

# Resume Writing

From the Office of Career/Transfer Services



**CRAVEN**  
**COMMUNITY COLLEGE**

(252) 638-4597

CareerServices@cravencc.edu

# Table of Contents

What is a Resume.....	3
Ten Resume Tips.....	3
Things to Avoid.....	3
Design.....	4
Miscellaneous Information.....	4
How to Prepare an Effective Resume.....	5-6
Essentials	
The Content of your Resume	
Objective	
Education	
Work Experience	
Other Information	
References	
Resume Checkup	
Three Types of Skills.....	7-8
Resume Categories.....	9
How to Select Resume Categories .....	9
Examples.....	9
Resume Worksheet.....	10
Resume Example.....	10
Action Verbs.....	12-14
Employer Criticisms of Resumes.....	14
What Employers Want.....	14-15
Getting Help On-line .....	15
Resume Examples.....	16

# What is a Resume?

A resume is a marketing tool that presents you in the best possible light, for the purpose of landing a job interview. A resume is a one to two page summary of your skills; accomplishments, qualifications, experiences, and education designed to capture an employer's interest.

## Ten Resume Tips

- ❖ Your resume is your personal advertisement. **Sell yourself.**
- ❖ Whenever possible, quantify your accomplishments.
  - Example: Promoted three times in seven years, supervised a staff of four.
- ❖ Resumes should be one page in length whenever possible.
- ❖ Create a unique resume that pertains to the job that you are applying.
- ❖ Accuracy! Accuracy! Accuracy!
- ❖ Be conscious about your resume layout, typesetting and reproduction.
- ❖ Never refer to yourself as “I” in a resume. Instead, use verbs to describe yourself.
- ❖ Use the vocabulary and speak the language of your targeted field.
- ❖ Describe your experience from an accomplishment point of view.
- ❖ Utilize strong, active words for emphasis.

## Things to Avoid

- ❖ Listing hobbies, personal interests, and activities
- ❖ Marital status
- ❖ Reasons for leaving past jobs
- ❖ Former salaries
- ❖ Putting References on resume
- ❖ Discussing children on resume
- ❖ “Selling” your prior company

# Design

These tips will make your resume easier to read and/or scan into an employer's database.

- ❖ Use white or off-white paper (8.5 by 11 inch)
- ❖ Print only on one side of the paper
- ❖ Use font size of 10 to 14 points
- ❖ Use a uniform, non-decorative font throughout entire resume
- ❖ Avoid italics and script
- ❖ Do not excessively use horizontal or vertical lines, graphics, or shading
- ❖ **Do not fold or staple your resume**

# Miscellaneous

- ❖ Create a rough draft and proofread.
- ❖ References should be on a separate page. Be sure to get permission to use someone as a reference and also give a copy of your resume to them. (Do not send references with resume unless they are asked for)
- ❖ Keep your resume short, to the point, and relevant to the job you are applying for.
- ❖ Focus on what you have to offer an employer.
- ❖ Only go back in your work history ten years. Go back further if it is related to the job you are applying for (unless all your experience is ten years or older).
- ❖ Know the required skills and qualifications of the occupation you are creating the resume for.
- ❖ Tailor your resume to enhance the skills you have.
- ❖ Remember to keep sentences brief, under 12 words.
- ❖ Font size should be no smaller than 10, and no bigger than 14.
- ❖ It is important to keep one-inch margins on all four sides of page.
- ❖ Double space between sections if you have enough room to do so!
- ❖ Bullet points are a plus.

# How to Prepare an Effective Resume

## Resume Essentials:

Before you write, take time to do a self-assessment on paper. Outline your skills and abilities as well as your work experience and extracurricular activities. This will make it easier to prepare a thorough resume.

## The Content of Your Resume:

Name, address, telephone, e-mail address

All your contact information should go at the top of your resume.

- ❖ Avoid nicknames
- ❖ Use permanent address. Use your parents' address, a friend's address, or the address you plan to use after graduation. Be sure they can reach you.
- ❖ Use the number you can be reached at and include the area code. If you have an answering machine, record a neutral greeting.
- ❖ Add your e-mail address. Many employers will find it useful. Note: Choose an e-mail address that sounds professional. No [HotHips79@yahoo.com](mailto:HotHips79@yahoo.com) or [crazygirl1@comcast.net](mailto:crazygirl1@comcast.net)

## Objective:

An objective tells potential employers about the job you are applying for.

- ❖ Be specific about the job you want. For example: To obtain the position of name of position requiring strong analytical and organizational skills.
- ❖ Tailor your objective to each employer you target/every job you seek. No one size fits all!

## Summary of Qualifications:

A summary of qualifications should be confined to three high-impact statements.

- ❖ The first statement should highlight your years of experience in the profession and industry.
- ❖ The second statement should identify the areas of expertise you want to emphasize.
- ❖ The third statement should identify personal attributes that are important to the role and company.

Example:

### Summary of Qualifications

Offers more than 5 years of progressive advancement in the manufacturing industry, serving as an operations executive. Demonstrates a proven record of success in leading as many as 250 associates, streamlining business processes, and managing multiple projects delivered on time and within budget. Possesses exceptional communication skills and the ability to develop high-performance teams.

**Education:**

New graduates without a lot of work experience can list their educational information before their work experience.

- ❖ Your most recent educational information is listed first
- ❖ Include your (A.S., B.S., B.A., etc.), major, institution attended, minor/concentration
- ❖ Mention academic honors

**Work Experience:**

Briefly give the employer an overview of work that has taught you skills. Use action words to describe your job duties. List the past experience most likely to assist you in getting the job you're applying for.

Include:

- ❖ Name of organization/business
- ❖ Location of work (city, state)
- ❖ **Title of your position**
- ❖ Dates of employment (month/year)
- ❖ Describe your work emphasizing specific skills and achievements.

**Other Information:**

You may want to add:

- ❖ Key or special skills or competencies
- ❖ Leadership experience in volunteer organizations
- ❖ Workshops and Conferences attended
- ❖ Volunteer Experience

A staff member at your Career/Transfer Center office can advise you on other information and add to your resume.

**Do not include your reference information on your resume.**

**Resume Checkup:**

- ❖ Run a spell check on your computer—be careful, don't count on it 100%
- ❖ Have a friend do a grammar review
- ❖ Come to the Career and Transfer Center and ask to have your resume reviewed.
- ❖ Ask another friend to proofread. The more people who see your resume, the more likely that misspelled words and awkward phrases will be seen and corrected.

# Three Types of Skills

## Adaptive Skills

### *Key Skills*

Promote winning atmosphere  
Attendance record  
Work Ethic

Attention to Details Honest  
Punctual

Quality Team-player  
Productive Excellent

### *Other Skills*

Ambitious  
Intelligent  
Assertive  
Imaginative  
Independent  
Learn Quickly  
Loyal  
Mature  
Methodical  
Motivated  
Capable  
Cheerful  
Competent  
Complete  
Trustworthy  
Versatile  
Enthusiastic

Flexible  
Informative  
Formal  
Industrious  
Conscientious  
Coordinator  
Conscientious  
Dependable  
Creative Thinker  
Open-Minded  
Friendly  
Good-natured  
Helpful  
Assignments  
Discreet  
Efficient  
Expressive

Optimistic  
Organized  
Patient  
Persistent  
Practical  
Problem Solver  
Reliable  
Resourceful  
Responsible  
Self-Confident  
Sincere  
Tactful  
Tenacious  
Humble  
Eager  
Energetic

## Transferable Skills

### *Key Skills*

Communicate in Writing  
Manage Money  
Public Speaking

Manage People Negotiate  
Project Management

Meet the Public  
Instruct Others Meet Deadlines

### *Using Hands/Dealing With Things*

Assembling [object]  
Building [object]  
Constructing [object]

Drive/Operate Vehicle  
Observe/Inspect  
Operating Tools Equipment

Repair [object]  
Use Complex

***Dealing With Data***

Check for Accuracy	Investigate	Observe/Inspect
Classify [object]	Keep Financial Records	Record Facts
Count	Locate Answers/Information	Research
Evaluate	Manage Money	Synthesize

***Working With People***

Administer	Assist Others	Pleasant
Care For	Instruct	Sensitive
Confront	Kind	Supervise
Counsel	People	Listen
Tactful	Demonstrate	Negotiate
Teach	Firm	Patient
Understand		

***Leadership***

Achieve Results	Direct Others	Make Decisions
Act Decisive	Explain Things	Plan
Be Competitive	Influence Others	Solve Problems
Delegate	Proven Leader	
Utilized		
Validated		

**Job Content Skills**

---

These skills are related to a particular job or type of job. They are the skills people usually think of when they are asked if they have any skills.

Example: Carpenter's job content skills would include working with tools and making precise measurements.



# Resume Categories

How to select resume categories?

There are a few basic categories that must be on all resumes: Objective or Summary of Qualifications, Work, Experience, and Education. In addition to those, however, you may have additional pertinent categories that you will want to include. A good rule of thumb is to only add categories that demonstrate obtained skills or training in an area desired by the employer.

Example: You volunteered with a young group and you are seeking a position where you will work with children, Volunteer Work would be an excellent category to add.

It is not necessary and in fact discouraged to add a category that has nothing to do with the position being applied for.

Example: Don't add Hobbies

## Examples of commonly used resume categories

- |                                    |                          |
|------------------------------------|--------------------------|
| ❖ Related Experience               | Related Courses          |
| ❖ Experience with Children         | Special Skills           |
| ❖ Workshops & Conferences attended | Community Volunteer Work |
| ❖ Technical Skills                 | Certificates             |
| ❖ Student Teaching Experience      | Computer Skills          |
| ❖ Leadership                       | Accomplishments          |
| ❖ Professional Memberships         | Military Experience      |
| ❖ Language Proficiencies           |                          |

Most resumes have the usual information: objective, professional experience, and education. Do not be afraid to spice up your resume and make it unique.

# A Resume Worksheet

(Do NOT use as a template)

**Heading** (How can the potential employer get in contact with you?)

- ❖ Name
- ❖ Address
- ❖ City, State, Zip code
- ❖ Area code and phone number—be sure this is the number you can be reached
- ❖ E-mail address

**Objective** (What are you looking for?)

- ❖ Position you are seeking—this should not be too broad
- ❖ Goals—what you can do for them, not what they can do for you

**Summary of Qualifications**

**Skills and Abilities**

- ❖ Name of Skill
- ❖ Provide Examples

**Work History** (Include any part-time, temporary, volunteer, charitable, or non-paid positions.)

- ❖ Company's Name
- ❖ City and State
- ❖ Title
- ❖ Years employed
- ❖ Name at least 3 accomplishments and responsibilities

**Education** (Start with the most recent.)

- ❖ School name
- ❖ City and State
- ❖ Year Completed—if not completed state when you expect to complete it
- ❖ Degree
- ❖ Awards

**Optional**

- ❖ Certificates – Licenses
- ❖ Special Talents and/or Training
- ❖ Awards
- ❖ Publications

# Resume Example

Your Name [Type address here] [Phone, fax, e-mail here]

**Objective** [Type objective here]

**Experience** YY-YY Name of Organization City, State  
**Job Title**

- ❖ Specific job duties
- ❖ Include things like demonstration of leadership skills, teamwork skills, supervision
- ❖ Include budget management if applicable

YY-YY Name of Organization City, State  
**Job Title**

- ❖ For experience, start with most recent job and work backward
- ❖ Use action words and never refer to "I"
- ❖ If possible, use terminology from job description

YY-YY Name of Organization City, State

**Job Title**

- ❖ Be sure there are NO errors... proofread, proofread
- ❖ List references on a separate sheet and have them available if requested
- ❖ Focus on what you have to offer the employer

YY-YY Name of Organization City, State

**Job Title**

- ❖ Keep resume short and to the point
- ❖ Font size should be no smaller than 10 pts, and no larger than 14 pts.
- ❖ Final resume needs to be printed on quality paper

**Education** YY-YY Name of College/University City, State

- ❖ Degree
- ❖ Special awards or honors

# Action Verbs

This list may help you describe duties/responsibilities

## Management Skills

Administered	analyzed	attained
Chaired	contracted	consolidated
Coordinated	developed	directed
Evaluated	executed	improved
Increased	organized	planned
Prioritized	produced	recommended
Reviewed	scheduled	strengthened
Supervised		

## Communication Skills

Acted as liaison	notified	displayed
Commented	corresponded	Sold
Promoted	guided	instructed
Negotiated	demonstrated	authored
Published	referred	interviewed
Edited	consulted	advised
Presented	marketed	moderated
Interpreted	arbitrated	wrote

## Administration Skills

Administered	overhauled	consolidated
Obtained	determined	eliminated
Recruited	ordered	

## Technical Skills

Adapted	advised	clarified
Coached	communicated	coordinated
Developed	enabled	encouraged
Evaluated	explained	facilitated
Guided	informed	initiated
Instructed	persuaded	set goals
Stimulated		

### Financial/Records Management

Audited	inventoried	tallied
Guaranteed	collected	monitored
Invested	scheduled	expedited
Purchased	minimized	balanced
Logged	Updated	Recorded
Documented	procured	classified
Allocated	listed	traced
Condensed	processed	charted

### Creative Skills

Acted	conceptualized	created
Designed	developed	directed
Established	fashioned	founded
Illustrated	instituted	integrated
Introduced	invented	originated
Performed	planned	revitalized
Shaped		

### Helping Skills

Assessed	assisted	clarified
Coached	counseled	demonstrated
Diagnosed	educated	expedited
Facilitated	guided	referred
Rehabilitated	represented	

### Clerical/Detail Skills

Approved	arranged	catalogued
Classified	collected	compiled
Dispatched	executed	generated
Implemented	monitored	operated
Organized	prepared	processed
Purchased	recorded	retrieved
Screened	specified	systematized
Tabulated	validated	

## Employer Criticisms of Resumes

- ❖ Misspelling, poor grammar, excess wordiness
- ❖ Incorrect punctuation
- ❖ Irrelevant information on the resume

- ❖ Resume fails to convey accomplishments of the applicant
- ❖ Poor layout
- ❖ Lengthy phrases, sentences, and paragraphs
- ❖ Too slick, amateurish and “gimmicky”
- ❖ Overly boastful or obviously dishonest
- ❖ Poorly typed and/or reproduced
- ❖ Critical categories missing (e.g. objective)
- ❖ Difficult to understand/requires too much interpretation
- ❖ Text fails to support objective
- ❖ Statement of objective is not clear
- ❖ Excessive use of jargon and acronyms

## What Employers Want

- ❖ Communication skills (Verbal and Written)
- ❖ Honesty and Integrity
- ❖ Teamwork skills (work well with others)
- ❖ Interpersonal skills (relate well with others)
- ❖ Motivation and Initiative
- ❖ Strong work ethic
- ❖ Analytical skills
- ❖ Flexibility and Adaptability
- ❖ Computer skills
- ❖ Self-confidence
- ❖ **Employers are looking for a match.** They want to see whether your work history, knowledge and skills, education, training, and achievements will match their needs.
  - They are looking for positive patterns. They look for a logical progression from one job to another with reasonable amount of time per job, promotions, awards, and other good results.
- ❖ **Positive Indicators:** They look for favorable personality traits, work habits, and interpersonal skills, as well as loyalty and successful project completion.
- ❖ **Knockouts:** They look for any simple, clear-cut facts that immediately put the person out of the running, such as: inability or unwillingness to relocate, inappropriate education or experience, inappropriate salary demands, and not avoiding common resume mistakes.

## Getting Help On-line

Websites that offering help with writing a resume or providing examples of resumes for ideas.

- ❖ Monster [www.monster.com](http://www.monster.com)
- ❖ College Grad.com [www.collegegrad.com](http://www.collegegrad.com)
- ❖ Career Builder [www.careerbuilder.com](http://www.careerbuilder.com)
- ❖ Job Web [www.jobweb.org](http://www.jobweb.org)
- ❖ Indeed [www.indeed.com](http://www.indeed.com)
- ❖ Idealist [www.idealist.org](http://www.idealist.org)
- ❖ Simply Hired [www.simplyhired.com](http://www.simplyhired.com)
- ❖ North Carolina Job Openings  
<http://www.ncesc1.com/individual/jobSearch/jobSearchMain.asp>
- ❖ Specific Career Fields  
[http://jobsearch.about.com/od/jobsbycareerfieldlist/Jobs\\_by\\_Career\\_Field\\_List.htm](http://jobsearch.about.com/od/jobsbycareerfieldlist/Jobs_by_Career_Field_List.htm)

## Your Name

---

Address  
number  
City and State

phone  
  
e-mail address

### Summary of Qualifications:

Results driven **Professional**, who easily transcends cultural differences to facilitate the completion of tasks in a timely and efficient manner, often called upon to participate as a team leader in work activities.

Attention to Detail  
Quality typing skills

Fluent in French and Portuguese  
General office skills

### Experience:

Name of Company	Dates	City, State
-----------------	-------	-------------

#### Your title

- ❖ Pre-paired menu items per Chief request
- ❖ Maintained food stock
- ❖ Managed dishwashing crew
- ❖ Adhered to all safety regulations

Name of Company	Dates	City, State
-----------------	-------	-------------

#### Your title

- ❖ Pre-paired menu items per Chief request
- ❖ Maintained food stock
- ❖ Managed dishwashing crew
- ❖ Adhered to all safety regulations

### Education:

Craven Community College	Dates	City, State
--------------------------	-------	-------------

❖ Associate of \_\_\_\_\_  
Major

### Volunteer Experience:

Name of Company	Dates	City, State
-----------------	-------	-------------

#### Your title

- ❖ Pre-paired menu items per Chief request