

Resume Guide

The goal of your resume is to showcase your strongest skills first, to capture the reader's attention, and to encourage them to keep reading further. The required sections are:

- **Header:** name, contact information, LinkedIn URL
- **Profile:** highlight the biggest selling points. 2 lines max (can be in bullets)
- **Education:** details of the formal educational experiences. Include Minor(s) if relevant, GPA
- **Professional Experience:** details of experiences to illustrate how you will benefit employer
- **Professional Development:** everything not pertaining to academics or professional experience should come in this section. Details on training, campus and community involvement, technical skills, volunteer works, language skills.

Font Size: 18-22 for name, and 11/12 for the rest of the resume.

Margins: 1" for Freshmen and 0.7"/0.5" for Upperclassmen.

Font: Garamond. Resume Management Systems organizations use do not process graphics, lines, or italics. Email address and LinkedIn URL must not be hyperlinked. Dates should be right aligned. Save and upload/share resume as a single-page PDF document.

Professional Experience(s) Section:

Only include specific results-oriented information (“accomplishments”) that will interest the reader, not every experience you have had. Make it about them. Quantify wherever possible. Bullets must start with action verbs related to skills learned/developed and should answer “Why?” and/or “How?” DO NOT simply list job duties.

Example of job duty: ‘Assisted with classroom activities for music students’

Example of Accomplishment:

- i. Exposed students to meaningful musical experiences (WHY?) to enhance their social and academic development (Note: Specifics about experiences and development needed), or
- ii. Enhanced students’ social and academic development (HOW?) by exposing them to meaningful musical experiences (Note: Specifics needed), or
- iii. Created an interactive learning environment (HOW?) through creative drills and skills practices (WHY?) to increase engagement (again, specifics needed)

Professional Development:

Every entry must have at least one sentence explaining the role. You are telling a story – be as specific as possible. DO NOT just list activities/positions/programs/immersion experiences.

Technical skills can be a separate section depending on proficiency and relevance with the applied position. It can go right after **Education** in such a case; otherwise keep it under **Professional Development**.

Remember, consistency is the key!

List of Action Verbs Based on Skills:

Clerical or Detail Skills: approved, arranged, catalogued, classified, collected, compiled, dispatched, executed, generated, implemented, inspected, monitored, operated, organized, prepared, processed, purchased, recorded, retrieved, screened, specified, systematized, tabulated, validated

Communication Skills: addressed, arbitrated, authored, collaborated, convinced, corresponded, developed, directed, drafted, edited, enlisted, facilitated, formulated, influenced, interpreted, lectured, mediated, moderated, negotiated, persuaded, promoted, publicized, reconciled, recruited

Creative Skills: acted, conceptualized, created, customized, designed, developed, directed, established, fashioned, founded, illustrated, initiated, instituted, integrated, introduced, invented, originated, performed, planned, revitalized, shaped

Financial Skills: administered, allocated, analyzed, appraised, audited, balanced, budgeted, calculated, computed, developed, forecasted, managed, marketed, planned, projected, researched

Helping Skills: assessed, assisted, clarified, coached, counseled, demonstrated, diagnosed, educated, expedited, facilitated, familiarized, guided, motivated, referred, rehabilitated, represented

Management Skills: administered, analyzed, assigned, attained, chaired, consolidated, contracted, coordinated, delegated, developed, directed, evaluated, executed, improved, increased, organized, oversaw, planned, prioritized, produced, reviewed, scheduled, strengthened, supervised

Research Skills: clarified, collected, critiqued, diagnosed, evaluated, examined, extracted, identified, inspected, interpreted, interviewed, investigated, organized, reviewed, summarized, surveyed, systematized

Teaching Skills: adapted, advised, clarified, coached, communicated, coordinated, developed, enabled, encouraged, evaluated, facilitated, guided, informed, instructed, persuaded, stimulated, trained

Technical Skills: assembled, built, calculated, computed, designed, devised, engineered, fabricated, maintained, operated, overhauled, programmed, remodeled, repaired, solved, upgraded

More Accomplishments: achieved, expanded, improved, reduced, resolved, restored, spearheaded, transformed

PROFESSIONAL EXPERIENCES: How to Write Good Details

What you've done is impressive if you don't use stupid language

BAD

Operations Associate

May 2017–Present

Schroeder Center for Career Development, Crawfordsville, IN

- Catalogued inventory ✗
- Part of a team that developed new resumes ✗
- Went through resumes of students to find out problems ✗

DECENT

Operations Associate

May 2017–Present

Schroeder Center for Career Development, Crawfordsville, IN

- Organized inventory ✗
- Developed new resume templates for freshmen and upperclassmen ✗
- Scrutinized resumes of rising seniors and juniors ✗

IMPRESSIVE

Operations Associate

May 2017–Present

Schroeder Center for Career Development, Crawfordsville, IN

- Scrutinized resumes of 176 rising seniors and juniors to formulate strategies for group and individual sessions on resume writing and career development ✓
- Created a new career development guide that contains 2 resume templates for freshmen and upperclassmen, an overview of the interview process, and guidelines for using LinkedIn effectively ✓
- Organized inventory of 3 areas to increase efficiency ✓

Dominic S. Freshman

1000 Main St, Crawfordsville, IN 47933

dsfresh21@wabash.edu | (765) 321-1234 | linkedin.com/in/dominicfreshman

PROFILE

- Open-minded artist, deliberator, and trainer with fundamental knowledge of sales operations
- Experienced with digital and studio art

EDUCATION

B.A.: Wabash College, Crawfordsville, IN May 2021

Diploma: ABC High School, Hammond, IN May 2017

Technical Skills: Proficient in Adobe Photoshop, Microsoft Office Suite

PROFESSIONAL EXPERIENCE

Camera Operator August 2017 - Present

Media and Marketing Department, Wabash College

- Function as High hat operator for home games of basketball and football
- Convert VHS tapes into DVDs; designed infographics and gif file for the bookstore

Landscaping Assistant Summer 2017

XYZ Lawn Care Service, Hammond, IN

- Expedited client growth by 13% by calling potential clients and managing social media pages
- Reviewed and administered client requests in timely manner to clear overdue orders

Counselor Summer 2016

Camp Wilderness, South Bend, IN

- Collaborated with 6 camp counselors to plan and organize daily activities for 40 new campers each week, aged 8-12 years, for 8 weeks
- Enforced rules, improvised activities, and solved campers' problems on a daily basis

PROFESSIONAL DEVELOPMENT

Sales Immersion Program, Center for Innovation, Business & Entrepreneurship Winter 2018

- Developed sales strategies through instruction and hands-on roleplaying scenarios
- Completed 50-hour sales practicum with enrollment office by contacting prospective donors

Member, Wabash Acts Responsibly Council September 2017 - Present

- Enhanced organization skills by assisting in planning and executing club projects
- Honed leadership by taking campus-wide deliberation initiative on safety and responsibility

President, ABC Art Society, Hammond, IN September 2015 - April 2017

- Organized and led discussions on Post-Modern Art in France
- Showcased works of art in a campus-wide art exhibition

Alex O. Upperclassman

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 aoupperc20@wabash.edu | (805) 565-9999 | linkedin.com/in/alexoupperclassman

PROFILE

Technology oriented with track-record of effective inter-disciplinary collaborative actions. [Needs to be consistent with LinkedIn summary, but add more to LinkedIn]

EDUCATION

B.A. Spanish Wabash College GPA: 3.6/4.0 May 2020
 [Minors: only include here if relevant to person hiring; if not, add another bullet to experience]
 [Add Study Abroad information, if participated in]

TECHNICAL SKILLS

- Experienced with Mathematica, Excel, VBA, Java, SQL, PHP, PowerPoint
- Intermediate knowledge of Stata and R

PROFESSIONAL EXPERIENCE

Liberal Arts Bridges to Business Intern Summer 2017
 Center for Innovation, Business and Entrepreneurship, Wabash College, Crawfordsville, IN

- Developed and presented a business plan to a group of investors for an innovative app solution that addressed the issue of online food orders as part of a 5-person team
- Created 4 Microsoft Excel models to project values on income, balance, and cash flow statements
- Analyzed cases on marketing, social media, franchises, and performed opportunity analysis for 2 start-up ventures
- Completed intensive financial immersion covering financial reporting documents, valuations, and income projections

Financial Services Intern Summer 2017
 Federal Reserve Bank of Chicago, Chicago, IL

- Analyzed annual budgets of over \$1 million for 3 governmental organizations and advised on utilizing the finances
- Conducted secondary research on 4 major mobile payment companies in a 6-person team
- Studied financial statements, customer feedback, and investors' opinions to present a team project to Market Research Manager and Vice President of Financial Services

Spanish Translator September 2016 - Present
 Montgomery County Free Clinic, Crawfordsville, IN

- Facilitate conversation between healthcare professionals and patients, and translate documents
- Interpret sensitive information about symptoms and medication to patients, and keep track of patients' details

Peer Career Advisor August 2016 - Present
 Wabash College Career Services, Crawfordsville, IN

- Assist students with career related advice and opportunities
- Plan, organize, and implement weekly events for students' professional development

PROFESSIONAL DEVELOPMENT

Marketing Extern, Crawfordsville Parks and Recreation Department. Analyzed current practices and trends, presented new marketing approach to advertising campaigns

Captain, Wabash College Soccer Team. Led the team to its first ever Division 3 regional championship victory

Staff Writer, *The Bachelor*. Published weekly articles on a wide array of campus-related topics, conducted campus-wide interviews; produced an award-winning college newspaper for 2 consecutive years with a 6 member team

Volunteer, Eagle Scout. Volunteered 150 hours of community service in a single year as part of Boy Scouts of America

Interview Guide

First things first—do your homework on:

1. The organization you are applying to
2. The position you are applying for
3. The interviewer(s), if possible
4. The interviewee – yes, you! Google yourself. Do a quick social media check and make sure nothing pops up that you do not want the interviewer seeing. **THEY WILL CHECK!**

The Tell-Me-About-Yourself Conundrum:

Most interviewers will ask this or some variation of it. Be prepared to answer this question with:

1. **Present, Past, Future:** Tell a personal narrative
2. **Benefit:** How you will benefit the organization

Start with the present—where you are right now. Then, segue into the past—a little bit about the experiences you’ve had and the skills you gained from those experiences (academic, professional, and/or personal). Finally, finish with the future—why you are really excited for this particular opportunity. This is the “Benefit.” That is, you have to be clear and concise as to how your skillset, ambitions, and future plans benefit the organization.

Sample Interview Questions:

General:

1. What is it about this particular position or program that attracts you?
2. What are your career ambitions or goals? How does this position align with your ambitions?
3. What do you know about our organization?
4. What criteria are you using to evaluate the organization for which you hope to work?
5. What do you consider to be your greatest strengths and weaknesses?
6. What have you learned from your mistakes?
7. How would others (colleagues, professors, peers, etc.) describe you? [Be prepared for each]
8. How has your college experience prepared you for a career?
9. Why should I hire you? [The Benefit Statement can be tailored to answer this]
10. What qualifications do you have that make you think you will be successful?
11. How can you make contributions to our organization? [variation of Benefit Statement]
12. Describe the relationship that you believe should exist between you and your supervisor.
13. If you could do so, how would you plan your academic study differently? Why?
14. In what kind of work environment are you most comfortable in?
15. What major problems have you encountered and how did you deal with them?

Behavioral:

Many interviewers ask behavioral questions, as your past behaviors can be a good predictor of your future behavior. These questions must be answered with at least one specific example. Typical Behavioral Questions (**and what they address**) include:

1. Describe how you resolved a disagreement with a colleague. (**conflict management**)
2. We've all had occasions when we misinterpreted something that someone told us, like a due date, complicated instructions, etc. Give me an example of when this happened to you, why it happened, and how you rectified the situation. (**communication**)
3. Give me an example of a situation in which you made up your mind too rapidly, and how that affected the outcome of the situation. (**decision making**)
4. Everyone has to bend or break the rules sometime. Describe an example of when you did this, why, and what came of it? (**judgment or ethics**)
5. Describe your strengths and specific ways that you have utilized them. Identify a weakness and how you've countered or worked around it successfully. (**transferable skills**)
6. Describe an experience when you were part of a team, the part you played on the team and how you handled team members who were not contributing. (**teamwork**)
7. Describe a situation where you assumed responsibility for getting something complicated or important done and how you went about it. (**planning/organizational skills**)
8. Describe a time when you encountered an obstacle you could not overcome and how you dealt with that situation. (**persistence**)

Negative Experiences:

Although an experience can be negative, it is imperative to showcase the lessons learned and skills developed from it. Try to identify one example where you can talk about:

1. how you were able to pull something positive out of the negative experience (**Reflection**)
2. how you have identified how to handle a similar situation differently in the future (**Growth**)

Questions for the Interviewer:

At the end of the interview, you will be asked if you have questions. If you have done your research on the position and organization, this should come naturally. It is criminal to say, “No.” Here are a few sample questions to get you started (select 1-3):

1. What does it take to be successful here?
2. What do you see as the biggest challenges of this position or program?
3. Why was this position made available (or created)?
4. What types of tasks should I expect to be prepared to face on a day-to-day basis?
5. What are the most rewarding components of this job or program?
6. What kind of training opportunities can I expect as a new employee?
7. How easily do people advance from this position? What is a typical career path?
8. How will I be evaluated?
9. What do you see as the future of this organization or program?
10. What are the immediate goals of this organization or program?
11. What are the challenges facing this organization or career field in the near future?
12. How would you recommend that a new employee build relationships in this position?
13. How can the person you hire be of most value to the team or organization in light of the project goals you mentioned?
14. What type of team member have you hired in the past that worked out well? What about new hires that didn't fit in?

Interview Etiquette Refresher:

1. Whether it is a traditional interview or Skype interview, dress formally.
2. If it is a traditional interview, be there at least 15 minutes before time.
3. Be friendly to the receptionist and everyone you meet.
4. During the interview, sit up straight and maintain eye contact (practice before).
5. Talk slowly. Be sure to pace yourself.
6. If it is a Skype or phone interview, make sure you know who calls—you or the interviewer.
7. When asked about weakness, demonstrate introspection and humility.
8. After the interview, Email an appropriate and professional thank you note. If some conversation topic from the interview stands out, be sure to incorporate that.

Schedule an appointment with a Peer Career Adviser to improve your resume and LinkedIn profile to best showcase your strengths, talk about careers, or discuss any inquiry you have.

PROVEN: Frequent visits correlate to better chances of landing your dream job!