Resume Toolkit
Century College Career Services
West Campus, Room 2402

RESUME PURPOSE

1) A resume is a *brief, concise* summary of education, experiences, skills and accomplishments *relevant* to the position/field you are applying to.

2) The purpose of a resume is to demonstrate to an employer your *ability* to be successful in a specific job/field.

3) An employer will use your resume to determine if they want to invite you to an interview.

4) A resume is NOT a biography of everything you have done. The average time spent reviewing a resume is 12-15 seconds.

5) In addition to paid work experience, a resume can also include education, training, volunteering, honors/awards, internships, externships, student teaching, clinical, extracurricular activities, study abroad, leadership experiences, and more.

6) Often, people will create slightly different resumes tailored to each career field/job opening within their search.

7) To prepare a successful resume you will need to present your experiences and achievements on one page. However, multiple pages are acceptable if you have considerable experience.

GETTING STARTED

Let's get started. First, spend time brainstorming what you want to include on your resume. This can be anything that demonstrates your qualifications and abilities to employers. For example, employment (full, part time and seasonal), education and training, volunteering, honors and awards, activities, skills, and professional memberships are just a few examples of information that can be included on a resume.

Compile this information into a list and write a brief paragraph about each item. Describe your responsibilities, the skills you used to perform you duties, accomplishments, and any other information you think may be of interest to an employer. Don't worry about spelling or grammar. Just get your thoughts down on paper.

Although this first step can be time consuming, the more time and energy you spend reflecting on your past experiences the easier it will be to create an effective targeted resume. Consider creating a "Career Folder" to hold any career-related information such as transcripts, position descriptions, performance reviews, letters of recommendation, "pats on the back," and more. Having this information in one place can be useful when you're updating or making changes to your resume.

HEADING

Include your name, address, phone number, e-mail address, and URLs for your e-folio and/or a professional networking site. Spend time designing a professional looking heading which can be used as a "letterhead" for your cover letter and references.

- Avoid nicknames.
- Put your name in at least 16-point font. This will make your name stand out and will be easier for employers to see.
- Use a permanent address. Use your parents' address, a friend's address, or the address you plan to use after graduation.
- Use a phone number where you can be reached at all times. Record a neutral greeting on your voice mail.
- Include your e-mail address. Choose an e-mail that sounds professional.
- *Include your web site address only if it reflects your professional ambitions.*

Examples

Woody Wood Duck
3300 Century Avenue North
White Bear Lake, MN 55110
012-345-6789
Woody.WoodDuck@gmail.com

Woody Wood Duck

3300 Century Avenue North ● White Bear Lake, MN 55110 ● 012.345.6789

Woody.WoodDuck@gmail.com   WoodDuck@efolio.org

OBJECTIVE

An Objective should be brief and concise. It's useful when you're applying for a specific job or to communicate with a potential employer about what types of jobs you're interested in. The most effective Objectives are targeted with interests, skills, and strengths that match a job description.

Generally speaking, some employers view the Objective as an important, essential component of a resume. However, other employers perceive Objectives as unnecessary and less effective than a Summary or Profile. It's up to you to decide if an Objective or Summary/Profile works best for your resume.

- If an employer requests a resume and a cover letter it probably isn't necessary to include an Objective because you'll identify the position you're applying to in your letter.
- *If you are not clear about your career goals it is wise to not include an objective on your resume.*

Examples

> ## Objective
> To obtain an internship at a health care facility specializing in child and adolescent care.

> ## OBJECTIVE
> Seeking employment as a cosmetologist at Salon Beauty with an emphasis on creative color.

SUMMARY/PROFILE

An alternative to an Objective is a Summary or Profile. Think of this section as a "snapshot" of your experiences, skills, qualifications, accomplishments, talents, and strengths and that are ***most relevant*** to a specific position. An effective Summary or Profile will be keyword-rich, targeted to a specific job, and motivate an employer to want to continue reading your resume.

Employers may use this section to find a "match" between *their job description* and *your resume*. Therefore, when you create this section identify keywords in the job description and then use as many of these keywords as you can in your Summary or Profile.

- A Summary or Profile should not be more that 4-5 lines. It can consist of a series of brief descriptive statements, bulleted points, or a combination of statements and bullets.
- The most effective Summaries and Profiles are tailored to a specific job.
- Use as many keywords as possible.

Examples

> ### Medical Assistant Profile
> Caring, certified Medical Assistant with experience passing medications and charting care plans and weekly summaries. Proficient in taking vital signs, administering treatments, collecting specimens, and scheduling certified nursing assignments. Excel in helping patients feel comfortable during appointments.

Career Profile Computer Support Specialist
ITT professional with excellent technical, critical thinking and problem-solving skills. Demonstrated success with equipment set-up, monitoring systems, and answering questions regarding operation.

- **Operating Systems:** Mac OS X, Windows 7, Windows XP/Professional, Linux/Unix Distributions
- **Hardware:** Mac, Dell, HP
- **Software & Applications:** MS Office Suite, Google Apps, Skype
- **Protocols:** TCP/IP, OSI

EDUCATION

New graduates without a lot of work experience should list their educational information first. Those with more work experience can include Education after their work experience. It's not necessary to include a high school diploma or GED unless it's a requirement for the position you are applying to or if you're less than two years into your college experience.

- Education is listed in reverse chronological order (most recent first).
- Include the name of the institution(s) attended, the city and state where each institution is located, dates of attendance, and any relevant degrees, diplomas or certificates. If you prefer not to include dates it is fine to omit them.
- If known, include your GPA (with a scale) if it's above 3.00.
- Mention any academic honors and awards.
- "Relevant Coursework" is an optional section.

New Grad Example

EDUCATION
Century College White Bear Lake, MN
Chemical Dependency Associate in Science Degree, expected 5/2012
Cumulative GPA: 3.00/4.00

Additional Education Example

EDUCATION

Certificate in Translating and Interpreting, Expected May 2011
Century College White Bear Lake, MN; GPA: 3.80/4.00

Bachelor of Arts in Spanish, May 2005
University of Minnesota, College of Liberal Arts Minneapolis, MN; GPA: 3.30/4.00

Associate in Arts Degree, May 2003
Century College White Bear Lake, MN; GPA: 3.20/4.00

EXPERIENCE

Experience can include seasonal, part time, and full time employment, internships, externships, clinical, student teaching assignments, research positions, volunteer positions, and more. For each experience include:
- Job title
- Name of organization
- City, state
- Dates of employment
- 3-4 descriptive statements with an emphasis on skills and achievements.

As you're writing descriptive statements remember that employers will be looking for a match between *their needs* and *your resume*. Consider reading the position description and using a highlighter to highlight the qualifications and skills that you believe are most essential to being successful in that job. Then, write your descriptive statements in a way that provides evidence that you can deliver these key qualifications.

Remember that resume statements are fragments, not complete sentences. Start each statement with an *action verb* (a word that describes something you've done) and do not use personal pronouns such as "I," "my," or "we."

If possible quantify your work. This gives you celebrates your accomplishments and gives you credit for a job well done. Here's an example, "Increased enrollment in on-line accounts by 5% over 4 months."

Also, to write strong statements try using the below formula. This helps you use verbs, provide details about what you did, and discuss the outcome or results of your efforts.

Action Verb   +   Details   =   Results

Examples

EXPERIENCE

Employer, City, State   May 2008 - present
Bank Teller (part time)
- Provide excellent customer service by identifying customer needs, suggesting products, answering questions, and referring customers to correct supervisory department for assistance as needed.
- Use math skills and knowledge of banking system to process withdrawals, deposits, and coordinate financial transactions in order to provide customers with accurate and timely services.
- Received positive evaluations from supervisor for customer service skills and knowledge of banking software on annual review.

Experience
Peer Tutor
Century College White Bear Lake, MN   9/2010 – 5/2011
- Maintained a weekly schedule to provide 4-10 students with consistent tutoring services.
- Helped students with understanding key concepts using listening, paraphrasing and teachings skills to assist with academic gains.
- Initiated contact with instructors to obtain syllabi and course materials and provide coordinated tutoring services.

ACTION VERBS

Action verbs are *words that describe something you've done*. For example, in the sentence "Initiated contact with instructors to obtain syllabi and course materials" the action verb is the first word, *"Initiated."* Every descriptive sentence on your resume should begin with an action verb. You can use the internet to locate lists of verbs arranged alphabetically or by skill category. Here's a short list to help you get started:

Achieved	Chaired	Devised	Guided	Modified	Promoted	Simplified
Acquired	Changed	Directed	Implemented	Motivated	Publicized	Solved
Advertised	Clarified	Distributed	Improved	Negotiated	Published	Surveyed
Analyzed	Collaborated	Drafted	Integrated	Obtained	Recruited	Staffed
Anticipated	Compared	Encouraged	Interpreted	Operated	Redesigned	Supervised
Applied	Consulted	Enlisted	Interviewed	Organized	Regulated	Supported
Approached	Contracted	Established	Introduced	Oversaw	Reorganized	Taught
Assessed	Converted	Evaluated	Led	Performed	Reported	Tested
Assisted	Created	Expanded	Maintained	Persuaded	Resolved	Trained
Budgeted	Cultivated	Explained	Managed	Planned	Reviewed	Updated
Built	Defined	Facilitated	Marketed	Presented	Revised	Wrote
Calculated	Delegated	Founded	Mediated	Produced	Scheduled	
Catalogued	Designed	Generated	Minimized	Programmed	Selected	

OTHER INFORMATION

To showcase more of your skills, abilities, and experiences consider incorporating this information into existing sections or create a special section on your resume.

Key skills- highlight skills or competencies related to a position (computer, equipment, tools, techniques, processes, etc.)

Projects- briefly describe a project to demonstrate your ability to apply classroom learning to real life situations.

Languages- indicate your level of ability from conversational to fluent.

Military experience- demonstrate transferable skills and ability. Include rank, dates, assignments and information about your specific duties.

Study abroad/international experience- highlight cross-cultural knowledge, communication skills, adaptability, willingness to try new experiences, and more.

Leadership and participation in student organizations, activities and sports- show your commitment, involvement and growth in college.

Volunteer experience- highlight skills, interests, achievements, ability, and provide evidence of continuity and growth.

Honors/Awards- include honors relevant to the position you're applying to.

Professional Memberships- include information about your involvement in professional organizations.

Internship/Externship/Clincials/Student Teaching- highlight key qualities and skills developed through experiential learning.

FAQs

Q: How long should my resume be?
A: Generally, resumes should not exceed 2 pages. And, for most college students, a 1-page resume is sufficient. Organize your resume so the most important, relevant information is on the first page. If you're short on space you can reduce the top, bottom, left and right margins down to 0.5 inches.

Q: Should I use a MS resume wizard or template?
A: Microsoft Office has templates that can help you with the "look" of your resume. However, we recommend using templates only as a guide to get started. Templates can be difficult for cutting and pasting which makes updating and changing your resume difficult. Also, templates do not always upload well. The best strategy is to create your resume from scratch as a MS Word document.

Q: What about font?
A: Your font size should be between 11-12 point (although it's okay to use a slightly larger font for your heading and section titles). Choose an easy-to-read font such as Times New Roman or Arial. Don't mix and match fonts, pick one and stick with it. You can use bolding to strategically highlight items related to your job target, but avoid italics and underlining.

FINAL TIPS

Proofread your resume. This is an employer's first impression so you want to be sure you haven't made any errors. Use spell check and have your resume reviewed by someone in your field of interest, a Career Services professional, or by family and friends.

The most effective resumes are tailored to specific positions. Modify sections of your resume based on the jobs you're applying to. If you're applying to jobs in different areas take the time to make changes to your resume accordingly. When possible, use keywords from the position description in your resume and add or delete information as needed.

Be honest and truthful. If you misrepresent yourself, intentionally or accidentally, it could be grounds for review or termination.

Overall, it's best that your resume reads more like a list than a letter. Use action-oriented verbs and bullet statements to accomplish a clean, concise resume that can be easily skimmed.

DESIGN

These tips will make your resume easier to read and/or scan into an employer's data base:

- Use 8-1/2- x 11-inch paper that is white or off-white in color.
- Print on one side of the paper.
- Leave a balance of white space and text so your resume doesn't end up looking crowded.
- Leave a blank space between the separate sections on your resume.
- Do not fold or staple your resume. If you must mail your resume, put it in a large envelope.

Woody Wood Duck

3300 Century Avenue North ■ White Bear Lake, MN ■ 012.345.6789
WoodDuck@efolio.org ■ Woody.WoodDuck@gmail.com

OBJECTIVE
Committed, caring, successful student seeks admission at XYZ College in the Psychology department

EDUCATION
Associate of Arts, 5/2014
Century College, White Bear Lake, MN
GPA 3.65/4.00

Honors: PHI THETA KAPPA (Fall and Spring 2014)

International Experience: participated in Habitat for Humanity Global Village program and used conversational Spanish skills (Summer 2012)

VOLUNTEER EXPERIENCE
Hospice Volunteer   9/2009 - present
Organization City, State
- Participated in 20-hour grief and loss training
- Provide comfort and support by visiting, reading, watching TV and playing games with patient and family
- Assist on a weekly basis with household chores, errands and shopping

ACTIVITIES
Planner, Intercultural Club, 5/2009 – present
Arrange guest speakers and help with planning activities

Member, Intramural Softball team, 5/2010 – present

OTHER EXPERIENCE
Marketing Research Assistant (part-time & seasonal)   6/2009 - present
Organization City, State
- Identify and make phone calls to potential survey respondents
- Use communication and teaching skills to help respondents complete and submit on-line survey
- Enter survey results into company-wide database
- Follow-up with respondents in 1 month to ensure customer satisfaction

Peer Tutor   9/2010 – 5/2011
Century College, White Bear Lake, MN
- Provided 4-10 students with consistent tutoring services
- Helped students with understanding key concepts by using listening, paraphrasing and teaching skills
- Initiated contact with instructors to get course materials and provide customized tutoring services

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White Bear Lake, MN 55110
Woody.WoodDuck@gmail.com
linkedin.com/in/WoodyWoodDuck
012-345-6789

ADMINISTRATIVE SPECIALIST PROFILE

Professional, motivated, energetic individual certified in Software Applications. Demonstrated success in helping customers and working effectively as part of a team. Ability to compile, organize and present research. Detail-oriented with the ability to multitask and to meet management goals.

- MS Office Suite, Desktop Publishing
- Proficient with calendaring and scheduling
- Web Design and Management
- Experience with confidential information

RELATED EXPERIENCE

Organization, City, State   3/2008 – 2/2010
CARD ANALYST
- Received promotion to Credit Card Analyst
- Researched and resolved cardholder disputes averaging 10 or more disputes weekly
- Identified fraudulent card transactions, analyzed purchase patterns, and communicated findings to other departments to prevent future fraud incidents
- Collaborated to resolve customer billing errors and followed-up accordingly on behalf of customer
- Maintained a professional attitude while collecting receivables from customers. Practiced good communication with banks, vendors and clients
- Responsible for keeping highly confidential data secure

CARD ASSOCIATE   2/2006 - 3/2008
- Identified payments and applied cash payments to outstanding receivables
- Contacted current and past employees to collect travel charges for retired employees
- Researched and resolved employee billing errors as needed
- Served as primary contact in resolving disputed and incorrect charges

Organization, City, State   12/1999 – 1/2003
OFFICE ASSISTANT
- Maintained databases documenting weekly and monthly vendor activities
- Prepared invoices, memos, and reports for manager as needed

EDUCATION
Certificate in Software Applications, 5/2010
Century College, White Bear Lake, MN, GPA: 3.60/4.00
2010 Courses: Web Design, Creation and Management; Intercultural Communications; Intro to Accounting

Associate of Arts
Century College, White Bear Lake, MN

EMPLOYMENT
Server, Organization, City, State, Dates
Server, Organization, City, State, Dates

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3300 Century Avenue North
White Bear Lake, MN 55110
012-345-6789
Woody.WoodDuck@gmail.com
linkedin.com/in/WoodyWoodDuck

OBJECTIVE

Seeking an internship where I can utilize my strong technology skills and gain experience with networking.

EDUCATION

Century College, White Bear Lake, MN   September 2010 – present
A.A.S., Information and Telecommunications Technology
Certificate, Advanced Networking
GPA: 3.50/4.00

INDUSTRY CERTIFICATIONS

Cisco Certified Networking Associate (CCNA), August 2010

SKILLS

Operating Systems: Mac OSX, Windows 7, Windows XP
Hardware: Mac, Dell, HP, Cisco, Xiotech
Software: Microsoft Office Suite, Microsoft Exchange, VMware, MS App-V, Skype, Google Earth
Apps and SMART software

ITT EXPERIENCE

Volunteer Desktop Support Specialist   September 2010 – present
Organization, City, State
- Consult with co-workers to troubleshoot and answer questions relating to computer operation
- Provide friendly and timely customer service by helping users with proper use of hardware and software
- Monitor computers to ensure reliable functioning by performing weekly scans
- Keep a log of daily users and maintain an orderly and clean computer lab

EXPERIENCE

Cashier   May 2008 – July 2010
Organization, City, State
- Use math skills to issue receipts, credits and determine change due to customers
- Provide excellent customer service by identifying customers' needs, suggesting products, answering questions, and referring to correct supervisory department for assistance as needed.
- Received positive evaluations from supervisor for customer service skills and knowledge of promotions on annual review.

LEADERSHIP

Secretary, Century College Institute of Electrical and Electronics Engineers (IEEE)
- Write and organize meeting minutes. Assist with maintaining and updating website.

ACTIVITIES

Member, Century College Information and Telecommunications Association,   December 2010 - present