

THE RESUME WRITING BOOKLET

**North Park University
Center for Career
Development & Internships**

Student Services Building – 773-244-5737 – www.northpark.edu/careerservices

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NORTH PARK UNIVERSITY CENTER FOR CAREER DEVELOPMENT & INTERNSHIPS

RESUME WRITING

Your resume has one function: **TO GET YOU AN INTERVIEW!**

Your resume is you in your absence. Whether it precedes, is brought with you, or remains after your interview, it must convey the message you want. That is: **“I am the person for ‘X’ position in your organization, and I am the one you should interview.”** The resume should help get your foot in the door.

The resume must say **“READ ME”**. Since the normal resume receives 10-20 seconds of viewing, you must:

- Keep it to one page (Educators and Nurses may use two pages).
- Have an understandable objective.
- Say special things about you.
- Emphasize your strengths.
- Target to the organization.
- Demonstrate excellent communication skills.
- Sell yourself (Let it be your marketing tool . . . your commercial).

RULES TO REMEMBER:

1. There will always be exceptions to the rules.
2. There is no one right way to do a resume, but make sure it conveys a professional image and reflects who you are.
3. An organized, recognizable format is essential. Use white space effectively.
4. All margins should be no less than 1¼” from edge of page.
5. Complete sentences are inappropriate. Avoid “I”, “my”, “their”, etc. Use action words to start descriptive statements of the jobs you’ve held (see page 17).
6. Eliminate extraneous words. Don’t announce self-explanatory items, such as: “Resume”, “Duties included”, “Phone”, “Email”, “Responsibilities”, etc. (see statement above).
7. Correct spelling is mandatory!
8. Have your resume reviewed by at least three other people.
9. A cover letter always accompanies a resume that you send (see “Cover Letter” booklet).
10. Use good quality paper (24# minimum) in white, off-white, ivory, or light gray. Colors and “cute” borders should be avoided.

Step One - Resume Data Collection Template

Start at the top of the resume. Create a heading with your name in larger type than the rest of the heading and resume. Putting your name in bold type will also help. It should stand out. It will be longer than two pages at this point, and that's fine!

Your proper name

Your street address
Your city, state & zip
Your phone
Your professional email

OBJECTIVE: See samples on page 19.

Try to keep it to one line. _____

EDUCATION: See sample on page 20.

Name of school: _____ City, ST of school: _____
Degree earned with major: _____ Year of graduation: _____
Major or Cumulative G.P.A. (if over 3.0): e.g. Cum G.P.A. 3.6/4.0 (Always give grading scale.)
Significant supporting courses: _____

*Schools previously attended should be listed after NPU. High school information is not necessary.
See Center Director for exceptions.*

Name of school: _____ City, ST of school: _____
Degree/Courses studied: _____ Year(s) of attendance/graduation: _____

EMPLOYMENT: See samples on page 20.

Name of employer: _____ City, ST of employer: _____
Job title: _____ Term of employment: _____
Skills learned and duties performed: _____

Name of employer: _____ City, ST of employer: _____
Job title: _____ Term of employment: _____
Skills learned and duties performed: _____

...OTHER HEADINGS APPROPRIATE TO YOU (headings like Volunteer, Internship Practicum, Clinical Experiences, Extra Activities, Community Service, International Studies, etc.). See page 3.

REFERENCES AVAILABLE UPON REQUEST See pages 23- 24.

Optional Headings

Research and Related Experience:

- Internships, Student Teaching, Nursing Clinical, Volunteer, or Employment
- Describe the work you completed in laboratories in the same manner that you described your paid work experiences.
- Make note of any published works to which you have contributed.

Volunteer:

- State your title, and the name of the organization for which you volunteered.
- If related to your objective, describe briefly the work you performed.

Co-curricular, Community, and/or Civic Involvement:

- Offices held, with name of organization listed
- Athletic leadership, accomplishments
- Dates of service and significant contributions, projects, and demonstrated skills and abilities

Honors and Awards:

- Scholastic honors
- For departmental scholarships give name of department rather than name of scholarship.
- Civic or community awards

Affiliations:

- Memberships, including names of organizations (don't abbreviate)
- Offices held
- Licenses or certifications

Special Skills:

- Language fluency. State primary language first (e.g. Bi-lingual: English/Spanish).
- Laboratory skills.
- Computer skills (list proficiency, hardware and software).

References:

- If there is room, you may state "References available upon request".
- Do not attach references to resume, unless you're an Education or Nursing major.
- Identify at least three individuals who can attest to your performance as a student or employee.
- Obtain permission from references to place their names and contact information on this sheet.
- List all of references' contact information on separate sheet of paper using format and font complimentary to your resume and cover letter. Use matching paper.

Step Two - Select the most appropriate format.

Resume Format Descriptions

The Chronological Resume (samples on pages 5-6)

The chronological resume lists all dated material in reverse chronological order (most recent first).

Advantages:

- The most widely used, most familiar, easiest to write.
- Highlights a steady employment or educational record (highest level of achievement first).
- Emphasizes names of employers for whom you've worked.
- Presents your education and work experience in a logical format that is translated easily into an interview.
- An objective is generally included but not required.

Disadvantages:

- May reveal employment/educational gaps.
- Has limited room for co-curricular experiences.
- Ineffective for career changes or someone re-entering the work force after an extended absence.

The Functional Resume (sample on pages 7-8)

The functional resume highlights your qualifications, skills, and related accomplishments with less emphasis placed on employment dates.

Advantages:

- Emphasizes major accomplishments and categories of skills across substantial periods of time.
- Reduces impact of spotty employment record.
- De-emphasizes job titles and promotes idea that skills are transferable.
- Readily incorporates non-paid relevant experiences.
- May gain more attention than more often-used chronological resume.
- Best use is for career changers and those re-entering the work force.

Disadvantages:

- Does not emphasize organizational affiliations.
- Difficult to write without sufficient time in work force, thorough knowledge of skills used, and/or skills in demand.
- Therefore, not recommended for entry-level candidates unless exceptional circumstances prevail.
- May raise a red flag that the candidate has something to hide (i.e. gap in employment record).
- Some employers dislike this format.

Samples of Chronological and Functional Resumes on pages 5-8.

Suggested samples of resumes for the Artist, Musician, Nurse, and Teacher Candidate on pages 9-15.

(SAMPLE ONE OF CHRONOLOGICAL RESUME)

JANE Q. PUBLIC

1234 North Park Ave.
Chicago, IL 60625
(773) 555-5555
jqp@youremailaddress

OBJECTIVE

Retail sales leading to management...Elementary teacher with special interest in primary grades...
Tax accountant for small to medium firm in metropolitan area.

EDUCATION

North Park University Chicago, IL
B.A. in **(list your major here)** May 2007
Cum (or Major) G.P.A.: 3.8/4.0
Significant supporting courses: (list 2 - 6)

EMPLOYMENT

Company Name City, ST
Position held (date to date)
• Description of duties performed focusing on transferable skills.
• List three or four items for each job, if possible.

Company Name City, ST
Position held (date to date)
• Same pattern as above.
• **(See sample descriptions on pages 12-15)**

SKILLS

Bi-lingual: English/Spanish
Computer: Mac and PC platforms; MS Word 2000, Excel, Access, Outlook 2003

ACTIVITIES

President, Student Association
Business Manager, North Park *Press*
Coordinator of Programs, Urban Outreach

INTERNATIONAL STUDIES

Lived with local family, studied, worked, and traveled throughout Mexico, becoming immersed in language, history, and culture.

REFERENCES AVAILABLE ON REQUEST

Section headings may be placed on the left as shown above/below, or you may center them.

(SAMPLE **TWO** OF CHRONOLOGICAL RESUME)

JANE Q. PUBLIC

jqp@youremailaddress

School Address

3225 W. Foster Ave.
Chicago, IL 60625
(773) 555-5555

Permanent Address

2468 Maple Rd.
New City, IL 60600
(007) 555-5555

OBJECTIVE

Retail sales leading to management...Elementary teacher with special interest in primary grades...Tax accountant for small to medium firm in metropolitan area.

EDUCATION *Note minor changes in arrangement of information.*

B.A. in (**list your major here**), May 2007
North Park University, Chicago, IL
Cum (or Major) G.P.A.: 3.8/4.0
Significant supporting courses: (list 2-6)

EMPLOYMENT *Note minor changes in arrangement of information. Be consistent in changes.*

Position held, (date to date)
Company Name, City, ST

- Description of duties performed focusing on transferable skills.
- List three or four items for each job, if possible.

Position held, (date to date)
Company Name, City, ST

- Same pattern as above.
- *See sample descriptions on pages 12-15.*

SKILLS

Bi-lingual: English/Spanish
Computer: Mac and PC platforms; MS Word 2000, Excel, Access, Outlook 2003

ACTIVITIES

President, Student Association
Business Manager, North Park *Press*
Coordinator of Programs, Urban Outreach

INTERNATIONAL STUDIES

Lived with local family, studied, worked, and traveled throughout Mexico, becoming immersed in language, history, and culture.

REFERENCES AVAILABLE ON REQUEST

OBJECTIVE: A Senior Management position in a credit union with responsibilities in branch administration and lending

HIGHLIGHTS OF QUALIFICATIONS

- 15 years experience in financial environments, including mortgage and consumer lending.
- Successfully turned around two credit union operations and three bank branches.
- Continuously achieved designated profitability and market share growth goals.
- A strong community leader and team member—Former Chair of Chamber of Commerce.

PROFESSIONAL ACHIEVEMENTS

MANAGEMENT

- Managed Maplewood Savings' new branch in Casper, turning a deficit of \$93,000 to a profit of \$450,000 and increasing loan base by \$8.3M and deposits by \$4.6M.
- Administered all aspects of daily operations at Union Credit.
- Projected Maplewood's budgets for staffing, loan demands, and deposit growth.
- Developed a reporting system to keep Union's senior management abreast of achievements.
- Motivated staff at each institution to extend their best effort in meeting customers' expectations.

LENDING

- Managed loan portfolios of up to \$55M at First Interstate.
- Hired, trained, and supervised staff of up to 25 in credit analysis, presentations, lending regulations, and product development and marketing at Maplewood Savings.
- Utilized lending expertise in real estate (secondary market sales/servicing), consumer lending, and VISA credit and debit cards to achieve Union's profitability and market share growth.

WORK HISTORY

1999-Present	Senior Branch Manager	Maritime Credit Union, Casper, WY
1994-99	Vice President/Manager	Maplewood Savings, Casper, WY
1990-94	Senior Development Lender	Union Credit, Casper, WY
1989-90	Business Development Lender	First Interstate Bank, Orinda, CA
1987-89	Commercial Loan Officer	Bank of America, Oakland, CA
1985-87	Commercial Loan Officer	Wells Fargo Bank, Lafayette, CA

SPECIALIZED TRAINING AND EDUCATION

Maplewood Savings: Consumer Lending Management Training Program
AIB Training: Tax Return Analysis Advanced Financial Statement Analysis
Seminars: Negotiating Skills Bank Management
B.A. University of California, Los Angeles, CA, 1985

REFERENCES AVAILABLE UPON REQUEST

* * * * *

EDUCATION

B.A. in Art, North Park University, Chicago, IL, expected May 2008

EXPERIENCE

Helped organize, coordinate, hang exhibitions for:

- “The Senior Painters” at North Park University, Chicago, IL
- “The (You Name It) Exhibit” at the Cultural Center, Chicago, IL
- “The (You Name It) Exhibit” at the Swedish American Museum Center, Chicago, IL

Juror:

- Art Exhibitions for local Chicago Public Schools

Teacher:

- Painting at local Senior Citizen's Center

Grant recipient:

- North Park University Performance Award, 1st Place, 2007
- Departmental Scholarship (2005-2007)

SELECTED ART EXHIBITIONS

“The Junior Painters” North Park University, Chicago, IL, 2006

“The Chicago Jazz Festival” brochure and posters, Chicago, IL, 2006

“The Immigrant Experience” exhibit at “XYZ Gallery”, Chicago, IL, 2005

RELATED ART ACTIVITIES

(Give the Name...) Museum Publicity Coordinator: 2001-2004

Wrote and organized articles for newspapers on exhibitions, artists, and Museum activities, and coordinated coverage by radio and television.

North Park Press Newspaper, Associate Editor, 2005-2006

Writer of feature interviews with artists and gallery reviews. Arranged articles on other artists. Sold and organized gallery advertising in Ashes.

(773) * * * * *

NOTE: Artists have more flexibility in style, font, and arrangement of materials, but you still need to consider the reader and ease of finding the material which that person must find in order to determine whether or not to call you for an interview. Fonts to consider are: Maiandra GD, Tempus Sans ITC, Verdana, Kristin ITC, Imprint MT Shadow, Calisto MT, and High Tower Text.

Education

Bachelor of Music, North Park University, Chicago, IL, 2007

Teacher: (Give Name)

Mount Royal College in Calgary, CANADA, 2003

Teacher: (Give Name)

Shanghai Conservatory of Music, Shanghai, CHINA, 1998

Teacher: (Give Name)

Recital Appearances

Ravel Duet for Violin & Cello with Midori; Brahms F-major sonata with Jonathan Feldman. 2003

Dvorak, Haydn D major, Kokkonen Cello Concerti, and Penderecki Viola Concerto arranged for cello (in one program), Lutkin Hall, Northwestern University. 2002

Solo recital with Francis Conlon, the Catherine & Mary Roth Concert Series, Washington, D.C. 2002

Shostakovich Concerto No. 1, Symphony Center, Chicago, IL. 2000

Debussy Cello Sonata with Pianist Hung-Kuan Chen, University of Calgary Rosza Center, Canada. 1999

Unaccompanied Bach Suite No. 6 in D major, Jack-Singer Concert Hall, Calgary, Canada. 1999

Honorary solo performance, the 70th Anniversary Celebration of the Shanghai Conservatory. 1997

Solo debut, Elgar Cello Concerto, Shanghai Symphony Orchestra (at age eleven). 1991

Competition Awards

Third Prize, HAMS Cello Competition, Chicago. 2003

Quarter-finalist, Paulo Cello Competition, Helsinki, Finland. 2002

Invited to Tchaikovsky Cello Competition, Moscow, Russia. 2002

Semi-finalist, ARD Music Competition (Cello Competition), Munich, Germany. 2001 First Prize, MTNA (National Collegiate Strings), Washington D.C. 2001

Top Prizes, Solo and Chamber Music Category, Canada's National Music Festival, Halifax. 2000

First Prizes, Solo and Piano Quartet, Alberta Provincial Music Festival, Edmonton. 2000

Grand Prize for the Most Outstanding Performer, Calgary Kiwanis Music Festival. 1997

Second Place & Outstanding Performance Prize, China's Third National Cello Competition (Youth Group). 1997

Second Prize, China's First National Cello Competition (Children's Group). 1998

Name – p. 2

Chamber Music

Duet with Midori & Jonathan Feldman, Chicago. 2003

Beethoven Septet with Werner Hink (Concertmaster of Vienna Philharmonic Orchestra), Pacific Music Festival, Japan. 2003

Brahms String Quintet with Charles Pikler (Principal Violist of Chicago Symphony Orchestra). 2002

Top Prizes, Canadian Music Festival, Edmonton & Halifax, Canada. 2000

Schumann Piano Quartet with Pianist Hung-Kuan Chen, University of Calgary Rosza Center, Canada. 1999

Orchestra Experiences:

Semi-finalist, Saint Paul Chamber Orchestra Principal Cello Audition. 2003

Principal cellist, Pacific Music Festival Orchestra, under Edo de Waart & Sado Yukata, Japan. 2003

Principal cellist, Music Bridge International Workshop Chamber Orchestra, under Pinchas Zuckerman, Calgary, Canada. 2000

Principal cellist, Calgary Youth Orchestra. 1999

Principal cellist, Shanghai Conservatory Youth Orchestra, toured France. 1997

Summer Camps and Music Festivals:

Pacific Music Festival, Sapporo, Japan. 2003

Meadowmount School of Music, full scholarships by Warren & Sons Violin of Chicago. 2001 & 2002

Music Bridge International Music Workshop, Calgary, Canada. 1998 & 1999

Master Classes:

Mstislav Rostropovich, Seventh American Cello Congress, Arizona. 2003

Lynn Harrell. 2002

Ralph Kirshbaum. 2001

Yehuda Hanani. 1999

Janos Staker, Shauna Rolston, Amanda Forsyth, Desmond Hoebig and Hans Jorgen Jensen. 1998

YOUR NAME HERE (Nurse's Resume)
yourname@northpark.edu

School Address

3225 W. Foster Ave.
Chicago, IL 60625
(773) 244-6200

Permanent Address

Your address
Your city, ST zip
(AC) your phone

OBJECTIVE

Entry-level nursing position with special interest in pediatrics.

EDUCATION

North Park University
B. S. with a major in Nursing
License to be awarded upon successful completion of Board Exam

Chicago, IL
May, 2007

XYC Community College
Diploma in Nursing

City, IL
December, 2005

LICENSURE

Registered Professional Nurse (pending completion of exam, or give completion date and license number)

CLINICAL EXPERIENCES

Name of Hospital
Clinical Rotation

City Name, IL
Fall 2007

- When describing your nursing experience, write about the type of facility (such as acute care, outpatient, rehabilitation), your caseload and area of specialization.
- Entry-level nurses with limited work experience should provide details of their unpaid work/clinical rotations.
- List two or three of the most significant clinicals related to your objective.

Name of Hospital
Clinical Rotation

City Name, IL
Spring 2007

- When describing your nursing experience, write about the type of facility (such as acute care, outpatient, rehabilitation), your caseload and area of specialization.
- Entry-level nurses with limited work experience should provide details of their unpaid work/clinical rotations.

Name of Hospital
Clinical Rotation

City Name, IL
Fall 2006

- Entry-level nurses with limited work experience should provide details of their unpaid work/clinical rotations.
- List two or three of the most significant clinicals related to your objective.

Use the above descriptors as guides only.

Your name – p. 2

EMPLOYMENT

Employer Name City, IL
Assistant Present

Make brief statements of skills developed; skills transferable to the hospital setting. Think skills such as organization, attention to detail, interpersonal, team concept, multi-tasking, etc. Use action words to begin the descriptions. Examples:

- Provided personable and professional service to customers in high-pressure environment.
- Developed annual marketing plan with a team of 10 resulting in 30% increase in sales.

Employer Name City, IL
Cashier 2004-2006

See “Make brief statements...” above.

Additional employment in retail sales, fast foods, and child care from 2002-2006 to help pay for college expenses.

VOLUNTEER

- Tutored learning-disabled children
- Taught child with cerebral palsy

INTERNATIONAL EXPERIENCES

Studied in Morelia, Mexico, becoming fully immersed in the Spanish language and the culture of the town and surroundings. Interned in local orphanage, successfully assisting children with adjustments to new environment.

CO-CURRICULAR ACTIVITIES/AWARDS

President, Student Nurses Association (2006-2007)
Cross-Country

- NCCA National Qualifier 2003, 2004; Academic All-American 2003-2005, MVP 2006

AFFILIATIONS

Current Certifications/Licenses

- Red Cross First Aid/CPR/AED, Expire 2008
- Food Safety Certification License, Expires 2008

Instead of stating “REFERENCES AVAILABLE ON REQUEST:” prepare a page of three to five references from clinicals, employment, and NPU for distribution. See p. 24.

The headings “Volunteer” to “Affiliation” may not be appropriate to you. Create headings appropriate to your experiences.

* * * * *

Option #2 for Nurse’s heading:

YOUR NAME HERE
1234 North Ave., Chicago, IL 60600, 800.123.4567, yourname@northpark.edu

YOUR NAME HERE (Teacher's Resume)

yourname@northpark.edu

School Address

3225 W. Foster Ave.
Chicago, IL 60625
(773) 244-6200

Permanent Address

Your address
Your city, ST zip
(AC) your phone

OBJECTIVE

Elementary teacher with special interest in primary grades physical and special education.
Create your own objective.

EDUCATION

North Park University	Chicago, IL
● Bachelor of Arts in Elementary Education (K-9)	December 2007
Moraine Valley Community College	Palos Heights, IL
● Associate of Arts Degree	December 2005

CERTIFICATION

State Certification in (name your concentration) expected January 2008

PRACTICUM

Name of School	City Name, IL
Student Teacher	Fall 2007
● Learned principles and procedures for effective classroom management in preparation for teaching a full school day.	
● Generated daily lessons and activities along with modifications appropriate for each student's individual needs.	
● Provided guidance and supported proper character etiquette to create a basis for future situations and confrontations.	

Name of School	City, IL
Mini-Teacher	Spring 2007
● Taught one class period per day for seven weeks.	
● Created activities and lessons appropriate for a seventh/eighth grade science class.	
● Acted as a chaperone on local field trips around the Chicagoland area.	

Name of School	City, IL
Teacher Aide	Fall 2006
● Observed a regular as well as a special education classroom for 50 hours over the course of the semester.	
● Constructed activities and lessons suitable for a second grade classroom.	
● Worked one-on-one with special education students and assisted teacher with additional responsibilities: grading papers, photocopying, bulletin boards).	

Use the above descriptors as guides only. Create your own.

Your name - p. 2

EMPLOYMENT

Employer Name

City, IL

Resident Assistant

Present

- Worked effectively on a team of 16 resident advisors to build interpersonal relationships, foster community, and organize programs for floor, hall, and campus. Achieved 60% student participation.
- Worked 12 hours per week and volunteered 10 hours per week at a local social service agency, while attending school full time.

Additional employment in the fields of retail sales, camp counseling, and construction from 2002 to present to help pay 100% of college expenses.

VOLUNTEER *Create headings appropriate to your experiences.*

- Tutored learning-disabled children
- Instructed child with cerebral palsy
- Assisted in special education Catechism class
- Assistant coached cross-country

CO-CURRICULAR ACTIVITIES/AWARDS

Cross-Country

- NCCA National Qualifier 2003, 2004; Academic All-American 2003-2005, MVP 2006

Track and Field

- NCAA National Qualifier/ MVP 2006; Conference Champion 2006 (5K/10K); All-Academic Track and Field Team 2006

Chicago Marathon

- Boston qualifier 2006; Time: X hrs. XX min. XX seconds; Finished 2,588 out of 40,000

AFFILIATIONS

Memberships

- International Reading Association
- Illinois Reading Council

Current Certifications/Licenses

- Illinois Teacher Certification
- Red Cross First Aid/CPR/AED
- Food Safety Certification License

~~REFERENCES AVAILABLE ON REQUEST~~

(Include a page like that seen on p. 24 instead of the crossed out statement above.)

Additional Information for Specific Majors

NURSING:

Licensure

- It is important that you indicate this.
- Is it pending, or received? If the latter, give date.

Major

- Your major must be stated as follows:
B.S. with a major in Nursing

Clinics

- No need to list them all; everyone does them.
- List those specifically related to your objective.
- You may want to name specific hospitals.
- Relate specific accomplishments, skills, etc.

EDUCATION:

Student Teaching

- Definitely list final student teaching experience, giving accomplishments, exciting programs, recognition, etc.
- Teacher Aiding and Mini-Teaching may be combined, if you decide to include them at all.

SCIENCES:

Dates

- You may wish to place the dates of experiences on the left-hand side of the information you state for jobs, especially if they are science-related. This will help the reader determine how current you are with technology, issues, etc.

Lab Techniques

- Prepare a second page listing all experiences with lab equipment and techniques, especially if you are considering a grad school position or a job in research.

MUSIC PERFORMANCE/VISUAL AND DRAMATIC ARTS:

Performances, gallery displays, or theatrical productions

- List the performances (vocalists/actors include work and roles sung/played; instrumentalists include works played); include master classes, seminars, special training events attended; include names of prominent artists under whom you've studied, worked. Include dates for all items.

Recitals and competitions

- List all works played and dates of recitals; list any competitions entered, especially those where you won or placed very high in the results.

Step Three - Critique the Draft of Your Resume

Have your resume reviewed by two or three people whom you trust. Ask them if they understand your objective. Do they understand what kind of a job you want? Do your job descriptions support your objective? Remember, not everyone knows what a resume is supposed to look like, or how it's supposed to be read. Well-intentioned family members and friends may not be your best source of critique. Make sure that the Career Center personnel see and critique your resume.

Step Four - Incorporate edits and check against the following Resume Evaluation Criteria.

APPEARANCE AND LAYOUT

Make sure the overall appearance is favorable, professional, and easy to read.
It must be well-balanced, with good margins, and make effective use of white space.
Check for typos, grammatical, spelling, or punctuation errors.

CONTACT INFORMATION

Your name must be largest item on the page and clearly identified at the top of the page.
All current contact information is easily readable.
Your email (which is checked daily) is prominently displayed.

CAREER OBJECTIVE

The Objective states your purpose clearly and briefly.
It is employer-focused, not self-focused.
The employer will know what you seek and how you can help his/her organization.

ACTION ORIENTATION

All sentences begin with action words
Strongest qualifications are stated first.
Use short, action-oriented phrases, not full sentences.
Is in active voice, rather than passive.

SPECIFICITY

Avoid generalities.
Focus on specific experiences, projects, accomplishments, etc.
Everything on the resume is designed to obtain the Objective.
Expresses information in a concise manner; every word counts.

After you've edited your resume, have the Career Center personnel critique it one last time. Then have it laser printed onto resume-grade paper (white, ivory, off-white, or light gray). Remember to purchase enough of the same paper for reference sheets and cover letters. Resume paper is available at the bookstore, Kinko's, and most office supply stores.

Step Five - Using Technology (Scannable and Email Resumes)

CREATING A SCANNABLE RESUME

Many employers require that candidates submit a scannable resume in addition to their regular resume. These are scanned by a machine in human resources and stored in a data base for future reference. A SCANNABLE RESUME REQUIRES THAT SOME CHANGES BE MADE TO YOUR REGULAR RESUME. Before sending, make sure that the organization accepts/requires a scannable resume. Please observe the following tips for converting your regular resume to a scannable resume.

- Your name must be at the top of the resume.
- Include key words from the position description.
- Use serif or sans serif fonts no smaller than 10 points and no larger than 12 points.
Suggested fonts include: Garamond, Times New Roman, Avant Garde, Helvetica, Arial, and Courier New.
- Use only one font.
- Use black ink.
- Avoid italics and underlining.
- If you use bullets, use only those that are round and solid.
- Do not use symbols such as #, or &.
- Avoid using columns and dot leaders (.....).
- Print resume on light-colored paper (white or ivory).
- Use a laser printer to print resume.
- Do not staple resume.

CREATING AN EMAIL-READY RESUME

- Observe all recommendations for creating a scannable resume.
- Don't use bold face, underline, italics, tabs, or symbols other than those on the keyboard.
- Send as "Plain Text" and not as "Rich Text" or "HTML".
- Don't wrap sentences at end of line; use Enter key to manually move to next line.
- Always send a cover letter when emailing your resume. It's best to put them both in the same document and attach them to your brief email message.
- It is best to mention that you will be sending your communication through the regular mail, as well. Then don't forget to do so!
- Many documents on preparing resumes for current technology are available in local bookstores or on the World Wide Web.
- "The Riley Guide" by Margaret Riley at www.rileyguide.com

Examples of the Best Way to State the Following:

THE HEADING:

If you're a resident student and are still at a point where you'll want to use two addresses (school and permanent), they should be identified as such. You may want to do the following:

JANE Q. PUBLIC
jqp@youremailaddress

School Address

3225 W. Foster Ave.
Chicago, IL 60625
(773) 555-5555

Permanent Address

2468 Maple Rd.
New City, IL 60600
(007) 555-5555

At other points in your resume you'll give city and state. Follow the same pattern that you set in the heading. If you spell out the state here, do so elsewhere; if you abbreviate it here, do so elsewhere...and know the proper abbreviation. The two-letter postal designation is recommended (both letters capitalized - no period); such as IL, MN, WA, NY, etc. Whatever you do, be consistent.

NOTE: The state abbreviation is among the very few items on the resume that may be abbreviated. Others are: directions as part of street names such as W. Foster Ave.; G.P.A., B.A., or B.S.; months of the year. If you do use an abbreviation, you must be supremely confident the reader will know what you mean.

Don't expect those outside of the North Park community to know such things as "Ja Team", "UMin", "MESA", "LASO", "BSA", and "BBB".

THE OBJECTIVE

The objective is a job-related statement, yet not specific to one company, agency or school. **Avoid nebulous and idealistic statements such as these two following:**

"To help young children improve their minds and develop a sense of community while utilizing my educational background." (Does this person want to be a teacher, counselor, camp director, parent?)

- OR -

"An exciting position in a company where I can utilize my interpersonal skills, and which will allow me to obtain advanced education." (What does this person want to do?)

SAY WHAT YOU MEAN.....SAY WHAT YOU WANT TO DO! (Good examples follow.)

"Elementary school teacher with special interest in primary grades."

"Customer service representative leading to position in human resources."

"Registered nurse interested in specializing in pediatrics."

"Tax accountant for medium to large manufacturing firm."

IT WILL TAKE SOME TIME TO COME UP WITH A GREAT OBJECTIVE; WORK AT IT!

THE EDUCATION STATEMENT

Employers want to know the where, what, and when about your academic training. If you attended more than one school, the most recent one is listed first. Place all dated items in reverse chronological order. Suggested format is:

EDUCATION

North Park University
B.A. in **(state your major)**, Cum Laude (if appropriate) Chicago, IL
May 2007

If you feel your major is more significant than the school name, put that on the first line; the two items at the right must then also be reversed, as follows.

B.A. in **(state your major)**, Cum Laude (if appropriate) May 2007
North Park University Chicago, IL

- Internships, clinical experiences, or student teaching can be listed under **EDUCATION**, but may also be sections unto themselves.
- High school information is generally not necessary unless you're going back to your hometown for employment.
- If your Cum or Major G.P.A. are above 3.0, put them down as: Major G.P.A.: 3.8/4.0, or Cumulative G.P.A.: 3.5/4.0. (If G.P.A. is not listed, they'll ask about it. So be ready to talk about it!)
- Overseas studies may be included within the Education statement if connected with a college/university program. It may also stand alone in an **INTERNATIONAL EXPERIENCE** section.

THE EMPLOYMENT STATEMENT

- Your work history demonstrates your employability.
- If you've had 12 jobs, don't try to list them all, but identify the ones that either are related to your objective or allow you to describe skills developed which may be appropriate to your objective.
- Limit your listings to three or four jobs (depending on other material included in your resume).
- IF YOU HAVE NOT BEEN EMPLOYED...GET A JOB, NOW!

Lead With Your Strength:

Always have your objective in mind when deciding how to list any information. For each job, ask yourself:

- “What do I want the reader to notice first?”
- “What are my strengths?”
- “What are my significant accomplishments?”
- “What are my special skills?”

EMPLOYMENT: - cont.

If your Objective reads: “Customer Service Representative leading to a position in human resources”, which of these would be the better lead?

FIRST METHODIST CHURCH
Personnel Assistant

Chicago, IL
2006 - present

- or -

PERSONNEL ASSISTANT
First Methodist Church

2006 - present
Chicago, IL

Given the objective, which catches your attention? Which leads with strength?

The listing of any additional jobs should follow the same format so the reader doesn't get confused. Remember, they should be placed in reverse chronological order. Use of **bold type** is not necessary for every job listing; only those which pertain to your objective. Too much bold type will be distracting, and then nothing will be noticed.

EMPLOYMENT (The Job Description)

Because the resume is a thumbnail sketch of **YOU**, that's what you should describe in this item. Don't just describe the job you held, but:

- How did **YOU** perform the job?
- What skills did **YOU** develop?
- Which of **YOUR** successes can you point to? (Employers want **RESULTS**)
- What sets **YOU** apart from the others who probably did just as much as you did?

EMPLOYMENT: - cont.

Which employment statement given below is best?

EMPLOYMENT

WAIT STAFF
Tre Kronor Restaurant

Summer 2007
Chicago, IL

Waited on tables and helped in the kitchen.

- or -

EMPLOYMENT

WAIT STAFF
Tre Kronor Restaurant

Summer 2007
Chicago, IL

- Waited tables in fast-paced restaurant serving busy college community.
- Responded positively and calmly to customer expectations.
- Worked 20 hours per week, while volunteering 10 hours per week at local rescue squad and attending school full time.

Notice that the words **STRESS MANAGEMENT, INTERPERSONAL SKILLS, ADAPTABILITY,** or **ENERGY LEVEL** were never mentioned. They were, however, implied through the use of action words (see following page), and an effective combination of job and personal description. Alert employers will read between the lines.

This method can be adapted for use with any job, internship, or clinical experience, but it takes analysis of the position, and your entire life at that time. The resume is not something that can be done overnight...it takes time! Get started now!

- If you put yourself through school, say so.
- If you paid for a significant portion of your educational costs, say so.
- Did you work long hours while going to school rather than getting involved in activities? That's not a bad thing and maybe it was absolutely necessary. If so, say so.

ACTIVITIES:.....or INTERESTS:.....or SPECIAL SKILLS SECTIONS:

One or two of these items (or others?) may be included as final items on your resume, but the statements should be brief. Don't try to list every organization, or activity, or skill. When preparing this information:

- Remember your objective. What can you say here that will support your objective?
- Remember that you want to set yourself apart from the crowd.
 - * Are you Bi-lingual?
 - * Do you compete in athletics?
 - * Do you perform (music, drama, etc.)?
 - * Are you a leader?
- Be selective about what you include. Don't list something just to list it. Ask yourself...
"Does listing these help my resume?"
- Know why you're special.

REFERENCES

NEVER LIST REFERENCES ON A RESUME, and generally you don't want to enclose a sheet of references when sending a resume!** However, a full list of references must be brought with you to the interview. (See the following page for a sample.) Prior to this point, you must have received permission from each individual to use his/her name as a potential reference.

REFERENCES AVAILABLE ON REQUEST

The statement above completes your resume. If space is at a premium and you have to decide whether to use it or some pertinent information about another item, this final statement should be omitted. The employer will expect that references will be available.

Looking at the sample resumes shown earlier in this document, it may not be appropriate for you to use every item listed. Also, you may wish to rearrange them, or rename them. Whatever change you make, be sure that it contributes to ease of identification and understanding of the important information about you!

**** Education and Nursing candidates may list references on a separate page that accompanies your resume. Follow the pattern given on the next page. Make sure you have the permission of all references before listing their names and contact information.**

JANE Q. PUBLIC
1234 North Park Ave.
Chicago, IL 60625
(312) 555-5555
jqp@youremailaddress

REFERENCES

Ms. First name, M.I., Last name
Title
COMPANY NAME
Address
City, ST Zip
(A/C) 123-4567
Email Address

Dr. First name, M.I., Last name
Professor of "Y"
UNIVERSITY/COLLEGE NAME
Address
City, ST Zip
(A/C) 123-6789
Email Address

Mr. First name, M.I., Last name
Title
COMPANY NAME
Address
City, ST Zip
(A/C) 123-7654
Email Address

ALL INFORMATION GIVEN IS FOR THE REFERENCES' PLACES OF EMPLOYMENT, UNLESS THEY GIVE YOU PERMISSION TO USE HOME INFORMATION.

REMINDER: NONE OF THIS INFORMATION MAY BE INCLUDED ON YOUR REFERENCE SHEET WITHOUT FIRST RECEIVING PERMISSION FROM EACH INDIVIDUAL TO USE THEIR NAME.

ACTION WORDS

Accelerated	Facilitated	Processed
Accomplished	Found	Programmed
Achieved	Generated	Proposed
Adapted	Implemented	Proved
Administered	Improved	Provided
Analyzed	Increased	Recommended
Approved	Influenced	Reduced
Completed	Initiated	Reinforced
Conceived	Instructed	Reorganized
Conducted	Interpreted	Revamped
Controlled	Launched	Reviewed
Coordinated	Lectured	Revised
Created	Led	Scheduled
Delegated	Maintained	Set up
Demonstrated	Managed	Simplified
Designed	Mastered	Solved
Developed	Motivated	Streamlined
Directed	Operated	Structured
Effected	Organized	Supervised
Eliminated	Originated	Supported
Established	Participated	Taught
Evaluated	Performed	Translated
Expanded	Pinpointed	Utilized
Expedited	Planned	Won

DESCRIPTIVE WORDS

Able	Consistent	Resourceful
Active	Effective	Technical
Capable	Pertinent	Versatile
Competent	Proficient	Vigorous

OTHER RESOURCES

The Director of the Center for Career Development will be ready to review a draft of your resume. Please contact the Center for an appointment 773-244-5737 to review it or your cover letter. Keep copies of both of them, and every other document used in your job search.