

Enhancing Professional and Personal Development

# WRITING AN EFFECTIVE RÉSUMÉ



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**CAREER** Education. **CAREER** Experiences. **PRE-PROFESSIONAL** Advising.

# Resources:

This resume packet is meant to be a guide for students, and is open to adjustments and personal tailoring. Please schedule an appointment with one of our career/peer advisors for further assistance.

1. Login to **ii Handshake** at [elmhurst.joinhandshake.com](http://elmhurst.joinhandshake.com)
2. Go to Career Center
3. Select Appointments in the drop-down window
4. Then select Resume Assistance>Resume Review
5. From there you will see the career/peer advisor's availability blocks for appointments.

Drop-in hours are also available during protected hour.

***\*\*For healthcare related fields, it is recommended that Education be the first heading on the resume.***

 **ii Handshake**

**Linked** 

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A resume is a document that you - the job seeker - use to promote your skills, abilities, and knowledge to a potential employer. Resumes do not generate job offers, but well written resumes do facilitate interviews. They are a marketing tool used to articulate your transferrable and soft skills, as well as show how you have added value to the organization. The resume is important, but just one of several steps that make up a successful job search.

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# Starting your Resume

## Things to Keep In Mind:

- Do **not** use a template, create your resume with **Microsoft Word**. Templates do not stand out and can have problematic formatting issues.
- Use a **non-serif** font style such as, **Arial, Tahoma, or Verdana**.
- Use a font size between **10-12** points. Resume should be one page.  
As you gain work experience, multiple pages are acceptable.  
Multiple pages are also acceptable, if you have numerous activities and leadership experiences.
- Use standard bullet points and bold words to make your resume more reader - friendly and to focus the reader's attention.
- Keep sentences short- fragmented statements are acceptable.
- **Avoid** using **"I" "Me" and "We."**
- Be consistent with spacing/punctuation.
- **Incorporate "keywords"** (skills). Target keywords to the job description you are applying. Applicant tracking systems scan resumes for key words that match the company's job descriptions.
- Statement should be **accomplishment - driven**, not duties -driven. This will set you apart from other candidates.  
Start statement with an **action word/verb**. Avoid repeating action verbs.  
(As this can make your resume appear redundant).  
Use the proper tense (present, past) and be consistent with tenses for action words.
- List all dated items in **REVERSE CHRONOLOGICAL** order (start with most recent).
- Do not include High School Education or High School activities.
- Do not type "References available upon request." List them on a separate sheet and only submit them when specifically requested by an employer.
- **Check and re-check** for spelling and grammatical errors.
- When sending your resume as an attachment to an email convert formatting to **PDF**.
- Print resume on **24 lb. Bond resume paper** (White or Cream).

# Aspects of a quality resume:

## PERSONAL INFORMATION

1

- Your name
- Cell phone number
- E-mail address
- Web link to LinkedIn Profile (strongly recommended)

These should be highly visible, centered at the top of the page.

\*Note: E-mail address and cell phone voicemail must be professional.

## EDUCATION

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- List all collegiate experiences (degree received) in reverse chronological order. Include school name, city and state, degree, anticipated graduation date, majors, and minors
- You may also list relevant course work, class projects, Dean's List, and scholarships.
- Study abroad would also be listed under this section using the same format. Be sure to include accomplished statements of what you gained from your experience.

## HIGHLIGHTS OF QUALIFICATIONS

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- The qualifications section delivers an impact at the top of your resume – **it's your first impression.**
- The qualification statements should match your skills to **target the job requirements**
- Information in this **section must be customized** to fit each position you apply for.
- Place most important words first since the scanner may be limited in the number of words it reads.

\*\*(Professional summary should be used when you have years of relevant experience in your field)\*\*

## EXPERIENCE

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- Use separate headings for Internship and Work experience
- List in reverse chronological order, specifying employer name, city and state, job title, and dates of employment.
- Use action words (see sheet) to describe your tasks, highlighting your accomplishments and skills (review accomplishment sheet) and relating these to individual job requirements.
- If you have not completed an internship, you may consider adding a section titled "Career Related Experience"

## ACTIVITIES

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Involvement in extracurricular activities demonstrates leadership, time management, and organizational skills.

Include: organizations/associations, volunteerism, community involvement, and athletic teams. List dates you were involved and leadership positions.

- Provide an explanation of the organizations you were involved in (only if relevant to the position)
- Include accomplished statements for the roles you held, if relative to your targeted position.
- You may choose to have a leadership section if you have several experiences.

## REFERENCES

- It is understood that you will supply references.
- Create a separate reference page and bring it with you to the interview. Include the reference name, title, organization/company name, business address, phone number, and email of each reference.
- List all of your personal information at the top of this page (same as resume)
- Make sure references are notified when you are listing them.

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# Hannah Wilson

(630) 123-4567 | hannah.wilson@365.elmhurst.edu | www.linkedin/in/hannahwilson/

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## HIGHLIGHTS OF QUALIFICATIONS

- Exceptional oral and written communication skills with experience in public speaking
- Demonstrated creativity by initiating and implementing programs for residence hall
- Strong time management and organizational skills balancing full academic schedule, active participation in campus community, member of Women’s Tennis Team, and working part- time
- Enhanced global perspective and language fluency strengthened through living and traveling abroad for a semester

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## INTERNSHIP EXPERIENCE

Kendall Publishing Company, Elmhurst, Illinois

### Marketing Intern

June 2019 - August 2019

- Developed package insert program for a new product line.
- Partnered with Creative Services in the redesign of new package insert materials.
- Collaborated directly with advertisers to increase sales of new inserts by 22%.

## WORK EXPERIENCE

Gail’s Office Supply, Oak Park, Illinois

### Customer Service Staff

April 2017 - Present

- Facilitate tracking of “Frequent Buyers” program creating new customer incentives.
- Design in-store displays to market merchandise; complete sales analysis to determine effectiveness in marketing plans.

Elmhurst University, Elmhurst, Illinois

### Residence Assistant

August 2018 - May 2019

- Planned, marketed, and implemented educational and social programs within hall budget parameters.
- Created “Shirts for Sticks” program which raised \$3000 for local charities.
- Led and administered functions in a coeducational residence hall housing approximately 200 students.
- Provided informational counseling, assisted with crisis management, enforced campus policies, and conducted conflict mediation sessions.

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## EDUCATION

Elmhurst University, Elmhurst, Illinois

### Bachelor of Science

Anticipated Graduation: May 2021

- GPA: 3.75/4.00
- Major: Communications Concentration: Marketing
- Minor: Spanish

Universidad De Barcelona, Barcelona, Spain

- IES Abroad-Barcelona Center

August - December 2019

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## ACTIVITIES

Habitat for Humanity, Elmhurst University

- **Chairperson** - Spring trip to New Orleans

March 2019 - Present

Student Government Association, Elmhurst University

- **Treasurer**

February 2019 - Present

Best Buddies, Elmhurst University

- **Volunteer**

January 2019 - Present

National Association of Student Personnel Administrators

- **Certified Bacchus Peer Educator**

April 2018 - Present

American Marketing Association, Elmhurst University

- **Vice President**

February 2018 - Present

Women’s Varsity Volleyball Team, Elmhurst University

- **Captain**

March 2019 - March 2020

August 2017 - Present

August 2019 - Present

# SKILLS IDENTIFICATION WORKSHEET

## COMMUNICATION SKILLS

- Explaining
- Listening
- Persuading
- Speaking
- Teaching
- Writing

## ORGANIZATIONAL SKILLS

- Prioritizing
- Planning
- Managing Time
- Budgeting

## JUDGMENT SKILLS

- Appraising
- Editing
- Evaluating
- Reviewing
- Examining

## LEADERSHIP SKILLS

- Administering
- Coordinating
- Deciding
- Delegating
- Initiating
- Managing
- Supervising

## PROBLEM-SOLVING SKILLS

- Investigating
- Researching
- Observing
- Locating
- Trouble shooting

## CREATIVE SKILLS

- Inventing
- Designing
- Entertaining
- Innovating
- Displaying

## INTERPERSONAL SKILLS

- Advising
- Cooperating
- Confronting
- Group facilitating
- Interviewing
- Negotiating
- Researching

## MAINTENANCE SKILLS

- Compiling
- Handling details
- Setting up
- Updating
- Carry out requests

## INTELLECTUAL SKILLS

- Conceptualizing
- Analyzing
- Classifying
- Questioning

*(Adapted from Quick Job Hunting Map-The Beginning Version, by Richard N. Bolles and Victoria B. Zenof)*

## Action Words

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Accelerated	Closed	Developed	Explained	Inventoried	Pinpointed	Reviewed
Accomplished	Coached	Devised	Facilitated	Lectured	Placed	Revised
Achieved	Collected	Diagnosed	Fired	Led	Planned	Scheduled
Acquired	Compiled	Directed	Formulated	Lobbied	Posted	Screened
Adapted	Completed	Discovered	Found	Logged	Presented	Selected
Adjusted	Conceived	Dispatched	Founded	Made	Processed	Simplified
Administered	Conducted	Displayed	Generated	Maintained	Produced	Sold
Advertised	Consolidated	Distributed	Guided	Managed	Programmed	Solved
Advised	Constructed	Documented	Headed	Manufactured	Promoted	Steered
Analyzed	Contacted	Earned	Hired	Mastered	Proposed	Streamlined
Appraised	Controlled	Edited	Identified	Modified	Provided	Studied
Approved	Coordinated	Elicited	Implemented	Monitored	Purchased	Suggested
Arranged	Copyrighted	Eliminated	Improved	Motivated	Recognized	Supervised
Assembled	Corresponded	Engineered	Increased	Negotiated	Recommended	Supplied
Assisted	Counseled	Enhanced	Influenced	Obtained	Reduced	Taught
Audited	Created	Enlarged	Initiated	Operated	Referred	Tested
Augmented	Cultivated	Established	Inspected	Ordered	Reinforced	Trained
Authored	Debugged	Estimated	Installed	Organized	Reorganized	Transcribed
Balanced	Demonstrated	Evaluated	Instituted	Originated	Repaired	Translated
Budgeted	Delivered	Examined	Instructed	Packaged	Replaced	Utilized
Built	Designated	Executed	Interpreted	Patented	Reported	Vended
Calculated	Designed	Expanded	Interviewed	Performed	Represented	Won
Catalogued	Determined	Expedited	Invented	Persuaded	Restored	Wrote

# Accomplishments Worksheet

**The best measurement of the future is to show what you have accomplished in the past.**

**Hiring professionals already know what the job duties are; your resume should highlight your accomplishments in that position.**

**As you evaluate your past experiences, work or otherwise, consider the following:**

1. Try to list accomplishments that are specific and measurable.
2. Quantify whenever possible. (Examples: Increased sales by 50 percent over the previous year; Built a customer base of 150, the largest in the firm's customer-service team.)
3. Use superlatives and "firsts." Use words such as "first," "only," "best," "most," and "highest."
4. Consider the "so-what factor." For every accomplishment you list, ask yourself, "so what?" Does the item you've listed truly characterize your abilities and your potential for contributing to your next employer's success?

**A series of brainstorming questions are asked below to consider when evaluating experiences from your work history that will assist you in creating accomplishment statements.**

- What special things did you do to set yourself apart? How did you do the job better than anyone else did or than anyone else could have done?
- What did you do to make this job your own? How did you take the initiative? How did you go above and beyond what was asked of you in your job description?
- List any awards you won, such as Employee of the Month, President's Club?
- What are you most proud of in this job?
- What tangible evidence do you have of accomplishments -- publications you've produced, products you've developed, software applications you've written?
- How did you contribute to operational efficiency in this job, such as through cost reduction percentages? How did you help this employer or a part of the organization to save money, save time, or make work easier?
- How did you build relationships or image with internal and/or external constituencies? How did you attract new customers or retain existing ones?
- If you had to ghostwrite a letter of recommendation about you from your boss, what would be in it?
- How did you solve one or more specific problems in this job? What were the problems or challenges that you or the organization faced? What did you do to overcome the problems? What were the results of your efforts? Hint: Use the SAR or PAR technique, in which you describe a Situation or Problem that existed in a given job, tell what Action you took to fix the Situation or Problem, and what the Result was.

# Vague Claims vs Accomplishments

“Experience working in fast-paced environment”  
“Registered 120+ third-shift emergency patients per night”

“Excellent written communication skills”  
“Wrote jargon-free User Guide for 11.000 users”

“Team player with cross-functional skills”  
“Collaborated with clients, A/R and Sales to increase speed of receivables and prevent interruption of service to clients.”

“Demonstrated success in analyzing client needs”  
“Created and implemented comprehensive needs assessment mechanism to help forecast demand for services and staffing.”

## Vague Resume

Senior Commercial Loan Underwriter  
September 2017 to Present  
First Trust, St. Louis, MO

- Took commercial and construction loan applications
- Negotiated terms
- Five direct reports in commercial loans division
- Trained new hires on loan research methods
- Organized company softball team

## Accomplishment Resume

Senior Commercial Loan Underwriter  
September 2017 to Present  
First Trust, St. Louis, MO

- Processed \$10 billion in commercial construction loan applications for the top commercial lender in Eastern Missouri
- Managed a team of five junior underwriters who exceeded departmental goals consistently for past six months
- Facilitated professional training on loan research methods to shorten learning curve for new hires
- Applied professional team-building skills to development of successful company softball team, resulting in higher corporate visibility in local community and enhanced employee morale

There is no one single resume format. The information contained in this booklet was obtained from various resources and opinions acquired from a variety of hiring professionals. It should be used as a guideline in creating a resume that you are comfortable with. You should constantly be updating your resume with new experiences.

\*Upload your completed resume on  **Handshake** to apply for internships and full-time positions.