



WHAT IS A RÉSUMÉ?

- A brief (one to two page) summary of your work and/or activity experiences, educational background and skills
- A document that highlights your qualifications and experience as they relate to the job you are seeking
- A way for you to market yourself effectively on paper to a specific audience—your reader
- A document that gains attention, arouses interest and helps you obtain an interview so you can sell your strengths in person.

A **curriculum vita (CV)** is a *comprehensive* biographical statement, usually three or more pages in length. A CV is used in the field of higher education and concentrates on academic pursuits, research and teaching or presentation skills. See CV tip sheet for more information.

RÉSUMÉ BASICS

- Be accurate and honest
- Print on quality printer
- Avoid mistakes
- Be consistent in format and style
- Consider overall page design
- Use matching paper (résumé, letter and reference page)
- Omit high school information unless relates to objective

HOW IS A RÉSUMÉ USED?

- To obtain full- and part-time jobs, internships, summer positions or admission to graduate/professional school
- To obtain a leadership position in an organization

RÉSUMÉ FORMAT OPTIONS

Chronological

Use this style when work experience, education or activities are strong and relevant to your objective; previous job titles or company names sound impressive; job history shows growth or to emphasize specific career-related accomplishments.

- Emphasizes experiences listed from present to past, primarily focusing on accomplishments and skills used
- Highlights progression and growth through job titles and/or names of employers
- Makes non-impressive job titles and frequent changes in career path clearly visible

Functional or Skills-based

Use this style to deemphasize irrelevant job titles and work history in order to draw attention to transferable skills.

- Highlights demonstrated skills and abilities
- Organized around major areas of accomplishment to best support job objective by using headings not bound by dates
- Draws on all sources of experience (jobs, volunteering, activities and coursework) to describe skills

Combination

- Combines aspects of chronological and functional formats
- Allows you to emphasize both work history and skills/accomplishments equally

RÉSUMÉ CONTENT

Here is a list of sections most often used in a standard résumé. Include and organize sections based on what you want to emphasize as relevant to the position you are seeking.

Heading/Personal Information

- **Name:** May include “nickname” or (nickname)
- **Address:** Permanent and/or current addresses
- **Phone Number:** Differentiate between work, cell and home
- **Email Address:** In black and not underlined
- **Personal Website:** If appropriate

Summary or Highlights of Qualifications (Optional)

In a “national survey of 600 hiring managers, the overwhelming majority said the most important part of your resume is the Summary of Qualifications section. Employers reported that this was one of the very first areas they read and when the summary demonstrates solid ability to perform the job it catches their attention and they slow down and give the applicant more careful consideration. Hiring managers also reported only about 5% of resumes received contained this key section.”

“This section usually consists of four to six sentences that present an overview of your experience, accomplishments, talents, work habits, and skills. Think of it as a mini-outline of you; a highly influential summation of the specifics you bring to the job.”

Resource: <http://robinryan.com/resumeQuiz.htm>

Summary of Qualifications Samples

Proven track record of leadership, leading team to start organization, be recognized by the University and recruit 300 members

Responsible for customer service and production during shift as well as managing 10 staff members

Proficient interpersonal and presentation skills utilized both in one-on-one settings and group presentations to students, alumni, parents and community leaders

Recognized for superior problem-solving, project management, relationship building, and strategic planning skills.

Remember to not lie, exaggerate or misrepresent your skills. At some point, you will be exposed and likely fired. Highlight your experience and accomplishments based on solid facts.

Objective (Optional)

The objective sets the tone for your résumé, demonstrates professional direction and indicates the type of work you are seeking. The objective says, “This is what I want to do,” and “These are the skills I want to utilize.” The rest of the résumé says, “This is why I am qualified to do it.”

Be careful not to repeat information in your cover letter and that you do not narrow your employment opportunities too much.

Include this type of information:

- Level of position, job title or industry area
- Type of organization that interests you
- Special interest area within an organization
- Description of job activities you wish to perform
- Interests, knowledge or skills you wish to contribute to the organization
- Long and/or short term goals

Your objective should do the following:

- Fit your background/career desires
- Show your confidence in career goals
- Be clear and concise, indicating how your abilities, skills and background relate to your objective

One that states the obvious is not worth listing!

Sample Objective Statements

Management position in production utilizing my expertise and organization skills, supporting my commitment to customer service, employee development and continuous improvement.

Operations management position at a major operating facility for a growing pulp and paper or related company, fully utilizing management, communication and problem-solving skills.

Education

- See resume sample on p. 4 for formatting tips
- List in reverse chronological order
- Grade point (if 3.0 and above; do not round up)
- Awards/Honors/Scholarships (if more than three, use a separate section)
- Percentage of schooling paid for by self
- Study abroad experiences
- Special training, trade schools or workshops

Related Coursework

This might be included in the Education Section. Use it when you are lacking related experience but want to demonstrate relevant academic training and knowledge by listing specific course titles.

Experience

- See resume sample on p. 4 for formatting tips
- Begin with the most recent experience
- Include all types of *relevant* experience including full-time, part-time and summer positions; volunteer work, internships, self-employment, research projects and activities if the skills that were developed in those activities are directly related
- Create two sections, Related Experience and Other Experience if needed
- Determine whether to list job title or employer first by what is more impressive, just be consistent
- Describe job duties using phrases that begin with active verbs (see p. 5)

Honors, Activities, Research or Professional Affiliations

Include activities that demonstrate job-related skills, leadership or membership in career related organizations.

Key Skills

Computer: List as specifically as possible indicating proficiency level. If seeking a technology position, include more specific sections to include programming languages, hardware, software, operating systems, databases, peripherals, etc.

Foreign Language: Indicate your level of written, reading and oral proficiency in each.

Miscellaneous Information (space allowing)

Add additional categories that reflect your uniqueness, such as interests or volunteer work, publications, presentations and hobbies, but always consider the relevance that category and its contents have to your objective and/or the position at hand.

- Willingness to travel
- Willingness to relocate or geographic preference
- Date of availability
- Special interests

REFERENCES

Simply list "Available upon request" on your resume. List references on a separate page and always obtain permission and keep references informed of the positions you are pursuing. Reference information should include:

- Complete name (using Mr., Miss, Mrs., Ms. or Dr.)
- Job title
- Name of the organization
- Work address
- Phone number (ask if they prefer work or home)
- Email address

Choosing your references

- Brainstorm a list of people who will speak highly of your past work performance (job, class work, research, etc.).
- A colleague may also provide a strong reference if you worked on a team project together.
- Character/personal references should only be provided if requested or if your choices are limited.
- Generally, provide three to five references.
- Ask the people you have selected if they will serve as a positive reference, and do not provide their names to an employer without asking first.

Preparing your reference page

Check spelling of each reference's name, company, official job title, and address. Learn what phone number and email address they want used.

Educating and informing your references

- Provide a copy of your résumé to your references so they may speak intelligently about your background and strengths.
- Inform them of the kind of positions you are seeking.
- Coach them about the skills and strengths you would like them to emphasize.
- Notify them of every position you apply for so they may anticipate the call and are prepared to "sell" you for that particular position.
- Thank your references and notify them when you accept a position.

TIPS FOR RÉSUMÉ WRITING

Paper/Ink: Use at least 50% cotton, 8 1/2" x 11" résumé paper, and use same paper for cover letter and reference page. Print in black ink (on a laser printer) on white, ivory, pale beige or light gray paper.

Fonts: Use popular, non-decorative typefaces such as Arial and Times New Roman. Type the body in 10-12 point font and your name in 14 point or larger.

Margins: Use 1/2" to 1" margins on all four sides.

Length: Recent graduates should limit résumés to one page unless a second page is essential for details or to prevent crowding on the first page. If you use a second page, type your name and “page 2” on the top of the second page.

Proof for Errors: Résumés take a long time. Have CDS staff, professors, family and peers critique yours.

Custom Design: Vary your résumé for different environments. Change the objective/summary and content with every position and perhaps even the content/format. Avoid using templates.

Attention Getting: Most readers will only spend 20-30 seconds on the initial scan of your résumé. Readers prefer bullets, bold print and indentions to guide their eyes quickly to main points.

Accentuate the Positive: Highlight accomplishments, not just duties. Show how you contributed to or impacted the organization.

Action Verbs: Do not use passive (-ing) verbs. Keep the verb tense consistent with the dates you list: past activities should be in past tense and activities you are currently engaged in should be present tense.

Numbers: Use numbers to better illustrate your experience. Quantify your statements by using numbers, statistics and percentages.

Punctuation: Be consistent with how you punctuate or do not punctuate the end of bulleted statements.

“DO NOTS” FOR YOUR RÉSUMÉ

- Don't make it too long, but be sure to highlight the major areas which will help get you the interview.
- Don't list just your job title, company and dates or extracurricular activities. Communicate your responsibilities and accomplishments in the position(s).
- Don't use “I,” “My” or “Our” in the text of your résumé; exception is the Objective.
- Don't date your résumé or entitle it “RÉSUMÉ.”
- Don't introduce anything that could be perceived as a negative.
- Don't refer to religion, political party or national origin (or use statements that may indicate these) or recognize that you open yourself to unwelcome discrimination despite legislation and ethical concepts that make it wrong to discriminate because of race, religion or national origin. There is still much prejudice either open or hidden. Consider using general terms to indicate experience in one of these areas.
- Don't include salary information.
- Don't forget to proofread your résumé several times.
- Don't list references. Prepare a separate page.
- Don't ruin a well prepared and carefully developed résumé by poor format or sloppy reproduction. Set up your résumé as neatly as possible. Do not crowd it on the paper. Leave adequate margins and use quality résumé paper.
- Don't send a résumé without a cover letter.
- Don't use an email address that is unprofessional.
- Don't include race, gender, high school information (unless it is relevant), marital status, height/weight, birthplace, birth date or photograph.

RÉSUMÉ MAILING

Use either a business envelope that matches résumé paper or a large manila envelope that does not require that you fold it. Always send a cover letter with your résumé, placing it on top of the résumé. Do not staple pages, use paperclips.

FREE RÉSUMÉ REVIEW RESOURCES

E-Résumé Review: Go to www.auburn.edu/career and click on “E-Résumé Review” and receive a counselor's feedback within 48 hours.

Résumé Drop-Off Service: Bring a copy of your résumé by 303 Martin Hall to have a career counselor review it and provide feedback for you to pick up within 48 hours.

Walk-in & Appointment: To meet one-on-one with a career counselor, walk-in Monday - Friday, 12 noon - 4:00 p.m. or call 844.4744 to schedule an appointment. For assistance in scheduling an appointment in an accessible location, please call 334.844.4744.

SKILLS/QUALITIES EMPLOYERS SEEK

Based on a survey printed in the NACE (National Association of Colleges and Employers) 2007 Job Outlook, employers recruiting college students, rated and ranked the following skills between very important and important:

1. Communication skills (verbal/written)
2. Honesty/integrity
3. Interpersonal skills (relates well to others)
4. Motivation/Initiative
5. Strong work ethic
6. Teamwork skills (works well with others)
7. Computer skills
8. Analytical skills
9. Flexibility/adaptability
10. Detail-oriented

Pursue work experiences and activities that develop these skills and traits. Then, make sure you communicate, via your résumé, cover letter and interview, that you have mastered these skills and qualities.

Resource: NACE, www.naceweb.org

Name

Current Address

Street
City, ST ZIP

phone number
email address

Permanent Address

Street
City, ST ZIP

OBJECTIVE/SUMMARY (Optional Section)

- **Objective:** State a specific job title you are seeking and list the skills that you bring to that position
- **Summary:** Summarize in 3 - 5 bullets the skills and personal traits you possess and that mirror the job description to best communicate you are a fit for the position/company

EDUCATION

University; City, ST

Degree; Majors; Date of Graduation

- GPA (Overall is assumed. Add Major GPA if it is higher and label as such)

APPLICABLE COURSEWORK (Optional Section)

Only list courses that fill a gap in your resume or otherwise illustrate that you have the needed knowledge when you have not yet utilized that knowledge in a job (use columns)

EXPERIENCE

Job Title; Dates of Employment

Employer; City, ST

- Start with an active verb/skill (past tense if experience is completed)
- List experiences present to past
- Include volunteer work, internships, co-ops, part-time jobs and leadership positions if they support the goal of the objective
- Quantify: For example, how many people did you supervise? How much money did you manage?

Special/Senior Projects

- List skills gained while working on a class project

ACTIVITIES/HONORS (Optional Section)

Organization, *position,* dates; *position,* dates

List sports, clubs, student government and honoraries, any offices held and dates of membership

Include volunteer activities, honors and awards (might be a separate section if lengthy)

KEY SKILLS

Foreign Languages: List oral and written competency levels

Computer: Include hardware and software proficiencies

Certifications/Licenses: List dates

Personal: List those personal skills/traits that help make you a better candidate for the job

INTERESTS (Very Optional Section)

List interests and hobbies if you have space and if they are relevant to goals of objective

REFERENCES (Optional Section)

Available upon request

ACTION VERBS

Choose action verbs that communicate applicable skills to an employer. If you are currently in the position, use present tense. If you are no longer in the position, use past tense. Use this list to brainstorm, but also look at old job descriptions, talk to current or past supervisors and utilize a thesaurus. Try to not use the same verb more than once or twice.

SKILLS

Leadership Skills

administered
analyzed
appointed
approved
assigned
attained
authorized
chaired
considered
consolidated
contracted
controlled
converted
coordinated
decided
delegated
developed
directed
eliminated
emphasized
enforced
enhanced
established
executed
generated
handled
headed
hired
hosted
improved
implemented
increased
initiated
inspected
instituted
managed
merged
motivated
organized
originated
overhauled
oversaw
planned
presided
prioritized
produced
recommended
replaced
restored
scheduled
secured
selected
streamlined
strengthened
supervised
terminated
transformed

Communication Skills

addressed
advertised
arbitrated
arranged
articulated
authored
clarified
collaborated
communicated
composed
conferred
consulted
contacted
conveyed
convinced
corresponded
debated
defined
described
developed
directed
discussed
drafted
edited
elicited
enlisted
explained
expressed
formulated
furnished
incorporated
influenced
interacted
interpreted
interviewed
involved
joined
judged
lectured
listened
marketed
mediated
moderated
negotiated
observed
outlined
participated
persuaded
presented
proposed
publicized
reconciled
recruited
referred
reinforced
reported
resolved
responded
solicited
spoke
summarized
synthesized

translated
wrote

Research Skills

analyzed
clarified
collected
compared
conducted
critiqued
detected
determined
diagnosed
evaluated
examined
experimented
explored
extracted
formulated
gathered
identified
inspected
interpreted
interviewed
invented
investigated
located
measured
organized
researched
reviewed
searched
solved
summarized
surveyed
systematized
tested

Technical Skills

adapted
applied
assembled
built
calculated
computed
conserved
constructed
converted
designed
determined
developed
engineered
maintained
operated
overhauled
printed
programmed
regulated
remodeled
repaired
replaced
restored
solved
specialized
standardized

studied
upgraded
utilized

Teaching Skills

adapted
advised
clarified
coached
communicated
conducted
coordinated
critiqued
developed
enabled
encouraged
evaluated
explained
facilitated
focused
guided
individualized
informed
instilled
instructed
motivated
persuaded
set goals
simulated
stimulated
taught
tested
trained
transmitted
tutored

Financial/Data Skills

administered
adjusted
allocated
analyzed
appraised
assessed
audited
balanced
budgeted
calculated
computed
conserved
corrected
determined
developed
estimated
measured
planned
prepared
programmed
projected
reconciled
reduced
researched
retrieved

Creative Skills

acted
adapted
began
combined
composed
conceptualized
condensed
created
customized
designed
developed
directed
displayed
drew
entertained
established
fashioned
formulated
illustrated
initiated
instituted
integrated
introduced
invented
modeled
modified
originated
performed
photographed
planned
revised
revitalized
shaped

Helping Skills

adapted
advocated
aided
answered
arranged
assessed
cared for
clarified
coached
collaborated
contributed
cooperated
counseled
demonstrated
diagnosed
educated
encouraged
ensured
expedited
facilitated
familiarized
furthered
guided
insured
intervened
motivated
prevented
provided
rehabilitated

represented
resolved
simplified
supplied
supported
volunteered

Organization Skills

achieved
approved
arranged
catalogued
categorized
charted
classified
coded
collected
compiled
corrected
corresponded
distributed
executed
filed
generated
implemented
incorporated
inspected
logged
maintained
monitored
obtained
operated
ordered
organized
prepared
processed
provided
purchased
recorded
registered
reserved
responded
reviewed
routed
scheduled
screened
served
set-up
submitted
supplied
standardized
systematized
updated
validated
Verified

PERSONAL QUALITIES

WORK ENVIRONMENT

fast-paced
structured
flexible

provide variety
autonomous
team-oriented
supportive
friendly
conservative
competitive
innovative
results-oriented
customer-oriented
highly-organized
systematic
improvement

PERSONALITY Direct / Decisive

results-oriented
independent
initiative
risk-taker
decisive
competitive
quick
goal-oriented

Supportive

consistent
team-oriented
deliberate
specialist
patient
attentive listener
cautious

Precise / Reflective / Reserved

diplomatic
analytical
accurate
fact-finder
systematic
cautious
attentive to detail

Outgoing / Optimistic

persuasive
enthusiastic
people-oriented
verbal
articulate
optimistic
energetic

Resource:

www.broncojobs.wmic.h.edu

CHRONOLOGICAL RESUME FORMAT SAMPLE

Current Address: Auburn University, Box 9999 Auburn, AL 36849		Ima Tiger Imatiger@auburn.edu (334) 844-0000	Permanent Address: 9999 Dream Street Sunshine, AL 36123
OBJECTIVE Position as Financial Administrative Assistant with Lots of Money, Inc. utilizing creative, communication and organizational skills			
EDUCATION Auburn University; Auburn, AL <i>Bachelor of Business Administration, Finance Major;</i> May 2010 GPA 3.5			
EXPERIENCE Intern; January 2009—Present <i>XYZ Corporation;</i> Auburn, AL <ul style="list-style-type: none">• Collaborate with Financial Manager to complete day-to-day activities• Develop new filing system, creating a more productive method of accessing client information President; March 2009—Present Treasurer; March 2008—February 2009 <i>Social Sorority;</i> Auburn University <ul style="list-style-type: none">• Direct 8-member executive council to achieve chapter and national goals• Served as liaison to 225 member organization and national organization• Reviewed, assessed and set budget of \$25,000• Restructured investment patterns of organization funds• Communicated effectively with members, bank, University administration and national representatives Sales Manager; Summers 2007, 2008 and 2009 <i>We Are Hip Inc.;</i> Gulfport, MS <ul style="list-style-type: none">• Supervised 5 sales clerks• Maintained budget, inventory and payroll			
KEY SKILLS Computer: Proficient in Microsoft Word, Excel, Access, PowerPoint, Quicken, Internet and email Personal: Strong communication (verbal and written), leadership, problem solving and organizational skills			
HONORS Merrill Lynch Award, Charles W. and Eloise T. Else Scholar, Financial Management Association National Honor Society			

FUNCTIONAL RESUME FORMAT SAMPLE

Frank A. Functional 222 Poplar Street Opelika, AL 36801 H: 334.000.0000 C: 334.000.0000 fafunction@auburn.edu	
OBJECTIVE	Advertising internship utilizing creative, writing and interpersonal skills
EDUCATION	Auburn University, Auburn, AL <i>Bachelor of Arts, English Major;</i> May 2010 <ul style="list-style-type: none">• GPA 3.80
KEY SKILLS	Creativity <ul style="list-style-type: none">• Created custom designed logo and promotional materials• Designed weekly flyers to advertise social functions• Developed ad lay-outs for school newspaper• Applicable course work: Advertising, marketing and public relations Writing <ul style="list-style-type: none">• Wrote, edited, and distributed monthly newsletter for academic honor society• Published fictional stories in annual campus literary magazine• Promoted non-profit organization through press releases on state-wide level• Applicable course work: business writing Interpersonal <ul style="list-style-type: none">• Coordinated publication of newsletter with 22 fraternities, Greek Life Office, and printing company to meet deadlines• Exceeded goals for campus newspaper ad sales• Communicated via phone and face-to-face with patrons interested in learning about non-profit organization• Applicable course work: Personal Selling, organizational behavior, communication in organizations, persuasive discourse
EXPERIENCE/ACTIVITIES	Computer <ul style="list-style-type: none">• Proficient in Microsoft Office (Word, Excel, PowerPoint), Publisher, Photoshop, Internet, and email• Working knowledge of web page design <i>Social Fraternity,</i> Publicity Chair; January 2008 - Present <i>The Plainsman,</i> Sales Rep; September 2008 - Present <i>Phi Beta Kappa,</i> Secretary; March 2007 - 2008 <i>National Kidney Foundation,</i> Intern; January - April 2007

