

# CAREER DEVELOPMENT CENTRE

# RESUME GUIDE



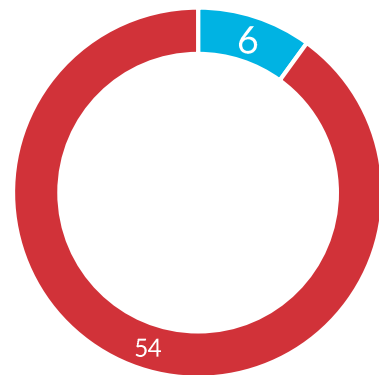
CAREER DEVELOPMENT CENTRE  
[CDC@CAPILANO.U.CA](mailto:CDC@CAPILANO.U.CA)  
604.984.4965



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Number of Seconds You  
Have to Impress a  
Recruiter With Your  
Resume



# INTRODUCTION

To win that all important interview, you need to have a resume that stands apart from the rest on the recruiters desk.

A strong resume will highlight your relevant qualifications, experience and accomplishments to prospective employers. It will demonstrate your ability to meet their needs and persuade them to invite you in for an interview. Why is developing a strong resume so important?

- On average, recruiters spend only 6 seconds reviewing a resume.
- More and more organizations are using software which filters out approximately 75% of resumes based on specific key words.
- Just one typo, spelling or grammar mistake can send your resume to the “no” pile.
- A good resume predicts how you might do in your future job; view it as a sample work project.

Preparing a resume can be frustrating and time consuming, but it is worth the extra time to assemble a strong resume to help you land your dream job! Worried? Don't be! This guide will help you to create a current, professional and strategic document that will get your resume into the 'Yes' pile!

# CREATING A PROFESSIONAL, EYE-CATCHING HEADER

Surely this is just a case of putting your name and contact details at the top of the page, right? If only! The header (i.e. the section at the top of your resume that provides the potential employer with your name, contact information and anything else that you think is relevant) is your opportunity to make your resume stand out from the stack of others on his or her desk.

## LOOK AT THE DIFFERENCE BETWEEN THIS

Jane Capilano  
123 Capilano Way  
North Vancouver, BC  
V7J 3H5  
Phone: 778-778-7788 Email: jane.capilano@my.capilano.ca

## AND THIS

**Jane Capilano**  
123 Capilano Way, North Vancouver, BC, V7J 3H5  
778-778-7788 | jane.capilano@my.capilano.ca | linkedin.ca/janecapilano

There is nothing wrong with the first example. It is neat and professional and doesn't contain any ridiculous email address, but will it stand out against all of the other resumes in the pile? Probably not.

## How to Create a Professional, Eye-Catching Header

- Don't enter the contact information into the Header section in Word. Applicant tracking systems (ATS) cannot read any information that is included in the Header section so make sure that you simply position it at the top of the page.
- Use colour sparingly and make sure that it is professional. Suitable colours include: dark blue; dark green; dark red; and grey.
- Use the same font that you have used to create your resume and cover letter (e.g. Arial, Verdana or Calibri)
- Make sure that you use a professional email address such as your CapU email. No ridiculous addresses such as partygirl@hotmail.com - this will make a recruiter reject your resume in seconds!
- You don't have to include your full address if you don't want to. Make sure that you include the city and province as recruiters will often use these to search for appropriate applicants.
- Double check that you have entered the information correctly (no mistakes, no typos!).
- Use your header on all of your application documents (cover letter, reference list etc.) to create a personal brand.
- On the 2nd page of your resume, just your name and page 2 is enough:

**Jane Capilano**, Page 2

# THE TAGLINE REPLACES THE OBJECTIVE (OPTIONAL SECTION)

In the past, resumes included an objective to let the employer know what type of job you were looking for. This is now seen as out-of-date and should no longer be included on your resume. Why:

- It focuses on what you want rather than what the employer will get
- Your cover letter will include a reference to the job that you are applying for

*So, no more objectives!*

~~Objective: To work as a full-time customer service specialist within the Vancouver tourism industry.~~

You may want to work as a full-time customer service specialist within the Vancouver tourism industry, but what does the employer think when he/she reads this? How about, “Good for you, but what can you do for my organization?”, “Ok, but why should I hire you?”, “Yes, lots of people do. What makes you special?”.

## The Resume Tagline

Modern resumes now include taglines to, very quickly, summarise what you are all about. These allow employers to quickly see information such as: your industry; your unique skills; your location etc.

### EXAMPLES OF RESUME TAGLINES

Tourism Management | Customer Services Specialist | Fluent in English & Mandarin | Vancouver

Legal Administrative Assistant | Organizational Expert | Accurate Typing Speed of 80 WPM

Rehabilitation Assistant Diploma | Client Service | Research | Administration

Outdoor Recreation Management Graduate | Certified Mountain Guide | Outdoor Enthusiast

Aspiring CPA | Audit | Communication | MS Excel

The tagline is located at the top of your resume, beneath the header, and should be used across all of your application documents (cover letter, reference list etc.)

## Jane Capilano

123 Capilano Way, North Vancouver, BC, V7J 3H5  
778-778-7788 | jane.capilano@my.capilano.ca | linkedin.ca/janecapilano

**Tourism Management | Customer Service Specialist | Fluent in English & Mandarin | Vancouver**

## SUMMARY (OPTIONAL SECTION)

In the 6 seconds that a potential employer spends looking at your resume, most of the time will be spent looking at the top third of the first page. This is why creating a strong summary is so important. This section can encourage, or discourage, your potential manager to read the rest of the resume that you have spent so long putting together.

The summary section of a resume is optional. Why? Because it is better not to have a summary section than to have a poorly written one.

### What makes a poorly written summary?

- Spelling mistakes or grammatical errors
- A generic list of skills that doesn't differentiate you from other candidates
- A list of skills that doesn't include examples of how you have gained or developed these traits
- Information that is not relevant to the role that you are applying for

#### HOW TO TRANSFORM THIS (AN EXAMPLE OF A POORLY WRITTEN SUMMARY)

A Capilano University student with excellent customer service and team work skills. Motivated and hard working with the ability to multi-task and meet deadlines. Friendly and professional and enjoys working with people from diverse backgrounds.

Why is this a poor profile? This could have been written by any student at Capilano! There are not many students who don't describe themselves as hard working and motivated with excellent team work skills. Additionally, why should the employer believe these statements? The profile doesn't contain any information about how the candidate can prove that he or she has these skills and traits.

#### INTO THIS (AN EXAMPLE OF AN EFFECTIVE SUMMARY)

A Legal Administrative Assistant Certificate student at Capilano University (completion May 2015) with two years of experience at providing professional administrative support and excellent client service through volunteer employment in the local office of ABC non-profit organization. Focussed on providing friendly and helpful assistance to people from diverse cultures and backgrounds as proven through volunteer work and part-time employment as a Receptionist at ABC Hotel. Fluent in both English and Mandarin and comfortable and confident at communicating with a wide range of people. Proficient in Microsoft Office with an accurate typing speed of 70 words per minute.

### How to Turn a Poor Summary into an Effective Summary

- Make it relevant. Re-read the job description to find out what the essential, and desirable, skills, experience and qualifications are.
- Pick 3-4 of these skills, experience or qualifications (that you have) to include. Remember, you can't include everything or it won't be a summary!
- For each point, think of how you can prove that you have it. For example, were your excellent team work skills developed through involvement in school associations, school projects, or employment?
- You should not include any information in the summary that is not included elsewhere in your resume.
- Use either the paragraph format (used in the example) or a bullet point format. It is often easier to write a summary using bullet points, so try this style if you are having difficulties.
- What makes you unique? If there is anything relevant that will differentiate you from other candidates, make sure that you include it!

# ESSENTIAL SKILLS AND CERTIFICATIONS

For some industries, there are skills that are essential to the job. These include: software and coding skills for IT professionals; law software proficiency for Legal Administrative Assistants and Paralegals; first aid certificates for Outdoor Recreational professionals; and criminal record and health checks for those in the ECCE industry. If these are essential to you getting the job, why hide them away at the end of your resume where we have traditionally put the 'Skills' section? Make it easy for the employer by including these at the top of your resume (either before or after the education section).

## Essential Skills and/or Certifications Examples

### IT PROFESSIONALS

Database Programming:	MS Access, SQL, Oracle
Internet:	Solid knowledge of e-commerce, internet marketing, web browsers and web design (HTML)
Software Operating Systems:	MS Excel, MS PowerPoint, Visio 5.0, Windows 8/10, MS Exchange

### LEGAL ADMINISTRATIVE PROFESSIONALS

Legal Software:	BCLaw, CanLii, SEDAR, BCOonline, PCLaw, StartStop Universal, BriefConvey, and EConvey
Other IT:	Microsoft Office: Word, Outlook, PowerPoint and Excel Accurate typing speed of 85WPM

### OUTDOOR RECREATION PROFESSIONALS

Wilderness First Responder	80 hour course Sirius Wilderness Medicine 2016
CPR level C	Sirius Wilderness Medicine 2016
Swift Water Rescue Technician	Rescue 3 International 2016
Assistant Overnight Sea Kayak Guide	SKGABC 2015
Marine VHF Operator	CPS-ECP 2015

### EARLY CHILDHOOD CARE AND EDUCATION PROFESSIONALS

<b>Certificates:</b>	
Early Childhood Education Assistant Certificate	2015
Criminal Record Check	2015
Food Safe Certificate	2014
<b>Required Languages:</b>	
English	Fluent
Mandarin	Fluent

## EDUCATION

As students, you know that your education is important. This is why the education section will be at the top of your resume (unless you have included a summary, in which case it will be after the summary). As you progress through your career and gain more practical experience, this section may lose importance and be moved towards the end of your resume.

### EDUCATION SECTION EXAMPLE

<b>Bachelor of Tourism Management</b>	<b>Completion: May 201X</b>
Capilano University, North Vancouver, BC	
<i>Or (if you have completed your program)</i>	
<b>Bachelor of Tourism Management</b>	<b>May 201X</b>
Capilano University, North Vancouver, BC	

This is all that you need! Easy! But you can add more to this section. Particularly if you don't have any work/volunteer experience in your chosen industry, the education section can be really useful to show that you have the required skills and knowledge.

### EXPANDED EDUCATION SECTION EXAMPLE

<b>Bachelor of Tourism Management</b>	<b>May 201X</b>
Capilano University, North Vancouver, BC	
<ul style="list-style-type: none"> <li>• Tourism and Outdoor Recreation Student Ambassador</li> <li>• Case competitions, study abroad/exchange, relevant course work or projects (focus on what you did individually)</li> <li>• Dean's List Spring &amp; Summer semesters 2014</li> <li>• Courses included: Organizational Leadership, Service Management, Human Resources</li> <li>• Nicholas J. Collins award for demonstrating community engagement and campus involvement</li> </ul>	

### What NOT TO Include

- Your high school information, unless you have specific awards or scholarships that you want to include.
- Your GPA, unless the position you are applying for requests a certain score. Otherwise, a GPA that is deemed good by one person may be deemed average by another, play safe and leave it off.
- A link to your program information on the Capilano University website. If you want the employer to know some of the courses that you have studied, include them on your resume – don't expect them to search online.
- Every single course you have studied, select a maximum of 5 of the most relevant courses.
- Course codes (i.e. EDUC 166 Child Development 1) as these mean nothing to anyone outside of the university.

### Attended More Than One University?

If you have attended more than one program or university, you should include both (or all) of these on your resume if it's relevant to the job you are applying to. These should be listed in reverse chronological order (i.e. the most recent, or current, first).

<b>Bachelor of Tourism Management</b>	<b>Completion: May 2017</b>
Capilano University, North Vancouver, BC	
<b>Bachelor of Arts (completed 30 credits)</b>	<b>September 2013 – June 2014</b>
University of British Columbia, Vancouver, BC	



# SKILL & ACCOMPLISHMENT STATEMENTS (EMPLOYMENT)

What do potential employers want to read about in your resume? Not a job description, they already know the duties of the job! The employment section of your resume is your chance to highlight the value that you have added in your current and previous roles. This is your opportunity to let them know how well you perform and what you are capable of.

## HOW TO TRANSFORM THIS

<b>Retail Store, North Vancouver, BC</b> Sales Associate	<b>2013 - Present</b>
<ul style="list-style-type: none"> <li>• I serve customers at checkout.</li> <li>• I re-stock shelves.</li> <li>• I tidy up (sweep and dust) at the end of each day.</li> </ul>	

## INTO THIS: SKILL (ACTION VERB) + WHAT YOU DID + RESULTS/PURPOSE (HOW OR WHY)

<b>Retail Store, North Vancouver, BC</b> Sales Associate	<b>2013 - Present</b>
<ul style="list-style-type: none"> <li>• Provide excellent customer service at point of sale, ensuring that customer needs had been met and using extensive product knowledge to offer additional products and increase sales.</li> <li>• Awarded 'Employee of the Month' due to friendly and professional manner when greeting and interacting with diverse customers.</li> <li>• Utilize fluent English and Mandarin language skills to provide excellent service to all customers.</li> <li>• Maintain optimum stock levels by monitoring throughout day and re-stocking in-demand items to provide excellent customer service and increase sales by ensuring product availability.</li> <li>• Work effectively as part of team to ensure a clean and tidy store environment at end of each day.</li> </ul>	

## Ask yourself these questions about each employment experience

- What would I brag about?
- How do I compare with my peers?
- Was there anything that I did that was above and beyond normal responsibilities?
- Was there a time when I was recognized for a job well done?
- Was there something I did or an idea I proposed that led to implementation that resulted in notable improvements in performance, service, or profit?
- Why did I do the duty and how did I do it?
- Can I quantify or qualify anything (i.e. number of professionals supported, number of children supervised, % increase in sales, \$ value of budget managed, increased efficiency, improved employee morale)?

## Remember

- Employment should be listed in reverse chronological order (most recent first).
- If required, use a scope statement to describe the level and overall description of responsibilities of a job. This should be positioned before your bullet points and is particularly useful for international experience.
- Use 2 to 5 bullet points for each employment experience, no longer than 2 lines each. Keep concise and eliminate words such as "the", "a", "an" etc.
- Try to ensure a balance between the lengths of information that you provide for each role. If you use 5 bullet points for one role, don't use 1 or 2 for the others.
- Do not use the first person (i.e. "I"). Instead, begin each point with an action verb (i.e. created, managed, maintained, communicated, etc.). Refer to the list of resume action verbs at the end of this guide for more examples.
- Use the present tense for the role that you are currently in and past tense for any roles that you have completed.
- Your statements should reflect skills that are relevant to the position that you are applying for. Check the job description to make sure that you know what these are.

# VOLUNTEER & EXTRA-CURRICULAR ACTIVITIES

Do employers care about your volunteer work? Yes! Even if it is not directly related to the industry that you want to work in, volunteer work develops important transferable skills such as communication, teamwork and problem solving.

Remember, just because you weren't paid for the work doesn't mean that it isn't valuable experience!

For many students, their volunteer work is the only experience that they have that is directly related to their preferred industry. For other students, volunteering is the only work experience that they have. If either is true for you, you want to make sure that your resume clearly highlights the relevant skills you have developed through your volunteering role(s).

## If you only have volunteer experience (in any, or a relevant, role/industry)

To showcase the skills and accomplishments achieved through your volunteer work, you should follow the instructions for creating the statements for any employment.

<p><b>Not-For-Profit Organization, North Vancouver, BC</b> Volunteer Support Worker</p> <ul style="list-style-type: none"> <li>• Provide friendly companionship to diverse elderly residents within a residential care home.</li> <li>• Communicate with residents, in both English and Mandarin, about a wide variety of subjects to make their day more enjoyable and improve their mental well-being.</li> <li>• Assist residents with everyday care needs in a polite, discreet and supportive manner, ensuring their safety and comfort at all times.</li> <li>• Collaborate with other volunteers to create suitable events and activities to entertain residents and keep them mentally active.</li> </ul>	<b>2013 - Present</b>
<p><b>Not-For-Profit Organization, North Vancouver, BC</b> Volunteer Canvasser</p> <ul style="list-style-type: none"> <li>• Contacted organization members, by phone, to share information about fundraising events and activities.</li> <li>• Communicated in a friendly and professional manner to encourage member participation and ensure continued support.</li> <li>• Logged each call made to ensure that no member was called more than once and to provide reports on success rate of each call.</li> <li>• Updated member database to ensure that contact details were up-to-date and accurate.</li> </ul>	<b>2010 - 2012</b>

## If you only have volunteer experience (in any, or a relevant, role/industry)

If you have volunteer experience that isn't related to your chosen industry (and doesn't include any transferable skills that, if included, would improve your resume) then you may wish to simply list your volunteer work.

<p><b>Not-For-Profit Organization, North Vancouver, BC</b> Volunteer Support Worker</p>	<b>2013 - Present</b>
<p><b>Not-For-Profit Organization, North Vancouver, BC</b> Volunteer Canvasser</p>	<b>2010 - 2012</b>

## INTERESTS (OPTIONAL SECTION)

96% of resumes include reading, travelling, music and web browsing in the 'interests and hobbies' section. Should you include your interests and hobbies on your resume? If they add value, yes. If they don't, save the valuable space for something that does.

So, what type of interests can add value to a resume?

- Something that is relevant to the job you are applying for.
- Something that is team based and shows that you work well with people.
- Something that is unique and will differentiate you from the other candidates.
- This can include work in on and off campus clubs or associations, professional associations and team sport participation

### Relevant to the job that you are applying for

- If you love skiing and are applying for a job in a hotel in a ski resort.
- If you are an avid kayaker and are applying for a job in an outdoor adventure sports store.
- If you are a talented artist and are applying for a job as an ECCE where you will be designing creative activities with children.
- If you play softball and your dream organization has a corporate softball team.

### Team based and shows that you work well with people

- If you are a member of a sports team, music group or other committee.
- If you are a member of a student organization.

### Unique and differentiates you from other candidates

- If you have travelled to every continent.
- If you have climbed Mt Kilimanjaro.
- If you have participated in more than 10 marathons throughout North America.
- If you won a prize/award for your interest.

Travelling:	Independent travel in North America, Europe, Asia and Africa
Outdoor Recreation:	An avid skier, kayaker, and hiker
Arts and Crafts:	Talented at jewellery making, knitting, and crocheting
Music:	A member of a local choir and regular piano player

### What NOT to include

- Solitary activities such as reading (unless you are applying for a job where you will be required to work mostly alone).
- Internet browsing.
- Socializing / spending time with friends.
- Watching movies or television shows.
- Anything controversial (i.e. member of specific political party, campaigning organization).
- Listening to music.

# APPLICANT TRACKING SYSTEMS

Many corporations, large and small, recruit through their websites and/or use Applicant Tracking Systems (ATS) to store, retrieve and - most importantly for you - review resumes.

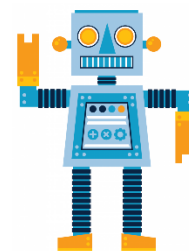
The ATS will filter resumes depending on key criteria set by the employer (for example key skills, education and experience). These save recruiters time, so will become the norm and be a hurdle that applicants must learn to overcome to make it through the system to be viewed by a real person!

It is reported that Applicant Tracking Systems filter out between 75% and 98% of resumes.

## What Does This Mean for You?

The increased use of ATS by organizations has two main impacts on how you create your resume:

- It is even more important to use key words
- You must format your resume in a way that it can be read by the ATS



## The Use of Key Words & Where to Find Them

The ATS is programmed to look for certain key words that the employer has identified as qualities of their ideal job candidates. These key words include:

- Hard Skills (i.e. typing speed, proficiency with a software application, speaking a language)
- Soft Skills (i.e. communication, attitude, problem solving, working as part of a team)
- Education (i.e. name of specific schools and programs, GPA, location of college or university)
- Location
- Telephone Area Code

To best determine what keywords the employer will be using, review:

- Job postings / the job description
- Company websites and social media
- Online searches for specific industries and professions
- NOC National Occupation Classification (<http://noc.esdc.gc.ca/English/home.aspx>)

Once you have identified the likely key words, make sure that you use these exact words and phrases in your resume. For example, if the job description highlights “provide excellent customer service” ensure that your resume uses the term “customer service” instead of “dealing with customers”.

## How to Create an ATS Friendly Resume Format

ATS are constantly evolving and becoming more sophisticated. However, there is certain formatting that the systems still cannot read. Remember, if the system cannot read it you will not get credit for it!

If you are asked to paste your resume and/or cover letter into a field you should not use any formatting whatsoever (i.e. no bullet points, no underlining, no bold etc.). Ensure that you use spaces between sections for easy reading.

## APPLICANT TRACKING SYSTEMS CONTINUED...

If you are uploading your resume and/or cover letter or submitting by email, here are some top tips to create an ATS friendly resume format:

1. Use standard Word document (not a template!), and save in .doc format. Not all ATS systems can read .docx, PDF, and JPG formats. Follow application instructions accurately as many organizations will specify the file type.
2. Do not use headers (including for contact information), footers, templates, tables, graphs, charts, accents or shading (bullet points are fine).
3. Do not use italics or underlining that touches the letters (i.e. word underlined would not be read by an ATS). Use Bold and/or capitals or headings.
4. No specific font is required and you can use larger font size for headings.
5. Feel free to use some color in your resume. The primary colors to use are dark blue; dark green; dark red; and grey.
6. Place dates for education and employment on the right hand side so the ATS can pick it up.
7. Customize each resume for the specific position being sought using language from job description. "One-size-fits-all" does not work with ATS. Incorporate relevant, targeted keywords and phrases for the position being sought. Be specific- i.e., "Adobe Photoshop" instead of "image-editing software".
8. When applying for a specific job that you have experience in and has a similar title, include the exact title from the job description in your resume, rather than what your current/past employer called this role. For example, if your previous role was as a "Customer Service Assistant" but you are applying for a role as a "Customer Service Representative" use the latter on your resume. Be careful not to stray too far from your actual role and, of course, ensure that what you are including on your resume is truthful. Remember that your previous employer may be contacted for a reference so you want to ensure that the title you use on your resume is recognizable to them.
9. Use keywords and phrases in context. Incorporate them into descriptive achievements-oriented bullet points; do not just use them as a list of skills or competencies.
10. Edit carefully. The ATS will not recognize misspelled words. And, if your resume survives the ATS screen, it will next be reviewed by a person so must be error free.
11. If you are working towards a certification that is a requirement for the position, do include it on the resume. However, make sure you include a phrase such as "pursuing (name the credential)" or "Completion 201X".
12. Don't list your credentials (MBA, CPA, etc.) next to your name. Include that information on a separate line.
13. Don't include skills you don't possess on the resume as an attempt to "trick" system into selecting you. Anything on your resume needs to be substantiated in an interview.
14. Don't feel the need to create a completely stripped down document. In the old days documents were saved in .txt format with absolutely no formatting before submitting online. As your resume will eventually be seen by a human being, keeping some simple formatting such as bold, caps and bullet points will help make keep your resume attractive.
15. If in doubt, keep it simple! If you are not sure whether an ATS will read a specific style that you have, don't use it.

## RESUME FORMAT

As recruiters, on average, only spend 6 seconds looking at a resume, you need to ensure that your document is formatted in a way that is easy for them to read and to find the relevant information.

### Font Size and Style

- While Times New Roman used to be the font to use for professional documents, it is now seen as out-of-date and more difficult to read than other fonts.
- Use Arial, Calibri or Verdana as these are easy to read and look professional.
- Your font size should be no smaller than 10 and no larger than 12 (unless being used for headings).
- Your font size must be consistent throughout. If one heading is size 14, all headings should be size 14.

### Margins

- Ideally, margins should be 1 inch wide to allow recruiters space to write notes.

### Right-Aligned Dates

- The dates of your employment or education should be aligned to the right hand margin.
- This margin should be set using a 'Right Tab'. This makes it much easier to edit your resume as the dates will not move down onto the next line each time you make a change to your job title!
- Not sure how to set a 'Right Tab'? Check out this video <https://www.youtube.com/watch?v=6vtJ8efyXOQ>.

### Resume Length

- Your resume should be no longer than 2 pages. Depending on your employment experience, your resume might only be one page in length. This is perfectly acceptable, especially for those at the start of their career.
- Your resume does not have to be exactly one or 2 pages long. If your document is one and a half pages long, you don't need to add extra information to bring it up to 2 pages.
- Ideally, if your resume does go onto a 2nd page, you will use at least half of the 2nd page. If you only have one line on a 2nd page, try to edit your document to bring it down to one page.

### Consistency

- It is essential that your formatting is consistent throughout your resume.
- For example, if you make one of your headings bold, then all of your headings must be bold. If you use the months and years for an employment experience, then all of your dates should be in months and years. If you put the job title before the company name for an employment experience, then you must do this for all your employment experiences.

### Colour

- You can use some colour in your resume as long as you keep it professional and easy to read.
- Typical colours to use include dark blue, dark green or dark red.
- Consider the industry and organization that you are applying for when deciding on a colour to use. If you are applying for roles in traditional industries such as law or accounting, you want to be very conservative in your choice of colour. Other industries, such as technology or marketing, can be much more creative.

### References

- References should no longer be included on your resume, nor should you include the statement 'References are available upon request'. This is out-of-date and no longer expected or required.

# BREAKING THE RESUME RULES

There are some resume rules that should never be broken. For example: you should never have typos; you should never lie on your resume; and your resume should be no longer than two pages. However, some of the traditional resume rules can now be broken to make your document more strategic, or relevant to the role that you are applying for.

## Resume rule that can be broken: Your paid employment **MUST** be placed before your volunteer work

Traditionally, paid employment experience has always appeared on a resume before any volunteer work. But, what if your volunteer work is more relevant than any paid employment experience that you have? Why hide this relevant experience on the 2nd page of your resume when the first page (which the employer's pay most attention to) is filled with irrelevant, or less relevant, work? This is true for many students who can only gain industry experience through volunteer roles.

For example, a Capilano University Communications student is looking for a job in the marketing communications industry. Throughout their 4 year program, they have been working at Subway restaurant in a part-time role to pay their rent and tuition fees. At the same time, they have been in a volunteer role for a not-for-profit organization, coordinating their social media marketing operations and managing the website. While there are valuable transferable skills used and developed in the Subway role (i.e. team work, communication, customer service), the volunteer role is much more relevant to the type of job that this student wants.

So how would this look on your resume? If your volunteer work is more relevant, simply place it before your paid employment experience. As your volunteer experience is so relevant, you will use skills and accomplishment statements just as you do for any paid employment experience. It will still have the heading 'Volunteer Experience' or 'Relevant Experience' so you are not pretending that this is something that it isn't. You are simply making it easier for the employer to find the most relevant and useful information to show that you are qualified for the job!

See Resume 1 for an example of this format.

## Resume rule that can be broken: Your employment **MUST** be in reverse chronological order

Nine times out of ten, this is the case. However, in some circumstances you can change the order of your employment as long as they are clearly labeled and there are no gaps in your employment history.

For example, a Capilano University Legal Administrative Assistant student is looking for an administrative role in a law firm. They have previously worked in an administrative support role for 2 years but since that role, have held 2 retail positions. Sticking to the traditional resume format, there is a risk that the relevant administrative experience will be listed on the 2nd page of their resume.

So how would this look on your resume? This student would be encouraged to create a section headed 'Administrative Employment Experience' or 'Relevant Experience' underneath the education section. Underneath this, there would be an 'Other Employment Experience' section which would include the other roles, in reverse chronological order.

See Resume 2 for an example of this format.

# RESUME CHECKLIST (DO IT YOURSELF)

Finished your resume? Congratulations! Use this checklist for a final check before submitting your resume.

OVERALL			
	Yes	No	Notes
NO spelling, typing or grammar errors			
Easy to read; good use of white space			
Headings and bullet points are used to easily differentiate sections			
Use standard, easy to read font with size no smaller than 10			
If need two pages, fill second page to at least half full with relevant information and include page numbers			
Add name and primary contact details on subsequent page			
Margins should be .75" to 1"			
Keep formatting and use of punctuation consistent			

HEADER			
	Yes	No	Notes
Name should go first (emphasize name by making font larger, boldface, all capitals etc.). Use name that you want to be known by			
Include contact information: city and province, phone number, email address, LinkedIn, e-portfolio or website address (optional)			

PROFILE / HIGHLIGHTS OF QUALIFICATIONS (Optional)			
	Yes	No	Notes
Overview of key skills, traits and how/where they were obtained relevant to the targeted position			
Ensure it is tailored to the employer/position			
Focus on employer's needs; detail what value applicant brings not what the employer can do for the applicant			
Avoid fluff and merely listing skills (excellent communication, organizational, leadership, creative, event management skills)			
Only include if highlights are strong, can be substantiated and relevant to the position			

COMPUTER / TECHNICAL SKILLS			
	Yes	No	Notes
List specific computer (hardware, programming languages) skills relevant to position			

Continued on next page...



## RESUME CHECKLIST (continued)

EDUCATION			
	Yes	No	Notes
List title of degree, specialization, name of school, city and province and completion date			
Multiple degrees/credentials listed in reverse chronological order			
Include specialized training specific to position			
Scholarships and awards with brief description of criteria (academic or community merit etc.)			
Relevant courses only if supplements experience (maximum 5)			
Study abroad experience			
Relevant academic projects (can separate)			
Case competitions			
Do not include high school unless it was within a couple of years			

PROFESSIONAL EXPERIENCE			
	Yes	No	Notes
Experience listed in reverse chronological order (most recent job first)			
Include name of employer, city and province, job title, date of employment with consistent format			
Can extract relevant/related experience and create separate section with same title			
Avoid passive phrasing such as “responsible for”, “duties included” etc.			
Use bullets; avoid paragraphs			
Use descriptive phrases to highlight accomplishments and start with action verbs (manage, create, lead, etc.)			
Vary usage of action verbs			
Optional: detail job duties/tasks, reporting relationships using brief one to two liner scope statements before accomplishment points			
Avoid the use of personal pronouns (I, me, myself) and articles (the, a, an, etc.)			
Use industry terms with applicable			
Quantify or qualify experience by noting %, \$ and # (How many customers did you serve? How much did you exceed the sales targets? How many people did you manage? Did you increase morale? Decrease costs?)			
Present tense for current positions, past tense for former positions			

VOLUNTEER / EXTRACURRICULAR ACTIVITIES			
	Yes	No	Notes
Can use same format as professional experience			
Include campus activities, community involvement, participation in team sports			
Case competitions (if not under “Education”)			

Continued on next page...

## RESUME CHECKLIST (continued)

INTERESTS (Optional)			
	Yes	No	Notes
Interests/hobbies related to industry or professional development			

REFERENCES			
	Yes	No	Notes
Eliminate "References available upon request"			
Reference list should be on separate page with same header as resume and cover letter			

# RESUME EXAMPLES

This guide includes some resume examples to help you to understand how to structure and format your resume. It is important to ensure that you don't copy these examples. Employers will know if you do and, if they don't know immediately, they will find out at the interview!

**Resume 1: Marcus Sky, Communication Studies**

Situation: Your volunteer work is more relevant than your paid employment.

**Resume 2: Preet Kennedy, Legal Administrative Assistant**

Situation: Your most relevant employment experience is not your most recent.

**Resume 3: Richard West, Tourism Management**

Situation: You have limited employment experience.

**Resume 4: Angela Clinton, Rehabilitation Assistant**

Situation: You have taken a career break (e.g. raising a family), and have now completed your education and plan to return to work.

**Resume 5: Ximing (Justin) Wong, Early Childhood Care & Education**

Situation: Your employment experience can be shown in standard chronological order (standard format).

**Resume 6: David Smith, Bachelor of Business Administration (Accounting)**

Situation: Your employment experience can be shown in standard chronological order (standard format).

Resume Sample 1

# Marcus Sky

#15-11234 Main St.  
Richmond, BC V6V 2V6

(604) 555-1111  
msky@email.com

**Communications Assistant | Bachelor of Communication Studies | Social Media Expert**

**SUMMARY**

- A Capilano University Bachelor of Communication Studies student (completion May 2016), experienced at managing communications for not-for-profit organizations through volunteer roles.
- Social media expert with 2 years of experience managing social media accounts (Twitter, Facebook and Snapchat) and increasing brand reach by up to 45%.
- Experienced at accurately updating web content with relevant and interesting information for various audiences including students and prospective financial supporters.
- Superior written and verbal communication skills utilized in school group projects and active participation in volunteer team meetings. Fluent in English and French with conversational Spanish.

**EDUCATION**

**Bachelor of Communication Studies | Capilano University | North Vancouver, BC                      Completion May 2016**

**IT COMMUNICATION SKILLS**

- Social Media: Twitter; Facebook; Snapchat; Vimeo; YouTube
- Microsoft Office: Word; Excel; PowerPoint; Outlook
- Website Management: Word Press; Drupal; HTML
- Accurate typist with an average count of 80 wpm.

**COMMUNICATIONS VOLUNTEER EMPLOYMENT EXPERIENCE**

**Communications Assistant | EMS Association | North Vancouver, BC                      2013 - Present**

- Research and create audience appropriate content for all social media accounts (Twitter, Facebook and Snapchat) to increase brand awareness and encourage financial and non-financial support from public.
- Increased number of Twitter followers by 45% by introducing use of Twitter handle on all promotional documents and encouraging re-tweets by posting interesting information.
- Implemented use of Snapchat to reach out to younger supporters and trained other volunteers how to use this platform effectively.
- Create content for, and update, website to include current and relevant information. Carefully proofread and edit content before uploading to ensure a professional image.
- Assist with office administration, answering telephone calls professionally and ensuring that all documentation is filed accurately to enable all other volunteers to find relevant information quickly.

**OTHER EMPLOYMENT EXPERIENCE**

**Barista | Moonbucks | North Vancouver, BC                      2012 - Present**

- Provide excellent customer service by preparing orders accurately and quickly. Follow guidelines on food and beverage preparation accurately to maintain brand image.
- Welcome customers to store and interact in a friendly and professional way whilst serving. Frequently praised for customer service skills by managers, colleagues and customers.
- Support other team members to ensure that store is well maintained and clean and tidy throughout day. Re-stock produce when required to encourage up-selling and create visually appealing displays.

## Resume Sample 2

### Preet Kennedy

#15-11234 Main St., Richmond, BC V6V 2V6 T: (604) 555-1111 E: Preet.Kennedy@email.ca

Organization | **Legal Administrative Assistant** | Communication

#### Summary

- A Legal Administrative Assistant Certificate student at Capilano University with experience of providing a high standard of administrative support to industry professionals.
- Proficient at using MS Office (Word, Excel and Outlook) with an accurate typing speed of 70 words per minute. Familiar with PC Law and BC Online software.
- An organized and professional individual who is able to prioritize a heavy workload and multi-task. Skills developed through part-time employment in a busy office environment.
- Expert written and oral communication skills utilized when preparing professional outgoing communication and liaising with industry professionals and clients.

#### Education

**Legal Administrative Assistant Certificate** Completion 2015

Capilano University, North Vancouver, BC

- Basic Conveyance and Mortgage Procedures
- Family Law Litigation Procedures
- Introduction to the Legal System
- Computer Applications for the Legal Office

**Bachelor of Business Administration (Human Resource Management)** 2000 - 2014

Capilano University, School of Business, North Vancouver, BC

#### Legal Administrative IT Skills

- PC Law
- BC Online
- Word
- Excel
- Outlook
- Typing Speed 70WPM

#### Administrative Employment Experience

**Office Administrator** 2012 - 2014

Campbell & Barnes Real Estate, Vancouver, BC

- Provided professional administrative support to 3 industry professionals in an established real estate firm known for providing exceptional service to high-value real estate buyers.
- Accurately prepared documents, using MSWord, to be sent out to clients. Edited and proof read carefully to ensure no errors.
- Maintained client files to guarantee up-to-date contact details and allow realtors to find information quickly.
- Communicated professionally with clients, answering questions accurately and referring them to realtors when required.
- Launched corporate social media accounts and trained realtors on how to use them effectively to promote organization and increase business.

## Resume Sample 2

Preet Kennedy

### Employment Experience Continued

**Customer Advisor** 2014 - 2015

Beautiful Cosmetics, Burnaby, BC

- Provided boutique style customer service by greeting customers to store and being available to answer any product related questions.
- Increased sales and improved customer experience by explaining product benefits and offering product demonstrations.
- Accurately managed cash register, processing cash and credit card sales. Balanced till at end of each shift and ensured that it was correct before leaving.
- Worked as part of small team to meet individual and team sales goals by: creating visually appealing displays; providing welcoming atmosphere; and communicating with customers.

**Sales Assistant** 2011 - 2012

Canadian Megastore, Burnaby, BC

- Served customers in an efficient and friendly way, processing payments accurately and allowing them to quickly proceed through checkout.
- Improved customer service by calling for additional support when there were more than 5 people in line.
- Accurately followed store guidelines when re-stocking produce to ensure product availability and improve customer service experience.
- Maintained pleasant retail environment for all customers, by promptly reporting any spillages within the store.

### Volunteer Experience

**Literacy Mentor** 2014

Books for Kids, Burnaby, BC

**Ticket Sales Volunteer** 2014

BC Food Expo, Vancouver, BC

**Race Crew Volunteer** 2013

Race for Life, Vancouver, BC

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## Resume Sample 3

### Richard West

#15-11234 Heath Street, North Vancouver, BC V7J 3R6  
604.456.3456 [richardwest@my.capilanou.ca](mailto:richardwest@my.capilanou.ca)

Tourism Management | **Hotel Reception** | Problem Solver

#### SUMMARY

- A Capilano University Tourism Management student (completion May 2018) focused on developing a career providing exceptional customer service in hotel front of house.
- A natural problem solver, known for offering unique and effective solutions in customer facing volunteer roles.
- A friendly and inclusive communicator with the ability to clearly explain instructions to team members, developed through volunteer work and sports team membership.
- Excellent IT skills (proficient in MS Office and social media platforms) with an accurate typing speed of 70 words per minute.

#### EDUCATION

##### Bachelor of Tourism Management

Completion May 2018

Capilano University, North Vancouver, BC

- Tourism Marketing
- Tourism Operations
- HRM in Tourism
- Computer Applications in Tourism

#### VOLUNTEER EMPLOYMENT EXPERIENCE

BC Food Expo, Vancouver, BC

2015

Coat Check Assistant

- Worked as an integral member of a team at this popular annual event that attracted over 5000 customers from BC and USA.
- Greeted customers in a friendly way and encouraged conversation to make them feel welcome and improve customer service experience.
- Answered questions accurately and clearly directed customers to specific areas of exhibition, ensuring that they understood where to go.
- Encouraged customers to make a charitable donation as payment for coat check service by explaining purpose of charity and genuinely thanking anyone who did donate.
- Ensured that all cash donations were stored securely and transferred cash to Expo Office once a specific amount was collected.
- Supported team members by working quickly and efficiently in a very busy environment where customers expected fast, accurate and friendly service.

#### IT SKILLS

- MS Office Proficiency: Word; Excel; PowerPoint; Outlook
- Accurate typing speed of 70 words per minute
- Social Media Familiarity: Twitter; Facebook; Instagram

#### INTERESTS

- Volleyball: Member of Capilano University Blues volleyball team
- Travel: Independently travelled in 4 countries within South America
- Hiking: Exploring beautiful British Columbia

## Resume Sample 4

### Morag Clinton

7550 Castle Street, North Vancouver BC, T: 604.456.4567 E: moragclinton@my.capilanou.ca

#### Community Involvement | Rehabilitation Assistant | Communication | Empathy

- Completion of Rehabilitation Assistant Diploma program (May 2015) from Capilano University
- Over 5 years of experience as a support caregiver, including Occupational Therapy Assistant, Physical Therapy Assistant and Rehabilitation Therapy Assistant
- Skilled at providing personal and practical care services for child and adult clients with physical and mental disabilities, both in private home and group centre environments
- Proven ability to work well independently and as part of a productive team to deliver excellent service

#### Recent Education

**Rehabilitation Assistant Diploma** May 2015  
Capilano University, North Vancouver, BC

#### Rehabilitation Assistant Practicum Experience

**Rehabilitation Therapy / Occupational Therapy Assistant** Jan 2015 – Apr 2015  
Lions Gate Hospital, North Vancouver, BC

- Assisted senior therapists with 2 and 4 person ceiling lift procedures and transfers, understanding and following directions to ensure client safety and comfort
- Conducted one-on-one interventions including: hygiene; perceptual awareness; power mobility; community access; meal management and feeding; and prescribed exercise programs
- Worked with RA's to ensure seating clinic was clean and ready for client use

**Occupational Therapy Assistant** Sept 2014 – Dec 2014  
Royal Columbian Hospital, New Westminster, BC

- Worked effectively with 15 team members to co-treat individual clients in one of the busiest Occupational Therapy departments in BC
- Set up equipment, instructed and carried out prescribed exercise programs with a diverse group of clients (adults and children from various backgrounds and cultures) one-on-one
- Praised for keeping calm and providing empathetic service in stressful situations
- Manufactured a custom resting splint, in conjunction with the Occupational Therapy students, under direction of Occupational Therapist

**Physical Therapy Assistant** May 2014 – Aug 2014  
St Paul's Hospital, Vancouver, BC

- Assisted clients in group mobility classes, setting up treatment equipment to individual client levels and monitoring activities to ensure client progress and safety
- Carried out one-on-one prescribed exercise programs with clients, explaining benefits of activities and adapting to their needs
- Worked with senior therapists to assist with treatment of clients, including preparing clients for treatment and cleaning equipment post-treatment



## Resume Sample 4

**Morag Clinton**

### **Other Relevant Employment Experience**

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#### **Support Caregiver**

May 1998 – June 2002

Private Residence, North Vancouver, BC

- Provided daily living activity support including: administering medication; bathing; general hygiene; and dressing for a young adult with Cerebral Palsy
- Increased client mobility through stretching, massage and suitable sports activities
- Assisted with strengthening activities by facilitating walking and use of a standing frame
- Motivated communication through use of a Pragmatic Organization Dynamic Display book and hand signs

### **Other Employment Experience**

---

#### **Administrative Assistant (Volunteer)**

2001 - 2014

NVCP Society, North Vancouver BC

#### **Volunteer Coordinator (Volunteer)**

2005 - 2007

Elementary School, North Vancouver BC

#### **Teacher**

1990 - 1998

Elementary School, North Vancouver BC

### **Other Education**

---

#### **Bachelor of Education**

UBC, Vancouver, BC

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## Resume Sample 5

### Ximing (Justin) Wong

1234 Victoria Street, Vancouver BC, 604.4567.556, henrywong@my.capilanou.ca

**Early Childhood Care & Education | Fluent in English & Mandarin | Musician**

#### Summary of Qualifications

- Early Childhood Care and Education (ECCE) student at Capilano University (completion May 2016).
- Experienced at interacting with children (ages 4 – 8) through work at 2 years of working in summer camps in the Lower Mainland.
- Excellent communication skills, with team members and customers, developed through customer service and summer camp experience. Fluent in English and Mandarin.
- Passionate about music and encouraging children to be creative. Skilled piano player and vocalist, experienced at accompanying children during performances for parents.

#### Education

**Early Childhood Care and Education** Completion May 2016  
Capilano University, North Vancouver, BC

#### Relevant Certificates & Skills

- Criminal Record Check 2015
- Food Safe Certificate 2014
- Languages: Fluent in English and Mandarin

#### Employment Experience

**Camp Counsellor** Summer 2014  
Sunny Day Summer Camp, Burnaby, BC Summer 2013

- Interacted with children, ages 4 to 8 and from diverse backgrounds and cultures, in a fun and energetic manner.
- Clearly explained activity instructions ensuring all participants understood and adapted communication style to work efficiently with all age groups.
- Led and developed group music activities, encouraging participant inclusion and enjoyment.
- Developed positive working relationships with parents by being responsible and professional and communicating any issues or concerns where necessary.
- Prepared suitable snacks for children, strictly adhering to food safety guidelines and individual dietary requirements.
- Supported other team members and supervisors by regularly volunteering to take on additional duties and providing new staff training.

**Server** January 2013 – May 2014  
Subway Sandwich Restaurant, Vancouver, BC

- Provided good customer service by preparing orders accurately and quickly in a busy, downtown restaurant popular with office workers.
- Followed food safety guidelines when handling all food items, ensured a clean and safe environment for all customers and team members.
- Communication clearly with other team members and customers, with the ability to serve in Mandarin when required.
- Awarded employee of the month award on 3 separate occasions for teamwork and customer service skills.

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## Resume Sample 5

Ximing (Justin) Wong

### Volunteer Experience

**Gift Wrap Volunteer** December 2014  
Lions Gate Hospital, North Vancouver, BC

**Clean-Up Volunteer** May 2013  
Vancouver Sun Run, Vancouver, BC

**Volunteer Visitor** February 2012 – March 2013  
Burnaby Senior Residential Home, Burnaby, BC

### Interests

- Piano: Achieved grade 8 piano by the age of 15. Experienced at accompanying children during summer camp performances.
- Singing: A skilled and enthusiastic vocalist, member of local choir since 2010.
- Running: Completed both the Vancouver Sun Run and BMO Half Marathon in 2014.
- Languages: Fluent in English and Mandarin. Currently learning Spanish (beginner level).

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## Resume Sample 6

### DAVID SMITH

111-1234 SECOND AVE.  
VANCOUVER, BC  
V5V 4V4

PHONE: 604.555.4444  
EMAIL: DAVID.SMITH@EMAIL.COM  
[HTTPS://CA.LINKEDIN.COM/IN/DAVIDSMITH](https://ca.linkedin.com/in/davidsmith)

#### STAFF ACCOUNTANT

#### ASPIRING CPA | AUDIT | COMMUNICATION

A dedicated third year Capilano School of Business student with 2 years of various practical experience in the auditing and accounting industry. Highly committed, professional and responsible with a strong work ethic and integrity demonstrated through concurrent part time work, full time studies and community involvement. Particular strengths in interpersonal communication, time management and problem solving developed through both work and student focused activities. Fluent in English and French.

#### EDUCATION

**BACHELOR OF BUSINESS ADMINISTRATION, ACCOUNTING** Completion: Jun. 2017  
Capilano School of Business, Capilano University, North Vancouver, BC

- Dean's List, 2013-2016 – academic excellence
- International Golden Key Award, 2015 – outstanding community involvement
- Capilano University Scholarship, 2013, 2014

#### SKILLS

MS Office (Word, Excel, Access, PowerPoint)  
Quickbooks (Intermediate)  
Audit Experience

#### WORK EXPERIENCE

**ACCOUNTING FIRM CDE, VANCOUVER, BC** Jan. 2016 – Present  
**Junior Clerk**

Assist in preparation of financial statements, corporate minutes, tenancy agreements and other documentation for partner's approval and signatures. Participate in various audits for large clients such as ABC Transport, BC Mobile and BC Telecom.

- Increase efficiency of audits by preparing all necessary statements and audit procedures prior to client visits.
- Improve communication between audit teams and six clients through the translation of documents from French to English, resulting in reduction of conflicts between client's accounting staff and audit team.
- Ensure accuracy of audit through collaboration with three law firms to conduct reasonableness tests on interest, rent and service income for clients.

**UNKNOWN FIRM ABC, BURNABY, BC** Summer 2015  
**Summer Intern**

Participated in preparation of quarterly financial statements, prepared tenancy agreement value and processed petty cash and office related claims.

- Improved efficiency in processing expense claims by creating and implementing a computerized database to record expenses.
- Enhanced relations between company accountants and auditors through accurate and timely presentation of company records and information.

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## Resume Sample 6

**DAVID SMITH**

PHONE: 604.555.4444 | EMAIL: DAVID.SMITH@EMAIL.COM

### WORK EXPERIENCE CONTINUED

**INTERNATIONAL COMPANY, VANCOUVER, BC**

Apr. 2013 – May 2015

**Marketing Assistant**

Contributed to external relations with customers such as Tristan & American, DKNY and Country Road. Prepared clothing samples, material samples and catalogues for clients in addition to providing administrative support in quality control, inventory counts, and display design.

- Reduced material prices for silk by 15% through negotiation with suppliers.
- Decreased the number of late deliveries by over 10% through implementation of a new transportation and logistics plan.
- Improved customer relations by minimizing administrative errors in contracts and orders.

### COMMUNITY INVOLVEMENT

**CAPILANO UNDERGRADUATE BUSINESS ENTERPRISE OF STUDENTS**

May 2016 – Present

**Admissions Forum Coordinator**

**ASSOCIATION OF COLLEGIATE ENTREPRENEURS**

Apr. 2014 – Apr. 2015

**Executive Sponsorship Director**

**PROMOTIONS, TENURE COMMITTEE**

Jan. 2014 – Mar. 2014

**Member, Faculty Appointments**

**CAPILANO SCHOOL OF BUSINESS**

Sept. 2013

**1<sup>st</sup> Year Orientation Leader**

**ENTERPRISE ENTREPRENEUR CONFERENCE AND COMPETITION**

Jun. 2013

**Student Liaison**

Page 2 of 2

# RESUME ACTION VERBS

Stuck for words to use on your resume? Here are some resume verbs to help you overcome your writers' block!

## You Led a Project

1. Chaired
2. Controlled
3. Coordinated
4. Executed
5. Headed
6. Operated
7. Orchestrated
8. Organized
9. Oversaw
10. Planned
11. Produced
12. Programmed

## You Envisioned and Brought to Life a Project

13. Administered
14. Built
15. Charted
16. Created
17. Designed
18. Developed
19. Devised
20. Founded
21. Engineered
22. Established
23. Formalized
24. Formed
25. Formulated
26. Implemented
27. Incorporated
28. Initiated
29. Instituted
30. Introduced
31. Launched
32. Pioneered
33. Spearheaded

## You Saved the Company Time or Money

34. Conserved
35. Consolidated
36. Decreased
37. Deducted
38. Diagnosed
39. Lessened

40. Reconciled
41. Reduced
42. Yielded

## You Increased Efficiency, Sales, Revenue, or Customer Satisfaction

43. Accelerated
44. Achieved
45. Advanced
46. Amplified
47. Boosted
48. Capitalized
49. Delivered
50. Enhanced
51. Expanded
52. Expedited
53. Furthered
54. Gained
55. Generated
56. Improved
57. Lifted
58. Maximized
59. Outpaced
60. Stimulated
61. Sustained

## You Changed or Improved Something

62. Centralized
63. Clarified
64. Converted
65. Customized
66. Influenced
67. Integrated
68. Merged
69. Modified
70. Overhauled
71. Redesigned
72. Refined
73. Refocused
74. Rehabilitated
75. Remodeled
76. Reorganized
77. Replaced
78. Restructured
79. Revamped

80. Revitalized
81. Simplified
82. Standardized
83. Streamlined
84. Strengthened
85. Updated
86. Upgraded
87. Transformed

## You Managed a Team

88. Aligned
89. Cultivated
90. Directed
91. Enabled
92. Facilitated
93. Fostered
94. Guided
95. Hired
96. Inspired
97. Mentored
98. Mobilized
99. Motivated
100. Recruited
101. Regulated
102. Shaped
103. Supervised
104. Taught
105. Trained
106. Unified
107. United

## You Brought in Partners, Funding, or Resources

108. Acquired
109. Forged
110. Navigated
111. Negotiated
112. Partnered
113. Secured

## You Supported Customers

114. Advised
115. Advocated
116. Arbitrated

- 117. Coached
- 118. Consulted
- 119. Educated
- 120. Fielded
- 121. Informed
- 122. Resolved

## You Were a Research Machine

- 123. Analyzed
- 124. Assembled
- 125. Assessed
- 126. Audited
- 127. Calculated
- 128. Discovered
- 129. Evaluated
- 130. Examined
- 131. Explored
- 132. Forecasted
- 133. Identified
- 134. Interpreted
- 135. Investigated
- 136. Mapped
- 137. Measured
- 138. Qualified
- 139. Quantified
- 140. Surveyed
- 141. Tested
- 142. Tracked

## You Wrote or Communicated

- 143. Authored
- 144. Briefed
- 145. Campaigned
- 146. Co-authored
- 147. Composed
- 148. Conveyed
- 149. Convinced
- 150. Corresponded
- 151. Counseled
- 152. Critiqued
- 153. Defined
- 154. Documented
- 155. Edited
- 156. Illustrated
- 157. Lobbied
- 158. Persuaded
- 159. Promoted
- 160. Publicized
- 161. Reviewed

## You Oversaw or Regulated

- 162. Authorized
- 163. Blocked
- 164. Delegated

- 165. Dispatched
- 166. Enforced
- 167. Ensured
- 168. Inspected
- 169. Itemized
- 170. Monitored
- 171. Screened
- 172. Scrutinized
- 173. Verified

## You Achieved Something

- 174. Attained
- 175. Awarded
- 176. Completed
- 177. Demonstrated
- 178. Earned
- 179. Exceeded
- 180. Outperformed
- 181. Reached
- 182. Showcased
- 183. Succeeded
- 184. Surpassed
- 185. Targeted