

## Getting Started

A resume is a summary of your personal, educational and professional qualifications and experience as a job applicant. Often your resume is the first impression an employer has of you; therefore, it should be an example of your best thought and work. In addition to listing your qualifications, it should also outline your organizational and written skills. A resume is used for the following:

1. for obtaining an interview
2. as a reference for an employer who is interviewing you
3. for an employer's future reference regarding your experience and qualifications for a specific position

## Types of Resumes

There are different types of resumes from which to choose. The formats are:

**Chronological:** An arrangement of your qualifications in reverse chronological order (i.e. the most recent information first). This resume format is preferred by most employers and is considered most credible, as accomplishments are listed with a specific position. Consequently, we recommend this format for most people, particularly recent graduates.

**Functional:** This format is arranged by skills or abilities and is often used by career changers and students who have little or no work experience.

**Combination:** Combines the above two formats. Provides the credibility of the chronological resume while allowing a person's outstanding skills and abilities to be emphasized.

*See Resume Samples*

## Tips for Writing and Sending your Resume

When writing your resume it is important to remember:

- There is no one absolute format—choose/create the one that best represents you
- Only items that directly pertain to the position for which you are applying should be included
- You should *always* include a cover letter with your resume
- Omit all pronouns
- Use results-oriented action verbs to describe your experience
- Margins can be as small as .5in and font can be 10pt if necessary

When sending your resume it is important to remember:

- **Mail:** Make sure your cover letter, resume and references are on matching professional paper. Use a large enough envelope so that you do not need to fold resume information
- **Email:** Always attach resume as a MS Word document. Include cover letter in the body of the email and *always* follow up the emailed resume with a hard copy in the mail. Use a professional email address when sending emails to employers.
- **Fax:** If a company asks you to fax your cover letter, resume and references due to time constraints, be sure to send a hard copy via U.S. mail.

## Contents of a Resume

**Heading.** Include your name, address, zip code, e-mail address and telephone number with area code at the top of the first page. Only your name should appear on subsequent pages. If you are moving soon, add a second or permanent address. Make sure your name is in a larger font size, but not so large that it is distracting.

**Objective.** The objective should be included in your resume if you can be specific about the position and the field in which you are seeking employment. Otherwise, omit it. In the objective statement, it is to your advantage to use key words, skills and phrases mentioned in an ad for the position or in a conversation with a potential employer. See samples.

**Summary of Qualifications.** This section should summarize the skills and experience you most want to present to a prospective employer. This section can be used instead of or along with an objective statement but is not necessary to have. If you choose to include this section, it should generally be four to six phrases in bulleted form.

**Education.** List your most recent degree and date of completion first. If your graduation date is over one month in the future, indicate that the date is “projected.” *Do not list your high school.* GPA may be listed only if it is above a 3.5. You may also want to include Class Highlights in order to describe courses that are specifically relevant to the types of jobs you are seeking.

**Experience/Skills.** Include your job title, the name of your employer, city and state, followed by dates of employment. Next, describe your contribution to the position and/or responsibility assumed. Quantify whenever possible and use action verbs to begin your statements (*see action verb list on following page*). Use a present verb tense only when describing a current position. This should not be a job description, but instead should describe your accomplishments and results.

**Activities, Honors and Awards.** This section would include university and/or community activities, offices held, scholarships and other related honors. For clarification it may be necessary to give short descriptions of the nature or purpose of some of the organizations, awards, honor societies or service organizations. Only include scholarships that are based on merit, not financial need.

**Skills.** In this section inform the reader of any unique, relevant or necessary skills that you have but are not reflected in the other sections of your resume. For example: foreign languages (conversational, fluent, bilingual), computer applications, certifications, etc.

**Other Sections.** If the above list of sections does not precisely fit the needs of your resume, you may want to try one or more alternative sections. Creativity is applauded if it will better portray what you can offer an employer.

**References.** This should be on a separate sheet of paper that matches the font/format of your resume and cover letter. You should always secure the permission of anyone you choose to use as a reference before giving his/her name. Good references might include professors, advisors or employers. Be sure to list your references in order of how well they know you and include their name, title, company, city, state, zip, phone, and email address if appropriate. Never use relatives for references.

## Sample Objective Statements

### Business Major:

- To obtain an entry level management position where my proven decision making and management skills can be utilized to improve organization productivity
- To obtain a position in sales with a pharmaceutical house utilizing my chemistry background

### Communication/Writing Major:

- A position in corporate communications requiring skills in writing, as well as an understanding of printing processes, editing and layout
- A public relations position in a non-profit organization

### Action Verb List

accomplished	completed	eliminated	installed	planned	sold
achieved	composed	engineered	instituted	prepared	solved
acted as a liaison	computed	enhanced	integrated	presented	spearheaded
adapted	conceived	equipped	interfaced with	presided	sponsored
administered	conceptualized	established	interviewed	produced	strategized
advanced	concluded	evaluated	introduced	programmed	streamlined
advised	conducted	execute	investigated	promoted	strengthened
allocated	consolidated	expedited	launched	proposed	structured
analyzed	constructed	facilitated	led	provided	succeeded
applied	consulted	financed	maintained	published	supervised
appraised	contracted	forecast	managed	purchased	supplied
approved	contributed	formed	marketed	raised	surpassed
arranged	controlled	formulated	mastered	recommended	surveyed
assembled	converted	founded	mediated	reconciled	synthesized
assessed	coordinated	gathered	modified	recruited	systematized
assisted	created	guided	monitored	reduced	tailored
attended	delegated	generated	motivated	reorganized	taught
authored	demonstrated	handled	negotiated	reported	trained
authorized	determined	headed	operated	researched	transformed
balanced	designed	hired	organized	resolved	translated
budgeted	developed	implemented	originated	revised	troubleshoot
built	diagnosed	improved	overcame	scheduled	united
changed	directed	increased	overhauled	screened	updated
collaborated	discovered	influenced	oversaw	secured	upgraded
collected	drafted	initiated	performed	served	verified
communicated	edited	innovated	pioneered	simplified	wrote

# Geno MicSteril

1001 W. Terrace Lane  
Phoenix, AZ 85004

(602) 555-5555  
GenoMicSteril@email.com

## PROFILE

Experienced Laboratory Technician and Teachers Assistant in College Microbiology and Biotechnology Labs

## RELEVANT SKILLS

- Plasmid Isolation.
- Protein Isolation
- Genomic DNA Isolation
- Electrophoresis
- Southern Blot
- Hybridization
- DNA Digests
- Gel Photography
- PCR
- Computer Use
- Sterilization Techniques

## FAMILIAR EQUIPMENT

- Electrophoresis Gel
- Centrifuge (various sizes)
- Rotating Incubator
- PCR Thermo-Cycler
- Micropipette
- Hazardous Chemicals
- Precision Balance
- PH Meter
- Heat Block
- Waterbath
- Chemical Fumehood
- Microscope
- Sterilizer
- Dry Oven

## WORK HISTORY

### Biotechnology Lab Assistant

Jan 2002 – Present

- Work with program director to plan the lab experiments.
- Order and maintain an inventory of the lab equipment and supplies.
- Prepare the chemical solutions and reagents needed for the lab.
- Produced the lab protocols using Microsoft Office.

XYZ Community College  
My Town, AZ

- Establish and enforce the safe use of hazardous chemicals.
- Contact the vendors for specific information on equipment of supplies.
- Supervise and monitor the students and assist them in learning techniques, proper equipment use, and conceptual understanding of the experiment.

### Microbiology Lab Tech and Teacher Assistant

Jan 2001 – Jan 2002

- Work with the program director to plan the experiments.
- Order and maintain inventory of necessary media and supplies for the labs.
- Prepare the cultures and media for the lab.
- Maintain the biology dept. bacterial cultures and order new cultures as needed.

YZ Community College  
My Town, AZ

- Attend the Lab to assist the students in learning new techniques and helping them to understand the concept being taught in that lab.
- Teaching students proper use and maintenance of lab equipment.

### Eligibility Interviewer II

Aug 1990 - Dec 2000

- interview and determine clients eligibility for state and federal assistance (food Stamps, AFDC, AHCCCS)

State of AZ, Dept of Economic Security  
Anytown, AZ

- Maintain a caseload of 200 active cases.

## EDUCATION

**Glendale Community College**, Glendale AZ, August 2001 - Present  
GPA 3.83: Currently pursuing: Bachelors of Science  
Core classes in Biology, Microbiology, Chemistry, and Biotechnology

**Lamson Business College**, Phoenix AZ  
Data Entry and Office Equipment

## REFERENCES

Available on request.

## *Mitchell Stickyfingers*

4000 E. ABC Ave  
Phoenix, Arizona

email: msmith@someemail.com  
Cell:480.555.1834

### ***SUMMARY***

Subject Matter Expert in command and control operations and design. Promoted to Training Manager of 55 people within 3 years, due to exceptional performance. One of four (out of 1000 individuals competing) to receive the elite Award of Excellence for exceptional performance in simulations and exercise planning. Earned Air Force Commendation Medal for initiative and effort. Possess U.S. Secret Clearance.

### ***KEY SKILLS***

Excellent management, analytical, and communication skills. Extensive simulation and training event experience. Outstanding problem-solving and decision-making skills, especially in high-stress and aggressive situations.

### ***EMPLOYMENT HISTORY***

**IMT Technical Services**, Phoenix, Arizona

**Operations Analyst**, 1/2003 - Present

- Researched operational concepts for new unmanned air vehicles for advanced research agency
- Assisted rapid prototyping team of 5 defense firms in development of command and control testbed
- Tested prototype network military system; identified functional discrepancies
- Entry level work in database management

**U.S. AIR FORCE**, City, Country

**Senior Director, Air Surveillance Officer, and Training Manager**, 12/2000 – 12/2002

- Directed system team and coordinated with military and German civilian agencies to manage military and civilian air traffic.
- Supervised 11 person crew during 24 simulated operations; accomplished 3,868 training events
- Chosen over 24 other members for quarterly award
- Analyzed evaluation results to determine performance trends and perform continuation training
- Enabled operators to identify deficiencies and increased individual efficiency by 22%
- Reviewed and adjusted training procedures every 4 months for effectiveness
- Completed training 30 days early while maintaining training quality and effectiveness

**Plans and Exercises Manager**, 1/1999 – 12/2000

- Participated in air traffic control team for 4.5 month period during international crisis
- Contributed to control of over 4,200 refueling flights and personally controlled 1,585 transiting flights
- Identified need for and developed communication standards for 21 member team
- Created 2 complex simulation scenarios to provide realistic training for 50 operations personnel

**Manager of Daily Operations, Scheduling and Mobility**, 7/1996 – 1/1999

- Established policy with equipment checkout teams and revised procedures for higher efficiency
- Supervised 21 personnel to operate day-to-day nerve center in a 234 person unit
- Scheduled 497 flying missions and 69 live data links, improved readiness by 70%
- Managed multiple projects in demanding environment requiring logistical planning and immediate decision making

### ***EDUCATION***

**Bachelor of Science in Political Science**, May 1996

United States Air Force Academy, Colorado Springs, Colorado

- Extensive coursework in mathematical and engineering sciences
- GPA 3.8/4.0

## Frank Lloyd Wright, Jr.

5008 ABC Street  
Salem, WV 26554

Phone: 304-555-1234  
Email: FLWrightjr@ikneedajob.com

**OBJECTIVE:** Highly motivated Architectural Technician seeks career advancement

### SKILLS:

- Extensive CAD training applied to almost all types of projects and assignments
- Proficient in 2-D and 3-D CAD
- Auto Desk, AutoCAD, Release 14, 2000, 2002 and 2004/05 Architectural Desktop).
- Adobe Photoshop, PageMaker and Illustrator
- Microsoft Excel, Word, Windows 2000 Professional, NT, XP, 9X

### EDUCATION:

**Bachelor of Science, Architectural Engineering Technology**, May 2002  
Fairmont State University, Fairmont, VA, GPA 3.6/4.0

**Associate of Applied Science, Architectural CAD Technologies**, May 2000  
West Virginia Community College, Fairmont, VA

### EXPERIENCE:

ARCHITECTURAL TECHNICIAN  
ABC Associates

April 2002 – Present  
Fairmont, WV

- Draft and design architectural, structural and civil projects using Architectural Desktop
- Apply technical skills on commercial design projects
- Work with a team of architects and structural and civil engineers

CAD TECHNICIAN  
Fairmont Associates, LLC

August 2001 – April 2002  
Fairmont, WV

- Created plans for civil and commercial projects using Auto CAD
- Designed projects using AutoCAD, Architectural Desktop and Release

SUMMER LABORER  
Allegheny Energy

Summers 1999-2001  
Harrison, PA

- Worked with various crews in a large industrial area
- Operated heavy equipment in the maintenance of power stations

### ACTIVITIES:

1996 – 2004 Soldier, United States Army Reserve

1998 – 2002 Intramural Flag Football and Soccer, Fairmont State University, WV

1997-2002 ROTC, Fairmont State University, WV

**ANITA MANN**

123 Canyon Drive  
Monterey Park, CA 91234

(323) 555-9420

AnitaMann@hotmail.com

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**EXPERIENCE**

**Fox Sports International, Los Angeles, CA**

**Systems Manager**

**March 2001 - Present**

- Provide technical & end-user support to domestic (Los Angeles, Houston, New York, Denver) and international (London, Argentina, Chile, Mexico) operations composed of areas such as Programming, Technical/Broadcast Operations, Marketing, Sales, Finance, Legal, & Production
- Spearhead special IT projects such as Y2K, PeopleSoft FDM upgrade, & Systems migrations for start-up business operations
- Supervise staff of two in the day-to-day responsibilities emphasizing customer-oriented focus to keep abreast of the growing technical needs of 130+ employees
- Serve as liaison to the domestic Fox Sports Net operation to ensure standardization and efficiencies in systems and issues related to the pending merger between Fox Sports Net and Fox Sports International
- Present to upper management reviews & necessary IT analysis to initiate and champion company-wide systems directives

**Systems Administrator**

**February 1999 – February 2001**

- Served as sole IT support staff in the installation, configuration, and maintenance of PC & Mac workstations, Windows NT servers, and other systems for start-up business of 50+ employees
- Implemented the PeopleSoft FDM for the Accounting organization
- Facilitated and supported procurement of equipment (hardware & software) for end-users
- Administrated Windows NT, Lotus Notes, Shiva, FaxPress, Microsoft Exchange & Proxy servers, Enterprise Broadcast Management System, Jaguar, upgrade hardware & software, and troubleshooting

**KNBC-TV Channel 4, Burbank, CA**

**Systems Analyst**

**May 1998 – February 1999**

- Provided end-user support (100+) on hardware & software issues for areas such as the News Division, Finance & Accounting, Sales, Press & Publicity, and the Public Relations Group
- Installation and configuration of PC & Mac workstations, Novell servers, and Internet gateways
- Administrated Netware servers, Microsoft Mail, Enterprise, and upgrade hardware & software
- Prepared proposals for upper management on various IT issues and initiatives unique to the Stations business
- Served as liaison to the Network (NBC) on the company-wide implementation of PeopleSoft

**Computer Technician**

**September 1997 – April 1998**

- Assisted KNBC IT management on the day-to-day computer operations and end-user support
- Troubleshoot & interface with management on various systems issues
- Provided technical support for Stations employees and management

**EDUCATION**

**Master of Business Administration**, projected May 2005

Azusa Pacific University – Azusa, CA

**Bachelor of Science, Computer Information Systems** May 1998

California State University – Los Angeles, CA

**TECHNICAL SKILLS**

**Systems & Software :** Windows 3.1, NT, 95, 98, ME, 2000, AS/400, Linux, DOS, MacOS 8.5, Microsoft Office, PeopleSoft FDM, Oracle, Lotus Notes, Exchange, IE5.5, Inoculan, ARCserve, Proxy

**STEVEN I. KNEEDAJOB**

901 E. Alostia Ave. Box #4143 Azusa, CA 91702

(626) 852-1234

stevenkneedajob@ucla.edu

**Qualifications**

- Fluent in Spanish with nine years of experience overseas
- Experienced with Internet research, Microsoft Word, PowerPoint and Excel
- Skills in marketing presentations, networking with business professionals and organizing team projects
- Highly organized and motivated to prioritize and complete tasks
- Member of the Alpha Kappa Psi business fraternity
- Committee Chairman of the Council of Business Students at UCLA

**Education**

University of California, Los Angeles, CA  
**Bachelor of Science in International Business**  
 3.7 GPA  
 Date of Graduation: December 2002

**Work Experience**

**Computer Technician Internship** *Undergraduate Library, UCLA, Los Angeles, CA*  
 September 2001 to December 2002

- Supervised computer lab and assisted students with Internet Research, PowerPoint, Word and Excel
- Organized and catalogued class syllabi and managed resources available to students
- Initiated projects and implemented programs including a new simplified search process for books in the library

**Sales Associate/Cashier** *Gap Inc., West Covina, CA*  
 October 2000 to June 2001

- Won “sales associate of the week” award for most sales
- Responsible for setting sales goals and achieving them
- Duties included selling merchandise, working the cashier and answering phone calls
- Supervised the sales floor in absence of managers

**Sales Associate** *Sportmart, Arcadia, CA*  
 September 1999 to July 2000

- Won “employee award” for signing up the most customers for the store credit card.
- Responsible for footwear sales and organizing footwear stock in inventory
- Supervised sales floor

**Activities and Honors**

- Physics Student of the Year Award
- Junior Varsity and Varsity Basketball, 3 years
- Gained 14 units of Spanish credit and 3 units of Algebra credit through CLEP Exams
- Graduated from a four year university in two and a half years



**Rima Paper**  
 123 Linder Boulevard  
 Azusa, CA 91702  
 333.456.4897  
 rpaper@email.com

Objective: To obtain a position as Systems Analyst/Liaison in Management Information Systems

### HIGHLIGHTS OF QUALIFICATIONS

- Assertive team/project leader
- Strength in communicating technical information to non-technical personnel
- Successful in problem recognition and presenting recommendations
- Effective in providing system user support

### PROFESSIONAL EXPERIENCE

#### Technical Analysis and Presentation

- Analyzed purchasing operation for local business
- Presented data flow of operation, problem recognition and recommendations
- Analyzed health care staffing operation
- Recommended and implemented system security

#### Training and Troubleshooting

- Trained staff and provided user support on centralized word processing system, microcomputer/mainframe applications and operations
- Wrote procedures and trained staff to generate Dbase III reports from established database system
- Installed hardware and performed maintenance

#### Data Management

- Installed and configured Database Management System
- Performed data administration, software installation and configuration, disaster recovery
- Monitored telecommunications for a centralized word processing system

#### Related Skills

- Knowledge of Realia Cobol and Turbo Pascal programming languages
- Understanding of structure systems analysis and design technology
- Proficient in Dbase, Paradox, Lotus 1-2-3, Quatro Pro, Microsoft Office, Flash, and Lanier applications programs

### EMPLOYMENT HISTORY

2000 – Present	Database Project consultant	ABC College; San Jose, CA
1998 – 2000	Computer Lab Assistant	ABC College; San Jose, CA
1997 – 1998	Office Administrator	XYZ Company; Oceanside, CA

### EDUCATION

B.S., Management Information Systems – ABC College; San Jose, CA – May 2000 – GPA 3.7

## The Elements of a Cover Letter

Date

Mr./Ms. Recruiter's Name  
Recruiter's Title  
Company Name  
Street Address  
City, State, Zip Code

Dear Mr./Ms. Last Name:

**The opening paragraph should state why you are writing and how you became attracted to this particular company and position.** Mention specific characteristics of the company that have impressed you. Name the position for which you are applying. If you were referred, mention the source from which you learned of the opening.

**In the middle paragraph, draw attention to your qualifications and/or experiences that are relevant to the potential employer.** If you have held a particular job or worked on special projects that directly relate to the opening, highlight this experience. Convince your reader that this valuable experience makes you right for the job. Do not repeat the content of your resume, but fill in the blanks your resume leaves open. If you have qualifications that are not noted on your resume, this is an ideal opportunity to discuss them.

**The closing paragraph indicates your desire for a personal interview.** Repeat your phone number in the letter and offer any assistance to help with a speedy response. You may also ask if the company will be recruiting in your area, or if they desire additional information or references. It is also a good idea to follow up each resume and cover letter with a phone call. If you plan to do this, state in this paragraph when you will be calling the company. This closing paragraph should only be a couple of sentences and be assertive in getting you an interview.

Sincerely,

*(Your Signature Here)*

Your Name Typed

Encl. *(to indicate that your resume or additional materials are enclosed)*

January 20, 2003

Mr. Andrew Hur  
Putnam, Hayes & Bartlett, Inc.  
10940 Wilshire Boulevard, Suite 1500  
Los Angeles, CA 90025

Dear Mr. Hur:

I am writing in regard to the Research Assistant position which was listed in the Los Angeles Times. I am interested and excited about the position at Putnam, Hayes & Bartlett, Inc. because it offers an ideal opportunity to expand my knowledge of the consulting profession.

As an Economics major at ABC University, I have taken a variety of courses preparing me for a career in economic and management consulting. In Public Finance and Labor Economics, I studied cost-benefit analysis and labor structures. Currently, in Industrial Organization, I am learning the intricacies of corporate institutions. I have also taken several communications and persuasion courses, which will help me to work effectively on project teams and with clients. I enjoy using computers and have extensive experience with application software and have supplemented my education with an assortment of internships and summer employment. Through these experiences, I have been able to express my creativity and enhance my analytical abilities. In both academics and employment, I am self-motivated and dedicated. I work not only until the job is done, but also until it is well done.

I am very interested in working as a Research Assistant and feel that my abilities and interests make me an ideal candidate for Putnam, Hayes & Bartlett, Inc. I look forward to meeting with you to attain more information about your company and to further discuss my qualifications for the position. If you need further information, or if you have any questions, please feel free to call me at 213.555.9876.

Sincerely,

Randy Willis

Encl.

January 27, 2003

Jocelyn Perez  
President  
Rubble Construction and Contracting  
1111 Exposition Blvd.  
Los Angeles, CA 90089

Dear Ms. Perez:

I am writing because my five plus years of past experience as an Administrative Assistant makes me a qualified candidate for your position of Executive Assistant. I heard about the position from Steven Kneedajob and know that my qualifications, talent and personality are an excellent fit for your company's culture as outlined on your website.

As you can see from my resume, I have had the opportunity to play a vital role in various positions where I have honed my leadership and organizational skills. My understanding of community relations, people and public relations will be an asset to this role. My role with ABC Chamber of Commerce offered me the opportunity to work closely with City Links 2002 and become familiar with the City of Anytown officials and community centers. Furthermore, my passion and vision for service and impacting people is an ideal match for your organization. My administrative and customer service experience will enable me to effectively handle the daily operation of the office and clients.

I look forward to hearing from you to schedule an interview. You can reach me at any time at 626-555-5154 to schedule the interview or with any questions you may have. Thank you in advance for your consideration.

Sincerely,

Anita Mann

## Ethan R. Williams

7658 North Leland, Oceanside, CA 90786

phone: 949.555.3290

email: erwilliams@unet.com

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### References

Dr. Leo Marvin  
Psychology Department Chair  
ABC College  
City, State Zip  
(123) 333-3333  
leomarvin@abccollege.edu

Dr. Sandra Martinez  
President and CEO  
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(789) 999-9998  
ceo@xyz.org

Mr. Aaron Randally  
Professor  
Computer Information Systems  
Hood University  
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Ms. Marie Morris  
Co-worker  
Ralph's Grocery Store  
City, State Zip  
(312) 555-9834  
mariem@ralphsclub.com