

RESUME GUIDELINES

ré-su-mé *noun,*

A short account of one's career and qualifications prepared typically by an applicant for a position

Getting Started...

DO:

- Write your own resume
- Have an objective- be specific to the job you are applying for
- Be concise –keep it to one page
- Tailor your resume to the job you are applying for
- Use white/off white resume paper (20-30 pound weight)
- Use present tense for present jobs/activities, use past tense for past jobs/activities
- Include transferrable skills, (listed below)
- Have your resume critiqued by the Career Center staff

DON'T

- Use a template- you may look at examples for formatting ideas
- Include personal information such as age, gender, marital status or a picture
- Use a busy or cute font, instead choose Times New Roman, Arial, or Tahoma (limit yourself to one font)
- Use periods at the end of bulleted statements- they are not sentences
- Print on both sides of the paper- use a second sheet if you must

TOP 10 PERSONAL QUALITIES EMPLOYERS SEEK*

1. Communication Skills
2. Honesty/Integrity
3. Interpersonal Skills
4. Motivation/Initiative
5. Strong Work Ethic
6. Teamwork Skills
7. Computer Skills
8. Analytical Skills
9. Flexible/Adaptability
10. Detail-oriented

*Source NACE Job Outlook
www.jobweb.com

RESUME ANATOMY: The necessities to keep your resume in working order

Contact information

- Your name should be in bold, 2-4 points larger than the rest of your heading
- Include your complete mailing address, phone number and an appropriate e-mail address

Objective/Career Focus

- If possible, be specific to the job you are applying to. In the 20-30 seconds your resume will be scanned by an employer, you want them to know exactly what you are looking for

Education

- The closer you are to your education, the higher it is on your resume
- List institution, degree or area of study, minor and/or concentrations
- Include standing (EX: Sophomore Status) or Graduation date (EX: May 2010)
- GPA, Deans List (# semesters), and all other academic honors can be listed

Cooperative Education or Internships

- Your co-op or internship can have it's own section, or may be included in work experience

Work Experience

- Begin with the most recent employment followed by previous positions
- Include employer, city/state, your title, and dates of employment (month & year)
- Bullets should be formatted to include Action verb, skill, and task
 - EX: Demonstrated(AV) leadership(SKILL) by training in 8 new employees(TASK)
- 3-5 bullets per position are appropriate, prioritize based on position you are applying
- Write bullets in a way someone who has never done that job will understand, while including skills and accomplishments

Computer skills

- Use a bulleted list for all programs, especially programs listed in the job description

OPTIONAL SECTIONS:

Athletics

- Highlights time management, teamwork and leadership, but don't use as a stat sheet

Awards

- List award/scholarship name and date received

Certifications/Licenses

- If related to your degree or area of study, may be listed under Education

Military Service

- Include deployments, specialized training and years of service

Organizations/Activities/Volunteer Experience

- Can either be listed beneath Education, or given it's own section outlined similar to employment (depending on level of involvement)
- Can be athletics, charity, fraternity/sorority, social or academic groups

Relevant Coursework

- Include only if the employer requests certain classes are to be completed, if you need a "filler" section, or if you are University Studies creating your own curriculum

Skills

- May include foreign languages, Computer, research or laboratory skills

Special Projects

- Include if relevant to area of study- may be included as Relevant Experience
- Focus on STAR (situation, task, action, result)

Study Abroad

- Include beneath or within Education, list University as you would NDSU- include area of study

Summary Statement

- Usually listed below Objective; 1-2 descriptive sentences

When formatting your resume, be careful not to get too busy. For example, do not CAPITALIZE, **BOLD**, UNDERLINE and *ITALICIZE* headings. Generally, no more than 2 "upgrades" are necessary.

ACTION VERBS

CHOOSE WORDS YOU WOULD ACTUALLY USE: You don't want your resume to sound like you didn't write it!

Accelerate	Classify	Decrease	Fabricated	Install	Nurture	Reason	Standardize
Accomplish	Clean	Define	Facilitate	Institute	Observe	Recommend	Steer
Achieve	Clerk	Delegate	Filed	Instruct	Obtain	Reconcile	Stimulate
Acquire	Coach	Demonstrate	Familiarize	Integrate	Operate	Record	Stock
Act/Perform	Collaborate	Describe	Figure	Interact	Order	Recruit	Streamline
Adapt	Collect	Designate	Financed	Interpret	Organize	Redesign	Strengthen
Administer	Color	Design	Fit	Interview	Originate	Reduce	Structure
Advance	Communicate	Detail	Follow	Inventory	Participate	Refer	Study
Advise	Compare	Detect	Forecast	Investigate	Perceive	Reinforce	Summarize
Analyze	Compile	Develop	Foresee	Judge	Perform	Relate	Supervise
Anticipate	Complete	Devise	Forge	Justify	Persist	Reorganize	Support
Apply	Compose	Diagnose	Formulize	Lead	Persist	Repair	Survey
Appraise	Comprehend	Discover	Formulate	Lift	Photograph	Report	Systemize
Approve	Compute	Display	Gather	Liquidate	Place	Represent	Tailor
Arrange	Concentrate	Distribute	Generate	Listen	Plan	Research	Teach/Taught
Assemble	Conceptualize	Documented	Govern	Load	Predict	Resolve	Track
Assess	Conclude	Draft	Grade	Locate	Prepare	Respond	Train
Assist	Conduct	Draw/Drew	Grind	Made	Present	Restore	Transcribe
Assign	Confront	Edit	Grow/Raise	Maintain	Preside	Retrieve	Transfer
Attain	Connect	Educate	Guide	Manage	Print	Revise	Transform
Audit	Consolidate	Employed	Handle	Manipulate	Problem Solve	Review	Translate
Authorize	Construct/Build	Encourage	Help	Market	Process	Scan	Travel
Automate	Contact	Enforced	Hire	Master	Procure	Schedule	Tutored
Balance	Contract	Endure	Identify	Measure	Produce	Screen	Type
Bargain	Control	Engineer	Illustrate	Mediate	Program	Search	Unify
Budget	Convert	Ensured	Imagine	Memorize	Promote	Secure	Update
Build	Cooperate	Entertain	Implement	Mentor	Proofread	Separate	Upgrade
Buy	Coordinate	Establish	Improve	Merchandise	Protect	Select	Utilize
Calculate	Copy	Estimate	Improvise	Model	Provide	Serve	Visualize
Care	Correspond	Evaluate	Increase	Moderate	Publicize	Shape	Volunteer
Carry	Corroborated	Examine	Index	Modify	Publish	Sketch	Write/Wrote
Catalog	Counsel	Exchange	Influence	Monitor	Purchase	Solve	
Chair	Create	Execute	Initiate	Motivate	Push/Pull	Sort	
Change	Critique	Exhibit	Innovate/Invent	Move	Question	Speak/Spoke	
Chart	Cultivate	Expedite	Inspect	Navigate	Rate	Specified	
Choose/Chose	Decide	Explain	Inspire	Negotiate	Read	Staff	

TRANSFERABLE SKILLS

Transferable skills are your most marketable assets. They are abilities or skills that have been developed through various experiences and can be applied in several different work settings. An employer expects that you will be able to apply the different skills you have gained to the work environment. As you start your career search, it is important to recognize your own qualifications and be able to verbally define them.

Below is a list of five broad skill areas which are divided into more specific skills. Review the list and identify the skills you possess. Give examples of situations when you used each skill and describe the results that support the skills.

Communication: (the skillful expression, transmission and interpretation of knowledge and ideas)

- Speaking effectively
- Writing concisely
- Listening attentively
- Facilitating group discussions
- Describing feedback
- Reporting
- Negotiating
- Providing appropriate feedback
- Expressing ideas
- Interviewing
- Persuading
- Perceiving nonverbal messages

Example of Usage: Conducted initial interviews on campus with prospective international students.

Human Relations: (the use of interpersonal skills for resolving conflict, relating to and helping people)

- Developing rapport
- Being sensitive
- Asserting
- Conveying feelings
- Motivating
- Sharing credit
- Counseling
- Cooperating
- Perceiving feelings
- Representing others
- Delegating with respect
- Providing support for other situations

Example of Usage: Motivated fraternity and sorority members to volunteer in the Big Brother/Big Sister program.

Research & Planning: (the search for specific knowledge and the ability to conceptualize the future needs and solutions for meeting those needs)

- Forecasting, predicting
- Creating ideas
- Identifying problems
- Imagining alternatives
- Identifying resources
- Solving problems
- Gathering information
- Setting goals
- Defining needs
- Analyzing
- Extracting important information
- Developing evaluation strategies

Example of Usage: Designed and implemented career education workshop for high school students.

Organization, Management & Leadership: (the ability to supervise, direct/guide individuals & groups in the completion of tasks & fulfillment of goals)

- Initiating new ideas
- Handling details
- Enforcing policies
- Delegating responsibility
- Managing groups
- Teaching
- Coaching
- Counseling
- Promoting change
- Selling ideas/products
- Decision making
- Managing conflict

Example of Usage: Successfully coordinated student-faculty participation in homecoming activities.

Work Survival: (the day-to-day skills which assist in promoting effective production of work satisfaction)

- Implementing decisions
- Cooperating
- Enforcing policies
- Being punctual
- Managing time
- Attending to detail
- Meeting goals
- Enlisting help
- Organizing
- Making decisions
- Accepting responsibility
- Setting & meeting deadlines

Example of Usage: Effectively managed class schedule, extracurricular activities, and off-campus work schedule.

SAMPLE RESUME HEADINGS AND TITLES

Academic Achievements	Communications Experiences	Extracurricular Involvement	Other Skills	Special Awards & Recognitions
Academic History	Community Involvement	Field Placement	Overseas Employment	Special Courses
Accomplishments	Computer Background	Foreign Language	Overseas Experience	Special Interests
Activities	Computer Experience	Graduate School	Planning & Problem Solving	Special Licenses & Awards
Additional Experience	Computer Knowledge	Graduate School Activities	Position Objective	Special Projects or Studies
Additional Professional Training	Computer Languages	Graduate School Employment	Practicum Experience	Special Skills
Additional Training	Computer Proficiencies	Hardware/Software	Professional Affiliations & Awards	Special Training Strengths
Affiliations	Computer Skills	Highlights of Qualifications	Professional Employment	Student Teaching
Appointments	Computer Systems	Honors	Professional Experience	Student Teaching Experience
Associations	Consulting Experience	Honors, Activities & Organizations	Professional Objectives	Summary
Athletic Involvement	Cooperative Education	Internship Experience	Professional Summary	Summary of Qualifications
Awards	Cooperative Experience	Internship(s)	Publications	Teaching & Related Experience
Awards and Distinctions	Course Work Included	Job History	Published Works	Teaching Experience
Background and Interests	Designations	Languages	Qualifications	Thesis
Business Experience	Dissertations	Leadership Roles	References	Travel Experience
Career Goal	Education	Licenses	Related Course Work	Volunteer Experience
Career Highlights	Education & Career Related Experience	Major Accomplishments	Related Experience	Work Experience
Career Related Field Work	Education Highlights	Management Experience	Relevant Course Work	Work History
Career Related Training	Educational Background	Memberships	Research Experience	Workshops & Seminars
Career Related Workshops	Employment	Memberships & Activities	Seminars	
Career Skills and Experience	Employment History	Military Experience	Skill(s) Summary	
Career Summary	Employment Objectives	Military Service	Skills & Attributes	
Certificates	Exhibitions & Awards	Military Training	Skills & Qualifications	
Certifications	Experience Highlights	Objective	Special Abilities	
Coaching Experience	Experience(s)	Occupational History	Special Awards	
		Other Experience		

REFERENCE SHEET

Your reference sheet is always a separate sheet of paper that is only submitted at the time of application if the employer requests it. It should be on the same type of paper as your resume and cover letter, and should have the same heading as your resume. Take several copies of your reference sheet to the interview.

References should be people that can critique your performance in past employment, education or community activities. Do not use family members or close personal friends. Examples of people you can use as a reference include supervisors, co-workers, faculty/staff, volunteer coordinators, mentors and advisors.

As a job seeker, you need to ask permission before listing someone as a reference. Also, ask the potential reference what they would say to a prospective employer. Include information about your references that would normally be found on a business card: Name, title, address, city/state/zip, phone (with area code) and email address.

<p style="text-align: center;">First M. Last</p> <p>Address • City, State, zip • 701.555.1212 • first.last@ndsu.edu</p>	<p style="text-align: center;">References</p> <p style="text-align: center;">Dr. John Scott Advisor/Professor Communications Department North Dakota State University 1234 Bison Dr. City, State, Zip 701.555.0000 john.scott@emailaddress.edu</p> <p style="text-align: center;">Jane Reynolds Owner ABC, Inc 1111 Some Street City, State, Zip 701.555.2222 jane.reynolds@abc.com</p> <p style="text-align: center;">Alice Haney Executive Director HelpingHomes, Inc 3433 ABC Street S. City, State, Zip 701.555.1111 alice.haney@helpinghomes.com</p>
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First Last

Address • City, State Zip • 701.555.0000 • first.last@ndsu.edu

OBJECTIVE

One line statement of what you are looking for (ex: internship, co-op, full-time)

EDUCATION

North Dakota State University City, State
Degree Name, B.S. Degree Junior Status
• GPA: 3.21/4.00
• Dean's List (three semesters)
• List other academic distinctions/awards

COOPERATIVE EDUCATION

Organization Name City, State
Position Title Summer 200X
• Highlight a co-op separately to illustrate its importance and relevance
• Three to five bullet points are acceptable

EXPERIENCE

Organization Name City, State
Position Title Month 200X-Present
• Demonstrated SKILL through ACTIVITY
• Acquired SKILL by DOING SOMETHING
• Did ACTIVITY which created TANGIBLE RESULT

XYZ Company City, State
Customer Service Representative Summers 200X-200X
• Demonstrated ability to communicate effectively by solving customer problems over telephone and e-mail
• Acquired organizational skills in maintaining over 375 customer files
• Contacted over 1000 customers resulting in over \$225,000 in sales

COMPUTER PROFICIENCY

- Microsoft Office Suite
- Windows XP/00/NT
- List additional software
- List additional hardware

ACTIVITIES AND ORGANIZATIONS

- Campus Activity #1-President 200X-200X
- Campus Activity #2-Secretary/Treasurer 200X-200X
- Fraternity or Sorority 200X-200X
- Rush co-chair
- Campus Relations Committee
- Volunteer Efforts Chair

REFERENCES AVAILABLE UPON REQUEST

First M. Last

Street Address
City, State Zip
701.555.0000
first.m.last@ndsu.edu

OBJECTIVE To obtain an entry-level position where a degree in Accountancy can be utilized

EDUCATION **North Dakota State University** Fargo, ND
Accountancy, B.S. Degree, GPA 3.2/4.00 May 200X

Organizations and Leadership

- NDSU Accounting Club
- Resident Hall Association
- Student Association, Treasurer
- University Finance Board
- Women's Basketball
- Phi Beta Lambda, Secretary

COMPUTER PROFICIENCY

- Peachtree/Quickbooks
- Database
- Microsoft Office 2007
- Graphics Software
- HTML

INTERNSHIP EXPERIENCE **Eide Bailly** Fargo, ND
Audit Intern MM/YYYY – MM/YYYY

- Attended to detail by reconciling discrepancies in accounting records
- Utilized analytical skills in factoring soft costs into equations
- Applied organizational skills by increased average audit realization by 50%
- Worked as a team with staff from 6 departments to accomplish special projects
- Facilitated strong work ethic to finish projects in a timely manner

EMPLOYMENT EXPERIENCE **Green Mill Restaurant** Fargo, ND
Server MM/YYYY – MM/YYYY

- Demonstrated integrity by handling cash and credit card transactions
- Flexible and adaptable by picking up shifts as needed
- Provided excellent customer service in building repeat customer base

Fargo Park District Fargo, ND
Lifeguard Supervisor Summers YYYY - YYYY

- Exhibited interpersonal skills instructing swimming lessons with 15 students
- Displayed problem solving skills maintaining accurate chemical levels in water
- Illustrated communication skills in working with staff and patrons
- Enhanced leadership skills by training and supervising 9 lifeguards

VOLUNTEER EXPERIENCE

- Volunteer in Tax Assistance (VITA)
- Bethany Homes
- Habitat for Humanity