



Basic chronological resume format:

GUIDELINES FOR RESUMES

YOUR FULL NAME

Your street address, city, state, zip code

Your telephone and/or cell phone number and email address

OBJECTIVE

This statement informs and serves as a focal point from which potential employers review and analyze your resume. It should represent a specific job within a specific industry that you are interested in obtaining. Examples of an objective follow:

- *To obtain a position in graphic design requiring advanced Photoshop and illustration skills.*
- *A position in the field of art that uses a variety of mediums.*
- *To secure an internship with an emphasis in electrical engineering.*

EDUCATION

Arkansas State University, Jonesboro, AR

Degree: Bachelor's Degree of Agricultural Science

Example: Anticipated Date of Graduation: May 2010

*Know the type of degree you are receiving. Contact your advisor or the Registrar's Office to confirm your degree.

Minor(s):

Emphasis/Emphases:

Overall GPA: 3.0/4.0 -and/or- Major GPA: 3.25/4.00 **Note: Your GPA is optional*

Honors/Awards/Certification(s): Optional and may be listed as a separate heading.

RELATED

COURSEWORK

Optional and can be omitted from your resume if you need more space to list experiences.

EXPERIENCE

This can include full, part-time or volunteer work. List your experience in the format you have chosen (If chronological, start with your most recent job and work backwards). Include:

- job title • employer's name • city and state • dates employed. When describing your duties and responsibilities, use short and precise statements that begin with an action verb and are in a verb tense that is relative to whether you are currently employed in the position or no longer employed in the position. Other headings used for your employment section include:
- VOLUNTEER EXPERIENCE • RELATED EXPERIENCE • WORK HISTORY
- INTERNSHIP EXPERIENCE • RESEARCH EXPERIENCE • MILITARY HISTORY

COMPUTER SKILLS

Use this section to tell employers about your technical/computer skills:

- Software, Tools, and Utilities
- Languages and Applications
- Databases and Internet Applications
- Technical Support Training, Seminars, or Certifications
- Operating Systems and Hardware
- Web Development Tools
- Network and Client Server

ACTIVITIES

Use this section to tell the employer other things about yourself that may help with your application including • leadership roles, • clubs you do or have belonged to.

Other headings for this section may include: • AWARDS • HONORS • INTERESTS

• LANGUAGE SKILLS • PUBLICATIONS • MEMBERSHIPS (or a combination of these)

REFERENCES

Create a separate reference page with three (3) references (maximum of five (5)). If space allows, you can add your references at the bottom of your resume. If you have a two-page resume with available space at the bottom of your second page, you can either add your references to the second page or create a separate reference page.

Getting Started - Resume Guidelines

Resume Length

- One (1) page, but never more than two (2) pages (a separate reference page is not considered part of the resume length).
- A two-page resume should only be used if you have extensive experience or qualifications relevant to the position for which you are applying.
- Be sure to list your “Name” and “Page 2” at the top of the second page of your resume; you may also choose to list your email address and/or a telephone/cell number.
- When developing a two-page resume, be sure to organize your content in a manner that places the information most likely to impress an employer on the first page.

Type Size and Style

- Select a font size between 11 point and 14 point; absolutely no information crossed out or handwritten.
- Select a type style that is professional and easy to read. Avoid dense styles and styles with curlicues.

Margins

1. Standard Rule of Thumb: set your margins at one inch (1") on all sides (top, bottom, left, right) to create a well-balanced design (minimum top, bottom, and side margins is .5").
 2. Overly narrow margins can make your resume appear jumbled, and overly wide margins can project a perception of emptiness in your resume.
- ☛ Crunched for space? Decrease the top and bottom margins slightly, but avoid decreasing the side margins if possible. Side margins provide employers with space to make notes on your resume.

Sentence Structure

"To the point," brief and informative is how sentences and/or bullet statements should be written.

Be sure that the grammatical structure of your sentences is correct and consistent:

- Past Tense: used when describing experiences you have already had or activities in which you have already participated.
 - Present Tense: used only to describe those activities you are involved in now, such as your current (or “Present”) job.
- ☛ **AVOID USING** the personal pronouns “I, me and my” in your resume; the employer already knows that the resume is about you. Plus, never begin a sentence with the word “I”.

Word Choice

Begin your sentences with action verbs that describe exactly what you did, or are still doing, in your experiences and activities. **See:* Action Verbs – To Enhance Your Resume, Pages 9 & 10.

Paper Selection & Printing

- Use 25% Cotton Bond paper, 20-24 pound weight for best results.
- A laser printer should be used to print your resume with the watermark of the stationary right-side up and face forward.
- Paperclip your resume and other documents when mailing...DO NOT use staples. Fold together to mail or use a 10” x 12” envelope (or other appropriate size envelope).

Sample Resume Profile Statements And Objectives

The profile is an alternative to an objective statement. It gives you the opportunity to present your strengths at the very beginning of the resume.

The objective is considered by some employers to be one of the most important parts of a resume and it should not be overlooked. It informs and serves as a focal point from which potential employers review and analyze your resume. It should be brief, clearly stated, and consistent with the accomplishments and demonstrated skills as documented on your resume. In an objective you should list the following:

1. The position title (or level of position) for which you are applying.
2. The employer/company name or the type of business, industry or career area sought.

Examples of an Objective:

1. A management position in the import business with Pier 1 Imports.
2. Position in process metallurgy/quality control.
3. Electrician position requiring technical knowledge in the areas of design, testing, and reliability of electrical systems in order to produce a quality product.
4. A position in security in a company that will profit from my extensive experience in law enforcement.

Attention! Do not copy the following statements. These statements are provided as mind ticklers. Please create statements specific to you and your experiences.

- Focused and hardworking; able to troubleshoot complex problems and get the job done.
- Effective team player with exceptional communication and interpersonal skills.
- Committed to staying current on innovation in technology and computer sciences.
- Goal-oriented professional with exceptional technical knowledge and skills.
- Empathetic caregiver who is able to quickly establish rapport with patients.
- Detail oriented and thorough; dedicated to providing excellence in patient care.
- Adept at managing multiple, diverse tasks simultaneously; work well under pressure.
- Team player with exceptional interpersonal and presentation skills.
- Self-motivated manager with strong leadership and customer service background.
- Confident professional communicator with outstanding listening and presentation skills.
- Detail-oriented worker who can quickly grasp system operations.
- Analytical self-starter with a strong attention to detail and the ability to bring order to chaos.
- Highly creative, self-motivated individual with __ years of experience.
- Good understanding of basic accounting principles and financial analysis.
- Track record of gaining greater efficiencies from existing resources.
- Able to use strong technical background to analyze complex processes and develop innovative solutions to challenges.
- Demonstrated success in project management and customer support.
- Definite abilities in leadership, planning, and organizational decision-making and team building.

ACTION VERBS – To Enhance Your Resume

When promoting yourself, you must express your skills, assets, experience, and accomplishments in an active voice, using a concise manner, which is easy and straightforward. Begin each descriptive section in your resume with an Active Verb. The following is a simple list; create your own that reflects your discipline and skills.

Management Skills	Communication Skills	Research Skills	Technical Skills	Teaching Skills	Financial Skills
Administered	Addressed	Clarified	Assembled	Adapted	Administered
Analyzed	Arbitrated	Collected	Built	Advised	Allocated
Assigned	Arranged	Critiqued	Calculated	Clarified	Analyzed
Attained	Authored	Diagnosed	Computed	Coached	Appraised
Chaired	Corresponded	Evaluated	Designed	Communicated	Audited
Contracted	Developed	Examined	Devised	Coordinated	Balanced
Consolidated	Directed	Extracted	Engineered	Developed	Budgeted
Coordinator	Drafted	Identified	Fabricated	Enabled	Calculated
Delegated	Edited	Inspected	Maintained	Encouraged	Computed
Developed	Enlisted	Interpreted	Operated	Evaluated	Developed
Directed	Formulated	Interviewed	Overhauled	Explained	Forecast
Evaluated	Influenced	Investigated	Programmed	Facilitated	Managed
Executed	Interpreted	Organized	Remodeled	Guided	Marketed
Improved	Lectured	Reviewed	Repaired	Informed	Planned
Increased	Mediated	Summarized	Solved	Initiated	Projected
Organized	Moderated	Surveyed	Trained	Instructed	Researched
Planned	Motivated	Systematized	Upgrades	Persuaded	
Prioritized	Negotiated			Set goals	
Produced	Persuaded			Stimulated	
Recommended	Promoted				
Reviewed	Publicized				
Scheduled	Recruited				
Strengthened	Spoke				
Supervised	Translated				
	Wrote				

Even More ACTION VERBS...

Creative Skills	Helping Skills	Administrative or Detail Skills	Information Skills	Leaderships Skills	Problem- Solving Skills	Teamwork Skills
Acted	Assisted	Approved	Catalogued	Appointed	Analyzed	Accomplished
Conceptualized	Assessed	Arranged	Clarified	Approved	Applied	Assisted
Created	Clarified	Catalogued	Classified	Arranged	Calculated	Collaborated
Designed	Coached	Classified	Compiled	Assessed	Compiled	Coordinated
Developed	Counseled	Collected	Composed	Assigned	Consulted	Corroborated
Directed	Demonstrated	Compiled	Conveyed	Authorized	Corrected	Dispatched
Established	Diagnosed	Dispatched	Copied	Carried out	Created	Encouraged
Fashioned	Educated	Executed	Corrected	Chaired	Critiqued	Explained
Founded	Expedited	Generated	Defined	Coached	Designed	Followed
Illustrated	Facilitated	Implemented	Documented	Completed	Developed	Helped
Instituted	Familiarized	Inspected	Gathered	Conducted	Diagnosed	Positive
Integrated	Guided	Monitored	Informed	Consulted	Discovered	Shared
Introduced	Referred	Operated	Kept records	Delegated	Dissected	Met goals
Invented	Rehabilitated	Organized	Memorized	Demonstrated	Examined	Team built
Originated	Represented	Prepared	Proofread	Determined	Explored	Volunteered
Performed	Serviced	Processed	Questioned	Devised	Problem – solved	
Planned	Supported	Purchased	Reviewed	Directed	Proposed	
Published	Tended	Recorded	Specified	Enlisted	Researched	
Revitalized	Tutored	Retrieved	Studied	Facilitated	Resolved	
Shaped		Screened	Surveyed	Headed	Revised	
		Specified	Tabulated	Initiated	Searched	
		Systematized	Tested	Launched	Studied	
		Tabulated	Verified	Motivated	Tracked	
		Validates		Negotiated	Troubleshoot	
				Nominated	Uncovered	
				Presided		
				Started		

RESUME CHECKLIST

OVERVIEW

	Does your resume look like a professional document; error free -and- a statement of honesty?
	Does your resume demonstrate that you have kept your objective in mind?
	Did you use action phrasing or language that positively markets your qualifications and achievements?
	From the perspective of the employer, is your resume an impressive, easy-to-read “snap shot” of you that provides enough reasons to invite you for an interview?

ORGANIZATION

	Are you using the proper format for your resume: chronological, functional, or a combination?
	Does your name stand out at the top of the page and is it easy to find your section headings?
	Do you have a two-page resume? Is your “Name” and “Page 2” on the top of your second page?
	Are the most relevant or professionally impressive sections toward the top of your resume document?
	Are your education entries listed either highest (current education) or most relevant first?
	Are your experiences listed most recent first (current employment first or reverse chronological order)?

CONTENT

	If an objective, or summary statement, is used does it project knowledge of the desired career field by using appropriate phrasing and highlighting relevant skills?
	Includes at a minimum: objective, skills or qualifications, education, and experience sections?
	Includes additional RELEVANT sections: honors, awards, volunteer experience, professional interests, and memberships?
	Work experience includes jobs usually from the past 10-years?
	Are experiences grouped according to topics that relate to your goals or objectives?
	Did you use bulleted, action verb phrases to describe your accomplishments/duties, NOT hard-to-read paragraphs? (*May use a paragraph format that utilizes short/brief listings for job duties.)
	Were you consistent with verb tenses and placement of headings and content (indent, bold, underline)?
	Does NOT include lists of unrelated duties, references, work addresses, supervisor names, photos, and salary information (unless requested by the prospective employer)?
	Uses key words and key phrases from your career field and action verbs to make your experience and training jump from the page?
	Have you listed appropriate activities, noting leadership positions?
	Leave out personal information that could be viewed negatively or used to discriminate against you?

APPEARANCE

	Is your resume neatly printed on spotless, quality, bond, resume paper (25% Cotton Bond paper, 20-24 pound weight)?
	One Page? – Unless you have lots of relevant experience.
	100% error free: no spelling, capitalization, punctuation, and spacing errors!
	Uniform Margins: top, bottom, and side margins (1” maximum; .5” minimum; uniform for all pages).
	Resume is appealing to the eye with enough white space to make it easy to read.
	Consistent use of dates, dashes, font styles, character size, and style (bold, italic, underline)?
	Tabbed bullets line up perfectly...DO NOT use the spacebar!
	Are you using a resume template??? We recommend that you don’t use a template or resume wizard!

Need resume assistance? Schedule an appointment with Placement Office. Sample resumes can also be viewed at the On-line Career Resource Center.

Typos, Grammatical Errors Most Common Resume Mistakes

According to the results of a survey by Accountemps, responses from 150 senior executives—including those from human resources, finance, and marketing departments—with the nation's 1,000 largest companies, executives were asked, "In your opinion, which of the following is the single most common mistake job seekers make on their resumes?" Their responses:

- Typos or grammatical errors - 34 percent
- Including too much information - 22 percent
- Not listing achievements in former roles - 7 percent
- Poor layout and/or design - 17 percent
- Including too little information - 7 percent
- Other/don't know - 3 percent

HOW TO APPLY ONLINE AND GET AN EMPLOYER'S ATTENTION

If You Want the Job...Follow Directions! A recent survey by the National Association of Colleges and Employers (NACE: JobWeb's/Job Choices' publisher) asked employers for their advice on how to make an electronic application outstanding. Here's what they recommend:

- Follow directions. Be careful to enter the correct data in the correct field.
- Ask for advice on completing the application from a company recruiter or an alumnus who may work at the company.
- Tailor your application information to the position. Don't copy and paste text from your generic resume.
- Use key words, buzz words, and industry verbiage. Use the verbiage in the job ad as your model. Employers search on key words when they're looking for people to fill specific positions.
- Create a skills-inventory section even if the application doesn't require it. You might put this in a comments section.
- Include numbers and statistics if they are available. (Example: Counted five cash drawers daily; responsible for more than \$10,000 per 8-hour shift.)
- Complete all fields—even those that aren't required.
- If the company offers an optional assessment test online, take it. (One employer recently admitted that students who don't take the optional assessment test are automatically screened out.)
- Make sure your resume can hold its own in a very simple format. Fancy bullets, text, italics, and bold do not convert well in an electronic application.
- If possible, spell check and grammar check your application before submitting it. Have an error-free application because this application serves as the employer's first impression of you.
- Include a strong objective. Ask a career advisor to help you word your objective.
- Another use for the comment section: use it to demonstrate that you've done research on the company and the industry.
- Use quotes from letters of recommendation in your resume or cover letter.
- Followup your electronic application with a personal e-mail to the recruiter. A follow-up phone call is acceptable if the ad does not say, "No phone calls."

For more information, and tips, on Electronic Resumes, go to: www.jobweb.com/

DAWN A. SUPERWORKER

Present Address:

111 North Water Street
Jonesboro, AR 86401
870) 972-1234
superworker@astate.edu

Permanent Address:

333 Lutefisk Drive
Jonesboro, AR 86442
Cell: (313) 778-1234
superwd@astate.edu

SUMMARY

- Responsible, team-oriented self-starter with strong communication skills.
- Experienced with high-profile budget concerns and conflict resolution.
- Proven ability to handle high-pressure situations successfully.

EDUCATION

Arkansas State University – Jonesboro Jonesboro, AR
Bachelor's of Science Degree Anticipated: December 2010
- Major: Business Administration
- Minor: Marketing GPA in Major: 3.6/4.0

Somewhere Community College, Continue Education, CA
Associate of Science Degree: May 2006

RELATED EXPERIENCE

Student Union, Arkansas State University, Jonesboro, AR Sept. 2009 - Present
Assistant Director of Activities and Events

- Assist with allocation of funds from budget of over \$40,000.
- Reviewed proposals to determine best use of student fees.
- Resolved disputes regarding funds for activities.

Wilson Advising Center, Arkansas State University, Jonesboro, AR Spring 2009 - Present
Office Assistant,

- Act as resource person for the reception area for academic advising.
- Enforce university and office policies, greet customers and answer telephone.
- Provide assistance with brochure development, and creation of forms.
- Assist with implementing and streamlining new office policies and procedures.

Sales Company, Colorado City, AZ Oct. 2004 - Jan. 2005
Customer Sales Representative (Seasonal)

- Received phone orders, inquiries, and transfer calls.
- Answered questions on company policies, products, and distribution.
- Provided customer assistance to resolve problems.

AWARDS AND HONORS

Dean's List, Chancellor's List, Phi Kappa Phi Honor Society, Leadership Excellence Award

ACTIVITIES AND INTERESTS

- Society for Human Resource Management (SHRM): Member, Fall 2008-present
- Orchard Manor Nursing Home: Volunteer for Bingo Games, Fall 2007-present
- Interests Include: Race car driving and mountain biking

ISAAC B. GOLDBURG

922 Campus Road, Highland Park, AR 72467
 (313) 723-6354 ~ Email: ibgold@astate.edu

OBJECTIVE: To secure a professional position in the field of Power Systems.

EDUCATION:

Arkansas State University - Jonesboro, Jonesboro, AR
 Degree: Bachelor's of Science, December 2010
 Major: Electrical Engineering GPA: 3.75/4.0
 Minor: Communication and Information Technology Chancellor's List (three semesters)
 *Financed 100% of college education

ELECTRICAL EXPERIENCE:

Chipsoft, Zing, AR January 2006 – August 2006

Technical Aide, Commercial Graphics R&D Laboratory Division

- Worked directly with electrical engineers to assist in plant inspections.
- Assisted with the instillation of electric services, grounding conduit bending, conductor terminations and splices, and circuit breakers and fuses.
- Conduct load calculations for branch circuits and conductors selections and calculations.
- Examine over current protection for all types of electrical systems, raceway box and fitting requirements and wiring devices and distribution of equipment.
- Maintained a technical notebook on all projects performed.

OTHER EXPERIENCE:

NatureFun Council Summer Camps, locations in AR and AL Seasonal: 2002 – 2005

Camp Program Director, Sr. Program Specialist

- Designed and implemented an extensive outdoor initiatives program that served thousands of customers each summer through a multi-tier program schedule.
- Provided leadership and direction from the camp's conception to implementation.
- Recruited, hired, trained and supervised a multi-ethnic and gender camp staff.
- Administered employee performance reviews, motivated work force to exceed standards for customer service, and fostered teamwork and collaboration in a non-threatening, progressive environment.
- Recruited record numbers of campers through a strategic marketing plan. In 2003, camp attendance reached an all-time high of more than 6100 participants, making it one of the largest camps of its kind in the United States.

COMPUTER SKILLS:

AutoCAD 14; Quattro Pro; Pascal; FORTRAN; HTML; Corel WordPerfect
 Microsoft Office 2003: Word, Excel, Access, PowerPoint

ACTIVITIES AND INTERESTS:

- American Society of Electrical Engineers (ASEE), ASU Chapter: Member (Fall 208-present)
- Alpha Lambda Delta National Honor Society, ASU: Inducted Spring (2008)
- Enjoy LAN Gaming Events, hiking, rock climbing and photography

JAMES DARIEN

● 345 W 3rd St #42
Little Rock AR 86401
Cell: (870) 926-0001
Email: jsdarien@astate.edu
Website: www.jadarien.com

OBJECTIVE

To obtain a position as a Marketing Management Trainee.

EDUCATION

Arkansas State University - Jonesboro, Jonesboro, AR
Bachelor's of Science, General Business, May 2010
Minor: Marketing GPA in Major: 2.75/4.0
Minor: Journalism Overall GPA: 3.0/4.0

RELEVANT COURSES

Business Communications	Retailing	Macroeconomics
Marketing	Publication Graphics	Small Business Management

INTERNSHIP EXPERIENCE

Lewis & Clarke Advertising Agency, Memphis, TN

Marketing Assistant

Summer 2009

- Coordinated the public information campaign for the Mississippi Guard 25th Anniversary event.
- Managed and expanded the Community Relations Program designed to foster good business relations.
- Assisted Marketing Manager in promotion, product development, and demographic analysis.

Paterno Marketing, Rochester, MI

Marketing Assistant/Telephone Interviewer

Summer 2008

- Co-organized marketing plan for new telemarketing promotion, "Up With The Sun".
- Wrote and designed brochures and other publications for various marketing plans.
- Assisted in planning and implementing public relations/public information campaigns.

OTHER EXPERIENCE

Design Services, Student Union, Arkansas State University, Jonesboro, AR

Student Designer

Fall/Spring 2007-present

- Create layout for posters, flyers, buttons, banners, brochures, and newsletters.
- Assist with promotional campaigns for student organizations and campus events.

Perkins Restaurant, Las Vegas, NV

Assistant Co-Manager

20000 - 2006

- Provide exemplary customer service and supervise night shift.
- Enforce state and company sanitary and safety standards.

COMPUTER SKILLS

Graphic Software: Photoshop, Illustrator, Quark, Dreamweaver

Software: Microsoft Office 2007 (Word, Publisher, PowerPoint, Picture Manager, Excel, Access)

- Proficient using both PC and MAC platforms.

LEADERSHIP ACTIVITIES & INTERESTS

Arkansas State University Student Council Member

- President: 2009
- Outstanding Student Service Award: 2008, 2009
- Communications Representative : 2008



Resumes Win Interviews, but...

REFERENCES Win Job Offers

Offering references in itself poses no danger. The risk arises when a hiring manager calls them:

- A former supervisor may not be with the company anymore.
- Your last boss may sound hesitant when asked to talk about your experience.
- A former co-worker may not even remember who you are.
- “Company policy prohibits us saying anything. We can only verify dates of employment and position title.”
- “Are you certain he/she gave my name as a reference?”
- “We miss him/her so much. Too bad he/she was let go.”

***Note:** These replies are more common than you might think, and they can kill a job offer.

Basic Guidelines:

- Identify potential individuals to use as a reference early in your college career. Get to know your professors and advisors and let them get to know you. Impress them!
- DO NOT offer anyone's name as a reference unless you have that person's permission to do so.
- Your potential list of professional references should include a balance of employer and academic references. Use caution if considering using personal or character references.
- Plan to acquire three to five references. If you are applying for several different positions you may need to select which references best support your abilities for the position you are applying.
- It is not necessary to include the line "References Available Upon Request" at the bottom of your resume. It's understood you will supply a list of references upon request. General rule, do not send the reference page with your resume unless requested to do so.

Types of References

· Employment · Professional · Academic · Personal

Checklist for Asking Someone to Serve as a Reference:

- ✓ Ask for permission and verify their position and contact information. For example, "*Would you be willing to serve as a reference for me as I pursue my job search? Yes, thank you and let me confirm your position title and business address.*" Provide a copy of your resume to them.
- ✓ In most cases, your references will be contacted by phone or will be sent a form to complete. It's usually not necessary for the reference to write a letter for you, but some may.
- ✓ When possible, provide your reference with a description of the job you are applying for and how you believe you meet or exceed that criterion for the position.
- ✓ Thank your references and keep them posted throughout your employment process.
- ✓ A call from a prospective employer should not be a surprise to any of your references. It should be expected so your references are adequately prepared to respond with facts and specific examples about your abilities. Be sure to let them know whether you are still active in the job search process.
- ✓ Congratulations you got married...inform your references of your name change!

Two Critical Reference Check Questions:

1. Would they like to say anything more about you?
2. Would they hire you again?

DAWN A. SUPERWORKER

111 North Water Street
Blytheville, AR 72316
(870) 740-1234
Cell: (870) 740-5432
dsuperworker@astate.edu

REFERENCES

Bill English, Associate Professor
Department of English
Arkansas State University - Jonesboro
109 Gold Building
1971 University Loop
Jonesboro, AR 72467
(870) 972-3421
Email: englishwm@astate.edu

Ms. Diana Windsor, Supervisor
Catering Services Division
White Horse Inn Restaurant & Catering
1010 Stadium Dr.
Jonesboro, AR 72401
(870) 972-0070
Email: whitehorse@earthnet.com

Jennifer Nevada, Office Manager
Glendale Hospitals & Clinics
600 Highland Avenue, 81601
Detroit, MI 83792-6160
(313) 263-8000
Email: glendale@ahospital.com