

## Résumés

Professional résumés are most commonly used to give prospective employers a quick and accurate introduction to your education, skills, and experiences. Because you have a specific employer as your audience and a specific job position as your objective (or purpose), your résumé should be very specific. Highlight the skills and experiences that qualify you for that position and exclude extraneous information. Professional résumés are often accompanied by a cover letter that introduces you to the employer and identifies the position for which you are applying.

Personal résumés also provide your audience with information about your academic interests and job experience, but these résumés have a more general purpose. You might use a personal résumé to apply for a scholarship or for admission to a program, or you might use it to keep a personal record of your education, interests, community involvement, and experiences. If you keep your personal résumé updated, you can pull appropriate details from it to use for your professional résumé.

### For either type of résumé, follow these general guidelines

- Use a print size and font that make your résumé easy to read.
- Use 1 inch margins.
- Center your name, address, telephone number, and e-mail address at the top of the page.
- Organize your résumé into sections with titles, such as *Job Objective, Education, Work Experience, Skills Summary, Volunteer Experience, Honors and Awards, and References.*
- List your work or educational experience beginning with the most recent accomplishments.
- Single-space within sections but double-space between sections. Use white space, bold letters, underlining, and indenting to make the résumé readable, remembering that overkill will be distracting.
- Present your information concisely and professionally, using short phrases and common abbreviations.
- Do not use *I*. Instead, begin your descriptive sentences with action verbs. Avoid phrases like *duties included* or *was responsible for*. Some action verbs include: *assisted, budgeted, coached, created, directed, developed, encouraged, facilitated, operated, organized, performed, persuaded, planned, supervised, translated, and wrote.*
- Draw attention to your accomplishments and talents, but be realistic and accurate.
- Limit your résumé to one side of one page.
- Check for correct grammar and consistent formatting.
- Print your résumé on high-quality paper
- Do not staple the résumé and cover letter together.

#### Résumé templates

Most word-processing programs provide several templates that help you format your résumé. In Microsoft Word, you can find the templates by going to *File*, then *New* and clicking on different template buttons.

# HIGH SCHOOL STUDENT RESUME WORKSHEET

Use the resume worksheet to brainstorm and organize information for your resume.

## IDENTIFYING INFORMATION

Name: \_\_\_\_\_

Current Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Work (or Cell) Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

## CAREER OBJECTIVE

A good career objective is essential. It should serve as the focal point of your resume, indicating what sort of job you are seeking, and what experience/skills you have to offer. It should be broad enough to cover any suitable employment, yet specific enough to indicate that you have a specific position in mind. You can change your career objective depending upon the job you are applying for. See the sample resumes for ideas. Some questions you may want to answer are:

- What kind of employment do you want? Internship, coop, full-time, part-time
- What type of position do you want? Customer services, sales etc.
- Is there a particular industry you want to work in? retail, hospitality, healthcare etc.

Which objective style do you want on your resume?

**Formula 1:** Focus on the kind of position you want.

*Example: Seeking a full-time position as an Administrative Assistant.*

Seeking a position as a \_\_\_\_\_.

**Formula 2:** Focus on the field or industry in which you are interested in working.

*Example: Seeking an entry-level position in the Healthcare field.*

Seeking a position in the \_\_\_\_\_ field.

**Formula 3:** Focus on your skills/abilities.

*Example: Seeking a position that will utilize my communication, data-entry skills, and my strong work ethic.*

Seeking a position that will utilize my \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_ skills.

Below are a few example phrases you could use for each section.

**Position:** *This describes the level position or the type of work you are seeking.*

Entry Level	A Specific Title (Warehouse Associate)
Internship	The name of a field (Administrative)
First, Second, or Third Shift	Professional
Part-Time	

**Field:** *This describes the career field, industry or department you are seeking.*

Accounting	Human Resources
Administrative	Information Technology
Culinary Arts	Manufacturing
Customer Service	Marketing
Educational	Mechanical
Engineering	Medical
Food Service	Sales
Financial	Truck Driving
Health and Beauty	Warehouse/Industrial
Healthcare	Welding

**Skills/Experience:** *These are your most outstanding strengths and abilities. These can also be used in your **Summary of Qualifications**. See the Skills Identification Checklist for help in identifying your unique and special skills.*

Data Entry	Work Ethic
Computer Skills	Problem Solving Ability
Organizational Ability	Leadership Ability
Financial Knowledge	
Proven Success Record	Public Speaking Ability
Certifications	Accuracy
Specific Educational Background	Innovative Ideas
Results Oriented	Logical Thinking Ability
Planning Skills	Self-Starter
Specific Trade Skills	Excellent Attendance Record
Creativity	Follows Instructions
Ability to Learn Quickly	Maturity
Dependability	People Skills
Communication Skills	Enthusiasm
Persistence	Observant

## EDUCATIONAL BACKGROUND

As a high school student, you will list the name of your high school and expected date of graduation on your resume. Generally, once you begin college or technical school, you can omit your high school information because it is assumed you have completed high school or obtained your GED. If you have taken, or are taking, college-level courses or vocational/technical training, you can list that first.

Name of school: \_\_\_\_\_

City and State of school: \_\_\_\_\_

Expected Graduation Date: \_\_\_\_\_

GPA (if above a 3.0) *optional*: \_\_\_\_\_

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## PART-TIME EMPLOYMENT & SUMMER JOBS

As a student you probably do not have much experience directly related to your career objective. That's okay! You may have held part-time or summer jobs, and believe it or not, through those experiences you have developed valuable transferable skills that employers like to see in applicants. It also shows that you have held a job for a certain amount of time, demonstrating your work ethic and ability to manage your time between school and work.

The top skills and qualities of the perfect candidate are:

<b>Communication Skills (verbal &amp; written)</b>	<b>Honesty/Integrity</b>
<b>Interpersonal Skills</b>	<b>Motivation/Initiative</b>
<b>Strong Work Ethic</b>	<b>Teamwork Skills</b>
<b>Analytical Skills</b>	<b>Flexibility/Adaptability</b>

*Source: Job Outlook 2004, National Association of Colleges and Employers*

It can sometimes be challenging to describe these job tasks on your resume. When doing so, think about the top skills listed above and how you developed these skills through your part-time work.

## EXPERIENCE

When describing your responsibilities and accomplishments, try to highlight areas that are specifically relevant to the type of position you are seeking. Start each description with an action word

Name and city/state of company: \_\_\_\_\_

Job Title: \_\_\_\_\_

Date From: (Mo/YR) \_\_\_\_\_ Date To: (Mo/YR): \_\_\_\_\_

Description of responsibilities and accomplishments (Write your experiences in bullet statements):

- *Example: Responsible for sorting 1,000 small packages each hour of operation.*

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

Name and city/state of company: \_\_\_\_\_

Job Title: \_\_\_\_\_

Date From: (Mo/YR) \_\_\_\_\_ Date To: (Mo/YR): \_\_\_\_\_

Description of responsibilities and accomplishments (Write your experiences in bullet statements):

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

Name and city/state of company: \_\_\_\_\_

Job Title: \_\_\_\_\_

Date From: (Mo/YR) \_\_\_\_\_ Date To: (Mo/YR): \_\_\_\_\_

Description of responsibilities and accomplishments (Write your experiences in bullet statements):

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

## ACTION WORDS

Use action words to describe your experience and accomplishments. You should use present tense (i.e. "manage" or "collaborate") when describing tasks that you are still doing. Use past tense (i.e. "managed" or "collaborated") when describing tasks that you are no longer doing.

- achieved
  - acquired
  - adapted
  - addressed
  - administered
  - analyzed
  - anticipated
  - assembled
  - assisted
  - audited
  - budgeted
  - calculated
  - centralized
  - changed
  - collaborated
  - composed
  - condensed
  - conducted
  - constructed
  - contracted
  - converted
  - coordinated
  - created
  - cultivated
  - demonstrated
  - designed
  - developed
  - devised
  - discovered
  - doubled
  - drafted
  - edited
  - eliminated
  - enforced
  - established
  - evaluated
  - expanded
  - explained
  - forecasted
  - formed
  - founded
  - generated
  - guided
  - hired
  - implemented
  - improved
  - informed
  - insured
  - interpreted
  - interviewed
  - launched
  - maintained
  - managed
  - marketed
  - minimized
  - motivated
  - negotiated
  - obtained
  - operated
  - organized
  - originated
  - oversaw
  - performed
  - planned
  - prevented
  - produced
  - programmed
  - promoted
  - provided
  - publicized
  - published
  - recruited
  - reorganized
  - reported
  - researched
  - resolved
  - reviewed
  - selected
  - separated
  - set up
  - simplified
  - solved
  - surveyed
  - staffed
  - supervise
  - taught
  - tested
  - trained
  - used
-

Action Verbs / Skills for Your Resume

<u>Communication Skills</u>	<u>Detail Skills</u>	<u>Financial Skills</u>	<u>General</u>	<u>Sales Skills</u>
Addressed	Approved	Administered	Analyzed	Achieved
Arbitrated	Arranged	Allocated	Assessed	Analyzed
Arranged	Audited	Analyzed	Compared	Closed
Authored	Classified	Appraised	Consolidated	Coordinated
Clarified	Collated	Assessed	Coordinated	Decreased
Communicated	Collected	Audited	Corrected	Developed
Corresponded	Compared	Balanced	Delegated	Doubled
Created	Compiled	Bookkeeping	Delivered	Earned
Defined	Counted	Budgeted	Determined	Exceeded
Drafted	Dispatched	Calculated	Developed	Expanded
Edited	Documented	Computed	Displayed	Explained
Enlisted	Edit	Decreased	Eliminated	Forecasted
Influenced	Estimated	Developed	Examined	Generated
Informed	Evaluated	Eliminated	Expedited	Increased
Inspired	Formatted	Established	Identified (problem)	Listened
Interpreted	Generated	Forecasted	Implemented	Maintained
Mediated	Implemented	Formulated	Inspected	Marketed
Motivated	Inspected	Identified (problem)	Investigated	Merchandised
Negotiated	Monitored	Improved	Lead	Monitored
Obtained	Operated	Managed (\$)	Modified	Negotiated
Persuaded	Organized	Planned	Organized	Persuaded
Presented	Prepared	Prepared	Participated	Presented
Read	Prioritized	Presented	Planned	Promoted
Reasoned	Processed	Reconciled	Prioritized	Projected
Reconciled	Proofread	Researched	Reduced	Publicized
Sold	Recorded	Reviewed	Reviewed	Represented
Summarized	Retrieved	Solved	Revised	Sold
Translated	Specified	Streamlined	Updated	Strategized
Wrote	Tabulated	Structured	Upgraded	Targeted

<u>Analytical</u>	<u>Creative Skills</u>	<u>Helping Skills</u>	<u>Management/Leadership</u>	<u>Research Skills</u>
Arranged	Abstracted	Adjusted	Authorized	Clarified
Administered	Conceptualized	Advised	Directed	Collected
Allocated	Created	Advocated	Evaluated	Critiqued
Appraised	Demonstrated	Appraised	Executed	Diagnosed
Assessed	Designed	Assisted	Evaluated	Evaluated
Audited	Developed	Attended	Fired	Examined
Compared	Devised	Cared	Headed	Extracted
Critiqued	Directed	Coached	Hired	Extrapolated
Collected	Discovered	Collaborated	Led	Gathered
Determined	Displayed	Counseled	Managed	Identified
Examined	Experimented	Directed	Mediated	Inspected
Extrapolated	Illustrated	Encouraged	Mentored	Interpreted
Identified	Imagined	Enlightened	Motivated	Interviewed
Inspected	Innovated	Facilitated	Predicted	Investigated
Interpreted	Integrated	Guided	Recruited	Retrieved
Maintained	Intuitd	Intuitd	Resolved	Reviewed
Prepared	Originated	Listened	Scheduled	Summarized
Processed	Performed	Mentored	Supervised	Surveyed
Reasoned	Played	Modeled	Trained	Synthesized
Recognized	Predicted	Perceived	Trouble Shoot	Tested
Recorded	Synthesized	Referred	Wrote	
Reviewed	Visualized	Rehabilitated		

<u>Retail</u>	<u>Teaching Skills</u>	
Assisted	Adapted	Proven track record in...
Analyzed	Advised	Experience involved/included...
Designed	Clarified	More than ____ years experience...
Evaluated	Developed	Expertise and demonstrated skills...
Monitored	Educated	Successful in/at...
Mediated	Encouraged	Experienced in all facets/phases...
Merchandised	Enlightened	Knowledge of/experienced as...
Resolved	Explained	Extensive training/involvement...
Provided	Facilitated	Initially employed...
Quoted	Guided	Specialize in...
Reconciled	Influenced	Proficient/competent at...
Sold	Informed	Temporarily assigned to...
Increased (sales)	Intuitd	Sales quota accountability...
	Persuaded	Reported directly to...
	Taught	Acted/Functioned as...
	Tutored	In charge of...
		Direct/Indirect control...
		Familiar with...

## Sample "Bullet Points" for Resumes

### Accounting / .e

- Compiled and executed bi-monthly billing, bookkeeping and cash analysis
- Reconciled corporate accounts, allocated accounts payable and accounts receivable
- Computed and prepared payment of bills and reports
- Interviewed \_\_\_ (#) people with diverse backgrounds during field research for senior project
- Maintained and processed records for agents
- Reconciled monthly income sheets with 100% accuracy and acted as manager-in-charge in absence of owner/manager
- Verified billing information and resolved claim denials for laboratory
- Performed general bookkeeping duties and tracked money flow of office

### Administrative Assistant

- Maintained advertising calendar of events for promotion activities, researched prospective companies for programs, coordinated in-house mailings (international and domestic), responsible for filing and general office work
- Maintained patient records by updating file copies; oversaw updating of files
- Scheduled appointments via phone and greeted patients

### Business

- Acted as liaison between clients and merchandisers with attention to detail and regard to customers needs
- Assisted director in organizing and managing office
- Conducted data-entry and spreadsheet preparation for dialysis laboratory
- Created and maintained database of (list numbers)

### Child Care Provider / Teacher Assistant

- Coordinated and supervised activities of 45 children
- Entrusted with children's safety and well-being
- Motivated children to learn reading skills and various crafts
- Supervised and monitored two girls, ages five and seven, in after-school and evening activities
- Supervised social and academic activities for 13-year-old
- Tutored children in reading and math

### Coach / Camp Counselor

- Promoted fair play and positive attitude
- Served as coach of freshman team
- Responsible for the physical and emotional well-being of 10-30 juvenile campers for six to eight hours daily
- Planned, coordinated, and presented day camp activities for campers
- Instructed girls aged 6-17 in basic softball skills

### Customer Service / Retail

- Assisted customers with questions and concerns
- Analyzed customer needs and promoted appropriate sales
- Answered phones, processed orders, assisted customers, and handled shipments
- Designed event invitations and created store displays
- Led in clothing sales for the months of July and August
- Monitored phone inquiries and developed customer relations
- Courteously handled customer complaints and took appropriate action
- Merchandised products for effective displays
- Resolved customer complaints for busy retail outlet
- Provided customer service for members through telephone calls, e-mails, and letters
- Provided customer service, executed routine transactions, analyzed customer problems, and developed customer relations
- Provided hospitality to prospective customers
- Responsible for opening and closing store, calculating nightly balance sheets and making deposits
- Trained employees in computer operations, sales, daily transactions, and customer relations

### Manager/ Supervisor

- Managed employee work schedules, payroll and policy enforcement
- Recruited and trained new employees
- Coordinated and supervised numerous recreational activities and events for 16 employees

### Resident / Peer Advisor

- Initiated, planned and organized educational programs
- Served on departmental and staff committees
- Delivered more than 12 hour-long presentations to various student groups
- Compiled presentation materials on service-oriented topics for numerous SMC student groups and organizations
- Worked cooperatively in a team of eight to publicize Career Center job fairs and workshops

### Sports

- Instructed girls ages 6-17 in basic softball skills
- Serve as a role model and develop sportsmanship among youth teams
- Meet and confer with staff and athletes regarding facilities, scholarships, etc.
- Taught fundamental athletic skills to middle and high school students
- Assisted in day-to-day functions of the Athletic Director
- Monitored and evaluated sporting events
- Gathered and compiled information to create school athletic record book
- Gathered and compiled information to create school athletic record book

### Tutor/Instructor

- Collaborated with a team of instructors to create a positive, fun, and lively learning atmosphere
- Coordinated and counseled summer rider camp sessions
- Instructed students of all ages in cheerleading, gymnastics, and dance
- Introduced and published monthly newsletter for families
- Organized annual school show for adult and youth students
- Taught study techniques for children aged 7 and 9
- Tutored 13 & 15-year-old in English and science
- Worked with under-privileged and learning-disabled fifth grade children to develop creative methods for teaching basic math skills

### Waitress / Hostess

- Assisted customers with their orders, prepared food and beverages
- Responsible for giving customers quality service at upscale restaurant
- Received award for "Employee of the month"
- Interacted with more than 500 people daily while serving food to students, faculty and staff in university dining facility
- Trained new employees in working routine of restaurant, customer relations, and computer use
- Created an environment for guests that ensured privacy, comfort and the utmost in hospitality
- Inspected guest accommodations regularly to ensure that establishment provided the highest quality amenities
- Provided guests with estate, local and regional information pertinent to their stay

### Volunteer Service

- Assessed needs of children and encouraged activity and participation in various events
- Collected, organized, and delivered clothes, food, and toys to needy families
- Helped children to have fun during their hospital stay
- Played with cancer patients in isolation rooms in children's ward
- Interviewed 58 homeless and low-income individuals for general assessment



## LIST of REFERENCES

### **Work Reference**

Name: \_\_\_\_\_

Job Title: \_\_\_\_\_ Employer: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_ Length of Acquaintance: \_\_\_\_\_

Has this person given permission to be used as a reference?    YES    NO

Why can this person recommend you for employment? \_\_\_\_\_

### **Educational or School Reference**

Name: \_\_\_\_\_

Job Title: \_\_\_\_\_ Employer: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_ Length of Acquaintance: \_\_\_\_\_

Has this person given permission to be used as a reference?    YES    NO

Why can this person recommend you for employment? \_\_\_\_\_

### **Personal Reference**

Name: \_\_\_\_\_

Job Title: \_\_\_\_\_ Employer: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_ Length of Acquaintance: \_\_\_\_\_

Has this person given permission to be used as a reference?    YES    NO

Why can this person recommend you for employment? \_\_\_\_\_

**Kathy McBeel**  
 2100 McIntyre Dr.  
 Shepherdsville, KY 40165  
 502-555-5665  
 kmcbeel@stu.kctcs.edu

**OBJECTIVE**

An administrative assistant position in the social service field using my data-entry skills, organizational ability, and strong work ethic.

**EDUCATION**

**Smart High School** Louisville, KY  
 Graduation Date: May 2005  
 GPA: 3.6/4.0

**COMPUTER SKILLS**

Microsoft Office (Word, Excel, Access, Publisher, PowerPoint)  
 Microsoft Outlook  
 Internet Explorer

**EXPERIENCE**

**Ride Attendant** April 2003 to Present

*Six Flags Kentucky Kingdom* Louisville, KY

- Direct patrons of amusement park in getting on and off riding device.
- Maintain order among patrons waiting to ride device.
- Fasten patrons' safety belts and bars to prevent injuries during ride.
- Assist children and elderly patrons from ride.
- Collect tickets and cash fares.

**Server/Hostess** January 2001- January 2003

*Applebee's Restaurant* Louisville, KY

- Greeted guests, and escorted them to designated table
- Described menu specials, took orders, and delivered meals in a timely manner
- Assisted fellow servers in delivering orders to their tables, putting customer service first
- Trained new servers on restaurant policies and procedures

**HONORS AND ACTIVITIES**

Honor Roll 2001-Present

Students Against Destructive Decisions, Member 2003-Present

Co-Ed Y, President 2004- Present

Senior Varsity Women's Basketball Team 2003-Present

Junior Varsity Women's Basketball Team 2002-2003

**REFERENCES**

Available upon Request

**Jane Sassaby**  
 P.O Box 111  
 Louisville, KY 40212  
 (502) 555-5555  
 sassabyj@hotmail.com

**OBJECTIVE**

To obtain an internship or part-time position in the banking industry utilizing my educational preparation in accounting

**EDUCATION**

Advanced High School, Louisville, KY  
 Graduation Date: May 2006  
 GPA: 3.5

**EXPERIENCE**

**Cashier (9/03-Present)**

McDonald's Louisville, KY

- Key in customer orders into register and prepare food tray or takeout bags accordingly.
- Serve cold drinks, using drink-dispensing machine, and frozen milk drinks and desserts, using milkshake or frozen custard machine.
- Press lids onto beverages and place beverages on serving tray or in takeout container.
- Demonstrated a positive attitude while processing customer cash and credit transactions.
- Maintain a clean and orderly eating and serving area.

**Sales Associate (5/01-6/03)**

Stein Mart Louisville, KY

- Assisted in the smooth and profitable operation of specialty clothing and home décor shop.
- Generated sales and maintained positive image among clients.
- Designed and constructed store displays.

**COMPUTER PROFICIENCIES**

Microsoft Word, Excel, PowerPoint, FrontPage, and Adobe Photoshop

**HONORS AND ACTIVITIES**

SADD President, 2004-Present

Dance Team, 2003-Present

Marching Band, 2003- Present

Norton Hospital Volunteer, 2004- Present

Honor Roll, 2003-2004

**REFERENCES**

Available upon request

**BRENT ADAMS**

2522 James Dean Dr. • Covington, KY 41017 • 859-555-5555 • brent\_adams@yahoohotmail.com

**Objective:** Seeking an entry level customer service position.**Summary:**

- Precise and accurate worker with background demonstrating pride in performance and successful work accomplishment.
- Strong problem solving, organizational and communicative skills, paying particular attention to detail.
- Welcome new challenges, quickly learning new skills and procedures with excellent memory retention.

**Education:** **Smith High School** Louisville, KY  
**Graduation Date:** May 2005

**Experience:** **Babysitter** Louisville, KY May 2000 to Present  
*Various Private Homes*

- Attend children in a private home.
- Observe and monitor play activities and entertain children by reading
- Prepare and serve meals and baby formulas.
- Sterilize bottles and other equipment used for feeding infants.
- Dress and assist children in dressing and bathing.
- Accompany children on walks and other outings.

**Skyline Chili Restaurant** Louisville, KY August 2003 to Present  
*Waiter*

- Served food to restaurant guests at counters and tables where food service was informal.
- Presented menu, answered questions and made suggestions regarding food and service.
- Wrote orders on checks, totaled bills and accepted payments.
- Ladled chili, tossed salads, portioned pies and desserts, and brewed coffee.
- Cleared and reset counters and tables.
- Assisted manager in opening and closing procedures, including cleaning store and preparing chopped vegetables for salads.

**Subway** Louisville, KY May 2001 to August 2002  
*Sandwich Artist*

- Sliced cold meats and cheese by hand and machine.
- Prepared sandwiches to individual order of customers.
- Prepared garnishes for sandwiches, such as sliced tomatoes and pickles.
- Maintained cleanliness of restaurant by sweeping and mopping floor and disinfecting utensils.

Jane Sassaby  
P.O Box 111  
Louisville, KY 40212  
(502) 555-5555  
*sassabyj@hotmail.com*

**Professional References**

**Dr. Boss Woman**  
Chairman and Professor  
University of Louisville  
Music Department  
*lovetosing@home.com*  
(502) 234-5678

**Mr. Boss Man**  
Supervisor  
United Parcel Service  
HUB 2000  
*Whatcanbrown doforyou@ups.com*  
(502) 456-7890

**Mr. Music Man**  
Owner/Internship Supervisor  
Musical Delights  
*intone@myshop.com*  
(502) 999-9999

