Quick Reference Guide:

Resumes

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INTRODUCTION

This guide will give you a comprehensive understanding of how to write one of the most basic career development documents - a resume. It will cover the basic elements of the document all the way through some more advanced details that will help you effectively list your achievements, credentials, and experience. Review this document whether you are writing a resume for the first time or updating it for your first professional job out of college.

TABLE OF CONTENTS

WHY WRITE A RESUME

Your resume summarizes your personal and professional preparation for the position to which you are applying. Even if you are applying via an online application system and a resume document is not required; you will need to supply most, if not all, of the common elements of a well-designed resume in the online fields. It is generally expected to have copies of your resume when you interview and you must have several copies when you attend career fairs and some employer information sessions. Finally, by continually updating your resume, you will not have the hassle of recalling important details from past experiences, as they will be all in one place!

TYPES OF RESUMES

There are several basic types of resumes used to apply for job openings. Depending on your personal circumstances, you may choose a reverse chronological, functional, combination (hybrid), a targeted resume or a non-traditional format.

Reverse Chronological Resume:
A reverse chronological resume starts by listing your work history with the most current position listed first. This type of resume works well for job seekers with a solid work history.

Functional Resume:
A functional resume focuses on your skills and lists experience last with limited details. It is used most often by people who are changing careers or who have gaps in their employment history as well as those with limited work experience or an extensive work history. A functional resume can also be effective for students who have never worked with a focus on transferable skills.

Combination (Hybrid) Resume:
A combination resume lists your skills and experience first. Your employment history is listed next. This type of resume can be used to highlight skills that are relevant to the job you are applying for and also provide the chronological work history.

Targeted Resume:
A targeted resume is a resume that is customized so that it specifically highlights the experience and skills you have that are relevant to the job to which you are applying. It definitely takes more work to write a targeted resume than to just click to apply with your existing resume. However, it's well worth the effort, especially when applying for jobs that are a perfect match for your qualifications and experience.

Federal Resume:
A federal resume is constructed specifically to apply for federal government jobs.

Nontraditional Resumes and Portfolios:
There are several formats of nontraditional resumes such as infographic resumes, video resumes and a portfolio as a resume. Generally these types of documents are for specific creative arts related jobs. In most cases, the format of these resumes requires an electronic presence and they are not included in this packet. To learn more about these styles and create your own nontraditional resume, visit the following pages:

- GSU.Portfolium.com
- http://www.canva.com
- http://re.vu/
- https://www.sparkhire.com/video-resumes
- http://www.opresume.com/
- http://infogr.am/

WHEN TO WRITE A RESUME, CV, OR FEDERAL RESUME

A CV (Curriculum Vitae) is primarily used for academic or research positions. It is usually longer and more comprehensive and lists your academic experiences and accomplishments. You will include research interests, papers published and academic conferences at which you have presented. If you are applying for a teaching or research position, you will typically be asked for a CV.

The chart below will help you decide which type of résumé to use. Usually, the position description will state which type to submit.

Situation	Resume	CV	Federal Resume
Undergraduate student applying for an entry-level career position in a corporation or non-profit	X		
Education student applying for a teaching job	X		
Undergraduate applying for an internship	X		
Master's level student seeking a teaching job in a school	X		
Undergraduate applying for a government internship	X		X
Graduate student applying for a government internship	X	X	X
Science student (undergraduate) with some lab research experience and one presentation, seeking a new job in a lab	X		
Chemistry student (graduate) with lab research and presentation experience, seeking a new job in a lab		X	
PhD student seeking a teaching position		X	
Master's student applying to get into graduate program (non research)	X		
Master's student applying to get into a graduate program (research)		X	
Graduate student applying for a Graduate Research Assistant (GRA) position on campus	X	X	
Graduate student applying for a research grant		X	X
Just completed doctoral degree – applying for research position with corporation, e.g., Dow Chemicals.	X	X	

For more information on writing a federal resume, visit our career drop-in hours to review federal resume resources.
Also consider visiting www.gogovernment.org for tips on applying to jobs with the federal government.

WRITING OBJECTIVE STATEMENTS

An objective on a resume should be simple, easy to understand, and focused. When you include large blocks of text, an employer skips right over it because they do not have time to dig for the important information.

If you will be distributing your resume at a career fair or networking event, then it is wise to include an objective. If not included, the employer will have to guess what you want. If you are writing a cover letter for a job application, you often do not need to have an objective statement because sufficient detail beyond the objective is clearly stated in your cover letter.

Poorly written objectives:
- Seeking a challenging position where I can use my skills and degree in a growing company that has opportunity for advancement
- To obtain a responsible and challenging position where my education and work experience will have valuable application

Effective objective statements:
- To obtain a full-time position in the hospitality industry involving event planning, international customer service and business operations
- To obtain a part-time position involving customer service and administrative duties

Try using this formula:

Objective: Seeking a [name of position or type of position] at [company or field of interest] to utilize [names of two to three skills] and contribute to [items from company/organization mission/goals]

COMMON RESUME HEADINGS

- Objective (optional)
- Summary of Qualifications (optional)
- Education (courses, projects, and research)
- Community Experience
- Certifications
- Course Projects
- Related Coursework
- Work Experience
- Related Experience
- Additional Experience
- Licenses
- Honors/Awards
- Publications
- Related Skills
- Computer Skills
- Language Skills
- Volunteer Experience

TRANSFERABLE SKILLS

Transferable skills are skills that can be used across most (if not all) jobs – hence calling them "transferable." You can gain transferable skills in a variety of positions and later utilize those skills in a different job. For example, you can learn how to be an effective communicator in a part-time retail position and then later utilize those communication skills in an internship or full-time job that is directly related to your major and career goals.

Below is a list of the **top ten transferable skills** employers and graduate schools like to see expressed on a resume. You can begin to develop and master these skills through classes, group projects, on-campus organizations, volunteer positions, co-ops, internships, and jobs!

ATTRIBUTE	EXAMPLE IN A RESUME
Leadership Focus on how you managed, delegated, and guided a team through a particular situation.	• Founded new campus organization focused on building science based community through monthly meetings and hosting guest speakers • Led group of five class members through planning, drafting, and presenting project on current trends in financial industry
Ability to work in a team Interpersonal skills are key here: mention how you interacted with a group.	• Collaborated with three other group members to plan, write, and delegate tasks in order to present a comprehensive report on animal migration patterns
Communication skills (written) Describe how communication in e-mail, memos, and reports were key to success.	• Wrote weekly journal entries covering textbook content and items from classroom discussion following APA style • Drafted comprehensive report on 19th century migration patterns of colonial settlers
Problem-solving skills Discuss how you specifically identified and created solutions to problems on the job.	• Created and implemented solutions for long lines at cash register • Developed streamlined check-in procedure for volunteers to ensure effective delivery of tutoring services
Communication skills (verbal) Focus on how you perfected your oral communication skills in group and one-on-one settings.	• Presented report findings to department manager and founder of company at end of internship • Carefully listened to customer concerns in order to fully understand areas of need for organization

Strong work ethic Illustrate how you were a hard worker – what did you do that set you apart from others?	• Cleared backlog of old case files that needed to be updated in first month • Worked late shift to assist in helping store get caught up with organization of stock on floor and in back room
Initiative Show how you did more than what was expected or what was in your job description to contribute to the team's success.	• Took on additional responsibilities including developing new check in procedure for guests • Collaborated with supervisor to develop new training manual for future interns
Analytical/quantitative skills Describe how you worked with numbers, data, and money. Focus on attention to detail and mention specific programs used when applicable.	• Analyzed results of survey of criminal offenders in group project, producing spreadsheet of results in Microsoft Excel and SPSS • Managed club budget of approximately $5,000 using QuickBooks
Flexibility/adaptability Note how you were willing to adapt to changing circumstances. Mention your surrounding environment to accurately portray level of responsibility.	• Frequently worked additional shifts to cover increased customer demand in high volume time periods • Adapted to rapidly changing circumstances in a fast-paced environment while focusing on customer needs and dedication to quality
Technical skills These skills can range from computer programming languages to basic software packages.	• Learned basic Java principles utilizing Lynda.com software platform and utilized programming language to develop basic applications such as stopwatch

Source: National Association of Colleges and Employers (NACE) *Job Outlook Survey 2016*

WORDS IN MOTION

Always use action words to begin position descriptions in your resume. Strong action verbs make sentences and statements more concise and help to capture the reader's eye. Remember to use the correct tense, past or present, when writing your bulleted statements.

COMMUNICATION

Address	Confront	Document	Incorporate	Meet	Promote	Respond
Advertise	Consult	Draft	Influence	Moderate	Publicize	Solicit
Arbitrate	Contact	Edit	Inform	Motivate	Publish	Specify
Arrange	Convey	Educate	Interact	Negotiate	Question	Speak
Ascertain	Convince	Elicit	Interpret	Network	Reconcile	Stipulate
Author	Correspond	Enlist	Interview	Observe	Recruit	Suggest
Brief	Define	Explain	Involve	Outline	Refer	Summarize
Collaborate	Describe	Express	Lecture	Participate	Reinforce	Synthesize
Communicate	Develop	Follow-up	Market	Persuade	Report	Translate
Compose	Direct	Formulate	Mediate	Present	Resolve	Write

CREATIVE

Act	Conduct	Draft	Forge	Introduce	Pilot	Replace
Adapt	Create	Dramatize	Formulate	Invent	Pioneer	Revise
Advertise	Customize	Draw	Found	Market	Plan	Revitalize
Begin	Demonstrate	Entertain	Illustrate	Model	Present	Shape
Broaden	Design	Establish	Imagine	Modernize	Recommend	Sketch
Combine	Develop	Execute	Improvise	Modify	Redesign	Spearhead
Compose	Direct	Exhibit	Initiate	Originate	Rehearse	Stimulate
Conceive	Discover	Explore	Institute	Perform	Remodel	Strategize
Condense	Display	Fashion	Integrate	Photograph	Renovate	Transform

QUANTITATIVE OPERATIONS

Account for	Appraise	Compute	Develop	Market	Prepare	Reconcile
Adjust	Audit	Conserve	Estimate	Measure	Procure	Reduce
Administer	Balance	Control	Finance	Monitor	Project	Research
Allocate	Budget	Correct	Forecast	Net	Purchase	Retrieve
Analyze	Calculate	Determine	Manage	Plan	Qualify	Transfer

HELPING

Adapt	Assess	Counsel	Enlist	Guide	Protect	Represent
Advise	Assist	Deliver	Ensure	Handle	Prevent	Resolve
Advocate	Clarify	Demonstrate	Evaluate	Moderate	Provide	Serve
Aid	Coach	Diagnose	Expedite	Observe	Reconcile	Simplify
Answer	Collaborate	Educate	Facilitate	Orient	Rectify	Supply
Anticipate	Contribute	Enable	Familiarize	Predict	Refer	Support
Arrange	Cooperate	Encourage	Foster	Prescribe	Rehabilitate	Volunteer

LEADERSHIP/MANAGEMENT

Accomplish	Conceptualize	Develop	Execute	Lead	Perfect	Replace
Administer	Conduct	Devote	Formulate	Leverage	Preserve	Review
Account for	Contract	Direct	Generate	Manage	Preside	Revitalize
Adjust	Consolidate	Dispatch	Handle	Maintain	Prioritize	Reward
Analyze	Consult	Dispense	Head	Merge	Produce	Save
Appoint	Contract	Eliminate	Hire	Motivate	Propose	Set goals
Approve	Coordinate	Employ	Implement	Orchestrate	Protect	Schedule
Assign	Decide	Emphasize	Improve	Order	Realize	Streamline
Assume	Decrease	Enforce	Incorporate	Organize	Recommend	Strengthen
Attain	Delegate	Enhance	Increase	Overhaul	Recruit	Supervise
Chair	Design	Establish	Initiate	Oversee	Regulate	Terminate
Choose	Determine	Evaluate	Institute	Plan	Reorganize	Unify

ORGANIZATIONAL

Approve	Conserve	Extract	Log	Process	Review	Streamline
Arrange	Consolidate	Generate	Maintain	Purchase	Revise	Substitute
Categorize	Correct	Identify	Monitor	Record	Schedule	Standardize
Classify	Diagram	Implement	Obtain	Reshape	Screen	Systematize
Code	Distribute	Incorporate	Operate	Reorganize	Set up	Tabulate
Collaborate	Enlist	Inspect	Organize	Respond	Shape	Target
Collect	Execute	Integrate	Prepare	Retrieve	Specialize	Update
Compile	Expedite	Join	Prioritize	Revamp	Specify	Validate

RESEARCH

Accumulate	Clarify	Design	Evaluate	Hypothesize	Locate	Study
Acquire	Collect	Detect	Examine	Identify	Modify	Summarize
Amplify	Compare	Determine	Experiment	Inspect	Organize	Survey
Analyze	Conduct	Discover	Extract	Interpret	Process	Systematize
Calculate	Critique	Disprove	Formulate	Interview	Review	Test
Chart	Diagnose	Dissect	Gather	Investigate	Research	Troubleshoot

RESULTS

Achieve	Award	Eliminate	Fortify	Map	Re-establish	Succeed
Accelerate	Complete	Enlarge	Improve	Maximize	Resolve	Transform
Accomplish	Compound	Establish	Increase	Measure	Restore	Trim
Add	Contribute	Exceed	Initiate	Obtain	Selected as	Triple
Advance	Decrease	Excel	Introduce	Pioneer	Solicit	Validate
Attain	Double	Expand	Launch	Prove	Stabilize	Widen
Augment	Effect	Extend	Lower Costs	Reduce	Standardize	Won

TEACHING

Accept	Clarify	Designate	Explore	Inform	Organize	Simplify
Adapt	Coach	Develop	Facilitate	Initiate	Persuade	Solicit
Advise	Command	Direct	Focus	Inquire	Ponder	Speculate
Analyze	Communicate	Discipline	Generate	Instill	Postulate	State
Apply	Compliment	Educate	Guide	Instruct	Praise	Stimulate
Appraise	Conduct	Elaborate	Head	Interact	Provoke	Structure
Appreciate	Consider	Elicit	Hypothesize	Integrate	Question	Synthesize
Assess	Cooperate	Emphasize	Identify	Investigate	Reinforce	Systematize
Assign	Coordinate	Enable	Implement	Listen	Rephrase	Teach
Attend	Correct	Encourage	Incorporate	Model	Research	Thank
Categorize	Critique	Evaluate	Indicate	Modify	Reward	Theorize
Challenge	Define	Excite	Individualize	Motivate	Set goals	Train
Choose	Demonstrate	Explain	Infer	Observe	Set standards	Tutor

TECHNICAL

Activate	Compute	Create	Display	Integrate	Rehabilitate	Service
Adapt	Configure	Define	Engineer	Maintain	Remodel	Solve
Apply	Conserve	Deliver	Exhibit	Navigate	Repair	Streamline
Appraise	Consolidate	Design	Fabricate	Operate	Rectify	Supply
Assemble	Construct	Detect	Formulate	Overhaul	Regulate	Survey
Begin	Contrive	Determine	Fortify	Participate	Resolve	Train
Build	Convert	Develop	Implement	Program	Retrieve	Troubleshoot
Calculate	Coordinate	Devise	Install	Reconfigure	Screen	Upgrade

EFFECTIVE ACCOMPLISHMENT STATEMENTS

Accomplishments are things you started, completed, worked on, created, developed or made possible-things that happened because you were there on the job. They are specific to you as you worked in the role; these are **not** simply tasks or duties from a job description.

Example of a Task:	*Example as an Accomplishment*
Wrote weekly reports on sales and submitted reports to supervisor	Completed 134 summary reports on sales, including weekly volume, percent of increase, number of new accounts; received praise from supervisor for accuracy and timeliness.

Consider how you developed and used common transferable skills: communication, time management, multi-tasking, leadership, analytical ability and problem-solving, negotiation, working in a fast-paced environment or with a team.

Accomplishment statements should begin with an action verb, can include adjectives, should be positive and contain numbers or quantities whenever possible for a stronger impact for the reader.

What	What did you learn or accomplish? Is the job, company, or organization unfamiliar? Consider giving a description of its mission.
How	How did you stand out on the job? Did you receive awards or praise (from supervisors, co-workers, or customers)?
How Many	What metrics do you have to document efforts, outcomes, and/or accomplishments? Quantify your experience (numbers of people, ages, $$) to illustrate responsibility
Why	What was the purpose of you completing the task? Did you meet your objectives or goals?
With/For Whom	Who did you work with in completing task (different level of people)?
How Often	How many times did you complete the task -- daily, weekly, etc.?

The following are examples of statements that have been revised to be more effective:

Using Action Verbs	**Task:**	• Responsible for fundraising campaign
	Revised:	• Directed United Way fundraising campaign successfully reaching a $1.5 million goal
Using Adjectives	**Task:**	• Experience working in a manufacturing setting
	Revised:	• Assumed over 3 years of progressively responsible assignment in a fast-paced manufacturing environment
Using Numbers	**Task:**	• Greeted customers and supervised front desk
	Revised:	• Supervised 8 front desk employees; ensured excellent customer service for up to 350 hotel guest and visitors

RESUME FORMATTING CHECKLIST

Use this checklist to ensure that your document meets all of these minimum qualifications. These are the basic guidelines that your resume should follow.

Layout
- ☐ Resume is clean and easy to read
- ☐ Margins 0.5" to 1" and even on all sides? (Preferred: 1")
- ☐ Consistent white space between each heading?
- ☐ Do topic headings stand out?
- ☐ Most relevant information listed at the top of the résumé?
- ☐ Most important items within each section listed first?
- ☐ Work experience listed with most recent first (reverse chronological style)? If not, is there a reason? (e.g., functional style)

Formatting
- ☐ Text in black ink
- ☐ Name in a larger font size than the rest of the text (no larger than 18pt)?
- ☐ Font easily readable (11-12pt) and a common font type? (Arial or Times New Roman)
- ☐ Consistent formatting:
  - ▪ Font types, use of bolded and italicized words
  - ▪ Bullets (use standard dots or squares); use of period only for complete sentences not phrases
  - ▪ Position descriptions (position title, employer, city and state, dates) and in same order
  - ☐ Dates easily readable and consistent with month and year or actual date ranges (e.g., December 2013 - Present, 12/01/17 - Present)?

Grammar
- ☐ Free of grammatical errors and misspelled words? Proofread closely and consider using the Grammarly tool provided by Georgia State University's IS&T Department
- ☐ Free of all personal pronouns ("I" and "my")?
- ☐ Begin descriptions with action verbs and are the verb tenses accurate and uniform?
- ☐ Acronyms spelled out?

Content
- ☐ Are the addresses, emails, and phone numbers correct (only one email; appropriate and formal)?
- ☐ Is a personal website, LinkedIn profile, or digital document referenced and appropriate? (optional)
- ☐ If used, is objective statement specific and targeted?
- ☐ Are schools, degrees, majors, minors, and areas of concentration spelled out fully and accurately?
  - ▪ If over a 3.0, is GPA listed?
- ☐ Are the headings appropriate and do they accurately reflect the content of the section?
- ☐ Are relevant extracurricular activities included? (student and community organizations, athletics)
- ☐ Have you considered listing relevant college courses, projects, papers, or presentations? (if applicable)
- ☐ Are unique experiences (such as study abroad) included/highlighted if relevant?
- ☐ Are relevant certifications/licensures visible? (if applicable)

Other Items to Question/Consider
- ☐ Could any of the items be enhanced with quantifiers or qualifiers?
  - ▪ Have you used numbers and percentages wherever possible?
- ☐ Consider the implications of listing political, religious and/or other potentially controversial affiliations.
- ☐ Can all items on the resume be verified or expanded upon in an interview?
- ☐ Are printed copies on white or ivory resume paper?
- ☐ Are accomplishments, experience, and skills focused and geared toward your field of interest?
- ☐ Are extracurricular/volunteer experiences formatted similar to work experiences for consistency?

CREATING A RESUME 101

A resume is more than a list of things you've done – it is a marketing document designed to illustrate what you've accomplished, what you know, and why you'd be a great fit for a job. Through the content and formatting, you are selling yourself and your abilities. Employers and graduate schools likely spend less than 30 seconds viewing your document, so it's critical to be concise in communicating your worth. Ask yourself after reading your resume: would I hire myself?

Jane Smith

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Objective or Summary of Qualifications (optional)
- Knowledge of media kit, press release, and social media strategies and techniques gained through coursework in public relations and media
- Excellent communication skills demonstrated through experience in fast paced environments

Education
Georgia State University, Atlanta, GA   Expected May 20XX
Bachelor of Arts, Journalism   Minor: Public Relations
GPA 3.5

Experience
Before and After Professional Organizing, Atlanta, GA   June 20XX – Present
Personal Organizer & Assistant
- Plan and managed six events per year with more than 200 attendees
- Organize offices, homes, closets, garages, and kitchens for more than 10 monthly clients
- Manage the set-up of computer systems, office files, financial documents, and scrapbooks

Professional Working Attorneys, Atlanta, GA   July 20XX – June 20XX
Household Manager
- Provided household management for two working attorneys for 2 years including: childcare, pet care, housekeeping, laundry, meal preparation, and grocery shopping
- Maintained files, records, and mail to prepare two attorneys for trial

Recovery Specialists, Atlanta, GA   May 20XX – September 20XX
Administrative Assistant
- Prepared reimbursement requests and filed Notice of Claims
- Performed extensive computer work, received all office phone calls, and organized and filed all mail and paperwork

Volunteer Experience
Red Cross, Atlanta, GA   January 20XX – Present
Volunteer
- Organize and market four Red Cross Blood Drives per year with more than 60 donors

Skills
- Bilingual: English and Spanish
- Microsoft Office: Word, PowerPoint, and Excel
- Type: 90 wpm

Name & Contact Info
- Name in large font (14-18pt)
- Current/Permanent Address
- Professional Email
- LinkedIn or other online professional site (optional)

Education
- Make sure headers stand out and help organize information
- Spell out degree
- Expected graduation date
- Awards, Honors
- Relevant Coursework

Experience
- List in reverse chronological order
- Include Employer, Location, Role, Dates
- Lead with action verb in correct tense and give detailed description highlighting accomplishments, skills you developed, and responsibilities
- Quantify information when possible (use $ and #)

Other Relevant Skills & Activities
- Relevant skills that are important, but not highly specialized
- Include organization, roles, dates, and brief description (optional)

Things to think about…
- ☐ Focus on accomplishments, not just duties. What was special about what you did and the way you did it?
- ☐ Identify specific skills that you gained
- ☐ Use eye relief techniques like CAPITALIZATION,**bold**,   and spacing to make items easy to read.