

## Resume Guide

While there is no mandatory format for resumes, it is important to remember a potential employer will review many resumes in a short period of time. The Career Center staff recommends the following tips and resources to help your job search document stand out.

Use the Career Center's [resume checklist](#) and ["how to build a resume" video](#) for step-by-step instructions on how to build a resume. We also use the resume checklist to evaluate your resume.

### Formatting

- Focuses on proper layouts that are esthetically pleasing to the eye and that successfully pass through employers' [applicant tracking systems](#) (ATS)

### Content Development

- Focuses on describing your experiences using examples of what you have learned, achieved, and experienced
- Start by listing all your experiences and do not worry about page length at this stage
- Be mindful of word choice: use action words, quantify information when possible, use proper tense (present vs. past tense)
- Use [www.onetonline.org/find/all](http://www.onetonline.org/find/all) to review descriptions of similar jobs or experiences, which can be adapted to enhance your bullet points
- The last page of this document guides you through how to write strong bullet points

### Customize

- When reviewing an internship or job description pay close attention to the requirements and general responsibilities sections. These sections explain the ideal candidate.
- Your goal is to have your resume reflect those preferred skills. You significantly increase your chances of an interview when you articulate those skills well.

### IMPORTANT REMINDERS:

- An [objective or summary statement](#) are not necessary and should only be used to summarize multiple career experiences and skills
- Create an **"Everything Resume."** Track all work, volunteer, academic, and campus experiences on one document. Don't submit this resume to employers but use it as a list for tailoring the resumes.
- Omit use of **personal pronouns** within your document (I, my, he, she, they, etc.)
- [Avoid photos](#) on your resume
- Create a separate document for professional [references](#)
- Never print your resume **"double-sided"**
- When applying for jobs/internships, if no format is requested, submit your resume in **PDF format**

The following example shows the types of information you may want to include. If you do not have a similar experience that is okay, just don't include that section.

Questions? [Consult with the career center staff.](#)

## Anita Job

City, PA 11111

555-123-4567

[name@pennwest.edu](mailto:name@pennwest.edu)

### EDUCATION

**Pennsylvania Western University**, City, PA (Accreditation)

Bachelor of Your Degree, May 20XX

Major: **Your Major Here**

Minor: Include if you have one

GPA: 3.7/4.0

**Relevant Coursework:** Name of Class, Name of Class, Name of Class, Name of Class

**Studied Abroad**, New Zealand (20XX) and Costa Rica (20XX)

- 20XX: Studied culture, economy, ecological assets, and environmental sustainability through native interviews
- 20XX: Conducted research, wrote a comparative study, and presented on environmental sustainability practices to include a new sustainable and profitable business plan to a panel of hypothetical investors

### CAREER RELATED EXPERIENCE

**Intern**, Small Business Development Center, City, PA, August 20XX-Present

- Assisted business consultants in approx. 25 financing proposals, 80 business plans, and 50 marketing plans
- Identify and analyze breakeven analysis using Excel database
- Evaluate financial statements of start-up and established businesses to increase profitability
- Conducted research for various topics relating to small business and proficiently used Hoovers First Research and Prospector, Info USA, Alteryx, and Industries CFO, IBIS World, and BizMiner research databases
- Perform a wide range of supporting and administrative duties

**Phonathon Supervisor**, PennWest University Foundation, City, PA, August 20XX-May 20XX

- Transformed a group of 13 new callers and 2 returning callers into a productive and successful fundraising team that was able to raise over \$50,000 for the University Opportunity Fund in one semester
- De-escalated potential donors by conveying information in a calming and reassuring manner
- Ensured the accuracy of donor information and prepared the donation packets for distribution

**Class Project**, PennWest Landing, PennWest University, City, PA, August 20XX-December 20XX

- Conducted marketing research to improve company's website traffic and sales; later presented at the 20XX Penn York Conference to a panel of professionals
- Designed and managed content on social media pages, and collected and analyzed data to test validity of the project, while communicating with company to ensure completion of goals

### WORK EXPERIENCE

**Sales Associate**, ABC Grocery Store, City, PA, May-August 20XX; December 20XX-January 20XX (Part-time; Seasonal)

- Performed cashier duties, stocked merchandise, and handled shipments; providing positive customer service

### MILITARY EXPERIENCE

**Security Forces Officer**, Pennsylvania Air National Guard, United States Air Force, Pittsburgh, PA, May 20XX-May 20XX

- Led and supervised approximately 20 airmen through high security clearance trainings and exercises
- Assisted in the coordination of security activities to safeguard civilians and military personnel
- Communicated security status, updates, and actual or potential problems, using established protocols

#### Commented [JD1]:

##### Document:

- Margins can be "Narrow" (.5") to "Normal" (1")
- Font: Calibri or Times New Roman
- Font size: 11 or 12
- Section headers should be bolded and ALL CAPS, the line is optional but does offer a nice visual presentation (it can be found under the Home Tab > Paragraph > Border

##### Header:

- "Preferred Name" should be bolded and size 14 font
- Include City, State Zip (no street address)
- Use a professional email address and voicemail

#### Commented [JD2]:

##### Education:

- Institution should be bolded and the city listed should represent the campus you attend. If you are a Global Online student, the city listed is California, PA.
- Include if your degree/program is accredited. Some employers only hire candidates from accredited institutions. Not sure? Ask your faculty or career coach.
- Include GPA if 3.0 or above

##### Relevant coursework:

- Should include upper level (300/400+) courses to showcase foundational knowledge
- Do not list the course number, list the course name

#### Commented [JD3]:

##### Career Related Experience:

- Employers value career related experience (i.e., internship, externships, student teaching, full-time or part-time jobs, or related class projects)
- Each experience should be introduced using this format:
  - **Bold Title**, Organization, City, STATE, Month Year-Month Year

##### See page 4 for a guide to writing bullet points:

- List responsibilities, accomplishments, or special projects using a bulleted list of phrases, not sentences or paragraphs
- Use action verbs, see page 4
- Use correct tense – present tense to describe current responsibilities; past tense to describe past responsibilities
- Use numbers, data, dollar amounts, and percentages to quantify job duties and results

#### Commented [JD4]:

##### Part-time seasonal work example

Commented [JD5]:

Header:

- "Preferred Name in header" - Page #

## LEADERSHIP AND INVOLVEMENT

### Student Activities Board, PennWest University, City, PA, September 20XX-Present

- Arts Committee, October 20XX-Present
  - Assists in the execution of over 35 events to include preparation and facilitation
- Public Relations Committee, Campusfest, September 20XX-April 20XX
  - Created marketing materials such as posters and ticket designs, while contacting vendors for printing, which attracted nearly 2,000 students

### Name of Fraternity/Sorority, PennWest University, City, PA, August 20XX-Present

- President, November 20XX-Present
  - Increased chapter participation and engagement by nearly 60%
  - Decreased outstanding chapter debt from \$14,000 to \$6,700 through policy and fundraising
  - Collaborated with internal and external community members to promote Greek life; raising \$1,100 for a local family affected by ALS in 4 weeks
- Scholarship Chair, August 20XX-May 20XX
  - Tracked GPA's, in charge of finding internships/job fairs, and logged study hours
- Risk Management Chair, August 20XX-May 20XX
  - Created safety plans for all members and houses, created a designated driver list, and oversaw harmful actions towards establishment

Commented [JD6]:

Job promotion example:

If you've been promoted in a job or organization this is a great way to show how, while reducing redundancy of listing the same organization.

### Society for the Advancement of Management, PennWest University, City, PA, August 20XX-Present

- Recruitment Chair, Fall 20XX-Spring 20XX
  - Organize tables on campus to recruit students to join SAM/SHRM
  - Prompted a 200% increase in membership from Spring 20XX to Fall 20XX

## PRESENTATIONS AND PUBLICATION

- Lastname, F., & Lastname, F.M. (20XX, December 30). *Title of your article*. Retrieved from [add link]
- Presenter, *Title of Presentation*, Conference Name, November 20XX

## PROFESSIONAL DEVELOPMENT

- National Greek Leadership Conference, 20XX
- Pennsylvania Free Enterprise Week (PFEW), 20XX

## COMMUNITY SERVICE

- Community Day of Service Volunteer, 20XX-20XX
- Crisis Phone Line Volunteer, 20XX-20XX

## HONORS AND AWARDS

- The Honor Society of Phi Kappa Phi, April 20XX-Present
- Beta Gamma Sigma (Honor Society), February 20XX-Present
- Awarded 12 scholarships totaling over \$21,000 to support educational costs
- Placed 2<sup>nd</sup> in Small BizPitch Competition, Fall 20XX

## LANGUAGES

- Spanish (fluent)

## A Guide to Writing Strong Bullet Points

Bullet points are informative statements that describe your experiences and accomplishments on your resume. They should use powerful action verbs and include specific details that allow your readers to learn about your experience quickly and in an easy to understand format.

Consider using this **three-part formula** to create stronger bullet points:

1. Select the best **action verb** (samples provided below).
2. Add the necessary **details and skills**.
3. Conclude the statement with impactful **results**.

Action Verb		Details/Skills		Results
Begin each statement with your best skill.	+	Who? What? What skills (or systems) did you use? Can you quantify?	+	What was the positive outcome of your effort? How did it impact the organization?

Start by brainstorming information within each category. Remember to tailor your details and skills to reflect the most relevant information to the position you are applying to.

Example:

Action Verb		Details/Skills		Results
Led		13 new and 2 returning students		
Transformed	+	Productive and successful team	+	Raised money to support the Clarion Opportunity Fund
Trained		Raised over \$50,000 in a semester		

**Original bullet:** Led a team of callers to raise money.

**New bullet:** Transformed a group of 13 new callers and 2 returning callers into a productive and successful fundraising team that was able to raise over \$50,000 for the Clarion Opportunity Fund in one semester

### Sample action verbs and skills:

Adapt	Coordinate	Forecast	Prioritize	Survey
Analyze	Create	Implement	Publicize	Synthesize
Assess	Critical thinking	Interpret	Recruit	Train
Budget	Design	Lead	Research	Transform
Collaborate	Evaluate	Manage	Review	Tutor
Communicate	Examine data	Oversee	Schedule	
Confidentiality	Facilitate	Prepare	Supervise	

*Adapted from the University of Denver*