

Resume Writing

WHAT IS A RESUME?

A resume highlights the best and *most related* aspects of your professional and educational qualifications. It is designed to give a potential employer a positive first impression of you. In essence, your resume is your best marketing tool. The purpose of a resume is to tell an employer the specific skills and experience you have that directly relate to each job you are applying for.

BEFORE STARTING YOUR RESUME

A well-constructed and effective resume requires that background work be done before you begin writing. Begin by taking a personal inventory. Examine and define your skills, interests, accomplishments and experiences. These include professional, academic, volunteer, and internship experiences.

FORMAT

Chronological vs. Functional/Combination Resumes

- **Chronological**- the most widely used style today. The most useful format for **students and new professionals**. This format is a listing of your work experience organized by job title in reverse chronological order, beginning with your most recent or current position first.
- **Functional/Combination**- This format groups your work experience in skill-related categories, with job titles listed at the bottom of the resume.

When to Use a Functional/Combination Resume:

- you are a seasoned professional (you have 12+ years of employment)
 - you have worked in a variety of unrelated fields and settings
 - you are making a career change
 - you are returning to the workforce and/or have gaps in employment
 - you want to draw attention to transferrable skills and not job titles
- **Be concise and specific.** Your resume should say the most about you in the fewest words. One page is best, though two pages are acceptable if you have enough pertinent experience.
 - **Include only pertinent information.** There should be a reason for everything in your resume. Leave out personal information including age, race, and marital status. Do not feel that you need to summarize your entire job history- the purpose is to focus on the most impressive and relevant experience.
 - **Use telegraphic style.** Omit personal pronouns such as “I” and “We”. Example: “Designed promotional campaign to alert community of changes in regional voting guidelines.”
 - **Use skill and ability verbs.** Begin each statement or phrase with a descriptive verb that indicates what you accomplished in the position. See page 5 for examples.
 - **Get feedback.** Have a counselor in the Career Services Center help you in designing your resume and be sure that you proofread it!

CHRONOLOGICAL RESUME COMPONENTS

1. **Heading:** At the top of the page, include your name, address, zip code, telephone number and email address. **Be sure that your email address is professional!** If necessary, create a free account through Gmail or Yahoo just for job search purposes. If you live on campus, you may want to include both your campus address and a permanent address. Your phone number is very important. You must be able to be reached during the day or have a message machine to answer your calls.

2. **Career Objective (optional):** Employers often state that they skip over reading a career objective, so we normally advise clients not to include one. However, if you really believe it is crucial in applying for a specific position, be sure that it is detailed and specific. It should lead the reader and direct him/her to the position you are interested in. It should include a) the action you want to do, b) the areas in which you want to do it, and c) the skills you have to contribute to that position. The rest of your resume should give concrete examples or backup your career objective.

3. **Education:** Unless you have been in the field for a number of years, the education component will precede your work experience. List your current degree, major, and year of graduation, even if you have not yet graduated. On the next line, list the college's name and location. *Do not include your high school experience.* You may also list your GPA here if it is above a 3.5, as well as any merit-based scholarships (i.e. Dean's List, honors program, etc.).

4. **Related Coursework (optional):** If you are lacking in job or internship experience, a relevant coursework section can help demonstrate your skills in a specific field. List up to three classes and give a short description of the work you completed in them. Original research is especially impressive.

5. **Related Experience:** List the most recent information first. Indicate your job title, the name of the organization, location (city and state), and dates of employment. Next, describe the specific abilities and responsibilities you assumed and acquired in bullet format. Focus on the skills that directly relate to the new position. This is where you can include on-campus involvement, volunteer and internship experience; remember, it does not have to be paid in order to count! The below list of questions will help you in creating your bullet points.
 - Did you do something faster, better, or cheaper?
 - Did you increase membership, participation, or sales?
 - Did you save your organization any money or eliminate waste?
 - Did you identify and/or help solve any problems?
 - Did you institute any new methods, procedures, services or products?
 - Did you reorganize or improve an existing system?
 - Did you coordinate any event or project?
 - Did you train another person? What were the results?
 - Did you tutor anyone? Did his/her grades improve?

Avoid making bullet points sound like you took them directly from the job description. Instead, pack them full of accomplishments and supporting evidence. This helps employers know how you went above and beyond in your job. For example:

Before:	After:
<ul style="list-style-type: none"> • Wrote reports 	<ul style="list-style-type: none"> • Consistently called on by department manager to organize monthly reports in easy-to-read language for general public
<ul style="list-style-type: none"> • Successfully completed projects 	<ul style="list-style-type: none"> • Created proposal for new program to meet needs of underrepresented population, which was immediately implemented by director of outreach efforts
<ul style="list-style-type: none"> • High level of interest in international relations 	<ul style="list-style-type: none"> • Excelled in 3 courses on the Middle-East culture and conflict with combined GPA of 3.6

<ul style="list-style-type: none"> Managed books 	<ul style="list-style-type: none"> Closed books within three days of end of month for first time in company's history
<ul style="list-style-type: none"> Provided customer service 	<ul style="list-style-type: none"> Used diplomacy and programmatic knowledge to transform dissatisfied customer base, resulting in 96% referral rate
<ul style="list-style-type: none"> Filed documents and created new forms 	<ul style="list-style-type: none"> Implemented standardized filing system with electronic forms to assist over 200 employees in timely processing of documents
<ul style="list-style-type: none"> Managed internship program 	<ul style="list-style-type: none"> Developed internship program employing 50 high school students per year, improving company image and community relations
<ul style="list-style-type: none"> Led trainings and presentations 	<ul style="list-style-type: none"> Delivered presentation on summer research project to key lead faculty and staff; department chair described project as "innovative and enlightening"

6. **Additional or Optional Headings:** Your resume should be individualized to you and best highlight your specific experience. See below for other possible headings. Place here any school or community activities that don't fit in your related experience section above.

- Volunteer Experience
- Community Service
- Professional Affiliations/Memberships
- On-Campus Involvement/Activities
- Publications and Presentations
- Honors

7. **Other Skills:** List your computer skills, including proficiency in Microsoft Office programs or any other pertinent computer programs. You can also list language abilities (i.e. working knowledge of Spanish) and certifications, including First Aid and CPR.

8. **References:** Do not use the phrase *"Available Upon Request."* It is understood that you will provide references when you interview or when requested. References must also be professional: use professors, advisors, and previous employers for references rather than friends and family. When using someone as a reference, always get their permission first and give them a copy of your resume and job description so they are aware of your objective and direction. **If you are asking faculty members to be a reference for you, you should ask the faculty member in the beginning to middle of the semester. Do not wait until the end of the semester to request a written reference from a faculty member.**

FUNCTIONAL/COMBINATION RESUME COMPONENTS

1. **Heading-** Located at the top of the page; include your name, address, zip code, telephone number and email address. Be sure to place it at the top of every page of your resume, cover letter and references page.

2. **Profile** (optional) - This should immediately state the position you are interested in and the skills you can bring to that position. It is also a great place to summarize the number of years you have

spent in a field. Remember that the rest of your resume should directly support your objective. Be sure to use key words that stand out to the employer upon first glance. You may also provide an explanation for **gaps in employment** here. For example, if you are a parent who has stayed home for a number of years raising your children, you might say, “Accomplished marketing professional with eight years of experience in global marketing and branding returning to workplace after working at home full-time raising three children and managing family.”

3. Summary of Qualifications/Relevant Experience- Choose 2-3 overarching **themes/skill sets** that encapsulate your experience and reflect the type of qualifications the company is requesting. If you are having a difficult time choosing these themes/skill sets, use the job description to inspire you. For example, if a company advertises that they are looking for someone who is innovative or has strong initiative, you could create a section titled “Leadership and Initiative.” Other useful section themes include “Management and Supervision” “Communication” “Administrative Skills” and “Customer/Client Relations.” Under each section theme, organize bullet points from each of the positions you have held. The bullet points should begin with **strong skill and ability verbs**. They should also highlight accomplishments and be relevant to the position for which you are applying. Remember to be specific (include numbers, quotas and outcomes when possible). They should also demonstrate transferrable skills, or skills you have developed in a job or leadership experience that you can apply in any professional setting. Use the below questions to get you started.

- Did you do something faster, better, or cheaper?
- Did you increase membership, participation, or sales?
- Did you save your organization any money or eliminate waste?
- Did you identify and/or help solve any problems?
- Did you institute any new methods, procedures, services or products?
- Did you reorganize or improve an existing system?
- Did you coordinate an event or project?
- Did you train another person? What were the results?
- Did you tutor anyone? Did their grades improve?
- Did you state your transferrable skills?
 - Example: “Ensured retention of quality employees as team supervisor through demonstrating open communication, solving problems in a timely manner and promoting company buy-in.”

4. Work History or Employment- List positions held in reverse chronological order beginning with the most recent or current job. You do not need to include jobs held more than 15 years ago unless they are specifically relevant to the position for which you are applying. Include company name, location and dates. Do not include descriptions of your job responsibilities or accomplishments, as these should be adequately covered in your Summary of Qualifications section.

5. Education- If you have been out of school for 10 years or more, your education section can be listed last. Your work experience is more recent and therefore should be placed above your education. If you don’t want to be “dated” by how long ago you earned your degree, you may omit your graduation date. However, be prepared to state it honestly when asked. Otherwise, include university name, degree earned, location, and graduation date (even if it is in the future). Do not include your Associates’ degree, unless it is necessary to qualify you for a specific field. In general,

your Bachelor's degree is the most important degree. If you have a terminal degree (Master's or Doctoral) state it first and still include your Bachelor's.

5. Achievements/Technical Skills/Other Skills, etc. - These can include special licensing, awards, computer skills, languages you speak, and any other ability that would lend to the position for which you are applying.

RESUME DO'S

1. **Use high quality paper.** When you mail your resume or when you bring it to an interview, use resume quality paper (this is available for free in the Career Services office.). You may use either off white, gray, or very light beige. Avoid pastels or bright colors. Be sure to use matching paper for your cover letters.
2. **Use professional font styles.** Suggested fonts include: Arial, Times New Roman, or Helvetica. Do not use smaller than 11 point font or larger than 12 point font in the body of your resume. Your name in the header should be 2 font sizes larger than the rest of the resume.
3. **Be consistent in your layout and composition.** Do not switch from sentences to phrases. Be sure that related headings are consistent in underlining, capitalization, and spacing.
4. **Verb tense.** Use past tense for jobs or experiences you have completed, and present tense to describe ongoing or current employment.
5. **Bullet points.** Arrange information in bullet points, not in paragraph form. Large dots are effective in drawing the employer's attention to competencies, accomplishments, or achievements.
6. **Limit your resume to one page, unless a second page is absolutely necessary.** You should be able to get all pertinent information on one page!
7. **Proof read your resume- spelling and grammatical errors are unacceptable!** Even one mistake can lead an employer to discount you for a position. Ask several people to review your resume for both content and grammar/spelling. If there is something they do not understand or they think needs more explanation, then there is a good chance an employer will not understand it either.

RESUME DON'TS

1. Don't use italics or fancy scripts.
2. Don't include photographs.
3. Don't put in fancy binders or folders.
4. Don't include the complete address of prior employers.
5. Don't include salary information or expectations, unless specifically requested.
6. Don't include lengthy periods of unemployment.
7. Don't exaggerate or embellish your experience.
8. Don't use slang or conjunctions.

SKILL AND ABILITY VERBS

Management Skills:

Administered	Analyzed	Assigned	Attained	Chaired
Contracted	Consolidated	Coordinated	Delegated	Developed
Directed	Evaluated	Executed	Improved	Increased
Organized	Oversaw	Planned	Prioritized	Produced
Recommended	Reviewed	Scheduled	Strengthened	Supervised

Communication Skills:

Addressed	Arbitrated	Arranged	Authored	Corresponded
Developed	Directed	Drafted	Edited	Enlisted
Formulated	Influenced	Interpreted	Mediated	Moderated
Motivated	Negotiated	Persuaded	Promoted	Publicized
Reconciled	Recruited	Spoke	Translated	Wrote

Research Skills:

Clarified	Collected	Critiqued	Diagnosed	Evaluated
Examined	Extracted	Identified	Inspected	Interpreted
Interviewed	Investigated	Organized	Reviewed	Summarized
Surveyed	Systematized			

Technical Skills:

Assembled	Built	Calculated	Computed	Designed
Devised	Engineered	Fabricated	Overhauled	Programmed
Remodeled	Repaired	Solved	Trained	Upgraded

Teaching Skills:

Adapted	Advised	Clarified	Coached	Communicated
Coordinated	Developed	Enabled	Encouraged	Evaluated
Explained	Facilitated	Guided	Informed	Initiated
Instructed	Persuaded	Set goals	Stimulated	

Financial Skills:

Administered	Allocated	Analyzed	Appraised	Audited
Balanced	Budgeted	Calculated	Computed	Developed
Forecasted	Planned	Projected	Researched	

Creative Skills:

Acted	Conceptualized	Created	Designed	Developed
Directed	Established	Fashioned	Founded	Illustrated
Instituted	Integrated	Introduced	Invented	Originated
Performed	Planned	Revitalized	Shaped	

Helping Skills:

Assessed	Clarified	Coached	Counseled	Demonstrated
Diagnosed	Educated	Expedited	Facilitated	Familiarized
Guided	Referred	Rehabilitated	Represented	

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	

Thomas Thompson

555 Main Street, Los Angeles, CA 90210
(909) 555-3511 thomas.thompson@ucla.edu

Education:

Bachelor of Science, Business Administration

University of California, Los Angeles, Los Angeles, CA
GPA: 3.7

May 2012

Awards/Honors:

Dean's List

Spring 2009 - Spring 2010

Landis Leadership Scholar

Fall 2011 – Spring 2012

- Gain leadership experience through intensive training and coursework

On Campus and Community Involvement:

Member, SIFE (Students in Free Enterprise)

August 2008 - Present

- Implement collective ideas to sponsor campus and community events to promote education and social change
- Work with group to help raise funding for Kenya water project for 2,500 households
- Led groups of 9 junior high students in discussion on success skills, business ethics, and personal finances

Captain, UCLA Football Team

August 2009 - May 2011

- Teach, motivate, and demonstrate leadership skills through example during practices and study sessions with 35 team members
- Developing time management skills and self determination while balancing busy practice and game schedule

Volunteer, Lion-like Mind State

August 2008 – June 2009

- Plan two yearly outreach events to highlight community members' creativity in spoken word, poetry, music, and art

Volunteer, G.A.T.E. Program, Franklin Elementary School, Los Angeles, CA

January 2008 and January 2009

- Creating, organizing and overseeing lesson plans and weekly educational activities for 15 gifted elementary students

Work Experience:

Tutor, Xamaze in Home Tutoring, Los Angeles, CA

January 2005 - Present

- Conduct one-on-one biweekly tutoring sessions with high school aged students in advanced math skills
- Work individually with students to identify obstacles and set goals to improve academic standings
- Display patience and active listening to convey math concepts and guide students on assignments

Student Assistant, UCLA Weight/Cardio Room, Los Angeles, CA

March 2005 - Present

- Manage check-in desk and enforce policies of university weight and cardio room
- Troubleshoot members' questions and issues regarding weight room equipment and fitness routines, and offer advice on accessing campus and community resources

Skills:

Proficient in Microsoft Word, PowerPoint, and Excel

Mary Smith

555 Main Street, Los Angeles, CA 90210
(909) 243-5678, mary.smith@ucla.edu

SUMMARY OF QUALIFICATIONS

- Fluent in Spanish and Tagalog
- Two years experience working with diverse ethnic and socioeconomic groups
- Proficient in Microsoft PowerPoint, Excel, and Word

EDUCATION

Bachelor of Science, Sociology

May 2010

University of Southern California, Los Angeles, CA

RELATED COUSEWORK (in progress *)

- Social Problems
- Research Methods
- Sociology of Deviance*
- Senior Thesis *(Adolescents and deviance)

RELEVANT EXPERIENCE

Case Management Intern

September 2009 – Present

T.Y.K.E.S. Resource Center, Chino, CA

- Assess need and recommend services for diverse families with children from birth to five years of age
- Co-lead the facilitation of court mandated parenting classes
- Collaborate with community agencies and nonprofit organizations to locate available resources for parents in need of social services

Intern

June 2010 – August 2010

Pals Program, Human Services Department, Anaheim, CA

- Facilitated educational workshops and activities aimed in promoting positive self-esteem and leadership skills among diverse adolescents
- Delivered one-on-one mentoring to at risk and troubled teens

WORK EXPERIENCE

Server

October 2007 – June 2010

Disneyland Resorts, Anaheim, CA

- Provided superior customer service the “Disney Way” for up to 300 guests
- Addressed guest concerns and resolved conflicts
- Trained over 25 servers and cashiers in basic service operations

AFFILIATIONS

President

August 2010 - Present

Sociology and Anthropology Club

Thomas Thompson
555 Main Street, Los Angeles, CA 90210
(909) 555-3511 thomas.thompson@csun.edu

SUMMARY OF QUALIFICATIONS

- Over five years of experience in sales and marketing
- Areas of expertise range from marketing development to strategies to basic sales presentations
- Proficient in Gold Mine, File Maker Pro, Lexis-Nexus, Microsoft PowerPoint, Excel, and Word
- Fluent in Spanish

EDUCATION

Masters of Business Administration **May 2013**
Concentration: Marketing
California State University, Northridge, Northridge, CA

Bachelor of Arts, Business Administration **May 2009**
Concentration: Marketing
California State University, Northridge, Northridge, CA

RELEVANT EXPERIENCE

Advantastar Communications, Inc., Santa Ana, CA

Promotions Coordinator **September 2009 – Present**

- Direct promotional campaign from initial concept through completion
- Design and execute entertaining and technical show features
- Manage relationships and negotiate sales contracts with over 150 companies
- Solicit radio stations to advertise company trade shows

WORK EXPERIENCE

Enterprise Rent-A-Car, Montclair, CA

Intern **June 2008 – August 2010**

- Developed relationships and provided excellent service to customers, vendors and co-workers
- Resolved problems and negotiated positive outcomes for customers
- Managed inventory and deployment of a fleet of vehicles
- Marketed services to local businesses

Disneyland Resorts, Anaheim, CA

Server **October 2007 – June 2009**

- Provided superior customer service the “Disney Way” for up to 300 guests
- Addressed guest concerns and resolved conflicts
- Trained over 25 servers and cashiers in basic service operations

AFFILIATIONS

Treasurer **August 2008 – May 2009**
Students in Free Enterprise (SIFE),

Mary Madison

555 Main Street, Los Angeles, CA 90210

(310) 592-1120

mary.madison@csun.edu

Education:

Bachelor of Arts, Psychology

May 2011

California State University, Northridge, Northridge, CA

GPA 3.75

Mover and Shaker Award

May 2010

- Awarded to three percent of the student population in recognition for outstanding leadership and involvement on campus

Related Coursework:

- Counseling & Interviewing Skills
- Senior Seminar- Conducted original research to discover the relationship between students' perceptions of alcohol use on campus and peer pressure

Counseling Related Experience:

Resident Assistant, California State University, Northridge

August 2010-May 2011

Northridge, California

- Communicated university policy to residents and managed roommate conflicts and interpersonal issues among residents
- Coordinated floor-wide educational and social programs for up to 40 residents on topics such as cultural diversity, study skills, and creating successful relationships

Intern, Inward Journeys Counseling Center

February 2010-May 2011

Covina, California

- Co-led weekly group meetings for female clients with drug and alcohol addictions on subjects such as developing coping skills and conflict resolution
- Enhanced listening skills while actively facilitating discussions and creating a safe space for clients to voice needs and concerns
- Developed constructive and cooperative working relationships with co-workers and trusting mentoring relationships with clients

Other Work Experience:

Office Manager, BK Construction Services

January 2005-May 2009

Pasadena, California

- Developed excellent customer service skills through scheduling appointments, organizing files and answering phones and written correspondence
- Oversaw front office and delegated duties to office assistant to ensure efficient work environment

Additional Skills:

- Proficient in Spanish
- Working knowledge of Word, Excel, PowerPoint, and SPSS, statistical analysis software

Combination Resume Example #1

Written for a Human Resources training position at a large sales company

(Note the large variety of positions Lisa has held. In her case, a combination resume draws attention away from a non-traditional career track and places it on her relevant skills.)

Lisa Smith

1454 1st Street, Los Angeles, CA 90210 (310) 444-4411 Lisa.Smith@csula.edu

Summary of Qualifications

LEADERSHIP

- Earned fast-track promotion to manager at ABC Construction to provide training and mentoring to associate laborers, promoting successful project completion of 10-mile stretch of highway
- Organized and directed fundraising programs that directly involved athletes in team success while maintaining high standards for conduct and academic performance for team members
- Selected by non-profit organization to manage financial operations, university relations, pledge training, academic achievement and house functions in collaboration with chairman and other elected officers; chosen for demonstrated leadership qualities to represent organization in Washington, D.C.

SALES AND COMMUNICATIONS

- Developed effective sales techniques throughout tenure at 123 Communications, consistently exceeding personal sales goals and providing leadership to 10-person sales team to exceed overall team goals
- Highly skilled in verbal and automated presentations, developing the ability to effectively address and engage a wide variety of audiences and promoting overall organizational goals and ambitions
- Consistently called on for exceptional communication skills to represent companies and organizations at public and internal speaking engagements to deliver information critical to achievement of stated objectives

TRAINING AND INSTRUCTION

- Dedicated to the advancement of students through the development and implementation of organized, engaging and innovative curriculum and lesson plans
 - Recognized with nomination for “State Teacher of the Year” by peer group for excellence in teaching and meaningful involvement in the lives of students, parents and faculty, as well as in school functions
 - Skilled in recognizing individual student needs and adapting curriculum and classroom goals to meet those needs, resulting in enhanced student success and self-esteem
-

Lisa Smith

1454 1st Street, Los Angeles, CA 90210 (310) 444-4411 Lisa.Smith@csula.edu

Professional Work History

Jackson High School, Los Angeles, CA Teacher, Biology and Chemistry	2002 – Present
New Jersey Junior High School, New Jersey, New Jersey Teacher, Science	1999 - 2002
Fairfax County High School, Fairfax, Massachusetts Student Teacher	Fall 1999
ABC Construction, Buffalo, New York Supervisor and Heavy Equipment Operator	1996-1999
Today Daycare, New York, New York Assistant Teacher, ages 1-12 years	1993-1996
Telephone Communications, Inc., New York, New York Supervisor, Telemarketing Sales Team	1988-1993

Education and Specialized Training

New Jersey University, Somewhere, New Jersey Master of Arts, Teaching	2001
Single Subject Credential, Science	1999
California State University, Los Angeles, Los Angeles, California Bachelor of Arts, Secondary Science Education	1991

Technical Skills

- Proficient in Microsoft Word, Excel, and PowerPoint
- Conversational Spanish

Combination Resume Example #2

Written for Director of Social Services position at non-profit organization

John Johnson

5555 Main Street, Los Angeles, CA 90210

john.johnson@csula.edu

213-555-4511

Profile:

Licensed social worker with 10 years experience working with diverse clientele in a variety of educational and social work settings. Able to balance high case load and make accurate diagnoses while providing a trusting environment in which clients can make positive life changes. Proven administrative skills within non-profit organizations.

Professional Experience:

Counseling

- Demonstrated cultural sensitivity as facilitator of weekly group sessions for men in violence prevention program
- Advised management on appropriate resolution and intervention strategies for employee conflicts and grievances
- Supervised three graduate interns in implementing group trust activities with residents at substance recovery home
- Performed written and verbal evaluations and provided timely critical feedback to over 15 professional staff

Outreach

- Identified new resources to recruit over 25 new volunteers to mentor at-risk children in after-school program
- Edited and produced monthly newsletter sent to over 300 supporters and clients
- Tutored men and women in basic reading skills as volunteer through library literacy program
- Conducted informational sessions at local high schools and colleges regarding volunteer and internship opportunities for students

Administrative

- Coordinated office administration and streamlined work flow and schedules to meet goals for new initiatives within organization
- Managed operating budget and gained two new government grants totaling \$375,000 to fund non-profit programming
- Awarded Employee of the Year for demonstrating a team oriented approach and implementing new ideas to improve outreach
- Proficient in Microsoft Word, Excel, PowerPoint, Quicken and PeopleSoft

John Johnson

5555 Main Street, Los Angeles, CA 90210
john.johnson@csula.edu
213-555-4511

Professional Experience:

Senior Social Worker Neighborhood Clinics, Duarte, CA	July 2007- Present
Outreach Coordinator A-Town Kids, Azusa, CA	June 2003- June 2007
Volunteer, City Library Literacy Program Monrovia, CA	April 2004- June 2007
Human Resources Generalist California Clinics, Monrovia, CA	January 2000- June 2003
Administrative Assistant Teach for America, Los Angeles, CA	January 1997- December 1999

Education:

Master of Social Work, June 2006
San Diego State University
San Diego, CA

Bachelor of Arts, Sociology, May 2003
California State University, Los Angeles
Los Angeles, CA

Associate of Arts, Human Resources Certificate, December 1999
Mount San Antonio College
Walnut, CA

NAME

Current Address
Permanent Address (if applicable)
Phone Number
Email address

REFERENCES

Name
Title
Company
Address
City, State
Phone Number
Email

Name
Title
Company
Address
City, State
Email

Name
Title
Company
Address
City, State
Phone Number
Email

Resume Writing: Transferrable Skills

Communication: the skillful expression, transmission and interpretation of knowledge and ideas

- Speaking effectively
- Writing concisely
- Listening attentively
- Expressing ideas
- Facilitating group discussion
- Providing appropriate feedback
- Negotiating
- Perceiving nonverbal messages
- Persuading
- Reporting information
- Describing feelings
- Interviewing
- Editing

Researching and Planning: the search for specific knowledge and the ability to conceptualize future needs and solutions for meeting those needs

- Forecasting
- Creating ideas
- Identifying problems
- Imagining alternatives
- Identifying resources
- Gathering information
- Solving problems
- Setting goals
- Extracting important information
- Defining needs and analyzing

Human Relations: the use of interpersonal skills for resolving conflict, relating to and helping people

- Developing rapport
- Being sensitive
- Listening
- Conveying feelings
- Providing support for others
- Motivating
- Sharing credit
- Counseling/mentoring
- Cooperating
- Delegating with respect
- Representing others
- Perceiving feelings, situations
- Asserting

Organization, Management and Leadership: the ability to supervise, direct and guide individuals and groups in completing tasks and fulfilling goals

- Initiating new ideas
- Handling details
- Coordinating tasks
- Managing groups
- Delegating responsibility
- Teaching/coaching
- Counseling
- Promoting change
- Selling ideas or products
- Decision making with others
- Managing conflict
- Planning events
- Budgeting

Work Survival: the day-to-day skills that assist in promoting effective production and work satisfaction

- Implementing decisions
- Cooperating
- Enforcing policies
- Being punctual
- Managing time
- Attending to detail
- Meeting goals
- Enlisting help
- Accepting responsibility
- Team playing
- Setting and meeting deadlines
- Organizing
- Making decisions