- Be consistent with your format, allowing no typos or grammatical errors
- Tailor your resume to the particular job you are applying for!
- Use a cover letter to sell yourself and add value to your resume

# Resume Reference Sources

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- CDC's resume flyer samples
- Resume critique, from CDC staff
- Online (CareerExpress, Yahoo, Google, Bing)
- Books at libraries (including our Career Center!) and bookstores
- Youtube.com (tutorial videos)
- Microsoft Word (templates as guides)
- This workshop!



# Need further resume advice?

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Call the Career Center to schedule an appointment for a resume critique, or come in during walk-in hours.

## Walk-ins

**M-TH 11am-2 pm**

**(323) 343-3237**

Remember – a good resume gets you the interview!

**GOOD LUCK!**



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