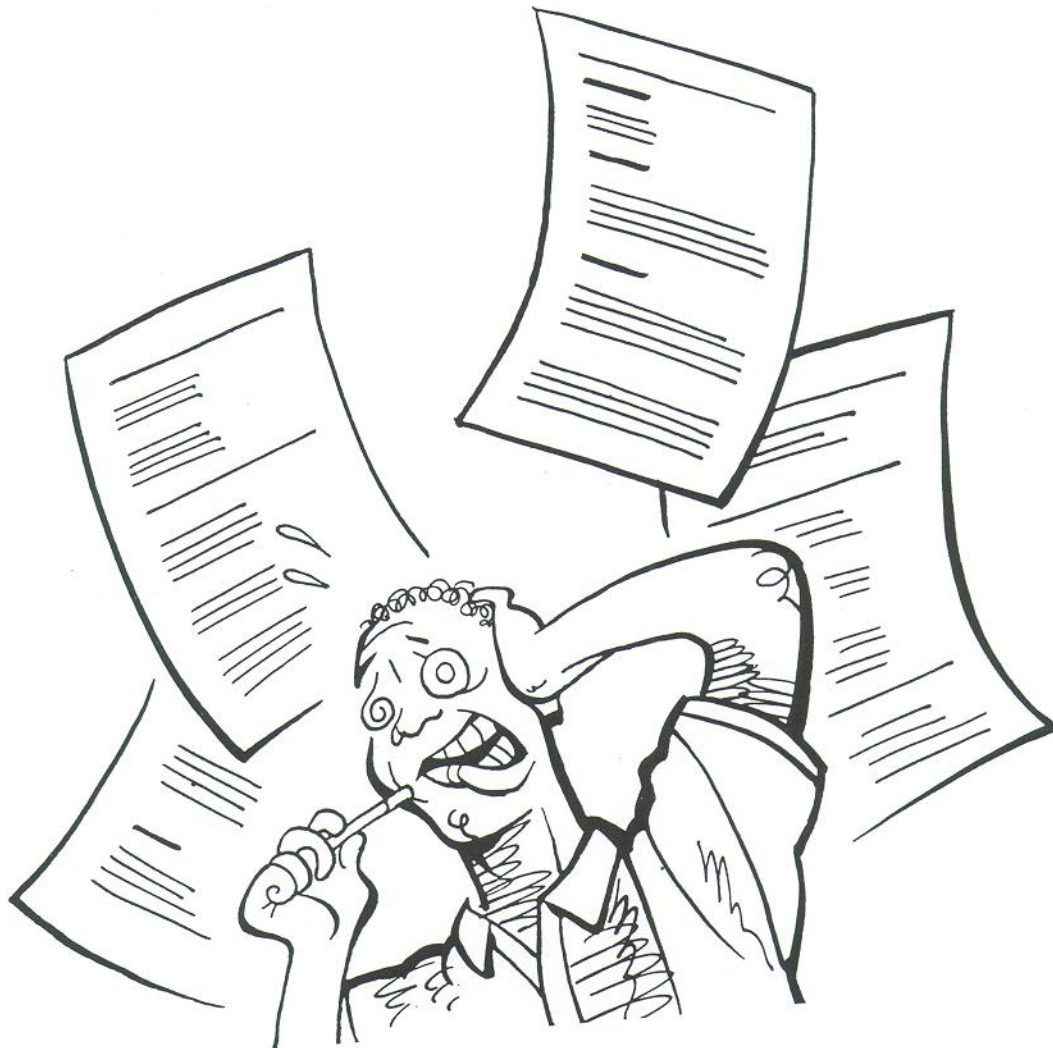


How To Write a RÉSUMÉ

For students with more experience

by Eric R. Anderson

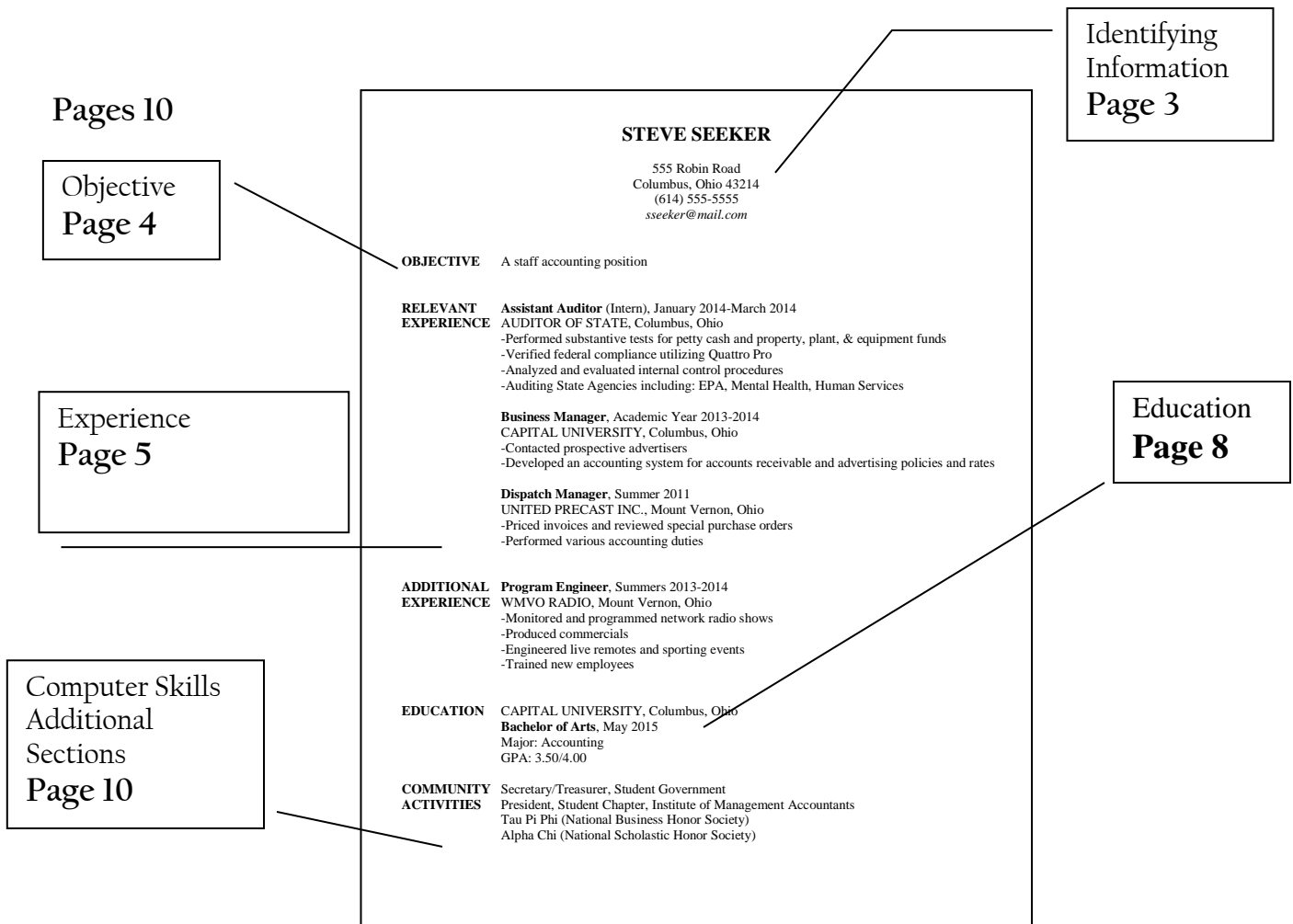


Provided by Capital University Career Development
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Capital
University
Ask. Think. Lead.

HOW TO WRITE A RÉSUMÉ

Table of Contents



Quick résumé writing rules:

MAIN ISSUE: “FINDABILITY” of essential information within 3-8 seconds

- List in order of IMPORTANCE
- Group by RELEVANCE
- Start ideas on the LEFT SIDE, and INDENT where appropriate
- EMPHASIZE groups of roles, titles, organizations (with **bold**, ALL CAPS and *italics*)
- Structure the entire résumé with CONSISTENCY

GETTING STARTED

SOFTWARE

- Use a standard word processing program, like Microsoft Word,
- DON'T use templates

AS YOU ARE ENTERING INFORMATION

- When you start writing your résumé, include *everything* that comes to mind; all employment, all education, all experiences, all committees, activities, volunteer work, etc. Then later you can go back and decide what is most important.
- Add specific details, and don't exaggerate your responsibilities.

HOW FAR BACK?

- Consider all experiences that are directly related to your objective, even if those experiences are several years old.

RÉSUMÉ BASICS

Length	Be concise, but your resume does not need to be one page in length. You can have two pages of <i>important</i> information. <i>Be as brief as you can, but don't leave out the essentials.</i>
Margins	Between 1" and ½" for all margins (Word often annoyingly defaults to 1.25")
Type size	10-12 point font
Font	Use a simple font that is easy to read. (Examples are Arial, Tahoma, Times New Roman or Verdana)
Style	Use the Tab key (on the keyboard) and Indent button (on the toolbar) instead of the space bar to move & align text (These keys will line up your text exactly). Write out all words completely (like: Street, Bachelor of Arts, Ohio, September, etc.). It looks nicer and it's easier to read.
Paper	Plain, heavyweight résumé paper, white or light beige.
Print quality	Use laser printing, or a very high quality photocopy. No ink jet.
Sequence	Most important items first (EXPERIENCE if you have significant relevant experience; EDUCATION if you are still in school or recently graduated)
Spell-check	ALL CAPS are not checked; change settings or check them yourself. In general, use spell-check, but don't trust it; "a part" and "apart" are spelled correctly, but one space gives them opposite meanings!

IDENTIFYING INFORMATION

Name*
Address
City, State Zip Code
Telephone number
E-mail address

***Note:** Be sure to make your name a little larger so it stands out to the employer.

It is important to provide all of this information to a prospective employer. It is always placed at the top of the résumé, in one of a number of styles. You'll typically center it at the top of the page.

KIM SEEKER
354 Cowtown Lane
Columbus, Ohio 43215
(513) 555-5588
kseeker@capital.edu

PHONE NUMBER:

Remember to record a *professional* voice mail message.

CELL PHONES listed on resume:

Before you answer a call from an unknown number, make sure that you are in a quiet, professional place where you can spend 30 uninterrupted minutes in a phone interview (or else let that call go to voice mail).

EMAIL ADDRESS:

Don't use your work email.
Choose an email address that is professional.
Only include one email address.
Remove the email "hyperlink" on your *printed* résumé.

OBJECTIVE

Most employers (85% in our recent survey) want an objective or a brief summary statement on a résumé. It is a guiding statement that helps them direct the résumé to the appropriate person, for the appropriate job, while giving your résumé a focus. It should be a short, succinct description of the type of position(s) you are currently seeking, or of your background. It is best if your goals are defined well enough for an objective.

If you absolutely can't focus on a narrow range of work fields or if you are distributing your résumé at a job fair or career fair, you can omit the objective/summary, but you might be less marketable if you are unsure of your goals. A good, well thought-out objective can make you a stronger candidate. It will help you organize your résumé and your thoughts.

On the other hand, if your goal is completely obvious based on the content of your resume, then you might not need this section.

In order to write a good objective or qualifications summary:

- Tell the employer the field(s) of work for which you want to be considered. You can specify by job function (librarian, social worker, etc.), or by work area (finance, public relations, production, etc.).
- Give the employer any other guidelines that will help them get a grasp of your areas of interest. Take a look at these examples:

An organic or analytical chemistry position

A middle childhood teaching position in central Ohio

A position in the social service field, with a concentration in care for the elderly

A position in the field of criminal justice, focusing on theft prevention

QUALIFICATIONS SUMMARY

Over five years of Personnel experience in recruitment, selection and placement. In addition, five years of front-line customer service responsibilities in corporate environments:

- Directed and managed up to 22 employees in a high volume customer inquiry department. Provided quality assistance and problem resolution in response to 1600-2000 phone calls daily
- Implemented a comprehensive recruitment program that addressed future management needs of the organization. Directly involved in the hiring of 40-50 exempt undergraduate, MBA, and experienced candidates annually
- Designed strategies to fill key entry and mid-level management positions from local, regional, and national markets
- Created targeted recruitment activities that increased headcount by 100% to support an expanding market and product line
- Hired non-exempt employees. Average vacancy load was 35-45 job openings

EXPERIENCE

If you have at least two years of professional work experience, you will most likely want to place this section immediately after the OBJECTIVE. An exception to this might be the job seeker who is completing an advanced degree that is essential for their next career move. In this case your EDUCATION would be placed after the OBJECTIVE.

Use a section title to group your experiences by **relevance**:

EXPERIENCE	<i>Or, if it's all in your major:</i>
CAREER RELATED EXPERIENCE	SOCIAL WORK EXPERIENCE
RELEVANT EXPERIENCE	PUBLIC RELATIONS EXPERIENCE
INTERNSHIPS	
ADDITIONAL EXPERIENCE	

Within sections, experiences must be in reverse chronological order (most *recent* first).

Notes:

Volunteer Experience does not necessarily have to be in its own separate section. For example, volunteer experiences could be Career Related, Relevant, Additional, etc.

THE HEADING

In the heading of each experience, you will include your title or position, the period of time that you worked, and your place of employment. If your title doesn't describe what you did (like "Associate" or "Team Member"), it's okay to come up with your own, as long as it accurately reflects the position that you held (e.g., Legislative Intern, or Database Manager)

There are many ways to list the heading for an experience. To make it easy to skim, you might put **bold lettering** on top and all CAPITAL LETTERS on the bottom. This also sets the heading apart from the text.

TYPICAL FORMAT:

Sales Associate, January 2013 - September 2015
ROCK ENTERPRISES, Pumice, Ohio

- (text)
- (text)
- (text)

SPECIFIC EMPLOYMENT TIME PERIODS CAN OMIT MONTHS:

Summers 2014 & 2015 or Academic year 2014-15

LONG TITLES AND ORGANIZATION NAMES will require a different format for ALL jobs:

Coordinator, Committee on the Viability of Earth's Existence
Academic years 2013- 2015
ENTROPY COMMISSION OF WISCONSIN, Oconomowoc, Wisconsin

- (text)

THE TEXT

This is the description of your experience. Employers want to know what you did at your job—what you have learned and accomplished, and how that experience prepared you for other opportunities. They do NOT want a section where you state that you are reliable, creative, thorough, and perfect. SHOW those attributes through a job description, don't just TELL them. "Telling" is weak. "Showing" is strong. Use phrases that get right to the point. Employers often spend limited time when scanning a résumé, so make your information pertinent.

Here's a good example:

RELEVANT EXPERIENCE

Teacher, September 2014 - May 2015

PATASKALA SCHOOL OF ORIGAMI RESEARCH, Pataskala, Ohio

- Taught a class of 35 students
- Developed lesson plans
- Implemented developmental discipline in classroom
- Coordinated monthly science projects which complemented units on geology, Ohio plant life, and mammals of South America

This is called the "bullet format", and it is much easier to read than the same information in paragraph format. Employers will be skimming your résumé, and so if you can describe your accomplishments with statements that begin with *skill words* on the left side of the page, they can cover more of your résumé in the 10 seconds or less that they allot during the first screening.

I have included a list on the next page to help you start thinking of words that you can use in your text!

Q. Do you include all of your jobs?

A. Not necessarily. For example, you do not want to add several jobs that don't really relate to your career objective if you don't have to. On the other hand, you want credit for having worked! If you decide not to include all of your jobs, consider adding a phrase at the bottom of your EXPERIENCE section like:

Have held additional paid positions

VERB IDEAS FOR DESCRIBING YOUR EXPERIENCES

Accommodated	Contacted	Facilitated	Modified	Represented
Accomplished	Contracted	Fixed	Monitored	Reproduced
Achieved	Contributed	Forecasted	Motivated	Researched
Acquired	Controlled	Formulated		Resolved
Acted	Cooperated	Fostered	Navigated	Responded
Activated	Coordinated	Founded	Negotiated	Restored
Adapted	Counseled			Reviewed
Administered	Created	Gathered	Observed	Revised
Advanced	Critiqued	Generated	Obtained	
Advertised		Graphed	Opened	Saved
Advocated	Debated	Grouped	Operated	Scheduled
Alleviated	Decorated	Guided	Ordered	Screened
Allocated	Defended		Organized	Secured
Analyzed	Defined	Held	Oversaw	Selected
Anticipated	Delivered	Helped		Served
Appraised	Delegated	Hosted	Painted	Shaped
Approved	Demonstrated		Participated	Shared
Arbitrated	Designed	Identified	Performed	Simplified
Arranged	Detected	Illustrated	Persuaded	Sold
Assembled	Determined	Implemented	Planned	Solved
Assessed	Developed	Improved	Preached	Sorted
Assigned	Devised	Increased	Predicted	Spoke
Assisted	Diagnosed	Indexed	Prepared	Streamlined
Audited	Directed	Influenced	Presented	Structured
	Disciplined	Initiated	Presided	Studied
Balanced	Discovered	Inspected	Prioritized	Summarized
Budgeted	Discussed	Installed	Processed	Supervised
Built	Dissected	Instructed	Produced	Supported
	Distributed	Integrated	Programmed	Sustained
Calculated	Drafted	Interpreted	Proofread	Synthesized
Called	Dramatized	Interviewed	Promoted	
Catalogued	Drew	Introduced	Proposed	Tabulated
Changed		Invented	Provided	Targeted
Chose	Edited	Investigated	Purchased	Taught
Clarified	Educated		Publicized	Tended
Classified	Eliminated	Judged	Published	Tested
Coached	Encouraged	Justified		Traded
Collaborated	Enforced		Raised	Trained
Collected	Enhanced	Launched	Read	Translated
Combined	Entertained	Learned	Recommended	Traveled
Communicated	Established	Lectured	Reconciled	Tutored
Compared	Estimated	Led	Recorded	
Competed	Evaluated	Listened	Recruited	Unified
Completed	Examined		Reduced	Updated
Compiled	Exercised	Maintained	Refined	Utilized
Composed	Exhibited	Managed	Reflected	
Computed	Expanded	Manipulated	Reformed	Validated
Conceived	Expedited	Mapped	Related	Volunteered
Conducted	Experimented	Mediated	Renewed	
Connected	Explained	Mentored	Reorganized	Wrote
Constructed	Explored	Modeled	Repaired	
Consulted	Extended	Moderated	Reported	

EDUCATION

For most people, this section will be placed after EXPERIENCE, and maybe even later on the resume.

Generally include only those schools from which you have received a degree. List your highest degree first.

If you include college coursework or a degree, you can omit high school information.

EDUCATION CAPITAL UNIVERSITY, Columbus, Ohio
Bachelor of Arts, May 2016
Major: English
Minor: Marketing
GPA: 3.12/4.00

Q: Why do we add the "/4.00" to X.XX/4.00"?
A: It indicates the scale upon which your GPA is based.

The use of **bold lettering** and CAPITAL LETTERS makes the information much easier to read, and easier to skim.

Also, starting all useful information from the *left side of the column* is helpful.

STUDY ABROAD experience:

List it after your Capital University information, in the same format.

UNIVERSITY OF SYDNEY, Sydney, Australia
Study Abroad Natural Resources Program, spring semester 2015
GPA: 3.02/4.00

THE ISSUE OF COLLEGE G.P.A.: Should you include it?

There are several issues to consider here. Lots of employers like to see a 3.0 or higher. On the other hand, the average college GPA is around 2.7. If yours is near that number, then you might want to include it. If you *don't* include your GPA, some employers may wonder exactly how terrible it was, and you will leave it to their imagination. If your GPA is below what anyone can imagine, perhaps you should leave it off.

There are some other ways to illustrate your academic performance:

Major GPA: (GPA in your major courses **only**)

GPA during last two years: (if you got your head on straight during your junior year)

HOW TO CALCULATE your Major GPA:

- Using only the courses from your major area, record the number of credit hours for each and also convert the letter grades to points using the list below.
- Multiply number of credits by points for each class
- Add all points in one column and all credits in another
- Divide total points by total number of credits.

Credits	Grade	Points
4	A (4)	16
3	B (3)	9
3	B- (2.67)	8.01
2	C (2)	4
12		37.01

In the example on the left, the student has taken four classes totaling 12 **Credit Hours**. Based on the numerical value of each grade, the total **Points** equals 37.01.

To find the grade point average for these four classes, we divide the **Points** by the **Credits** (37.01 /12).

The major GPA = 3.08.

Typical Grades and Points used in computing GPA (check your school bulletin):

Grade	Points
A	4.0
A-	3.67
B+	3.33
B	3.0
B-	2.67
C+	2.33
C	2.0
C-	1.67
D+	1.33
D	1.0
F	you guess

ADDITIONAL AND OPTIONAL SECTIONS

SPECIAL SKILLS/ACCOMPLISHMENTS:

If you have special competencies that have not been mentioned previously, or which you would like to consolidate in one section, this is the place. Some ideas are **LANGUAGES, RESEARCH, PUBLICATIONS, PRESENTATIONS,** and **PROGRAM DEVELOPMENT.** Here is a framework for a research section, and two other section possibilities:

RESEARCH	Effect of Diet on Social Behaviors , Spring Semester 2015 THE MCCRYSTAL LABORATORY FOR BEHAVIORAL RESEARCH <ul style="list-style-type: none">• [What you did]• [The point of what you learned]• Paper presented at [or published in] [someplace]
COMPUTER	Microsoft Word, Excel, PowerPoint, Adobe InDesign CS3
LABORATORY	NMR, IR, AA, GC, HPLC, and Column Chromatography

COURSE WORK:

Include specific course work (or continuing education credits) if those courses are not implied by your college major or your profession. Experience is *more* important (so don't sacrifice space), but if you have room for course work, include it.

SELECTED COURSE WORK	Marketing Promotional Strategy	Case Studies in Public Relations Personal Selling and Sales Management
-----------------------------	-----------------------------------	---

HONORS:

If these are work-related, you can include them in the Experience section.

COMMUNITY ACTIVITIES:

Limit your activities to those that fit one or more of three criteria:

- (1) Shows leadership
- (2) Shows communication skills
- (3) Is related to your field

It is often **not** a good idea to include religious and political affiliations (e.g., Broad Street Church Evangelism Committee, Democratic campaign volunteer), when these issues are not directly relevant to the position you are seeking. Also, you do not want to put off a recruiter who does not share your views. This can also be somewhat true of some social affiliations.

COMMUNITY SERVICE:

These volunteer activities can be included even if they do not meet the criteria listed above.

FUNCTIONAL EXPERIENCE SECTIONS:

This is sometimes called a "functional résumé" format. If you have the needed experience to apply for a job, but your major and work experiences don't **appear** to support that, you can consider including these sections. Examples of possible section titles are:

EXPERIENCE

Sales

- Worked at a retail clothing store in sales and service
- Sold washing machines door-to-door during junior year

Supervision

- Act as assistant manager of Alma's Grocery Palace on weekends
- Supervised four grounds workers when employed at Port Columbus

Public Speaking

- Presented case study information to business classes
- Facilitated student discussion groups at Capital University

R E F E R E N C E S

IS THIS SECTION REQUIRED ON THE RÉSUMÉ?

- No. Including a reference section in your résumé is a diminishing practice (it has come to mean "the end"), although most people leave it off. It is *assumed* that your references are available upon request.

DO YOU NEED ACTUAL LETTERS, OR JUST A LIST?

- Many employers will simply want a list of your references, including addresses and phone numbers (see example on the next page). They can often get more accurate and useful information from references over the phone.
- If you are providing this kind of list, you should still provide your references with a summary of your experience with them, so that they can refresh their memory prior to receiving a call from a prospective employer. Read the tips on the next page.
- Contact your references a few weeks before you will need them. Make sure that you ask them for the best phone number to list for them.
- When you interview for positions, let your references know, so that it is not a surprise when they receive calls from employers.

REFERENCES

Chris M. College

Alan W. Drone
Director of Human Resources
Entomology Incorporated
298 Fire Ant Lane
Termite, Iowa 34534
(515) 555-3467
adrone@entomology.com

Kirk Anderson
Cartoonist/Illustrator
89 Lois Lane
Madison, Wisconsin 53700
(608) 555-2973
kirka@pioneerplanet.com

Sue Synapse
(former supervisor at Spinal Enterprises)
Area Manager
Dendrite Advertising Company
908 Pylorus Court
Duodenum, Ohio 43222
(614) 555-8389
synapses@dendrite.org

ONLINE RÉSUMÉS

Many times you will submit your résumé electronically to organizations. Below are some tips for online résumés and job searches.

- When posting your résumé online, consider including only your name and e-mail address as contact information so that your privacy is not invaded.
- If you are asked to cut and paste your résumé directly into an online application, you need to eliminate all extraneous formatting. (see Cosine Student example #2)
- If e-mailing your résumé unsolicited, paste the text directly into the body of the email so it will be immediately visible.
- If you've been requested to e-mail your résumé, attach it to the e-mail preferably in Microsoft Word format.

SCANNABLE RÉSUMÉS

At times, an employer may request a scannable résumé. This is often true for large companies or employers interviewing at job fairs.

Here are some hints:

- Provide a laser printed original or a high quality photocopy
- Use white or light colored paper
- Do not fold or staple
- Use a font size of 10 to 12 points
- Avoid fancy treatments such as italics, underlines, or shadows
- Avoid vertical and horizontal lines, graphics, and boxes
- Include only one mailing address and your e-mail address and place them below your name
- As long as the letters don't touch each other, you can use boldface and/or all capital letters for section headings
- Use field specific terms to define your skills, experience, education, or professional affiliations
- Use a font such as Arial or Tahoma

P. SUSAN STUDENT

1234 Lifelong Learning Drive, Apt. F., Springfield, Ohio 45503
Home: 937-555-1212 ♦ Cell: 614-555-1212 ♦ susanstudent@gmail.com

This is an example of a
traditional two-page résumé

OBJECTIVE: A social services position, preferably in the area of client advocacy

EDUCATION and CERTIFICATIONS

CAPITAL UNIVERSITY, Columbus Ohio
Bachelor of Social Work, May 2016
GPA: 3.46/4.00

CLARK STATE COMMUNITY COLLEGE, Springfield Ohio
Associate of Applied Science in Social Services, December 2013
GPA: 3.77/4.00

Registered Social Worker Assistant

State of Ohio Counselor, Social Worker, Marriage & Family Therapist Board

Chemical Dependency Certificate, *Clark State Community College*

Conversational /Law enforcement Spanish course, *Clark State Community College*

RELEVANT EXPERIENCE

Victim Services Coordinator, August 2014- August 2015

ACTION OHIO DOMESTIC VIOLENCE SHELTER, London, Ohio

- Performed court advocacy for survivors of domestic violence at the Madison County Courthouse.
- Facilitated and implemented both a domestic violence support group and a weekly life-skills class.
- Completed intake/exit paperwork and conducted an assessment/case plan.
- Provided case management for clients residing at the shelter.
- Answered and assessed crisis phones and emergency cell phone, linked clients with appropriate resources.
- Taught domestic violence education and safety planning to clients and community.

Facilitator of Life skills Educational Group/Counselor April 2014- July-2014

ACTION OHIO DOMESTIC VIOLENCE SHELTER, London, Ohio

- Developed and implemented a life-skills educational group to clients residing at the shelter.
- Taught clients the skills needed to transition and break the cycle of abuse.

Family Coach, January 2014- May 2014

INNOVATIVE FAMILY SUPPORTS, Bellefontaine, Ohio

- Taught parenting skills, performed case management services for families.
- Provided direct communication /documentation for Children's Services case workers pertaining to clients' case plans.
- Participated in team meetings with Children's Services and other professionals pertinent to case plans.

Domestic Violence Advocate Intern, April 2013-April 2014

ACTION OHIO DOMESTIC VIOLENCE SHELTER, London, Ohio

- Performed court advocacy for survivors of domestic violence at the Madison County Courthouse.
- Assisted in providing services at a 4-bed shelter for both male and female victims of domestic violence and their children.
- Assessed crisis hotline clients, and assisted with information, referral, safety planning, and documentation.
- Developed and implemented a "Life skills" educational group to clients residing at the shelter.

Victim Advocate Intern, September 2012-March 2013

CLARK COUNTY VICTIM WITNESS PROGRAM, Springfield, Ohio

Assisted Domestic Violence and Child Advocates. Our team:

- Provided comprehensive support to victims of felony crimes.
- Prepared clients for legal and court proceedings as well as assisted with crisis intervention, and referral to appropriate resources, such as Victims of Crime Compensation.
- Advocated for clients as needed.

Crisis Intervention Intern, March- June 2012

FAMILY VIOLENCE PREVENTION CENTER OF GREENE COUNTY, Xenia, Ohio

- Assisted in providing services at a 22-bed shelter for both male and female victims of domestic violence and their children. Monitored and operated security cameras and gate.
- Assessed clients calling the crisis hotline. Provided crisis intervention, support, information, referral, safety planning, and documentation.

ADDITIONAL EXPERIENCE

Tutor and Student Advocate, Academic years September 2011-June 2013

CLARK STATE COMMUNITY COLLEGE, Springfield, Ohio

- Advised students and referred students to appropriate services
- Tutored students in several subjects including English and Psychology
- Administered the ACT Compass Test for school admission, assisted with administrative duties

Emergency Room Registration Secretary/Physical Medicine Secretary, October 2009-February 2011

MERCY MEDICAL CENTER, Springfield, Ohio

- Registered new patients into hospital system
- Effectively interacted with a wide range of culturally diverse individuals
- Conducted order entry assignments and scheduled treatments for hospital and physicians
- Handled all incoming and outgoing calls for staff and scheduled referring physicians

Medicaid Eligibility Representative, January 2006-April 2009

TERRY J. REPPA & ASSOCIATES KETTERING MEDICAL CENTER, Kettering, Ohio

- Conducted initial patient interviews to determine eligibility, completed appropriate Medicaid application, 7200, CPA, 2453, and hospital care assurance applications
- Worked closely with hospital financial counselors, Medicaid billers, and emergency room staff
- Updated Montgomery County Department of Job and Family Services caseworkers as to Medicaid application status
- Completed monthly status reports

Experience also includes 10 years as a dental assistant (information available upon request)

HONORS

CAPITAL UNIVERSITY

Social Work National Honor Society, Phi Alpha, Upsilon Chapter

CLARK STATE COMMUNITY COLLEGE

National Dean's List

Member of Phi Theta Kappa (international academic honor society)

Student Recognition Award (for outstanding student and work-study)

James P. Student

1984 Lisdoonvarna Road
Columbus, OH 43215
(614) 555-5555
jstudent@capital.edu

This is an example of a two-page traditional résumé with the optional qualifications summary

OBJECTIVE

A position in a corporate real estate department that will utilize my real estate, sales and marketing experience

SUMMARY OF QUALIFICATIONS

Twenty years of sales and marketing experience developing new business and increasing companies' market share, enhancing profitability, and creating highly satisfied clients in the commercial and residential real estate fields.

Results: Enhanced value of underutilized and under-performing properties, as much as doubling asset value.

Efficiency: Streamlined surplus asset disposition resulting in the sale of surplus properties previously on the market for 5-15 years.

Quality Control: Designed and implemented marketing and transaction tracking systems which reduced the potential for errors, increased efficiency of transaction flow and improved client communication

Entrepreneurial Approach: Created, refined, and tested self-designed marketing program. Through this program, clients received faster, more efficient sales and higher net prices than through other methods.

Teamwork: Pioneered the team approach to marketing specialty properties within my company. Directed and managed these teams to accomplish specific client goals.

Leadership: Coached and developed interns and entry-level employees. Several of the interns went on to successful careers with national commercial real estate corporations.

PROFESSIONAL EXPERIENCE

Residential Real Estate Agent, January 2008 – present

REAL LIVING H.E.R., Central Ohio Territory

Accomplishments

- Maximized home sale prices while reducing days on market. Many of our homes sell with multiple offers and above list price due to implementation of self-designed marketing program.
- One of 35 agents (out of 4,500) recruited to join the Leadership Circle team to develop and implement business strategy, test new programs and to present agent ideas and concerns to the corporate leadership.

Responsibilities

- Prospect, market, communicate with clients and negotiate contracts on a daily basis.
- Direct the "transaction team" comprised of the buyers or sellers, staging designers, advertising personnel, attorneys, inspectors, mortgage representative, insurance agents, Title Company and the co-op agent to accomplish the sale and closing.
- Refine current personal and corporate business systems.
- Define business direction and create action plans to reach production and strategic objectives.
- Present agent ideas and concerns to the corporate leadership as one of 35 agents (out of 4,500) recruited to join the leadership circle team.

Commercial Real Estate Agent, September 1998 – January 2008

COLDWELL BANKER COMMERCIAL-*Wears Kahn & McMenamy*, Ohio Territory

Accomplishments

- Office sales leader four of last six years.
- Number one agent for Coldwell Banker Commercial in Ohio.
- Chosen by the national director of surplus property disposition of BP Oil Company as the first outside broker to handle disposition of surplus properties. Offered the opportunity to take over the marketing of a regional portfolio of 843 surplus sites.

Responsibilities

- Obtained building inventory for lease and sale, and marketed that inventory to prospective tenants or buyers. Retained tenants through client needs analyses, participated in space planning and lease negotiations (for landlord), and oversaw tenant build-out and relocation.
- Coordinated asset enhancement, market positioning and property competitiveness.
- Created property value through strategic planning and creative restructuring. For example, an office building valued at \$2.5 mil was refitted and repositioned in the marketplace and 18 months later was valued at \$4+ million.
- Compiled and maintained a database of over 1,287 prospects and communicated with them through monthly mailings, quarterly market reports and quarterly telephone calls.
- Participated in development, redevelopment, leasing, sales and management of office, retail, land, multi-family, warehouse properties.
- Researched and wrote feasibility studies, building and property valuations, market analyses, facility evaluations and lease audits. Prepared marketing and leasing budgets for commercial space to be leased and/or sold.

Leasing Manager, January 1996 - September 1998

LINCLAY CORP. a national real estate development company. Central Ohio Territory

Responsibilities

- Leased second generation office space. Prospected directly for new tenants and build-to-suit prospects.
- Promoted available office space to the brokerage community.
- Retained existing tenants through lease renewals by expanding, downsizing, and refitting current tenant's office facilities.
- Leased and developed office, retail and warehouse properties.
- Reported to the asset management directors for New York Life Co. Enhanced the value of the corporate assets through creative development, strategic planning, client retention and expansion.
- Position was eliminated after nine months immediately before the company was dissolved due to the severe downturn in the commercial real estate development market.

COMMUNITY AND PROFESSIONAL SERVICE

- Founded Upper Arlington Business Development Group (UA Chamber of Commerce.)
- Past president of the Columbus Business Development Club
- Established in-office training follow-up groups to promote retention and application of selling concepts and performance accountability.
- Trinity United Methodist Preschool Board of directors (Secretary)
- Ducks Unlimited (world leader in wetlands preservation) multi-year committee member

EDUCATION

CAPITAL UNIVERSITY, Bachelor of Arts, May 2015

Real Estate and Business focus (Liberal and Professional Studies)

This is called a *functional* resume, because it focuses on specific skills, or functions instead of career-related chronological positions. You should only use this style if you *have* the needed experience to apply for a job, but your qualifications are not *obvious* from your previous positions.

This particular example is from a student who has some related work experience skills, and whose direct career-related skills come from her educational background.

Brie Tortellini

465 Pasta Way
Gahanna, Ohio 43230
(614) 555-8160
BrieTortellini@mail.com

OBJECTIVE A position in the field of environmental protection

EXPERIENCE

Environmental

- Chair of Public Relations and Education committee of The Rocky Fork Watershed Protection Task Force
- Member of Stream Watch committee of the Rocky Fork Watershed Protection Task Force
- Prepared Senior Thesis on Issue 5, Ohio's Chemical Labeling Initiative
- Completed foundation courses in the natural sciences, with laboratory experience
- Researched societal and political issues relating to environmental conditions

Communication

- Completed advanced writing courses
- Prepared correspondence and other written material including promotional information
- Prepared legal documents for arbitration and trial proceedings
- Collected client case histories

Administrative

- Supervised support staff
- Compiled salary increase data of sales staff and unit managers
- Organized product shipment and delivery schedules
- Scheduled depositions and court hearings

EDUCATION

CAPITAL UNIVERSITY, Columbus, Ohio
Bachelor of Arts, May 2016
Major: Multi-disciplinary Environmental Studies
GPA: 3.33/4.00
Magna Cum Laude

EMPLOYMENT HISTORY

Sales Coordinator, 2008-2012
THE PROCTER & GAMBLE DISTRIBUTING COMPANY, Wayne, Pennsylvania

Office Manager, 2004-2006
MURPHY, MURPHY, & MURPHY, P.C., ATTORNEYS, Philadelphia, Pennsylvania

Legal Secretary, 2002-2004
GOLD & SILVERMAN, ATTORNEYS, Philadelphia, Pennsylvania

Julie Seeker

555 Sheridan Avenue
Bexley, Ohio 43209
(614) 555-5555
Julie.Seeker@yahoo.com

Another functional
resume sample

OBJECTIVE

A position volunteering for the United States Peace Corps

EXPERIENCE

Community Service

- Classroom aide for “English for Speakers of Other Languages” through Community Refugee and Immigration Services
- Shopping assistant and shelf-stocker at the Champion Avenue Food Pantry with Lutheran Social Services
- Alternative Spring Break: environmental service trip to Georgia
- Ten-day service-learning trip to Costa Rica and Nicaragua
- Creek clean-ups through Friends of Alum Creek and Tributaries
- Saturday Service outings to Columbus AIDS Task Force and YMCA Women’s Shelter

Activism

- Vice President of Capital chapter of National Organization for Women—August 2010-May 2011
- Member of peace-building trip to South Africa, July 2010
- Secretary of Global Aid Commission—August 2009-June 2010
- Member of Capital’s Amnesty International—August 2009-May 2011

Communication

- Taken eight years of Spanish classes and travelled in three Spanish-speaking countries
- Completed advanced writing courses
- Extensive experience in communicating with and teaching speakers of foreign languages

EDUCATION

CAPITAL UNIVERSITY, Columbus, Ohio
Bachelor of Arts, May 2016
Major: English Literature Minor: Spanish
GPA: 3.64/4.00

EMPLOYMENT HISTORY

Ticket and Concessions Associate, August 2014-Present
DREXEL THEATRE, Bexley, Ohio

Barista, Summer 2012
CUP ‘O JOE, Bexley, Ohio

Cosine Seeker
123 Acute Avenue
Columbus, OH 43215
(614) 555-5555
cseeker@gmail.com

When asked to cut and paste your résumé into an employer's online application, use this format, free of any *italics*, **bold**, symbols or drawn lines. Use spacing and capital letters for definition between sections.

OBJECTIVE

A position integrating science and personal communication

EXPERIENCE

Teaching Assistant, September 2014-present
CHEMISTRY DEPARTMENT, Capital University
- Conduct specific research for chemistry textbook in progress
- Transfer text copy from WordPerfect to Word
- Grade student papers, problems and lab reports
- Oversee correspondence to chemistry alumni

Office Manager's Assistant and Physician's Aide, Summer 2015
DR. MARK A. STEINMETZ, M.D., Bluffton, Ohio
- Prepared Medicare and Medicaid claim forms for submission
- Led patients to examination rooms, charted symptoms and vital signs
- Performed basic, in-office lab tests: urinalysis, blood sugar, hemoglobin
- Scheduled appointments
- Assisted with basic office work

Peer Mentor, Smooth Transitions, Fall 2013 and 2014
MULTICULTURAL AFFAIRS, Capital University
- Served as source of guidance for incoming students of color
- Tracked individual progress of 40 students throughout their entire first semester at Capital

Nursing Assistant, Summers 2012-2014
MENNONITE MEMORIAL HOME, Bluffton, Ohio
- Assisted residents with AM & PM care, dental care, dressing
- Served residents at mealtime
- Showered/bathed residents
- Assisted residents afflicted with incontinence
- Escorted residents to activities

ADDITIONAL SKILLS

Laboratory Instrumentation: NMR and IR spectroscopy
Microsoft Word, Access, PowerPoint

EDUCATION

Capital University, Columbus, Ohio
Bachelor of Arts, May 2016
Major: Biology
Minors: Chemistry and Music
GPA: 3.84/4.00

COMMUNITY ACTIVITIES

Darby Creek Environmental Action Coalition
Columbus Community Musical Theater
Habitat for Humanity

REMEMBER THE COVER LETTER

- A cover letter is *always* included with an emailed or mailed resume.
- The purpose is to highlight *specific* information from your resume and background that applies to a *specific* field or position.
- Always write a *personalized* cover letter for *each* job.
- Customize your “sales pitch”, linking your experience, demonstrated skills, course work, and accomplishments to the *specific* requirements (or job duties) of the open position that are revealed in the job posting.
- For assistance with a cover letter, refer to our career guide on “How to Write a Cover Letter” found on our website: <http://www.capital.edu/career-how-to/>

EMAILING & MAILING your COVER LETTERS & RESUMES

When sending your resume and cover letter by e-mail, attach BOTH in Word, RTF, or PDF (PDF is your best option. If you don't know how to create them, ask us).

Or you can send them as one document:

Create one document that contains both your resume and cover letter. After you create your cover letter, go to Page Layout→Breaks→Section Breaks→Next Page. Then go to Insert→File, browse for your resume, select it, and save the new document as something like [YourName]-coverletter&resume.doc. When the employer prints your materials they will only need to open one document and will receive your cover letter and your resume.

In either case, in the **body** of the e-mail write a brief note like:

Dear Kim Anderson,

I have attached my cover letter and resume for the Legal Assistant position. Please let me know if you have any questions.

Dave Student

*NOTE: Instead of sending your resume as “resume.doc”, you should use **your name** in the document name (e.g., DaveStudent coverletter-resume.doc).*

E-mail subject line

Make sure that your subject line will make the employer want to read your email (and not delete it!). This is especially true for the letter of inquiry; in this case, you might want to use the name of the person who referred you (e.g., “Steve Jones referred me”). Otherwise, you might include the name of the position (e.g., “Public Relations Assistant application”).