



# RESUME GUIDE



Use a resume to provide a summary of your skills, abilities and accomplishments. It's a self-marketing tool! You need to know what the employers want and then present it to them in a clear, easy to follow format.



## **Sections of a Resume**

### **CONTACT INFORMATION\***

Consists of your full name, address, email, and phone number, lets the employer choose a preferred method of communication. If you'd like, you can also include the URL for your LinkedIn page or digital portfolio. (\***TIP** → Choose just **one** address/phone number/email to list!)

### **EDUCATION\***

Name of Institution, Location, Degree, Major, GPA and expected date of degree conferral. Include study abroad! Institutions that you have attended but not received a degree from, are optional to add. (\***TIP** → Employers may assume your GPA is below a 3.0 if you choose not to publish it – use discretion! If the position you are applying to has a GPA requirement, be sure to add it on.)

### **HONORS/AWARDS**

This section, which can also be combined with education, can consist of academic achievements such as Dean's List, Scholarships, Honors Societies.

### **RELEVANT COURSEWORK**

List select upper level coursework to show the employer some of your academic training. Make sure to avoid any "Intro to" courses.

### **SPECIAL PROJECTS**

Here you can list relevant projects that you wish to share with the employer. This can consist of research/casework, presentations, etc.

### **WORK EXPERIENCE\***

Paid and unpaid work/internships/fieldwork/capstones qualify as experience. Make sure to list the company, job title, location, and dates (in reverse chronological order) that you worked there. Under the experience, make sure to list a minimum of 3 bullets that describe the skills and duties you performed while with the company. (\***TIP** → Work experience can be separated into "relevant" and "non-relevant" work experience sections. Be sure to brainstorm what your biggest successes in each work experience were.)

### **INVOLVEMENT**

List any clubs, organizations, extracurricular activities that you are involved in. If you have held any leadership positions in the club make sure to indicate it in this section.

### **VOLUNTEER EXPERIENCE**

Employers look at volunteer work in a positive light. Make sure to list any volunteer activities, events, or organizations that you may be involved in.

### **SKILLS**

Here you can list your proficiency in foreign languages, computer usage, office skills, or any other transferable skills not already listed in your resume.

***No two resumes are alike. The document is based on YOUR personal experience and should showcase what you have to offer. Make sure to list most relevant/important information at the top and work your way down. Each section above may not be relevant to you, but those indicated with (\*) should be included. Sections are NOT limited to this list.***



### **BREAKING DOWN YOUR SKILLS**

It can be difficult to try and describe the skills and duties you performed within your work positions. Try to be as descriptive as possible, giving the employer all necessary information. Utilize short, concise bullets that demonstrate quantifiable results and always start with an action verb - make sure to answer “Who, what, when, where, how”. The best resumes don’t just list tasks you completed; they illustrate skills by example and *highlight accomplishments*.

<u>DUTY PERFORMED</u>	“I answered phones...”	An employer might look at this and say, “ <i>ok answered phones, but what for?</i> ”
<u>SKILL PERFORMED</u>	“I gained communication skills while answering phones...”	Remove personal pronoun “I”; check ‘Action Word List’ to find a better descriptor
<u>ACTION VERB</u>	“Utilized communication skills while answering phones...”	Continue to clarify as to why and how you gained these communication skills
<u>CLARIFY</u>	“Professionally interacted with clients addressing customer billing concerns achieving 20% customer satisfaction”	Tells the employer what, how, and who...

**\*TIP → if you no longer work at the position, make sure to list duties in past tense...**

### **MARKETING YOUR SKILLS**

Although you may not have the most extensive ‘*professional*’ background there are many ways to showcase your experiences that, at first, may not seem so relevant. Focus on transferable skills. It is important to realize that no matter what job you’ve held, when you work, you learn, so what did you learn? Below are examples of how you may market a ‘typical’ part time position.

Retail / Sales Associate	Folded clothes, helped customers	Assisted customers with merchandise selection to promote daily sales
Babysitting / Childcare	Watched kids, helped with homework	Supervised a 5 year old child with daily activities including...
Waiter / Waitress	Waited tables	Provide exemplary service to patrons in fast-paced Italian restaurant



## Action Verb List

*Resume Action Verbs that Convey Skills and Accomplishments.*

*Please be sure to use the proper verb tense.*

### Management

Administered  
Analyzed  
Appointed  
Assigned  
Attained  
Chaired  
Consolidated  
Contracted  
Coordinated  
Decided  
Delegated  
Developed  
Directed  
Evaluated  
Executed  
Improved  
Increased  
Organized  
Oversaw  
Planned  
Prioritized  
Produced  
Recommended  
Reviewed  
Scheduled  
Streamlined  
Strengthened  
Supervised

### Communication

Addressed  
Arbitrated  
Arranged  
Authored  
Collaborated  
Composed  
Convinced  
Contacted  
Conveyed  
Corresponded  
Defined  
Developed  
Directed  
Drafted  
Edited  
Enlisted  
Explained  
Formulated

Influenced  
Interpreted  
Interviewed  
Joined  
Lectured  
Marketed  
Mediated  
Moderated  
Negotiated  
Observed  
Outlined  
Participated  
Persuaded  
Presented  
Promoted  
Publicized  
Reconciled  
Recruited  
Spoke  
Summarized  
Translated  
Wrote

### Research

Analyzed  
Clarified  
Collected  
Conducted  
Critiqued  
Detected  
Diagnosed  
Evaluated  
Examined  
Experimented  
Explored  
Extracted  
Formulated  
Gathered  
Identified  
Inspected  
Interpreted  
Interviewed  
Investigated  
Measured  
Organized  
Reviewed  
Systematized

### Technical

Assembled  
Built  
Calculated  
Computed  
Converted  
Debugged  
Designed  
Devised  
Engineered  
Fabricated  
Maintained  
Operated  
Overhauled  
Programmed  
Repaired  
Solved  
Upgraded

### Teaching

Adapted  
Advised  
Clarified  
Coached  
Communicated  
Coordinated  
Demystified  
Developed  
Enabled  
Encouraged  
Evaluated  
Explained  
Facilitated  
Focused  
Guided  
Informed  
Instructed  
Persuaded  
Set Goals  
Stimulated  
Trained

### Financial

Administered  
Allocated  
Analyzed  
Appraised  
Audited  
Balanced

Budgeted  
Calculated  
Computed  
Developed  
Forecasted  
Managed  
Marketed  
Planned  
Projected  
Researched

### Creative

Acted  
Conceptualized  
Created  
Customized  
Designed  
Developed  
Directed  
Established  
Fashioned  
Founded  
Illustrated  
Initiated  
Instituted  
Integrated  
Introduced  
Invented  
Originated  
Performed  
Planned  
Revitalized  
Shaped

### Helping

Adapted  
Advocated  
Aided  
Answered  
Assessed  
Assisted  
Clarified  
Coached  
Collaborated  
Counseled  
Demonstrated  
Diagnosed  
Educated  
Encouraged

Expedited  
Facilitated  
Familiarized  
Guided  
Helped  
Intervened  
Insured  
Motivated  
Referred  
Rehabilitation  
Represented

### Clerical

Approved  
Arranged  
Catalogued  
Classified  
Collected  
Compiled  
Dispatched  
Executed  
Filed  
Generated  
Implemented  
Inspected  
Monitored  
Operated  
Organized  
Prepared  
Processed  
Purchased  
Recorded  
Retrieved  
Screened  
Specified  
Systematized  
Tabulated  
Validated

### Additional

Achieved  
Completed  
Expanded  
Improved  
Pioneered  
Reduced  
Resolved  
Succeeded  
Surpassed



**SAMPLE INTERNSHIP RESUME**

**Charlie Internship**

5151 Park Ave, Fairfield, CT 06825  
(203) 555-5555, [cinternship1@mail.sacredheart.edu](mailto:cinternship1@mail.sacredheart.edu)

**EDUCATION**

**Sacred Heart University**, *College of Arts & Sciences*  
Bachelor of Science, Psychology  
*Minor: Philosophy*  
GPA: **3.85**

Fairfield, CT  
May 20xx

**HONORS & AWARDS**

Sacred Heart University's Academic Scholarship: *20xx – 20xx*  
President's List: *Fall 20xx, Spring 20xx*  
Delta Epsilon Sigma Honors Society

**RELEVANT COURSEWORK**

Abnormal Psychology, Drug Use & Abuse, Life Span Development, Psychology of Personality, Child Development Psychology, Health Psychology, Brain & Behavior

**WORK EXPERIENCE**

**Sacred Heart University, Office of Residential Life**  
**Front Desk Attendant**

Fairfield, CT  
September 20xx - Present

- Manage and organize guest logs, passes, and identification
- Monitor the main entrance of a 250-person residence hall; check identification as people enter
- Answer the front desk phone as the first line of contact for all incoming calls and direct questions to the appropriate person

**Kennedy Sports**  
**Intern, Administrative Office**

Westport, CT  
April 20xx - August 20xx

- Recorded voucher payments from client financial transactions using Microsoft Access
- Provided support to the office by through researching relevant information and presenting results in a coherent and concise manner
- Managed sensitive, high-profile client information of sports celebrities and agents
- Assisted with event planning, including associated travel and logistical arrangements

**INVOLVEMENT**

- Finance Club, *Treasurer*, 20xx - Present
- Student Government Association, *Secretary*, 20xx - 20xx
- African Student Association, *Member*, 20xx - 20xx

**SKILLS**

**Software:** Microsoft Office Suite, Photoshop, Quickbooks  
**Languages:** Spanish, French

**\*TIP → Make sure your margins are lined up correctly and be sure to keep your resume to ONE page!**



## Resume Checklist:

- Be sure there are **no personal pronouns** on your resume! (Ex: No "I" statements)
- Are all of your verbs on your resume in the **correct tense**? (Past v. present)
- Did you include **industry specific keywords/phrases** in your bullet points?
- Did you try to include **numbers** in your bullet points? (Ex: volume or quality of work, proven increase towards success, etc.)

## Notes: