

THE RESUME

The resume is the most important preliminary step in locating career-oriented employment. Job seekers must be well-versed in styles and techniques of resume development, in order to be competitive.

WHAT IS A RESUME?

A resume is a summary of paid and unpaid work experience, accomplishments and skills. The secret of a successful resume is to target and highlight the skills, abilities and experience which will be most important for success in the position that you are applying for.

To job seekers, resumes serve as a sales tool and your introduction to the employer.

The purpose is to get you an interview which will get you a job. For that reason, your resume must project you in a positive light.

To the employer, resumes serve as a preliminary screening device, comparing candidates' educational backgrounds and employment histories, thereby limiting the number of individuals to be interviewed.

This section is designed to assist in developing the best possible resume.

Read this material in its entirety.

Your resume must project you as being unique among all the applicants and best suited for the position.

Resumes are typically written in the following formats:

Chronological and Functional resumes.

Chronological

The chronological resume effectively highlights dates of employment, employer's names and addresses, skills acquired, accomplishments and responsibilities for each position listed. All employment is listed in reverse chronological order. The same principles hold true for educational background.

One of the major benefits in developing a chronological resume is that employers are most familiar and most comfortable with this format. The chronological format is excellent for individuals who have a strong and continuous employment history.

Functional

This resume efficiently highlights your skills and abilities in specific areas.

This format emphasizes specific skills and abilities which relate to your profession.

In addition, this format highlights employment and responsibilities in reverse chronological order. The functional format is effective for individuals who have changed careers, or who do not have a long term employment history.

RESUME COMPONENTS

Identification

Your name, school and/or permanent address, and home and/or message phone numbers, with area code, should be placed prominently at the top of your resume.

You may include fax numbers and Email addresses if you have them.

Career or Professional Objective

Describe your professional objective or directions in clear, concise words. Be specific and positive. A generalized career objective emphasizes that you are not certain of your career path.

Summary of Experience (optional)

Briefly state your achievements at work or at school, the range of your experience and the environment in which you have worked.

Employment History

Begin with your most recent experience, then work backward chronologically.

List dates of employment (month and year). The name of the organization, job title, description of duties, and technical transferable skills you acquired. Include action words from the list provided in this booklet and quantify your data whenever possible with words such as, “supervised and evaluated a staff of 25 clerical personnel.”

Education

Begin with your most recent degree or educational experience, then work backward chronologically. List the degree conferred, major, the college name, city and state. Optional items you may list include years of attendance, honors and awards received, GPA (if 3.0 or higher on a 4.0 scale), affiliations, awards and activities. List any college involvement by highlighting positions you held, organization name and dates of involvement. Describe your activities and experiences in these organizations.

Professional Skills (optional)

Include foreign language you are fluent in, knowledge of computers; specifying software and hardware, and any other relevant skills and abilities. List the licenses or certifications that you currently hold.

Volunteer Efforts or Community Activities (optional)

List any community involvement by highlighting the organization names, dates of involvement, and the position held (if applicable). Briefly describe your voluntary efforts by depicting the activities and experiences in which you were involved.

References

Three options are available:

1. Leave this section entirely off your resume.
2. State "Available Upon Request."
3. List three to five professional references who have agreed to discuss your qualifications and background (only if requested by the employer). Give these people a copy of your resume.

Do not include:

Marital status, age, height, weight, number of children you have or your religious affiliation. Exaggerated or incorrect information. Negative information. Salary requirements. Typing or spelling errors.

Avoid using:

Personal pronouns; like “I,” “me,” or “my,” the resume is written in 3rd person, objective tense. Slang, jargon, acronyms and abbreviations.

Final Suggestions and Finishing Touches

Errors in grammar are inexcusable on a resume. Remember that your resume is your first contact with an employer. If it is grammatically incorrect, it will most likely be your last contact. Your resume should be one page, if possible. The interviewer will spend less than one minute “reading” your resume, so keep it brief. Your resume should always have a professional appearance. Use good quality white, off-white or light gray paper

when reproducing your resume. These colors are acceptable and will add to the professionalism you seek to express. Your cover letter and envelope should be the same texture and color and color of paper.

Have your resume reviewed through the resume critique services available at the Placement Office before you have your resume reproduced and distributed.

RESUME WORKSHEETS

These worksheets are designed to help you organize the information you will need to include in a winning resume.

You may rearrange the sections, delete some and add others.

Your final draft will look a lot different from these worksheets.

The important thing to do at this point is to get all the pertinent information down on paper and organize it into a cohesive, professional product that will highlight your skills and experience.

RESUME WORKSHEETS

Don't use nicknames.

Leave a phone number where a message can be left.

you don't have an answering machine, get one.

Make sure you have a professional message on your machine.

Be as specific as possible.

List your most recent degree first.

Do not list high school if you have been to college.

Permanent Address

PHONE _____

Temporary Address (if applicable)

PHONE _____

Career Objective

Skills and Areas of Knowledge and Training _____

EDUCATION

INSTITUTION _____
ATTENDED FROM _____ TO _____
CITY _____
STATE _____
PROGRAM(S) STUDIED _____
DEGREE(S) _____
GPA _____

INSTITUTION _____
ATTENDED FROM _____ TO _____
CITY _____
STATE _____
PROGRAM(S) STUDIED _____
DEGREE(S) _____
GPA _____

INSTITUTION _____
ATTENDED FROM _____ TO _____
CITY _____
STATE _____
PROGRAM(S) STUDIED _____
DEGREE(S) _____
GPA _____

EMPLOYMENT HISTORY (Also called "Related Experience," "Experience," or Professional Experience")

List your most recent work experience first. Include military duty. Use action verbs to describe your skills, abilities and accomplishments. Avoid phrases like, "responsible for" and "duties included." Quantify as often as possible, "supervise 10 workers," "increased production by 17% in two years."

JOB TITLE _____
DESCRIPTION (Special skills, qualifications, and accomplishments) _____

COMPANY/ORGANIZATION NAME _____

CITY _____
STATE _____ Zip _____
DATES OF EMPLOYMENT (month/year) FROM _____ TO _____

JOB TITLE _____
DESCRIPTION (Special skills, qualifications, and accomplishments) _____

COMPANY/ORGANIZATION NAME _____

CITY _____
STATE _____ Zip _____
DATES OF EMPLOYMENT (month/year) FROM _____ TO _____

JOB TITLE _____
DESCRIPTION (Special skills, qualifications, and accomplishments) _____

COMPANY/ORGANIZATION NAME _____

CITY _____
STATE _____ Zip _____
DATES OF EMPLOYMENT (month/year) FROM _____ TO _____

JOB TITLE _____
DESCRIPTION (Special skills, qualifications, and accomplishments) _____

COMPANY/ORGANIZATION NAME _____

CITY _____
STATE _____ Zip _____
DATES OF EMPLOYMENT (month/year) FROM _____ TO _____

OPTIONAL SECTIONS

You probably won't include everything. What items support your career objective?
Remember to include any leadership roles or offices held. Use these sections if you are seeking a job outside of your field of study, or if you have little work experience.

Honors (Include honors received in high school and college)

Activities/Interests (include memberships to organizations, and volunteer work)

Relevant Coursework (list 4-6 advanced courses related to your career objective)

References

References should be people who know your character and accomplishments best and will give you a fair and favorable reference.

Some examples of references you may want to use are business associates, former and present employers or teachers and instructors. List the job title, name of the business, and the business address and telephone number of each of your references.

Reference Name

Job Title

Name of Business

Address

City _____ State _____

Zip _____

Telephone

Reference Name

Job Title

Name of Business

Address

City _____ State _____

Zip _____

Telephone _____

Reference Name

Job Title

Name of Business

Address

City _____ State _____

Zip _____

Telephone

CHRONOLOGICAL RESUME

Mary Johnson
1111 Ardsley Lane
Bettendorf, Iowa 52722
(319) 359-8371

Career Objective

Seeking a position as a Registered Nurse.

Work Experience

01/98-Present

Genesis Medical Center, East and West Campuses, Davenport, Iowa

Clinical Intern

Provided direct care to patients in the following departments: Orthopedic, Psychiatric, Medical/Surgical, and Rehabilitation units. Applied the nursing process to care for patients with varied needs including ventilators, arterial line monitoring, central venous lines, and thoracic and abdominal surgeries.

01/97-12/98

Genesis West Medical Center, Davenport, Iowa

Pharmacy Technician

Prepared IV antibiotic admixtures, filled inpatient prescriptions, and trained new technicians.

03/95-01/97

Living Center East, Davenport, Iowa

Licensed Practical Nurse

Directed and supervised care of residents in a long term care facility, administered medications and nursing treatments, and received and implemented physician's orders.

06/93-02/95

Rockford Memorial Hospital, Rockford, Illinois

Surgical Floor Staff Nurse

Gave pre/post operative care and instructions, wound care, dressing changes, took and recorded vital signs, and administered medications. Floated to Emergency Room, OB Nursery, and Pediatrics as needed.

Education

08/96-05/98

Scott Community College, Bettendorf, Iowa

Associate of Applied Science, Nursing, Degree Date: May 1998

GPA: 3.8

01/92-05/93

Licensed Practical Nurse, Diploma, Degree Date: May 1993

GPA: 3.2

Honors

*Dean's List

*Chancellor's Award Scholarship, 1998

*Golden Circle Honoree

References

Available Upon Request

FUNCTIONAL RESUME

Robert Smith
6th Street West
Street West
Davenport, Iowa 52806
(319) 332-8663

Highlights of Qualifications

- *Fast, accurate reader; extensive proofreading experience.
- *Able to summarize written material concisely.
- *Adept in organizing and integrating a number of documents into a coherent whole.
- *Skilled in editing; able to write clear, precise prose.

Professional Experience

Project Organization:

- *Updated and edited Title XIX changes for attorney's Elder Law project
- *Created and composed manual for workplace that greatly improved work situation
- *Instructed and trained new employee

Writing and Word Processing:

- *Drafted, summarized and filed Discovery Documents
- *Handled routine legal correspondence and inquiries using WordPerfect
- *Completed joint appendix for supreme court appeal
- *Arranged demonstrative evidence for small claims case

Research:

- *Investigated public records in real estate easement case.

Work History

Volunteer/Legal Assistant, Perry Mason, Attorney at Law,
Davenport, Iowa

1997 (Fall Semester) Legal Assistant Intern, Peter Gunn, Attorney at Law,
Davenport, Iowa

1996-1998 Student, Scott Community College, Bettendorf, Iowa

1994-1996 Proofreader, United Title Services, LeClaire, Iowa

Education

08/96-05/98 Associate of Arts, Legal Assistant Program
Scott Community College, Bettendorf, Iowa
Degree Date: May 1998
GPA: 3.1

08/95-05/96 University of Iowa, Iowa City, Iowa
Art Education GPA: 3.2

FUNCTIONAL RESUME

James Johnson

Permanent Address:
123 A Street North
Burlington, IA 54321
(515) 555-1234

Current Address:
489 First Avenue
Davenport, Iowa
(319) 332-7770

Professional Experience

Communication Skills

- Listened to disgruntled customers and helped to solve their problems
- Made cold calls to customers
- Spoke to various groups of children and adults
- Wrote advertising copy using information gathered from clients and determined which art work to use for ads
- Called on past due accounts and determined payment schedule

Organizational Skills

- Scheduled work for ten employees
- Developed weekly plans to be followed in a classroom setting
- Arranged for radio or TV air time to increase sales

Sales Skills

- Increased total sales by 23% in one year
- Successfully approached customers using cold calls
- Sold to customers on a repeat basis, resolved customer complaints

Training and Supervisory Skills

- Monitored calls made by telemarketers
- Trained twenty new employees
- Substituted as a team leader responsible for ten employees

Work History

1996-Present: Sales, **Rand/McNally**, Davenport, Iowa

1994-1996: Sales/Monitor, **APAC**, Davenport, Iowa

1991-1994: Sales, **Seneca, Inc.**, Davenport, Iowa

1989-1991: Teacher, **Oak Park School District**, Oak Park, Illinois

Education

B.S. in Education, Creighton University, Omaha, Nebraska.

References

Available Upon Request

CHRONOLOGICAL RESUME

ANITA A. JACKSON

17 Clover Lane
Millton, Iowa 55351
(512) 555-2389

Career Objective:

Seeking a position in Residential Interior Design.

Education:

Associate of Applied Science, Interior Design (May 1998)
Scott Community College, Bettendorf, Iowa GPA: 3.1
Dean's List, Griffith Scholarship Winner (1998)
Financed 100% of educational expenses through scholarships and part-time employment.

Computer Skills:

Working knowledge of AutoCAD
Familiar with Windows 98 and Microsoft Office

Work Experience:

Design Assistant: March 1998 -Present

Midland Design, Milan, Illinois

- *Complete drafting assignments
- *Analyze costs of design products
- *Organize sample materials library
- *Arrange color boards

Design Intern: January 1998-March 1998

Paragon Interiors, Davenport, Iowa

- *Color coordinated materials
- *Made draperies and seat covers
- *Filled out purchase order forms

Sales Associate: August 1996 - January 1998

Younkers Department Store, Davenport, Iowa

- *Assisted customers in selecting and purchasing clothing
- *Answered customer questions and complaints
- *Opened and closed the department

Activities:

Interior Design Club (Designers Limited), Student Government Representative, Honors Student, and President of the Non-Traditional Student's Club.

References: Available Upon Request.

REFERENCE PAGE

Gwen Miller
119 Heather Lane
Walcott, Iowa 55351
(319) 284-2389

REFERENCES

Robert Smith

Convention Coordinator
Village East Hotel
123 Second Avenue
Buffalo, Iowa 51355
(515) 555-1234

Brenda Lee

Assistant Manager
Younkers Department Store
423 South Market Street
Davenport, Iowa
(319) 332-3007

Debra Dunn

Academic Advisor
Scott Community College
500 Belmont Road
Bettendorf, Iowa 52722
(319) 441-4201

Dr. A. Shu

Professor, Business Education
Scott Community College
500 Belmont Road
Bettendorf, Iowa 52722
(319) 441-4001

RESUME WORD LIST

Action Verbs that Describe Your Functional Skills

Acted	Conceived	Experimented	Increased	Offered
Adapted	Coordinated	Extracted	Indexed	Operated
Addressed	Copied	Facilitated	Initiated	Ordered
Administer	Counseled	Filed	Inspected	
Advised	Created	Financed	Interpreted	
Allocated	Dealt	Fixed	Investigated	
Analyze	Decided	Followed	Judged	
Approve	Defined	Formulated	Kept	
Ascertain	Delegated	Founded	Learned	
Assisted	Delivered	Gathered	Lectured	
Attained	Designed	Gave	Led	
Audited	Detected	Generated	Lifted	
Brought	Directed	Got	Listened	
Budgeted	Documented	Governed	Logged	
Built	Drove	Guided	Made	
Calculated	Dug	Handled	Maintained	
Chartered	Edited	Headed	Managed	
Checked	Eliminated	Helped	Manipulated	
Classified	Empathized	Identified	Mediate	
Coached	Enforced	Illustrated	Memorized	
Collected	Established	Imagined	Mentored	
Communicate	Estimated	Implemented	Met	
Compared	Evaluated	Improved	Modeled	
Completed	Examined	Improvised	Observed	
Computed	Expanded	Increased	Obtained	

Skill Verbs that Describe Your Functional Skills

Achieve	Estimate	Lecture	Read	Summarize
Act	Evaluate	Listen	Realize	Supervise
Administer	Examine	Maintain	Reason	Talk
Analyze	Expand	Make	Receive	Teach
Assemble	Experiment	Manage	Recommend	Train
Build	Explain	Manipulate	Reconcile	Tell
Calculate	Express	Motivate	Record	Tutor
Communicate	Extract	Negotiate	Recruit	Type
Compose	Figure	Observe	Reduce	Umpire
Consult	File	Organize	Refer	Understand
Control	Finance	Originate	Remember	Unify
Coordinate	Imagine	Paint	Repair	Upgrade
Copy	Implement	Perceive	Research	Use
Count	Improve	Perform	Schedule	Utilize
Create	Improvise	Persevere	Select	Verbalize
Debate	Increase	Persuade	Sell	Versatile

Define	Influence	Photograph	Sense	Weigh
Deliver	Interview	Pilot	Separate	Work
Draw	Invent	Plan	Serve	Write
Edit	Judge	Produce	Service	
Elicit	Keep	Promote	Set	
Eliminate	Lead	Publicize	Sew	
Empathize	Learn	Purchase	Shape	
Enforce	Lecture	Question	Speak	
Establish	Listen	Raise	Study	

Adaptive Skill Words that Describe Your Personal Traits

Active	Determined	Fair	Mature	Productive
Adaptable	Diplomatic	Forceful	Methodical	Reliable
Adept	Disciplined	Form	Objective	Resourceful
Broad-minded	Discreet	Honest	Outgoing	Self-reliant
Competent	Efficient	Innovative	Participating	Sensitive
Conscientious	Energetic	Instrumental	Personable	Sincere
Creative	Enterprising	Logical	Pleasant	Successful
Dependable	Experienced	Loyal	Positive	Tactful

THE SCANNER FRIENDLY RESUME

When submitting your resume for employment, the chances are growing computer scanning technology will be used to read it. The technology responsible for computer readable resumes operates on the principle of labeling. At the center of the technology are key words. You may also call them buzz words or descriptions. They are skill words, or job words. A sample job order might require: College graduate, 2 years of experience, Self-starter, Team Leader

The computer will check a data base for resumes that include these key words. The idea is to fill your resume with as many key words as possible. Ultimately, the key words are developed by each employer, for every individual position. You can only make reasonable assumptions about the job specifications that each employer will require. You should maintain a log of key words that might apply to your occupation or industry. Jot down words as you come across them in newspaper, journals, or advertisements.

POLISHING YOUR KEY WORD SKILLS

Choose nouns that indicate your accomplishments rather than verbs that focus on job duties. Even a resume with a strong content, one which includes all of the key words that describe your occupational qualifications can be over looked. Consequently, the key words in an electronic resume should be organized into two sections.

The first is the key word preface.

The second is the main body of the resume.

The key word summary appears directly beneath your name and contact information at the top of your resume. It is an inventory of your most important assets. It may contain approximately 10-20 items. Each item is capitalized, and ends with a period.

Cover three points when selecting your items:

1. Your skills, abilities, and competencies.
2. Your work experience using those skills, abilities, and competencies.
3. Your accomplishments.

The biggest mistake people make is not picking up the key words in job postings and advertisements and including them in the resume. Cover letters should also include key words.

CHECKLIST FOR SCANNABLE RESUMES

Choose the most likely key words and arrange them in order of importance.

Choose the correct typefaces, use font size between 10 to 14 points.

Avoid italics, script, and underlined passage, use a laser printer to print your resume.

Use horizontal and vertical lines sparingly, and allow white space around them

Omit parentheses and brackets.

Use 8 and 1/2 by 11 inch white paper printed on one side only.

Put your name at the top of the page, address and phone number below, each on its own line, put your name on the top of page two.

Avoid stapling or folding the resume, send it flat in a large envelope.

Avoid two column formats or resumes that look like a news letter.

Don't condense spacing between letters.

The best paper weight for an electronic resume is Copy Grade 20 lbs.

Bold face type is accepted by most systems and capital letters are fine.

ACCESSING THE INTERNET

A list of job searches on the INTERNET are:

Job Opening Databases-Every day, various job databases and index job postings from major INTERNET news groups are available.

Classified Ads-Many major newspapers from around the world condense their classified into single INTERNET locations that can be searched for specific categories of jobs and locations. This service is especially useful if you are looking for a job outside of your area.

Company Research-You can use the INTERNET to research prospective employers on their Web pages. You can also find newspaper and journal articles about specific companies. Knowing as much as possible about a prospective employer can help you target your job search, and prepare for interviews.

Resume Banks-You can enter your resume into a data bank where it will be available to human resource professionals and recruiters. Be sure to investigate the type of employers who might use the data bank before posting your resume.

Email-Electronic mail messages are a key component of modern communication.

When using this service, directly address your communication to the proper individual and his/her computer. E-mail is an excellent tool to find out if a position has been filled, to demonstrate your interest in a job, or to inquire about the position for which you have applied.

Information on the INTERNET changes daily, so the sites listed here may quickly become out of date.

America's Job Bank

-Listing from 1800 state employment service offices around the country.

<http://www.ajb.dni.us/>

The Monster Board

-A huge career site with more than 50,000 jobs as well as links to other sites.

<Http://www.monster.com>

Yahoo Employment Classified

-Search classified ads by state, metropolitan region, and field.

<Http://classifieds.yahoo.com/employment.html>

Federal Jobs

-For people interested in federal agency positions. You may limit your search to specific sites. <Http://www.fed.world.gov./jobs.jobsearch.html>