Résumé Guide

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

The primary purpose of your résumé 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 the classroom to land you a job.

When preparing your résumé, keep in mind the following:

- Tailor your résumé to the qualifications for the position you are seeking.
- Research the position and organization: company website, ads, contacts, and brochures.
- Research the mission, vision, and values of the organization.
- Aim for 1 page.
- Use a clear font, such as Times New Roman or Arial.
- Adjust all margins between 0.5" to 1.0".
- Make sure to use a professional email address and voicemail message.

California State University
Northridge Career Center
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Designed and edited by
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Resume Formats

Chronological Resume (Preferred format)

The basic element in the Chronological Resume is that employment is listed in a time-order, starting with your most recent experience. The name of the employer, job title, dates of employment, and a brief description or list of accomplishments and duties are provided.

Education Resume

Applicants seeking positions in education include elementary, secondary, and special education teachers, as well as administrators, supervisors, and support services representatives including school psychologists, nurses, counselors, and librarians because these positions require credentials

- Credential(s) listed with the most recent first, when and where received, whether clear or partially fulfilled, and followed by previous credentials held.
- Include field work, internships, student teaching, teaching, counseling, and nursing experience. List: title, institutions, dates, responsibilities, grade levels, and subjects. Highlight other pertinent information such as special education or bilingual teaching experience.

Technical Resume

Technical Resumes emphasize positions relating to engineering, computer science, math, and physics. These resumes generally follow the guidelines for all resumes. However, certain information is generally sought by technical recruiters:

- Be as specific as you can for the career objective or field of interest, for example: Software Engineer, Programmer/ Systems Analyst.

- Grade point average if 3.0 or above
- Major courses, special projects
- Applicable work experience
- Citizenship or visa status when requested

Accounting Resume

Applicants seeking accounting jobs in public accounting, industry, or government need to provide employers with specific information which other job applicants might not include in a resume. The following data is of particular importance:

- Overall grade point average and grade point average in the major must be included for on-campus interviews and should be included in all other instances when over 3.0.
- Professional development should include CPA review course- when applying to CPA firms- and plans to take the examination and any other special training in the field of accounting and/or computers.

Creative Resume

Creative Resumes are used by applicants seeking positions in artistic, entertainment, and media fields. Creative resumes include the same information as traditional resume formats. However, design, layout, and overall visual aspect of this resume is very important.

The following areas are also included:
- Areas of expertise
- Experience is usually described using nouns, e.g., design, layout, production, etc., not action verbs

Note: Never let graphic devices/images become so large or powerful that they detract from your professional qualifications.

Note: The following resume samples have headings identifying each resume format; however, on your original resume <u>do not</u> include any headings, such as chronological, education, technical…etc.

_____
Name

_____   _____
                                                        Phone #

_____   _____
Address   *Email*

OBJECTIVE

An objective statement should be <u>one sentence</u> clearly defining what position you are applying to. The objective statement needs to be short and direct.

_____

_____

Include the title of the position, the department and company's name in your objective statement

EDUCATION

The education section is usually the most important section for recent graduates. Be sure to include the degree earned, your major and/or minor, graduation date, name and location of your university. List your degrees in <u>reverse chronological order,</u> starting with the degree you are currently obtaining or the one you obtained most recently. You can also include your G.P.A. (3.0 and higher) and any honors received. In addition, you can highlight relevant courses and/or projects that you have completed or are currently partaking. After freshman year, it is usually not necessary to mention your high school diploma if you are currently working on an associate or a bachelor degree.

_____   _____
Degree: (Associate of Arts, Bachelor of Arts, Bachelor of Science)   *Date degree was earned or graduation date (Month/Year)*

_____   _____
Name of college or university   *Location (city, state)*

_____   _____
Degree: (Associate of Arts, Bachelor of Arts, Bachelor of Science)   *Date degree was earned or graduation date (Month/Year)*

_____   _____
Name of college or university   *Location (city, state)*

Relevant Courses: _____   _____
       and/or
Relevant Projects: _____   _____

EXPERIENCE

*In this section, you will list your previous experience (volunteer, full- and part-time) in <u>reverse chronological order</u> as they relate to the position you seek. You will need to include the name and location of the company you worked for, the title of your position, length of employment, and a summary of your duties and responsibilities. When describing your duties and responsibilities, be sure to use <u>action verbs</u>. Take a look at the handouts entitled **Action Verbs** and **Action Statements**.*

1. Position: _____   Length of Employment: _____
                                                              Month/Year-Month/Year

    Employer: _____   Location: _____

    Skills/accomplishment/work samples:

    ●

    ●

2. Position: _____   Length of Employment: _____
    Month/Year-Month/Year

    Employer: _____   Location: _____

    Skills/accomplishment/work samples:

    -

    -

    -

    -

3. Position: _____   Length of Employment: _____
    Month/Year-Month/Year

    Employer: _____   Location: _____

    Skills/accomplishment/work samples:

    -

    -

    -

    -

PROFESSIONAL AFFILIATIONS, HONORS AND ACTIVITIES

This section is optional and can be used to highlight other useful skills you may have. You may include leadership positions, scholarships, fellowships, or volunteer experience.

_____

_____

_____

SPECIAL SKILLS OR INTERESTS

This section is optional and can be use to add relevant information to your resume that focuses on special knowledge or skills, such as technical or computer skills or additional languages you may know.

_____

_____

_____

MIA JOBSEEKER

1234 Matador Lane
Northridge, CA 91330

(323)XXX-XXXX
mia.job.01@my.csun.edu

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

SKILL 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

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

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
Cellular Phone Company, Los Angeles, CA   August 20XX-May 20XX
- 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)

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.

Non-Active Verb: Worked in a fast food restaurant serving food

Active Verb: Developed strong communication skills in dealing with customers in a fast paced environment

→ The active verb sentence highlights your customer service and communication skills more clearly than the non-active verb sentence.

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:

Management	Technical	Identified	Motivated	Creative	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	Training/Teaching	Fashioned	Transcribed
Directed	Programmed	Systemized	Adapted	Founded	Transferred
Enforced	Remodeled	Tested	Advised	Illustrated	Validated
Evaluated	Repaired		Clarified	Introduced	
Executed	Solved	Communication	Coached	Invented	Financial
Expanded	Trained	Aided	Co-facilitated	Performed	Administered
Improved	Upgraded	Addressed	Communicated	Planned	Allocated
Increased		Arbitrated	Coordinated	Revitalized	Analyzed
Organized	Research/Investigation	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	Clerical/Detail	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
Troubleshot	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

- 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)

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

- Tailor each action statement to the targeted job- For each action statement use concrete language to describe your skills and accomplishments that reflect the order and priority that the employer listed in the job description.

- 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?

Simple statement:	In charge of organizing all fundraising events
Think about:	*What types of fundraising events? What were the results/contributions of these events?*
Action Statement:	Organized all fraternity philanthropic events which resulted in contributions of over $20,000

Simple statement:	Answered phone
Think about:	*How many phone calls did you answer? What was the work environment like? What equipment did you use?*
Action Statement:	Answered 50-60 telephone calls per day in a fast-paced medical office using multi-line phone system

Simple statement:	Planned activities
Think about:	*What types of activities? Where and when did you perform these activities? Who did you serve?*
Action Statement:	Planned weekly afterschool arts and crafts activities and exercises for teenage girls

Simple statement:	Taught students in grades 6 to 8
Think about:	*What did you teach? What did you utilize to teach these students or assess their progress?*
Action Statement:	Developed and implemented lessons for students in grades 6 to 8 based on students' IEP objectives

Simple statement:	Helped customers with their concerns
Think about:	*In what way did you help the customers? Did you get any promotions, if so, when? How many?*
Action Statement:	Served customers in a positive way, receiving two customer service awards, and a promotion in the past year

Simple statement:	Counseled adolescents in various areas
Think about:	*In what did you counseled these adolescents? How long did you counsel them for?*
Action Statement:	Acquired 400 hours of one-on-one counseling sessions with adolescents in the areas of career assessment and college transition

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References

Use the same heading or letterhead as on your resume

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

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

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

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

Ms. Gayle King
Intern Supervisor
Harpo Inc.
1058 W Washington Boulevard
Chicago, IL 60607
(312) 555-1212
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).

Email Etiquette for the Job Search

✓ Assume your email will be read by everyone; don't write anything you'd be embarrassed about.
✓ Type in your formal name.
✓ Type in the most precise subject (application; inquiry; thank you)
✓ Use a professional salutation if you know their names (Dear Mr., Mrs., or Ms.).
✓ Be brief. Outline your message first. Organize your thoughts. It's not casual.
✓ Sign off with your full name, email address, phone number, and address.
✓ Proofread! Correct grammar and spelling. Get a literate friend, career counselor, or instructor to critique and proofread.

To send your resume as an attachment:

➢ Create your resume using a common word processing program, such as Microsoft Word or as a PDF file.
➢ Use a descriptive name for the document that the employer can associate with you once it is saved on a computer, i.e. "MariaJobseeker_Resume.doc." Do not name the document just "Resume.doc."
➢ Make sure you document is virus-free.
➢ Email it to yourself or a friend to make sure there are no problems with your document.

Scannable Resume

Some employers utilize resume database tracking systems. They scan incoming resumes into a database and retrieve resumes using relevant keywords.

To make your resume scannable ready:

➢ Include industry or job-specific keywords, especially relevant skills, major, specific fields of study, relevant courses, and experience.
➢ Do not use a two-column format for anything but courses.
➢ Use only black text.
➢ Use 10-12 point standard fonts, e.g., Times New Roman and Arial
➢ Indent, use spacing or all capitals for emphasis, but do not center text.
➢ Do not use bullets, mixed fonts, italics, underlining, super/subscripts, shading, frame-in boxes, shadows, pictures, or graphics. Instead, use asterisks (*), dashes (-), or plus signs (+).
➢ When submitting a hard copy: Print resume on light-colored, non-textured paper with a high-resolution laser printer.

Resume Checklist

Use this form to evaluate your resume.

Resume Format and Appearance

Did you use bullets, italics, and bold sparingly?   ☐ Yes ☐ No

Is there an adequate amount of white space?   ☐ Yes ☐ No

Does the resume look 'clean' and not too busy or crowded?   ☐ Yes ☐ No

Were you able to limit it to one page? (*When Applicable)*   ☐ Yes ☐ No

Objective

Does the objective have a 'job title' of the position you are targeting?   ☐ Yes ☐ No

Does the objective identify the industry/company you are targeting?   ☐ Yes ☐ No

Is the objective brief?   ☐ Yes ☐ No

Education

Did you include other schools you attended?   ☐ Yes ☐ No

Did you provide the type of degree, major, school, and year graduated?   ☐ Yes ☐ No

Did you include relevant courses?   ☐ Yes ☐ No

Have you included other training that further enhance your qualifications?   ☐ Yes ☐ No

Experience

Did you list job related accomplishments?   ☐ Yes ☐ No

Were you able to quantify any of your listed accomplishments?   ☐ Yes ☐ No

Did you use action verbs and language of the industry?   ☐ Yes ☐ No

Are the key tasks needed by the employer represented in your past experience?   ☐ Yes ☐ No

Is the resume future-oriented and focused on what you can do to benefit the company?   ☐ Yes ☐ No

Awards, Honors & Certificates

Are these relevant to the job or show skills that are necessary?   ☐ Yes ☐ No

Did you include certifications and licensure?   ☐ Yes ☐ No