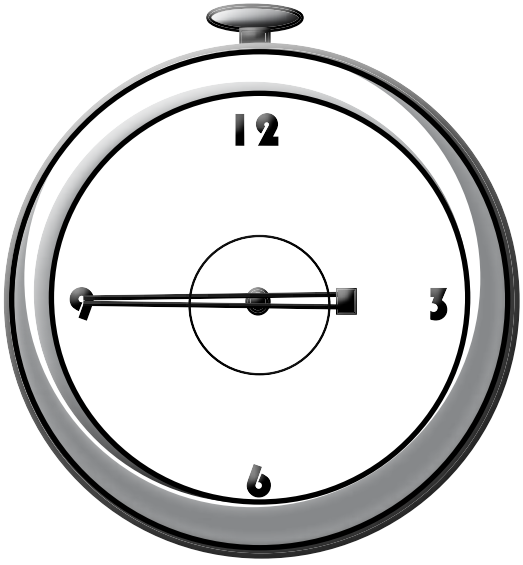
2022 Résumé Guide

Hanover College
Levett Career Center

Résumé Guide



A 5-second countdown begins when an employer picks up your résumé...

Make an impact!

by Margaret Krantz

Tailoring your Résumé

Building a Bridge from Your Past to Your Future

1. **Job or internship objective for this résumé**_____

2. **List ten major tasks** required by your career objective beginning each with a strong verb (onetonline.org and reviewing online postings will help):

3. **Brainstorm the activities** in which you have actually done these, or related, tasks. List as many related activities as you can beside each task in #2.

4. **Convert the exercise into a résumé. Using STAR (Situation/Task, Action, Results) phrasing, Action:** Beginning with the most recent, record each job or activity appearing in #3 above, listing under it the tasks that appear beside it in #2, focusing on the "**A**ctions" you took that relate to your future goal. See "Turn your Notes into a Résumé," page 6; "Great Verbs for Résumés," page 7; and "Résumé Formatting Tips," page 8, for further tips on composing and formatting your résumé.

5. **Results: add your accomplishments for each activity:**
Prove you have been an excellent employee. What were the outcomes or "**R**esults" of all your efforts? Were you named Employee of the Month? All conference? Did you increase the participation in an event, raise more money or impact someone's life or future? Include at least three such results on your résumé.

Tailoring Your Résumé

1. Write your immediate job or internship objective on the form to your left. This step is essential; do not skip it! If you have more than one objective, do this exercise for each.

2. In column 2, list at least ten specific tasks done regularly on that job. If you need help in identifying appropriate tasks, come to the Career Center for assistance, or go to onetonline.org.

3. In column 3, list each job or activity you have had which required you to perform a task related to the one listed. Draw from anything in your background at this point. Be creative and thorough; you can omit things later if they are too farfetched.

4. Convert this information into the relevant sections of your résumé.

5. Add your successes and results.

1

Bank Manager Trainee

2 Job Requirements	3 My Background
Supervise, train employees	Baskin-R, comp. lab mgr, ZZZ, math tutor, PA coord., VBS, Panhel
Interview and hire workers	PA coord., Greek Exec. Bd., Comp. Lab
Prepare work schedules	Comp. lab mgr, Panhel, math tutor
Evaluate employees' performance	Math tutor, B-R, Fac. stud. wkr
Prepare accurate financial reports	Treasurer ZZZ, B-R, math tutor, Fac. stud. wkr, personal taxes
Evaluate loan applications	Fac. stud. wkr, treasurer ZZZ
Explain, sell bank services	Comp. lab mgr, ZZZ, Panhel PR
Resolve complaints	Gk Standards Bd, B-R
Monitor security procedures	B-R, Panhel
Maintain community relations	Philanthropy Committee ZZZ, Panhel PR
Use spreadsheets, develop budgets	Comp. lab mgr, treasurer ZZZ

4 5

RELATED EXPERIENCE

Computer Laboratory Manager, Hanover College, 2020 – Present
- Train and supervise staff of eight; prepare work schedules.
- Explain services and assist students in using facility.
- Maintain familiarity with software including Microsoft Excel and Word.
- Oversee staff with lowest absentee rate in 5 years.

Treasurer, Zeta Zeta Zeta Sorority, 2020 – 2021
- Developed and oversaw $50,000 annual budget; oversaw budget committee.
- Kept accurate financial records using spreadsheet; processed accounts payable and receivable.
- Balanced budget and recovered 50% of fees overdue from past years.

Math Tutor, Hanover College, 2019 – 2020
- Tutored 2 students in pre-calculus and calculus, evaluated performances, identified and addressed problems areas.
- Students improved grades from failing to passing by term's end.

Math Department Student Worker, Hanover College, 2019 – 2020
- Graded calculus exams and recorded grades accurately in Excel.

Counter Clerk, Baskin-Robbins, Summers 2019, 2020
- Trained three new employees; given increase in wages and responsibility second summer.

ACTIVITIES

Peer Advisor Coordinator, Hanover College, 2020 – 2021
- Interviewed 100 applicants to fill 50 leadership positions.

Member, Community Board of Standards, 2021

Public Relations Committee, Panhellenic Council 2020

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Choosing Your Style

The range of acceptable résumé formats is broad; your choice should be determined by the types of information you are trying to highlight — or hide — in your résumé.

Common styles include:

Composite (See examples in the Career Center)

Format
- Organizes information by skill clusters followed by a work experience section listing job title, company, and employment dates.

Advantages
- Combines the functional and chronological formats to give employers the work history they prefer, but in a format that makes the relatedness of your skills more obvious.

Chronological
(See examples on pages 9, 13, 15 – 18)

Format
- Job history is given in reverse chronological order, describing only the tasks that relate to job goal.
- Includes date of employment, job titles, and duties related to the career goal.

Advantages
- The most common format, therefore the most easily followed and understood by employers.
- Makes the relatedness of your background immediately apparent.

Keywords and Phrases

As you write your résumé, be sure to focus on the skills and experience you have that your employer seeks. The terms below will give you an idea of the emphases for a variety of fields. To find additional keywords targeted by electronic résumé scanners, search for your field on the Internet or use the resources in the Career Center.

General Work Traits
Dedicated; Integrity; Accurate; Adapt; Innovative; Leadership; Independent; Delegate; Implement; Interpersonal and communication skills; Writing; Organizational skills; Persuasive; Problem solving; Results-oriented; Eager to learn; Flexible; Attention to detail; Analytical; High energy; Able to set and achieve goals; Work ethic

Accounting
Compile and analyze financial information; Allocate budget; Invoice; Document business transactions; Assess risk; QuickBooks; Audit; Ledger; Conduct inventory; Compute; Budget; Organize accounting procedures; Examine records; Prepare financial statements; Accounts payable; Spreadsheet; Treasurer; Money; Accuracy; Attention to detail; IRS

Advertising Copywriting
Write, edit and layout publications; Adobe Creative Suite; Graphic design; Promote sales; Write content; Consult with colleagues; Web research; Sell; Persuade; Review advertising trends; Correct and revise text; Social media; Project management; Statistics

Athletic Training
Evaluate injuries; Apply first aid; Recommend exercises; Emergency; Document injuries and interventions; Handle crises; Policies; Clinic; Train; Work long hours; Develop and supervise rehab programs; Counsel about proper nutrition; Eating disorders

Coaching
Develop and run drills and practices; Recruit and motivate athletes; Records; Schedule games; Travel; Set-up training schedules; Select teams and players; Plan strategies; Teach techniques and teamwork; Analysis; Youth; Psychology

Computers
SQL; Visual Studio; JavaScript; Java; C#; C++; Digital/Social Media; Network; Python; Internet; System audit; Web technologies; ColdFusion; SAS; Analyze systems; Provide software support; Answer technical questions; Repair hardware; Database management; Coding; Security; Risk assessment; Computer Science major

Environmental Careers
Collect samples; Promote sustainable practices; Develop research methods; Collect and analyze data; Public safety; Assess; Use sampling and measurement devices; Conduct regulatory audits; Plan; Identify, measure, and evaluate environmental impact and hazards; Interpret lab results; Work in field

Event Planning
Plan, schedule, coordinate events; Sales; Promotions; Customer relations; vendors and caterers; CAD; Database; Hospitality; Communication; Client; Troubleshoot; Resolve complaints; Work under pressure; Adapt quickly to range of situations; Attention to detail

Finance, Securities
Financial and strategic planning; Data; Manage risk; Analyze financial status; Buy and sell securities; Determine assets, liabilities, and cash flow; Review and analyze financial data; Analyze company financial statements; Interpret data concerning price, yield, stability,

Applicant Tracking System

(See example on page 14)

Format rules you should follow:

- Put your name by itself at the top.
- Load your résumé with keywords.
- Use broader job titles and common headings.
- Use a plain font (e.g. Calibri, Arial).
- Use a font size of 10 - 14 point.
- Use a minimum of 1" margins.
- Use clear dates: "March 2019" or "03/2019"
- Avoid italics, underlining and shadows.
- Avoid boldface if letters touch each other.
- Avoid special characters and lines.
- Avoid multiple columns even for headings.
- Avoid undefined terms such as "Summer."
- Save as plain text (.txt); check conversion.

Advantages

- Allows recruiters to search based on qualifications. Gives access to major firms.

Functional Skills (See examples in the Career Center)

Format

- Transferable skills are clustered by the three or four most important skill areas of your job or internship goal (e.g., communication, planning, managing, budgeting, counseling, teaching, coaching, etc).
- Omit job title, employer name, and employment date.

Advantages

- Used when targeting a field not obviously supported by your work history and education by separating related transferable skills from unrelated job titles.
- Emphasizes skills supporting a particular objective.

Note: Employers generally do not like this style, finding it difficult to gain the information they need.

Keywords and Phrases (continued)

and future trends; Summarize data describing trends; Create charts and graphs to illustrate reports; Treasurer; Spreadsheet; Budget; QuickBooks

Journalism, Editing

Pitch story leads; Proofread; Edit; Blog; Layout; Evaluate information; Interview sources; Confidentiality; Photo editing; Cover events; Organize ideas; News; Features; Opinions; Investigate tips; Write; Meet deadlines; Verify facts; Research leads; Attention to detail; QuarkXPress; Adobe InDesign; Travel

Laboratory Science

Compile and analyze information; Conduct experiments; Write technical reports; Interpret results; Set up lab equipment; HPLC, UV-Vis, NMR/IR; Document results; Describe observations and conclusions; Use proper instrumentation and procedures; Analyze data using computers

Law Enforcement

Maintain public safety; Enforce rules or laws; Risk management; Security guard; Train in self-defense; Maintain personal fitness; Patrol; Render first aid; Arrest violators; Monitor safety; Write reports; Collect evidence; Prepare cases; Testify

Management

Hire, fire, train, schedule, supervise employees; Evaluate performances; Motivate staff; Develop and allocate budget; Resolve complaints; Recruit; Labor relations; Communication skills; Set and achieve goals; Interview; Performance appraisals; Coordinate; Negotiate; Organization; Ethics; Leadership; Management experience; Consult; Teamwork; Initiative; Advocate

Marketing and Public Relations

Write and edit press releases; Contact media; Meet deadlines; Promote and represent organization to public; Plan strategies; Write articles; Develop press kits, bulletins, sales letters, speeches, and promotional material; Brand; Market research; Strategic campaign;

Math, Actuarial Science, Statistics

Conduct research; Statistical analysis; Data; Regression; Conceive and develop ideas for application of mathematics; Perform computations; Construct probability tables; Use sampling techniques or complete enumeration bases; Evaluate reliability of source information; Plan methods to collect data; Develop questionnaire techniques; Business strategies

Museum Staff

Preserve, classify objects; Plan and direct educational programming; Speak to public; Coordinate and lead activities; Train and schedule volunteers; Develop materials; Plan and prepare exhibits and displays; Work with children; Set policies; design exhibits; Conduct tours; Civic events

Sales

Sell; Persuade; Negotiate; Speak; Goals; Profit; Close deal; Set and attain goals; Travel; Cover territory; Customer relationships; Strategies; Account; Sales promotion activities; Product knowledge; (focus on *results* of efforts)

Social Service

Counsel clients; Document client progress; Write treatment plans; Lead groups; Conduct interviews; Work with ancillary agencies; Work in team; Refer clients; Volunteer; Coordinate; Evaluate; Observe behaviors; Advocate; Socioeconomic group; Populations; Case load; Disability; Mental health; Activities of daily living; Least restrictive environment; Behavioral analysis; Crisis

Teaching

(See Teacher Résumé Guide)

Putting It All Together

Location, Location, Location!

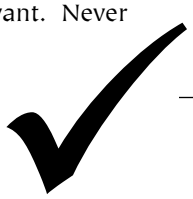
English is read from left to right, top to bottom, so the left margin and top of each section of your résumé is given the most attention by the reader. Try to place the most important section, job, or task first so that it will get the attention it deserves.

Turn your Notes into a Résumé:

- Use the exercise on page 2 to learn exactly what an employer in your field is seeking and to identify your own related skills and experience.
- Choose the style of résumé that's right for you, using the overview boxes on pp. 4 – 5. Select the key words (pp. 4 – 5) and verbs (page 7) that you wish to include in your résumé.
- Begin to draft your résumé. Include an objective that is clear and focused, then list your greatest asset (for college students, it is your education). Go on to your next greatest strength. If you have strong, related experience, list it, starting with the most recent job you've had that you included in part 3 of the Tailoring your Résumé worksheet on page 2. Whenever possible, phrase your bullets in STAR (situation/task, action or result) format. If your experience (both work and leadership) is weak, start with a profile, listing your skills.
- Add other sections in order of their relevance to your goal. See page 10 for possible sections to include.
- Be consistent: if you list your job title, employer's name, and employment date, in that order, for one job, do so for all.
- One page or two? Employers are more flexible on this point than in the past; therefore, it is your job to ensure all information you include is relevant. Never exceed two pages.

Appearance Matters:

- DO **NOT** USE A TEMPLATE, or "wizard." Employers tell us they make you look either stupid or lazy!
- Use a clear, legible font (e.g. Times New Roman, or Calibri). Avoid ornate fonts, which are difficult to read.
- Use 11 or 12 point font size for the entire text except your name, which can be emphasized through 16 or 18 point lettering.
- Use bold, italics or uppercase for emphasis but avoid underlining, which is difficult to skim.
- Create bullets using the tips on the back page of this guide. Leave one space after each bullet, then begin the first word with a capital letter.
- Add one space before and after every dash that stands for a word like "through" or "to" as in 2021 – Present. (Do not do this in other cases, as in phone numbers or in hyphenated words like "entry-level.") All your hyphens should match each other. When you type "2021 – Present" with the spaces around the hyphen to begin with, Word converts it to an en-dash (wider and thinner). If you forget the spaces at first and add them later, it will stay a normal hyphen: "2021 - Present."
- Print each copy out individually on a laser printer on good quality paper of a conservative color (white or ivory).
- See page 8 for further résumé-formatting tips.



Include:

- Industry-specific keywords that relate to your career goal throughout your document.
- Cell phone number (be sure that your voice mail message is clear and won't embarrass you).
- Unusual activities you've done, especially off-campus study, travel, research grants, independent study, volunteering.
- Special skills including computer abilities, foreign language skills, and leadership background.
- Grade point average if it is over 3.0. If it falls below that mark, calculate your major GPA and include it if it is above 3.0.

Omit:

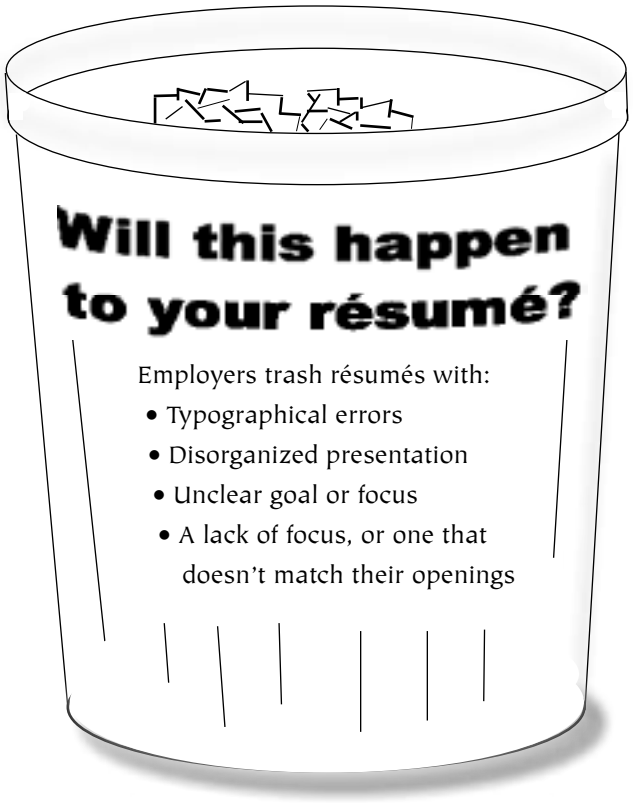
- Pronouns, articles, and subjective adjectives (e.g. "warm" atmosphere).
- Information that is not related to your goal (see exercise on pp. 2 – 3).
- Personal information such as height, weight, health, marital status, and social security number.
- Specific references to political parties unless applying to work for that party. Limit references to religious or greek organizations unless you are applying to work specifically for them.
- The word "duties." (Instead, use "Responsibilities.")

Personalize This List!

Using 2 different colored pens, highlight:

- Verbs describing your own work experience, and
- Verbs required by your career goal.

Then include the verbs that overlap on your résumé using simple present tense for roles you still have and simple past for those that are complete.



"An Owed to the Spelling Checker"

I have a spelling checker
It came with my PC
It plane lee marks four my revue
Miss steaks aye can knot sea.
Eye ran this poem threw it,
Your sure reel glad two no.
Its vary polished in it's weigh
My checker tolled me sew....

—Anonymous from the Internet

Great Verbs for Résumés

Accomplished	Edited	Persuaded
Acquired	Enabled	Planned
Adapted	Established	Prepared
Addressed	Evaluated	Presented
Administered	Examined	Processed
Advertised	Exceeded	Procured
Advised	Expedited	Produced
Allocated	Explained	Programmed
Analyzed	Facilitated	Projected
Appraised	Financed	Promoted
Approved	Fired	Proposed
Arbitrated	Formulated	Protected
Arranged	Forecasted	Provided
Assessed	Founded	Publicized
Assigned	Generated	Published
Audited	Guided	Purchased
Authored	Handled	Recommended
Balanced	Hired	Reconstructed
Boosted	Identified	Recruited
Briefed	Illustrated	Referred
Budgeted	Implemented	Released
Calculated	Improved	Reported
Chaired	Increased	Represented
Clarified	Influenced	Researched
Coached	Informed	Reviewed
Collaborated	Initiated	Revised
Collected	Inspected	Revitalized
Communicated	Instituted	Scheduled
Compiled	Instructed	Screened
Composed	Integrated	Secured
Computed	Interpreted	Selected
Conducted	Interviewed	Set up
Configured	Introduced	Sold
Consulted	Invented	Solved
Contracted	Investigated	Solicited
Convinced	Launched	Spoke
Cooperated	Led	Stimulated
Coordinated	Maintained	Strengthened
Corresponded	Managed	Succeeded
Counseled	Marketed	Summarized
Created	Mediated	Supervised
Critiqued	Mentored	Surveyed
Decided	Moderated	Synthesized
Delegated	Monitored	Systematized
Demonstrated	Motivated	Taught
Designed	Negotiated	Tested
Determined	Notified	Trained
Developed	Operated	Translated
Devised	Organized	Tutored
Directed	Originated	Updated
Discovered	Oversaw	Upgraded
Documented	Participated	Verified
Drafted	Performed	Wrote

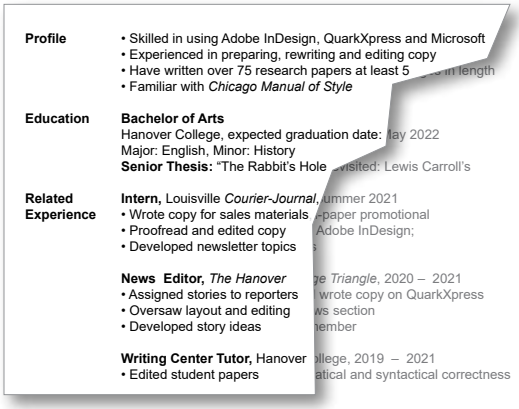
Résumé Formatting Tricks

The résumé on page 9, opposite, is filled with devices to draw the attention of the reader, as is illustrated below. Incorporate these techniques into your résumé to ensure it has the impact you desire.

The Hot Zone

We read English from top to bottom and from left to right. Therefore, to emphasize key ideas, place them near the top left, as in the example to the right.

In your lists of tasks (not jobs), always begin and end with the two most related to your goal, as readers are more likely to notice and remember the first and last listed items. If your reader is only skimming, you will still make your point effectively.



Profile
- Skilled in using Adobe InDesign, QuarkXpress and Microsoft
- Experienced in preparing, rewriting and editing copy
- Have written over 75 research papers at least 5 [illegible] in length
- Familiar with *Chicago Manual of Style*

Education

Bachelor of Arts
Hanover College, expected graduation date: [illegible]ay 2022
Major: English, Minor: History
Senior Thesis: "The Rabbit's Hole [illegible]visited: Lewis Carroll's

Related Experience

Intern, Louisville *Courier-Journal*, [illegible]ummer 2021
- Wrote copy for sales materials [illegible]-paper promotional
- Proofread and edited copy [illegible]Adobe InDesign;
- Developed newsletter topics [illegible]

News Editor, *The Hanover* [illegible]*ge Triangle*, 2020 – 2021
- Assigned stories to reporters [illegible]wrote copy on QuarkXpress
- Oversaw layout and editing [illegible]ws section
- Developed story ideas [illegible]ember

Writing Center Tutor, Hanover [illegible]llege, 2019 – 2021
- Edited student papers [illegible]atical and syntactical correctness

Intern, Louisville *Courier-Journal*, Summer 2021
- Wrote copy for sales materials, in-paper promotional advertising, advertisers' newsletter and other marketing materials
- Proofread and edited copy, responsible for layout
- Researched in-paper campaigns, participated in development of creative concepts, wrote copy for campaigns
- Developed newsletter topic ideas

News Editor, *The Hanover College Triangle*, 2020 – 2021
- Assigned stories to reporters and wrote copy on QuarkXpress
- Oversaw layout and editing of news section; motivated staff
- Developed story ideas as a team member

Visual Accents

Visual accents are like seasoning in a bland dish: they add appeal, but only if used with restraint and balance. Draw attention to key points through use of:

- bullets,
- boldface type, and
- uncommon punctuation (quotation marks, etc).

Break up text blocks with white space and bold type. Note: See the back cover for tips on making bullets that don't include problematic formatting.

Length

The more space you spend describing an activity, the more you ensure that the reader will notice it and the more important the activity will seem. Be sure only to describe those things readers need to know to decide to hire you for their position.

Intern, Louisville *Courier-Journal*, Summer 2021
- Wrote copy for sales materials, in-paper promotional advertising, advertisers' newsletter and other marketing materials
- Proofread and edited copy, responsible for layout
- Researched in-paper campaigns, participated in development of creative concepts, wrote copy for campaigns
- Developed newsletter topic ideas

News Editor, *The Hanover College Triangle*, 2020 – 2021
- Assigned stories to reporters and wrote copy
- Responsible for layout and editing of news section

- Skilled in using ***Adobe InDesign, QuarkXpress*** and Microsoft Word
- Able to meet deadlines and to work under time constraints
- Have written over 75 research papers at least 5 pages in length

Intern, Louisville *Courier-Journal*, Summer 2021
- Wrote copy for sales materials, in-paper promotional advertising, advertisers' newsletter and other marketing materials
- Proofread and edited copy using ***InDesign***; responsible for layout

News Editor, *The Hanover College Triangle*, 2020 – 2021
- Assigned stories to reporters and wrote copy using ***QuarkXpress***

Repetition

Like a hammer pounding a nail, repetition drives your point home. Be sure to restate your strengths in varying ways whenever possible, while avoiding repetition of things not related to the position. Bear in mind that referring to any skill twice emphasizes it; adding a third mention of it makes it a focal point.

Consistency

Choose a style and stick with it. Your heading for each job should give the same information in the same order with the same punctuation in each case. Watch details such as matching dashes, consistent use of commas to separate information, and final periods.

Intern, Louisville *Courier-Journal*, Summer 2021

News Editor, *The Hanover College Triangle*, 2020 – 2021

Learning Center Tutor, Hanover College, 2019 – 2021

Editor-in-Chief, *The Jetstream,* 2017 – 2018

Chronological Résumé
(see rules on page 4)
Font: Arial 11 point
Goal: Editing

Charles A. Dodgson

1116 Willow-on-Thames Lane
Oxford, OH 32067
(541) 999-1212
dodgsonc22@hanover.edu

Profile

- Skilled in using Adobe InDesign, QuarkXpress and Microsoft Word
- Able to meet deadlines and to work under time constraints
- Experienced in preparing, rewriting and editing copy
- Have written over 75 research papers at least 5 pages in length
- Familiar with *Chicago Manual of Style*

Education

Bachelor of Arts
Hanover College, expected graduation date: May 2022
Major: English, Minor: History
Senior Thesis: "The Rabbit's Hole Revisited: Lewis Carroll's *Alice in Wonderland* after One Hundred Years."

- Researched, wrote and edited 80-page paper; presented research to Butler Undergraduate Research Conference

Richter Independent Research Grant: Poetry in British Pubs, London, 2021

Editing Experience

Intern, Louisville *Courier-Journal*, Summer 2021

- Wrote copy for sales materials, in-paper promotional advertising, advertisers' newsletter and other marketing materials
- Proofread and edited copy using Adobe InDesign; responsible for layout
- Researched in-paper campaigns, participated in development of creative concepts; brainstormed and wrote copy for advertising campaigns
- Developed newsletter topic ideas

News Editor, *The Hanover College Triangle*, 2020 – 2021

- Assigned stories to reporters and wrote copy on QuarkXpress
- Oversaw layout and editing of news section; motivated and supervised staff
- Developed story ideas as team member
- Managed web edition of newspaper

Learning Center Writing Tutor, Hanover College, 2019 – 2021

- Edited student papers for grammatical and syntactical correctness, organization, creativity, and clarity of expression
- Used standard proofreading and correction symbols

Editor-in-Chief, *The Jetstream,* 2017 – 2018

- Recruited and supervised 10 editors of high school newspaper
- Enforced deadlines; presided over weekly editorial and staff meetings
- Worked also as editor and reporter 2016 – 2017; used Adobe InDesign

Related Activities

Contributor, *Kennings Literary Journal*, 2021
Historian, Scholarship Chair, Judicial Committee, Zeta Zeta Zeta Fraternity 2019 – 2021

- Recorded details of events and activities of chapter
- Wrote article for national monthly newsletter

Interns: "Experience Required"? Says Who?

Often students searching for a job or internship are met with the phrase "experience required." Don't be discouraged by this; you can outline your related, or "transferable," skills to demonstrate to a potential employer that you are worth hiring. Read the sections below, then compare with the résumé on page 11.

Draw from your:

Classes and Liberal Arts Skills

Comb through your course syllabi; they list the skills and tasks you are expected to develop through the class. Note those skills that are sought by the job or internship you're applying for (if you aren't sure, search for the job title through onetonline.org under the tab, "job tasks"). Remember to describe your liberal arts skills (writing, speaking, analysis).

For Example:
If you are taking Organizational Communication, the syllabus states that "[Students will learn to use] critical thinking to analyze the communication that occurs in organizations, gain experience in delivering oral presentations to specific audiences, [and] gain experience functioning in small groups." These skills can appear in your profile or summary of skills section as below:

- Skilled in critical thinking and analysis
- Experienced in delivering presentations to a variety of audiences
- Experienced team member

Character

Employers most highly value enthusiasm for their job or internship position, but also seek traits such as dependability, punctuality, initiative, quick learning, productivity, flexibility, independence and cooperation, among others. Which best describe you?

How to Include Them:
Place general trait statements in your profile section, as in the first example below, or as a bullet statement describing your job, as in the second example:

- Possess excellent initiative; quick learner
- Opened and operated office independently in absence of manager

Past Experience and Activities

Experience does not have to be formal or paid to be valuable: your clubs, odd jobs, volunteer work, sports, and hobbies have taught you skills that may interest future employers. Research the skills needed for the job or internship you are seeking, and the ways you have developed them. (See the exercise on page 2.)

For Example:
A lifeguard's tasks can apply to several positions:

- Teach water safety and swim lessons (teaching)
- Maintain alertness; stay calm in emergencies (police)
- Manage snack bar; keep accurate records (management)

Choosing Sections that Fit your Background

Résumés can be as individual as fingerprints. Choose headings and descriptions that show specific employers the ways that you are well-suited for their positions. You should always include your name, contact information and education; however, other possible sections depend on your strengths and the relevance to the job or internship you are seeking. Here are a few possibilities:

- Related Experience (can include related volunteer or extracurricular activities)
- Other Experience
- Leadership Activities
- Honors and Awards
- Summary, Profile, or Highlights of Skills (lists facts that are true about you, but may not have been demonstrated in an organized activity or job. See examples on pp. 9, 11, 12, 16, and 18.)
- _____ Skills (related to your field, e.g., Computer Skills, Laboratory Skills, or Teaching Skills)
- Volunteer Experience
- Extracurricular Activities
- Objective (these are becoming less common today. If you include one, be sure to make it brief and clear. Avoid phrasing it in terms of the ways the job or internship would benefit you; employers want to know how they will benefit from hiring you.)

Internship Résumé
(see tips on pp. 4 and 10)
Font: Cambria 11 point
Goal: Video Production

A. Virginia Woolf

1882 Dalloway Street
London, MA 19410
(212) 876-3423
woolfa23@hanover.edu

Profile
- Experienced in writing and editing news stories
- Skilled in delivering presentations to a variety of audiences
- Possess excellent initiative; quick learner

Education

Working toward Bachelor of Arts, Hanover College, expected graduation: May 2023
Major: Communication; Minor: Film Studies
Cumulative Grade Point Average: 3.36; Dean's List, Fall 2021
Related Coursework: Advanced Video Production, Survey of Mass Media, Video Production (created and edited multiple clips), Visual Communication (created and produced a short clip), Screenwriting (wrote a full-length screenplay)

Related Experience

Student Broadcast Association, Hanover College, 2020 – present
- Direct camera operators for live streaming via Internet
- Multitask as technical director operating the video switcher
- Serve as technical director for series of cultural and sporting events, listening carefully as instructed; offer suggestions for best possible picture
- Program and administer the character generator for several live stream productions
- Assist as camera operator during field shoots
- Set up lighting and sound equipment during interviews and other cultural events around and off campus

Other Experience and Activities

Student Ambassador, Admissions & Financial Aid, Hanover College, August 2020 – May 2021
- Provided tours throughout campus and hosted prospective students overnight
- Assisted with the admittance of new students; provided feedback on applicants
- Maintained communication with students before and after they enrolled
- Contributed to telemarketing campaign

Lifeguard, Bloomsbury Community Pool, Summers 2019 – 2021
- Communicated with public; taught swim lessons; enforced safety rules with peers and public
- Maintained accurate records of incidents and attendance; trained other lifeguards
- Promoted to Head Lifeguard in 2021

Representative, Hall Government, Crowe Hall, Hanover College, 2019 – 2021
- Organized and led meetings; developed programming to educate and engage residents
- Reelected in second year based on residents' satisfaction

Event Planner, Love Out Loud, Hanover College, 2020 – 2021
- Set up informational programming; promoted events

Intramural softball, volleyball, and ultimate frisbee

Internship Résumé
(see tips on pp. 4 and 10)
Font: Times New Roman 11 point
Goal: Camp Counselor

Marcie L. Cicero

Hanover College, Unit 2021
Hanover, IN 47243

(812) 599-5555
cicerom23@hanover.edu

Highlights of Skills:

- Experienced in planning activities for children and adolescents
- Background in program coordination
- Skilled in motivating others; enthusiastic and energetic
- Possess strong organizational and customer service skills

Education:

Earning Bachelor of Arts, Hanover College, Expected Graduation Date: May 2023
Classics Major, Cumulative Grade Point Average: 3.2; Dean's List
Study Abroad: Katholieke Universiteit, Leuven Belgium, Winter 2021

Related Experience:

Learning Center Tutor, Hanover College (September 2020 – Present)
- Work with students, provide individual meetings, and teach communication skills
- Assist drop-in students to develop essays and organize ideas; understand and explain rules of grammar
- Provide advice for adjusting to college-level work; answer questions
- Have received excellent evaluations from students and supervisor

Peer Advisor, Hanover College (September 2020 – June 2021)
- Mentored group of first year students during the transition to college life; develop programming

Substitute Teacher, Southwestern Jefferson County School Corporation (2021)
- Led classes for elementary students, grades 2, 4, and 5, as planned by teacher
- Kept accurate attendance records; collected and graded assignments; recorded grades in spreadsheet

Other Activities:

Office Assistant, Classics Department, Hanover College (September 2020 – May 2021)
- Ran office equipment, organized files, and answered phone inquiries
- Used MS Word and cataloguing software to track materials; researched books through interlibrary loan

Vice President Membership/Recruitment, Zeta Zeta Zeta Fraternity (2020 – 2021)
- Coordinated chapter recruitment and membership selection process
- Oversaw all recruitment events; planned and developed activities to draw new members
- Increased pledge class 10% over previous year

Staff, Shoebox Restaurant, Hanover College (September – December 2020)

Team Member, Taco Bell (Summer 2019 – 2020)
- Worked with public; resolved customer complaints

Vice President, National Honor Society (2019 – 2020)
- Developed and participated in community service activities; co-led weekly meetings

Online Résumé
(see rules on page 4)
Font: Garamond 12 point
Goal: Social Services

Dorothea J. Dix

(219) 755-3434
dixd22@hanover.edu

Objective

To obtain a position in social services working with at-risk adolescents

Education

Bachelor of Arts, Hanover College, expected May 2022
Major: Psychology; Dean's List
Grade Point Average: Most Recent Term 3.7, Cumulative: 3.1
Additional Course work: Behavior Management (Indiana University Southeast)
Study Abroad: University of Wollongong, Australia, Fall 2020

Related Experience

Intern, LifeSpring Mental Health Services (September 2021 – Present)
• Provide case management for adult clients and children
• Develop objectives for each client; teach activities of daily living skills
• Monitor and document condition of clients receiving services
• Work in treatment team; act as a liaison with other agencies
• Observe group therapy sessions

Teacher-Therapist, Englishton Park Children's Program (Summer 2021)
• Taught academic subjects to children diagnosed with ADD and ADHD
• Counseled emotionally at-risk children
• Implemented a behavior modification system using a token economy
• Held case conferences for each child with parents, foster parents and caseworkers

Volunteer Experience

Peer Advisor, Hanover College (January 2021 – Present)
• Develop and lead programming to promote first year integration into college life
• Participate in the selection and training of new peer advisors

Volunteer Teacher, Girls, Inc. (January – May 2021)
• Selected curriculum and led classes for girls aged 6 though 13; interacted with parents

L.I.N.K. (Love is Needed by Kids), Hanover College (September 2019 – 2020)
• Sponsored a child as a big sister; planned engaging activities; served as positive role model

Other Experience

Ambassador, Hanover College Office of Admissions (2019 – 2020)
• Provided tours of campus; answered questions; developed rapport with prospective students

Caterer, Sodexo (2019 – 2020)

Sales Associate, Peebles (Summers 2019, 2020)

Honors and Activities

Volunteer Service Award, Hanover College 2021
National Honor Society
Intramural Softball, Volleyball
Academic Honors Diploma

Scannable (ATS) Résumé
(see rules on page 5)
Font: Arial 10 point
Goal: IT Staff

Charles Babbage

617-232-1871
babbagec22@hanover.edu

KEYWORDS:
Python, C#, C++, SQL, PERL-CGI, ColdFusion, HTML, Java Script, Adobe Flash, Unix, OS X, Corel Draw x4, 3D Studio, Visual Studio, Paintshop Pro, Adobe CS5, Microsoft Office, Windows Vista, dBase IV, Bachelor of Arts Computer Science, Project Technician, Technical Assistant, Web Page Designer, Database System Designer, Software Support, Ethernet, Software Upgrading, Troubleshooter

EDUCATION:
Hanover College Senior, expected graduation May 2022
Majors: Computer Science, Mathematics
Cumulative Grade Point Average: 3.3/4.0

COMPUTER SKILLS:
High Level Languages – Python, C#, C++, Visual Studio, SQL, PERL-CGI
Web Page Design – HTML, Java Script, Adobe Flash
Graphics Software – CorelDRAW, Adobe CS5, Adobe Photoshop and Illustrator, Paintshop Pro
Application Packages – Oracle, Microsoft Office, dBase IV, WordPerfect, QuickBooks Pro
Operating Systems – Unix, MS-DOS, Windows Vista, Mac OS X

COMPUTER-RELATED EXPERIENCE:
INTERN, Acme Development Group, June – August 2021
- Directed project to support Windows Vista service; built employee databases using Microsoft Access
- Developed payroll system using QuickBooks Pro that was implemented at end of summer

TECHNICAL ASSISTANT, Hanover Economics Department, August 2020 – May 2021
- Created and maintained web page to make classes interactive on the web
- Acted as troubleshooter for class lab assignments and interactive lectures
- Worked as computer lab instructor for a course, receiving excellent ratings

PROJECT TECHNICIAN, Clawson Communication, June – August 2020
- Installed fiber-optics based Ethernet system at Hanover College; handled troubleshooting
- Performed Ethernet card installation and software updating for students

DATABASE SYSTEM DESIGNER, Singapore Airlines, May – June 2020
- Designed database system for priority passenger service using dBase Plus

COMPUTER LAB ASSISTANT, Hanover College Academic Computing, May 2019 – May 2020
- Provided software support for Windows and Macintosh platforms, performed system upgrades

WEB PAGE DESIGNER
- Personal Web Page – http://www2.hanover.edu/student/babbage
- Webmaster for Sigma Chi – http://www2.hanover.edu/student/sigmachi/

HONORS AND ACTIVITIES:
Petticrew Computer Scholar
Association for Computing Machinery

Chronological Résumé
(see rules on page 4)
Font: Book Antiqua 11 point
Goal: Biological Research

Rachel M. Carson

P. O. Box 370
Paris, KY 40046
(812) 866-8223
carsonr22@hanover.edu

Education

Bachelor of Arts, Hanover College, expected graduation: May 2022
Major: Biology, Minor: Chemistry
Cumulative Grade Point Average: 3.2
Senior Thesis: "Effect of Anthrax on Dogwood at Big Oaks National Wildlife Refuge"
- Wrote a 50 page publication-quality research paper, available in the Hanover library
- Will present findings at the Butler Undergraduate Research Conference in Indianapolis in April 2022

Related Course work: Ecology and Evolution, Cells and Systems, Biodiversity, Genetics, Herpetology, Mammology, Plant Physiology, Chemistry, Biochemistry, Calculus, Statistics

Laboratory and Field Skills

- Recombinant DNA techniques (vector cloning, splicing)
- Electrophoresis; protein purification
- Thin-layer, gas, and high performance liquid chromatography (HPLC)
- Enzyme kinetics
- Taxonomic identification of vascular plants
- Extensive field observation, data analysis
- Cytological evaluation of meiotic and mitotic plant tissues

Tech Skills

Microsoft Access, Excel, C++, C#, Scheme, dBase Plus, Microsoft Word, WordPerfect

Related Work Experience

Biology Laboratory Assistant, Hanover College, 2019 - Present
- Run practice intro labs to troubleshoot the process
- Set up equipment for experiments; provide feedback on lab reports
- Answer all student questions in absence of professor

Seed Crew Supervisor, Holden Seed Foundation, Summers 2019 - 2020
- Conducted pollination and hybridization experiments
- Developed a database for seed and plant inventories
- Recorded findings and wrote summary reports; presented results to supervisors
- Supervised and trained 8 new employees; participated in evaluations
- Promoted from crew member to supervisor in 2020

BioBlitz Student Volunteer, Hanover College, Fall 2020
- Collected and catalogued wildlife in and around the Hanover College campus during a 24-hour event; posted results to website
- Exhibited the specimens for public education before releasing them

Activities

Tri-Beta Biological Honor Society, Hanover College, 2021 - Present
- Participate in setting up speakers and events

International Club, Hanover College, 2019 - Present
- Plan cultural and educational events and activities

Chronological Format
Font: Calibri 11 point
Goal: Social Justice Advocate

Eleanor Holmes Norton

5800 Hamilton Road, Liberty, OH, 45099 • nortone22@hanover.edu • 513.565.6900

Profile

- Experienced in developing and implementing events to create awareness of social justice issues
- Skilled in promoting initiatives through a range of social media
- Possess excellent work ethic, leadership and problem-solving skills

Education

Bachelor of Arts, Hanover College, Hanover, IN, May 2022
Major: Political Communication
The Washington Center Academic Internship Program, Washington D.C., August 2019 – December 2019

Professional Experience

IT & Ops Intern, Democratic National Committee Headquarters, Washington D.C., May 2020 – August 2020
- Created a new system to document and track employee equipment and personal contact information
- Audited contracts and equipment databases; organized the removal of 300 pieces of equipment
- Developed scripts and organizing details for the ambassadors of the Seat at The Table initiative
- Uploaded vendor and other DNC contracts; assessed the billing with the contracted DNC law firm

Campaign Intern, Beyond the Bomb, Washington D.C., August 2019 – December 2019
- Researched and developed nuclear policy curriculum for high school students
- Cultivated organization coalition outreach initiatives and messaging for 90 organizations
- Crafted content for social media release and website articles

Scholar, McKinney School of Law and Leadership Academy, Indianapolis, IN, June 2019
- Briefed criminal cases and drafted closing arguments to deliver in Mock Trial; crafted oral arguments

Fellow, Organizing for America, Butler County, OH, June 2017 – November 2017
- Updated VAN database for potential voters in Butler County
- Managed 20 local volunteers within West Chester township
- Coordinated community outreach events such as phone-banking, watch parties, etc.

Leadership Experience

President and Founder, Black Student Union, Hanover College, April 2018 – May 2021
- Partnered with Office of Student Life to create the Alma Gene Prince Multicultural Housing Community
- Created a Black Student Union Newsletter to recognize the accomplishments of Black Students
- Started a peer-mentoring program to connect incoming Black students with upperclassmen
- Established and hosted Hanover's first Afro-Centric graduation ceremony

Scholar, Benjamin Templeton Scholarship Program, Hanover College, March 2017 – May 2021
- Established a Principles of Hanover Scholarship, raising $2,500 in three-weeks
- Strategized and implemented tactics to stimulate constructive dialogue for on-campus social justice issues
- Developed yearlong social justice projects with cross-cohort groups to address hate speech

Communication Director, Hanover College Democrats Club, August 2018 – May 2021
- Promoted bipartisan dialogue through social events

Sprint Captain, Track and Field, Hanover College, August 2017 – May 2020
- Helped lead the team to first indoor conference win and first outdoor conference win in five years

Harvard-Style Format
Font: Times New Rm 11 point
Goal: Bank Management

Michael B. Angelo

angelom22@hanover.edu
linkedin.com/in/michaelangelo
(812) 866-7555

Education:

Bachelor of Arts, Hanover College, anticipated May 2022
Major: Economic, Business Scholar
Cumulative Grade Point Average: 3.2; Dean's List (3 terms)
Research Grant: "Taxes at Work: State-Supported Art in Italy," Rome, Italy

Computer Skills:

Microsoft Excel, PowerPoint, Word, Access; FileMaker Pro database

Related Experience:

Intern, First Bank of Florence, Summer 2021
Conducted customer surveys and analyzed results; presented findings to vice presidents. Compiled and analyzed records of bank's compliance with Community Reinvestment and Sarbanes-Oxley (SOX) Acts, and designed documents promoting bank's services.
• Expanded list of potential customers by 12%.
• Received an "outstanding" evaluation, the highest possible.

Coordinator, Medici Student Investment Club, Medici Brokers, 2019 – 2020
Chaired and coordinated monthly meetings of student investors; bought and sold marketable securities; reviewed existing portfolio on monthly basis.
• Increased portfolio by 14%.
• 100% of stock options presented to club were purchased.

Manager, Charlie's Homemade Ice Cream & Edibles, Summers 2019 – 2020
Hired and trained 3 employees; participated in staff evaluations; processed payroll and tracked inventory; negotiated with vendors.
• Promoted to assistant manager at 17, and to manager at 18.
• Created promotional strategy that increased sales by 10%.

Additional Experience:

Computer Laboratory Assistant, Hanover College, 2019 – 2020
Provided software support to students using facility; demonstrated use of Excel; performed periodic diagnostic checks on hardware.

Production, Sistine Marble Works, Summer 2018

Leadership Activities:

Treasurer, International Club
Allocated annual budget and tracked expenditures for 25 member organization.
• Recouped $2,000 in overdue bills.

Delegate, Model League of Arab States
House Manager, Social Chair, Executive Committee, Zeta Zeta Zeta Fraternity
Varsity Basketball (4 years), Hanover College
Volunteer, Lide White Boys and Girls Club

Chronological Résumé
(see rules on page 4)
Font: Tahoma 11 point
Goal: Art Museum Position

Natasha Rostov

6150 Hermitage Lane
St. Petersburg, FL 33731
(813) 545-6900
rostovn22@hanover.edu

Profile

- Skilled in leading tours and working with the public
- Possess excellent communication skills
- Experienced in digital imaging and scanning technology
- Have strong event planning and organizational skills

Education

Bachelor of Arts, Hanover College, expected graduation date: May 2022
Major: Art History, Minor: Theology
Major Grade Point Average: 3.5; Cumulative Grade Point Average: 3.0
Dean's List (3 terms), Mortar Board
Senior Thesis: "Delacroix and Gericault: The French Romantic Movement"

Museum Experience

Intern, Cincinnati Art Museum, Summer 2021

- Participated in organizing exhibitions of medieval religious art collection on loan from the Metropolitan Museum of Art
- Acted as tour guide in the medieval section; interacted with patrons and fielded questions; wrote educational materials for section
- Used MS Visio 2021 to diagram event setups
- Prepared information brochures for upcoming exhibitions
- Developed and led children's programming for over 500 children in total

Tour Guide, The New Mexico Art Institute, Summer 2020

- Answered questions and assisted patrons in medieval, renaissance, and post-modern exhibitions
- Participated in leading children's tours; led crafts activities
- Sold museum memberships, surpassing goals by nearly 10%

Gallery Attendant, Hanover College Art Gallery, 2019 – 2020

- Participated in organizing exhibitions at the College; wrote exhibit materials
- Assisted patrons, answered questions and monitored security

Other Experience

Camp Counselor, Pensacola Summer Camp, Summer 2019

- Coordinated arts and crafts activities for children aged 6 – 12
- Organized and led field trip to Orlando Museum of Fine Arts

Foreign Languages

Spanish – fluent: can prepare and give presentations, translate articles
French – fair: can understand and speak, read articles for own use

Computer Skills

Microsoft Visio 2021, Word, PowerPoint, Excel, Access

Other Activities

Habitat for Humanity (2 years)
Softball Team (3 years)
Debate Club (2 years)
Track Team (1 year)

Detailed Résumé Rubric

How did you do?
For each factor below, highlight the description that best describes your résumé. Find your average raw score for each section at top and multiply:

Content raw score x 5 _____ +
Format raw score x 1: _____ +
Mechanics raw score x 1: _____ = _____ (Total)

	Criterion	**Excellent** (raw score 4)	**Good** (raw score 3)	**Fair** (raw score 2)	**Poor** (raw score 1)
Content	**Clear and supported goals:**	• Goal is very clear: skillfully highlights specific related skills, experience, and traits.	• Goal is clear: highlights some related skills and experience.	• Provides content that does not coalesce around a clear goal; related experience thin.	• No clear goal; a significant lack of focus; lacks related experience.
	Key words:	• Uses specific key words frequently and effectively.	• When uses key words, does so effectively.	• Includes some key words, but also includes unrelated information.	• Omits key words.
	Verbs:	• Verbs are strong, active, related to goal.	• Verbs are related to goal.	• Most verbs are related to goal.	• Omits verbs or uses weak ones.
	Results:	• Includes 3 or more strong accomplishments from past experience.	• Includes 2 related accomplishments when describing experience.	• Includes only 1 specific accomplishment from past experience.	• Includes no specific accomplishments.
	Headings:	• Headings showcase the writer's strengths while matching the job requirements.	• Headings are appropriate for the writer and match the goal.	• Headings do not clearly support the goal or highlight the writer's strengths.	• Headings do not support goal or highlight strengths at all.
Format	**Organization:**	• Organization clearly conveys the relative importance of items.	• Generally conveys appropriate emphases.	• Inconsistent organizationally.	• Appears disorganized.
	Use of location:	• Prominently features the most important items near top and left.	• Tends to place important items near top.	• Obscures strengths relative to the position.	• Formatting choices distract from content.
	Verb tenses:	• Uses correct verb tenses to match dates.	• Verb tenses do not always match dates.	• Verb tenses do not match dates sometimes.	• Verb tenses do not match dates; absent.
	Emphases:	• Emphasizes 1-2 central skills, restating them 2-3 times with varied language; provides more detail for related activities.	• Highlights at least one key idea, restating with varied language; emphasizes related past experience through greater detail.	• Does not convey a reliable or clear sense of emphasis, but may imply one.	• Does not emphasize key ideas; repeats exact wording one or more times.
	Visual highlights:	• Effectively highlights key ideas with bold and bullets.	• Uses bold and bullets effectively for the most part.	• Uses discernible formatting, but not in a way that draws the reader's eye effectively.	• Does not format using bold or bullets to emphasize key information.
	Fonts:	• Well-chosen, clear, and easy-to-read.	• Clear and easy-to-read.	• Somewhat distracting or difficult to read.	• Difficult to read or busy.
Mechanics	**Length:**	• Fills page effectively; conforms to the length standard in industry.	• Fills nearly all of or entire page effectively.	• Has some obvious unused "white" space, or is too long.	• Has significant unused "white" space, or 2 + pages.
	Punctuation and proofing:	• Avoids all errors; uses consistent punctuation; explains acronyms.	• Uses punctuation consistently with 1-2 exceptions; has no typos.	• Includes more than one error each in punctuation and proofreading.	• Has several typos; is inconsistent in punctuation; uses unclear acronyms.
	Standard protocol:	• Avoids unnecessary articles and pronouns; omits personal info.	• Avoids articles and pronouns.	• Generally avoids articles and pronouns.	• Ignores most standard résumé protocol.
	Reverse chronology:	• Uses reverse chronological order to advantage.	• Uses reverse chronological order.	• Is inconsistent chronologically.	• Does not use reverse chronological order.
	Contact information:	• Provides clear contact information.	• Provides contact information.	• Wastes space when listing contact info.	• Provides outdated contact information.

After you Graduate

Keep your résumé up-to-date:

- As you continue along your career path, be sure to add each new job to your résumé. Save your all of your job descriptions to help with wording.
- Drop specific references to old college activities as you replace them with leadership experience within your job and volunteerism in the community.
- After you get your first job, remove your grade point average and specific scholarships, but leave more summary statements, such as "Bachelor of Arts *Cum Laude*." When your work experience merits it, move it above education.

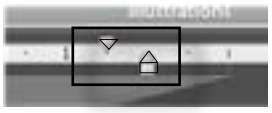
Type Bullets Anywhere!

In general, you are better off not using your word processor's bulleted lists option when writing your résumé, as the software will insert unwanted formatting along with the bullets. Instead, use your keyboard shortcut to type bullets anywhere, as below:

Experience: • Tutor college students in calculus and statistics

Mac Users: Type Option + 8.
Windows Users: Alt + 0149 or 0183

To indent wrapped text (as above), drag the



lower triangle in the tab bar to the right (as shown to the left here).

What Do Employers Want?

Recruiters who interview at Hanover College are asked to rank the factors they valued most highly when hiring new college graduates. They consistently identify the following five as most important:

- Commitment to the field,
- Oral communication skills,
- Leadership experience, project management,
- Related internships or jobs, and
- Analytical skills.

As you write your résumé, be sure to highlight these aspects of your own background.

Advice for the Digital Age

- Save your résumé with your name in the document title in MS Word or as a PDF if you are using special formatting.
- Employers recommend that you omit your street address from résumés submitted to online job boards (your e-mail address and phone number are enough.)
- Use your Hanover e-mail address or set up an account in gmail with a professional name, (e.g., smithhh@gmail.com rather than beerguzzler@hotmail.com). Don't give your work e-mail address or phone number.
- Clean up your Facebook page and tagged photos. Employers will Google you: make a positive impression. Do you blog in your own name? Keep it professional, or use a pseudonym; cyberspace has a long memory!
- Develop a profile on LinkedIn.com, the professional networking site. Save your profile with a user-friendly name, and include it on your résumé.
- Set up your cell voice mail with a clear and professional greeting, as well. Not sure yours is okay? If your most formal adult friend or relative can't understand it or wouldn't approve of it, change it.