

# RESUME WRITING



A resume is a tool designed to convince the reader to contact you for an interview. A well-written resume will market your skills, achievements, experiences and future capabilities.

## Education

Include degree, institution, major, minor, and date of completion. Optional content: GPA, honors, study abroad, relevant coursework.

## Experience

Experience should include part-time jobs, internships, volunteer roles, and other professional development experiences. Ensure your title clearly defines your role.

## Provide Evidence

The bullet points under your title describe your skills and accomplishments in that role. See formula for writing bullet points on next page.

## Additional Categories:

Tailor your resume to highlight the skills and qualifications that are most relevant to the position. Additional categories you might consider:

- Activities
- Lab Skills
- Language Skills
- Projects
- Research Experience
- Technology Skills

## John B. Ennie

Collegetown, MN • 987-654-3210 • johnbennie@cbsbsju.edu • linkedin.com/johnbennie

### EDUCATION: Bachelor of Arts: Psychology

Anticipated May 20XX

Saint. John's University, Collegetown, MN, GPA: 3.65/4.0  
Minor: Communication  
Honors: President's Scholarship, Study Abroad: Galway, Ireland, Fall 20XX

### HIGHLIGHTED COURSEWORK:

Abnormal Psychology, Behavioral Psychology, Research Methods, Social Psychology, Psychology of Gender, Group Dynamics and Developmental Psychology

### RELATED EXPERIENCE:

#### School Counselor Intern

June 20XX-Present

South Junior High, St. Cloud, MN

- Facilitate individual and group counseling sessions on topics related to family/peer relationships, academics and conflict resolution.
- Maintain confidentiality and professionally communicate with all students.
- Interview and observe middle school guidance counselors and psychologists.
- Demonstrate excellent interpersonal relation skills when working with students and staff.

#### Career Assistant

September 20XX-May 20XX

Experience and Professional Development, St. John's University, Collegetown, MN

- Assisted student individually and in groups with career research and exploration activities.
- Provided students with information and decision-making strategies related to careers.
- Professionally communicated with alums while planning and coordinating logistics for events.
- Demonstrated attention to detail while helping students with resumes and cover letters.

#### Emergency Services Program Support Intern

January 20XX-May 20XX

Catholic Charities, St. Cloud, MN

- Communicated effectively while working with donors, businesses, churches and organizations in the community to increase support for the program.
- Wrote and published articles and media information to educate on program services.
- Planned and facilitated presentations to community on issues regarding poverty and hunger.

#### Camp Counselor

Summers 20XX-20XX

Friendship Ventures, Annandale, MN

- Supervised activities and managed health, wellbeing, and safety of children with special needs.
- Built trusting relationships with campers and served as a role model.
- Ensured open communication with campers, families, and camp staff.
- Assisted in planning and implementing daily and evening activities.
- Utilized problem solving and critical thinking skills when concerns arose with campers.

### ADDITIONAL EXPERIENCE:

Landscape Assistant, Henry's Lawn Service, Minnetonka, MN

Summers 20XX-20XX

### COMPUTER SKILLS:

Microsoft Office (Outlook, Word, Publisher, PowerPoint, Excel), Adobe Photoshop

### CAMPUS AND COMMUNITY INVOLVEMENT:

Psychology Club, Communication Club, Varsity Hockey athlete, church volunteer, intramural sports

# TIPS FOR STANDING OUT



## *Do...*

- Keep your resume to one page in length unless you have enough relevant experiences to have two full pages
- Tailor your resume by using keywords from the position description in your bullet points
- Keep more relevant information closer to the top
- Use an easy-to-read font (size 10-12 point)
- Use short phrases rather than sentences
- Have a mentor review your resume for any spelling, grammar, and layout errors
- When printing your resume, print on quality resume paper

## *Don't...*

- Use personal pronouns (e.g. "I", "me" or "my")
- Include high school information, especially as a junior or senior (unless directly relevant)
- Include personal information such as age and marital status
- Rely on spell check to catch typos
- Use abbreviations
- List references (send a list of references separately if asked)



## Optimize your Resume for ATS Software:

Applicant Tracking Systems (ATS) help companies collect, sort, and select applicants for further review. They use keywords from the job description looking for exact matches in a candidate's resume. Tips for making sure your resume makes it through an ATS search:

- Include as many keywords from the job description in your resume that match your skills and qualifications
- Keep your formatting simple and consistent, especially section headings and key dates
- Submit your resume in .pdf or .docx format (ensure you are following company directions)
- Don't use programs like Canva, graphics, or charts as they aren't readable by ATS

## *What Skills are Employers Looking For?*

Adaptability	Leadership
Attention to Detail	Management
Building Relationships/Interpersonal	Multitasking
Clerical/Administrative Skills	Negotiation
Communication	Organization
Conflict Resolution	Problem Solving
Creativity/Innovation	Teaching
Customer Service	Teamwork
Decision Making	Time Management
Financial/Money Management	Training/Supervision
Handling Pressure	Work Ethic

# CRAFTING BULLET POINTS



## *Why bullet points?*

- Evidence of how/when/where you enhanced your skills
- Job duties  $\neq$  Skills gained
- Quantify, Quantify, Quantify

**Bullet point = Strong Action Verb + Skill + Task/Example/Experience + Result/Accomplishment**

## *The WHO Method*

**W** = What did you do? (Job tasks, daily duties)

**H** = How did you do the work? (Skills, competencies, strategies, tools, techniques, attitudes)

**O** = Outcome? (Value-add, results, impact, intention, accomplishment)

- What: Assisted students
- How: Assisted students **by using tutor skills**
- Outcome: Assisted students efficiently, **utilizing pedagogical best practices and content expertise, resulting in significant student academic improvement and service enjoyment.**

## *Examples:*

- Trained and supervised new staff members
- Trained and supervised ten employees **through weekly meetings and direct feedback to instill confidence and initiative among staff.**
- Responsible for cleaning store
- Maintained clean environment **by organizing and tidying store floor on an hourly basis to ensure a positive experience for over 100 guests per day.**
- Worked with others on a team
- Collaborated as a member of a team, **helping to attain sales goals and maintain morale among team members to sustain a welcoming atmosphere for customers and increasing profits by 5% annually.**
- Helped patients
- Helped patients effectively **through utilizing strong interpersonal skills and positive attitude, resulting in high patient and doctor satisfaction.**

# ACTION VERBS



Start each bullet point with an action verb such as one of the many below. Additionally, use a search engine on a verb to find a synonym which will help provide variety for expressing your skills.

Communication Skills:		Clerical/Detailed Skills:		Creative Skills:	
Addressed	Interpreted	Approved	Operated	Acted	Innovated
Announced	Lectured	Arranged	Organized	Arranged	Instituted
Arbitrated	Mediated	Classified	Prepared	Built	Integrated
Arranged	Moderated	Collected	Processed	Captured	Introduced
Authored	Motivated	Compiled	Purchased	Conceptualized	Invented
Communicated	Negotiated	Delivered	Recorded	Constructed	Launched
Corresponded	Persuaded	Detected	Reorganized	Created	Marketed
Delivered	Presented	Dispatched	Retrieved	Designed	Originated
Developed	Promoted	Displayed	Revised	Directed	Performed
Directed	Publicized	Distributed	Reviewed	Edited	Planned
Displayed	Read	Executed	Revised	Established	Revamped
Drafted	Reconciled	Generated	Screened	Exceeded	Revitalized
Edited	Recruited	Implemented	Specified	Excelled	Shaped
Enlisted	Sold	Inspected	Systematized	Founded	Simplified
Formulated	Translated	Interviewed	Tabulated	Illustrated	Sketched
Influenced	Wrote	Monitored	Validated		Updated
Financial Skills:		Helping/Teaching Skills:		Management Skills:	
Administered	Forecasted	Adapted	Encouraged	Accelerated	Executed
Allocated	Formalized	Advanced	Evaluated	Activated	Implemented
Analyzed	Handled	Advised	Facilitated	Analyzed	Improved
Appraised	Managed	Assessed	Guided	Anticipated	Increased
Audited	Marketed	Assisted	Informed	Assigned	Led
Balanced	Maximized	Coached	Initiated	Balanced	Managed
Bargained	Minimized	Collaborated	Instructed	Conducted	Organized
Benchmarked	Optimized	Communicated	Mentored	Consolidated	Oversaw
Boosted	Planned	Consulted	Planned	Controlled	Planned
Budgeted	Projected	Contributed	Prepared	Coordinated	Prioritized
Capitalized	Reduced	Coordinated	Provided	Delegated	Produced
Computed	Reported	Counseled	Referred	Demonstrated	Recommended
Conserved	Researched	Demonstrated	Represented	Developed	Scheduled
Diversified	Secured	Diagnosed	Solved	Directed	Streamlined
Developed	Quantified	Enabled	Supported	Enhanced	Supervised
Financed	Verified	Educated	Taught	Evaluated	Trained
Research Skills:		Technical Skills:		Other Skills:	
Clarified	Investigated	Assembled	Ordered	Anticipated	Judged
Collected	Measured	Built	Overhauled	Assembled	Located
Conducted	Observed	Calculated	Programmed	Bargained	Mastered
Critiqued	Organized	Computed	Prototyped	Completed	Obtained
Determined	Predicted	Configured	Remodeled	Corresponded	Participated
Diagnosed	Researched	Debugged	Repaired	Earned	Prescribed
Discovered	Reviewed	Defined	Scoped	Effected	Proposed
Evaluated	Sorted	Devised	Serviced	Eliminated	Protected
Examined	Studied	Engineered	Solved	Entertained	Proved
Extracted	Summarized	Fabricated	Trained	Estimated	Qualified
Explored	Surveyed	Installed	Troubleshoot	Expedited	Received
Identified	Systematized	Maintained	Updated	Familiarized	Reduced
Inspected	Tested	Mined	Upgraded	Fostered	Reinforced
Interpreted	Uncovered	Operated	Worked	Fulfilled	Served

## Next step...

- Have your resume reviewed by a career mentor.
- Review additional resume writing resources in the [Virtual Career Hub](#).

