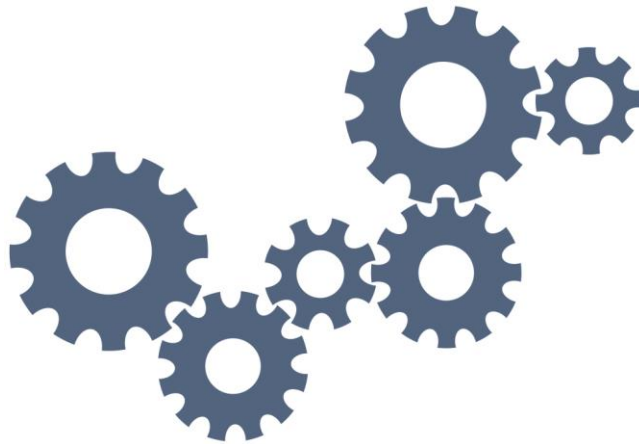


# Résumé Guide



A **résumé** is a written summary of your education, experience, and relevant skills. It is a well-organized, clean, and clear document with a focused employment objective.

## Resume: A Marketing Tool

The primary purpose of your resume is to help you obtain an interview.

Along with a cover letter or an in-person meeting, it serves as an introduction to potential employers to help make meaning of your experiences inside and outside of classroom to land you a job.

## Resume Content

Essential Categories		
<b>Contact Information</b> <ul style="list-style-type: none"> <li>Name</li> <li>Phone number</li> <li>City, state, zip code address</li> <li>Email (appropriate)</li> <li>Optional (LinkedIn, web address link)</li> </ul>	<b>Education</b> <ul style="list-style-type: none"> <li>degrees earned (spell out)</li> <li>name of school, city, state</li> <li>graduation date (month/ year)</li> <li>list from most recent education to latest education (e.g. CSUN, Community College, High School)</li> </ul>	<b>Experience</b> <ul style="list-style-type: none"> <li>Job title</li> <li>Company, city, and state</li> <li>Month year- month year of experience</li> <li>3-5 bullet points demonstrating your actions, skills, and accomplishments</li> <li>Paid and unpaid experiences are just as valuable!</li> </ul>
Optional Categories		
<b>Objective/ headline</b> <ul style="list-style-type: none"> <li>Concise statement of position desired</li> <li><i>Specific (preferred):</i> job title, dept, company</li> <li>General: field, industry, type(s) of positions desired</li> <li><i>*General- typically used in career fairs &amp; networking events</i></li> </ul>	<b>Certifications/ Licenses</b> <ul style="list-style-type: none"> <li>List only if relevant and applicable to the position or industry</li> <li>(e.g., First Aid/ CPR Certified)</li> </ul>	<b>Qualifications Summary</b> <ul style="list-style-type: none"> <li>Tailor your resume to the job posting by listing 3-5 of your qualifications for the position</li> <li>Summary should be at the top section on the resume after Education</li> </ul>
<b>Skills</b> <ul style="list-style-type: none"> <li>Include relevant skills you possess</li> <li>State your proficiency level with languages and programs enlisted (e.g., Basic Knowledge, proficient, advanced, fluent)</li> </ul>	<b>Relevant Coursework</b> <ul style="list-style-type: none"> <li>List courses relevant to job/ internship posting</li> <li>Include the full course title and not the acronym</li> <li>May be added as a subsection under Education or separately</li> </ul>	<b>Research/ Fellowships</b> <ul style="list-style-type: none"> <li>Provide a description of the research projects, methods, and findings</li> <li>Use same format as "Experience" section</li> </ul>
<b>Individual/ Group Projects</b> <ul style="list-style-type: none"> <li>Provide a description of your role within these relevant projects</li> <li>Highlight purpose and outcome</li> </ul>	<b>Honors/ Awards/ Recognitions</b> <ul style="list-style-type: none"> <li>List name and date of academic awards, honors, recognitions, and scholarships earned</li> <li>May be added as a subsection under Education or separately</li> </ul>	<b>Publications</b> <ul style="list-style-type: none"> <li>List publications with proper citation (MLA, APA, Chicago Style, etc.) <b>Bold your name.</b></li> <li>Clarify if still in submitted status or has been peer-reviewed</li> </ul>
<b>Professional Conferences</b> <ul style="list-style-type: none"> <li>Provide a list of conferences attended, along with dates</li> <li>Elaboration is dependent on depth of involvement</li> </ul>	<b>Leadership</b> <ul style="list-style-type: none"> <li>List leadership position (s) held, organization, dates, and a description of accomplishments</li> <li>Use same format as "Experience" section</li> </ul>	<b>Community / Volunteer Work</b> <ul style="list-style-type: none"> <li>List participation in clubs, organizations, sports, or community service experiences</li> <li>Elaboration is dependent on depth of involvement</li> </ul>
Do NOT include the following:		
<b>Pictures</b> <ul style="list-style-type: none"> <li>In the U.S., do not include a photo of yourself</li> <li>Exceptions may include: acting, modeling, applying in a different country</li> </ul>	<b>Personal Information</b> <ul style="list-style-type: none"> <li>In the U.S., do not include any marital status, citizenship, or date of birth</li> </ul>	<b>References</b> <ul style="list-style-type: none"> <li>References are listed on a separate document and upon request</li> <li>Do not state "references upon request" on resume</li> </ul>

Key: Tailor Your Resume

## One Size Does Not Fit All

### Your Skills

(skills and qualifications that highlight your background)

+

### Their Need

(job responsibilities, words/ phrases, skills and qualifications needed)

=

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## Connection

(the ability to demonstrate throughout your resume the relevance of your resume experience to the desired job)

### Tips:

- Underline keywords/ phrases from the job posting that match your background
- Apply these keywords and phrases from job posting onto & throughout your resume
- If job posting is limited, search similar job postings to use as a guide
- Consider categorizing your experiences if you have a wide variety of different experiences
- Remember- resumes should be neat, organized, and easy to read!

## Action Statements

- Use action statements in your resume to describe your skills, responsibilities, and accomplishments for positions you have held and for other activities you have been involved in or are currently involved in (i.e. volunteer, community service, and campus clubs/organizations involvement)
- Whenever possible quantify your results and accomplishments

**Use the following questions to help develop your action statements:**

Who?	For whom did you work (the director, vice president)?  Who did you serve or help?
What?	What types of tasks or duties did you perform?  What were the results of your performance?  What industry-specific knowledge/skills did you acquire?
Why?	Why did you perform this task?  How did it improve your office or organization?
Where?	Where and in what type of work environment did you perform your responsibilities? (i.e. non-profit organization, group home, hospital... etc)
When?	When did you take initiative to solve a problem?  When did you get promoted? How often?
How?	How did you perform your responsibilities? What equipment, tool, software program, skill or technique did you use to accomplish this task?  How many people did you serve or supervise?

## Action Verbs

An action verb is a descriptive verb that is used to express specific skills and qualifications in a resume, cover letter, and interview. Using action verbs allows you to be clear, concise, and professional.

Start each action statement with an **Action Verb**

Use action verbs to describe all work experience, skills, and accomplishments. Using these action verbs will enable you to highlight your transferable skills and the tasks you are able to complete in a more persuasive manner.

Below is a list of action verbs categorized by different skill sets:

<b>Management</b>	<b>Technical</b>	Identified	Motivated	<b>Creative</b>	Ordered
Administered	Assembled	Inspected	Negotiated	Acted	Organized
Analyzed	Built	Interpreted	Persuaded	Composed	Prepared
Assessed	Calculated	Interviewed	Promoted	Conceptualized	Processed
Assigned	Computed	Investigated	Publicized	Created	Recorded
Attained	Designed	Monitored	Represented	Customized	Retrieved
Chaired	Engineered	Proved	Resolved	Designed	Screened
Consolidated	Fabricated	Organized	Spoke	Developed	Specified
Contracted	Installed	Reviewed	Translated	Directed	Supported
Coordinated	Maintained	Studied	Wrote	Drew	Systemized
Delegated	Operated	Summarized		Established	Tabulated
Developed	Overhauled	Surveyed	<b>Training/Teaching</b>	Fashioned	Transcribed
Directed	Programmed	Systemized	Adapted	Founded	Transferred
Enforced	Remodeled	Tested	Advised	Illustrated	Validated
Evaluated	Repaired		Clarified	Introduced	
Executed	Solved	<b>Communication</b>	Coached	Invented	<b>Financial</b>
Expanded	Trained	Aided	Co-facilitated	Performed	Administered
Improved	Upgraded	Addressed	Communicated	Planned	Allocated
Increased		Arbitrated	Coordinated	Revitalized	Analyzed
Organized	<b>Research/Investigation</b>	Advised	Developed	Shaped	Appraised
Oversaw	Calculated	Arranged	Enable	Sketched	Audited
Planned	Cataloged	Collaborated	Encouraged	Wrote	Balanced
Prioritized	Clarified	Conveyed	Evaluated		Budgeted
Produced	Collected	Convinced	Explained	<b>Clerical/Detail</b>	Calculated
Recommended	Computed	Coordinated	Facilitated	Approved	Computed
Reduced (losses)	Conducted	Counseled	Guided	Arranged	Developed
Resolved	Correlated	Directed	Incorporated	Catalogued	Estimated
Reviewed	Critiqued	Enlisted	Informed	Classified	Evaluated
Scheduled	Determined	Formulated	Initiated	Collected	Figured
Spearheaded	Diagnosed	Influenced	Inspired	Compiled	Forecasted
Strengthened	Discovered	Informed	Instructed	Dispatched	Maintained
Supervised	Evaluated	Inspired	Mentored	Distributed	Managed
Troubleshoot	Examined	Interpreted	Motivated	Executed	Marketed
	Experimented	Lectured	Observed	Generated	Performed
	Explored	Liaison	Set Goals	Implemented	Planned
	Extracted	Listened	Taught	Inspected	Projected
	Extrapolated	Mediated	Trained	Monitored	Researched
	Gathered	Moderated		Operated	Sold

## Action Statements: Practice Time

<b>Example</b>	<b>Simple Statement:</b> Worked on a group project for a class assignment		
	<b>What did you do?</b>	<b>How did you do it?</b>	<b>What were the results?</b>
	Worked in a group for a project on current political events	Collaborated with 5 classmates; presented to 20 students using PowerPoint Presentation	Received an "A" grade on class project; informed 20 students on the current conditions of the political climate of the U.S.
	<b>Action Statement:</b> Collaborated with five classmates to effectively present to 20 students on current political events in the U.S. using a PowerPoint presentation		
<b>Example</b>	<b>Simple Statement:</b> Answered phone		
	<b>What did you do?</b>	<b>How did you do it?</b>	<b>What were the results?</b>
	Answered 50-60 phone calls per day	In a fast-paced office Used a multi-line phone system Communicated effectively	Customers' needs were met Customers were satisfied with our services
	<b>Action Statement:</b> Answered 50-60 telephone calls per day in a fast-paced office using effective communication through a multi-line phone system, resulting in increased positive customer satisfaction		
<b>Example</b>	<b>Simple Statement:</b>		
	<b>What did you do?</b>	<b>How did you do it?</b>	<b>What were the results?</b>
	<b>Action Statement:</b>		
<b>Example</b>	<b>Simple Statement:</b>		
	<b>What did you do?</b>	<b>How did you do it?</b>	<b>What were the results?</b>
	<b>Action Statement:</b>		

# Chronological Resume

Name may be 2 pts. larger than the rest of the text on the resume

**MIA JOBSEEKER**

Keep resume to one page, unless you have extensive relevant experience. If more than 1 page, your name and page number should be on top of each page. Ex: M. Lopez, p.2

(323) XXX-XXXX | Northridge, CA 91330 | mia.job.01@my.csun.edu

## OBJECTIVE

To obtain a position as a Case Manager at the Child & Family Guidance Center

Font size: 10-12  
Font Styles: Calibri, Arial, Times New Roman, or Cambria

## QUALIFICATIONS SUMMARY

- Highly motivated with over 3 years of experience working with young children
- Languages: Proficient in Spanish language written and verbal skills
- Creative individual who enjoys coordinating activities that stimulate children’s physical, emotional, intellectual, and social growth

## EDUCATION

### Bachelor of Arts in Sociology, concentration in Social Welfare

May 20XX

California State University, Northridge (CSUN), GPA 3.0

#### Relevant coursework:

Social Statistics	Methods of Research
Social Psychology	Culture & Personality

If you do not have relevant work experience then list relevant coursework, projects or research

### Associate of Arts in Child Development

June 20XX

West Los Angeles College (WLAC), Culver City, California

## EXPERIENCE

### After-School Counselor

September 20XX-present

Canyon Kids School and Camp, Woodland Hills, CA

- Plan and coordinate extra-curricular activities for 20 five-to twelve-year olds
- Organize fundraisers, field trips, and guest-speakers
- Administrative duties: payroll, accounts billing, deposits

3-5 bullet points (action statements) per job description- All bullet points should begin with an action verb

### Teacher Assistant

June 20XX-July 20XX

CSUN Preschool Laboratory, Northridge, CA

- Supervised and planned age-appropriate activities for 24 preschool children
- Participated in weekly staff meetings and meetings with parents, encouraging a cooperative atmosphere
- Completed child assessments for adequate service and referral

### Customer Service Representative

August 20XX-May 20XX

Cellular Phone Company, Los Angeles, CA

- Assessed client needs and resolved concerns in a fast-paced environment
- Managed sales amounts of over \$15,000 daily
- Awarded Sales Representative of the Month twice

March 20XX and December 20XX

## TRAINING AND CERTIFICATION

CPR for the Professional Rescuer (20XX)

Use **bold** text in moderation and avoid *italics*

Adjust all margins between 0.5" to 1.0"

## MIA JOBSEEKER

(323)XXX-XXXX | Northridge, CA 91330 | mia.job.01@my.csun.edu

### References

Reference's Name  
Reference's Title  
Organization  
Complete Address  
Telephone  
Email

Use the same heading or letterhead as on your resume

If you use Mr., Mrs., Dr., etc. for one reference, make sure you use it for all references

Mr. Simon Cowell  
Producer  
American Idol Productions  
6801 Hollywood Boulevard  
Hollywood, CA 90028  
(323) 555-1212  
[thru2nextround@idol.com](mailto:thru2nextround@idol.com)

Mrs. Mariah Riley  
Branch Manager  
Verizon Wireless  
2330 Westwood Boulevard  
Los Angeles, CA 90023  
(310)555-1212  
[mariahr@verizon.com](mailto:mariahr@verizon.com)

Dr. Patrick Peters  
Journalism Professor  
18111 Nordhoff Street  
Northridge, CA 91330  
(818)555-1212  
[p.peters@csun.edu](mailto:p.peters@csun.edu)

Ms. Gayle King  
Intern Supervisor  
Harpo Inc.  
1058 W Washington Boulevard  
Chicago, IL 60607  
(312) 555-1212  
[oprahbff@harpo.org](mailto:oprahbff@harpo.org)

### Important!

- Do not include your references in your resume unless it has been specifically requested.
- Your references should be on a separate sheet of paper.
- Before including an individual on your reference page, make sure to request their permission to use them as a reference.
- Provide 3-5 references that can attest to your work ethic and professional skills (i.e. current/past supervisors or professors NOT family members).



**Cover Letter Format**

Your Street Address  
City, State ZIP  
Your Phone Number  
Email

Date

Name of Contact Person  
Title  
Company/Organization  
Street Address  
City, State ZIP

Re: Position Title

Dear Ms./Mr. \_\_\_\_\_,

**Opening Paragraph:** Refer to the job for which you are applying and how you learned about it. If you have a referral, mention their name here.

**Body Paragraph(s):** The critical section of the document. Three (3) areas need to be discussed:

- 1) Emphasize skills, abilities, experience, etc., that relate to the job for which you are applying. This may be work/volunteer/personal experience and/or related education. The key is that you are addressing the classic interview question: “Why should I hire you?”
- 2) Discuss why you want to work with this particular employer. What is it that makes them stand out when compared with their competitors? Again, another typical interview question gets addressed: “Why do you want to work here?”
- 3) Specify your reasons for desiring this type of work. How would you answer the question: “Why do you want this job?” Is it an internship where you will be able to put your academic experience to work in a practical setting? Is it an entry-level position that you will build your career upon? Employers like to know what your professional goals are and will often ask open-ended questions like: “Tell me about yourself”, or “Where do you see yourself in five years?”

**Closing Paragraph:** Short and sweet. Push for an interview (e.g. I would like to schedule a personal meeting with you so that we may further discuss this opportunity.) and thank them for their time and consideration.

Sincerely,

*Your Signature*

Your name typed

## Sample Cover Letter

18111 Nordhoff Street  
Northridge, CA 91330  
(818) 888-8888  
[taya.lee@my.csun.edu](mailto:taya.lee@my.csun.edu)

May 31, 2011

Janice Garcia  
Human Resources Director  
Seatec Technology  
800 No. Montgomery Street  
San Francisco, CA 90000

Re: Human Resources Associate position

Dear Ms. Garcia,

This letter and resume are in response to the open Human Resources Associate position with Seatec Technology, as advertised on Monster.com. This opportunity correlates very well with my skills, experience, and professional aspirations.

I am currently completing my Bachelor of Arts degree in Psychology at California State University, Northridge. This experience has enabled me to gain insight into human thought and behavior and has proven invaluable in my responsibilities as an Assistant Manager at O'Rourke's Coffee and Tea, where I have been a proven leader and sales professional.

Seatec Technology has set precedents as a world-renowned innovator in its field. Your organization also possesses a stellar reputation for promoting an atmosphere that stresses continued learning on personal, professional, and organizational levels. I am confident that with my background, knowledge, and motivation, I will be successful in the Human Resources arena and a significant asset to Seatec Technology.

I look forward to meeting with you to further discuss this opportunity. Please feel free to contact me at your earliest convenience. Thank you for your time and consideration.

Sincerely,

Taya Lee