

RESUME Building Guide

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WHY IS A POLISHED RESUME SO IMPORTANT?

- **To a potential employer, your resume is an indicator of the quality and caliber of work you'll produce if they hire you. A quality resume is worth the effort and investment.**
- **It is your foot in the door and your chance to land an interview...or not.**
- **Interview questions are often based, at least in part, on the resume...you can help guide your interviews toward your strengths and accomplishments with a strong resume.**
- **The process of building your resume helps you focus your goals and define and acknowledge your strengths, accomplishments and areas in need of improvement.**

CONTENT OF THE RESUME

Not all students will have the same content areas on their resumes. You will include, combine or leave out sections, and choose heading names for them, based on your particular background.

Heading/Contact Information

- Include both your permanent and local contact information if they are different.
- Make sure you will get messages consistently from any phone number listed on your resume and that your voice mail greeting is professional.
- Include an email address, but **choose an email address that sounds professional**. Addresses such as Cool-BABE@yahoo.com or YanksRule@hotmail.com will not inspire employees to take you seriously. Create a separate account if need be, just make sure to check it every day.

Objective

Sample Objectives:

- The objective helps employers understand where your career interests lie and allows you to point out strengths, knowledge or skills immediately.
- Target your objective to the type of position or industry you're seeking. Have different versions aimed at different positions.

OBJECTIVE: An internship in the field of radio production that will utilize my technical skills and academic foundation in Media Studies.

Objective: A full-time position in the field of marketing in which I can utilize my education, interpersonal skills and related work experience.

Education

- List your most recent educational information first. (Reverse chronological order.)
- Only list institutions that you received or will receive a degree from.
- Do not include high school information.
- State your GPA if it is 3.0 or above, unless there are additional restrictions for the position.
- State your Major GPA if it is higher than your overall GPA *and* it is above a 3.0.
- You may mention academic honors here, or in a separate section if they are numerous.

Sample Education Section:

Sacred Heart University, Fairfield, Connecticut
Bachelor of Arts, **Business Administration**, May 2002
Concentration: Marketing
Dean's List, Spring 1999 and Fall 2000
GPA: **3.4**
Recipient, Sacred Heart University Trustee Scholarship, 2000

Experience

There are two different ways you can organize the experience section of a resume. You are probably most familiar with the **chronological** experience format in which you list your experiences in *reverse* chronological order. This format is suitable for most circumstances. Serena Johnson's resume, on page 5, is an example of a chronologically organized resume..

Using a **categorical** experience format may be beneficial if your most recent experience is unrelated to the position to which you applying and you've had a previous experience that is directly related. In this case, you may wish to use the headings of Related Experience, Internship Experience, Clinical Experience, and/or Additional Experience depending upon your background. Daisy Klein's resume, on page 6, is an example of a categorically organized resume.

Starting the Experience Section:

- List, in reverse chronological order, paid positions during the summer or academic year, work-study, and paid/unpaid internships.
- If your actual work experience is very light, consider writing up a substantial volunteer position or leadership position at the University as part of your experience.
- Make sure to list a job title, employer, city/state and dates of employment for each position.

Resume language is short, concise to-the-point, action-oriented and results-oriented.

- Begin each bullet using an **action verb** (use present tense for positions you're currently in, past tense for past experiences. Refer to sample resumes and action word listing for ideas).
- Don't use personal pronouns (I, you, etc...)
- Quantify your on-the-job accomplishments. Show the reader how you cut costs, increased revenue, developed products/procedures, made something more efficient...got results. Be specific (e.g., 22% reduction in expenses)
- Show how you solved problems.
- Demonstrate that you learned on the job.
- Highlight the transferable skills you gained and used.

Examples of strong bullet points

- Reorganized filing system to more effectively track film inventory and improve staff efficiency.
- Provided efficient customer service in heavily trafficked shoe store, while simultaneously overseeing three interns.
- Trained two new employees to use complex financial software.
- Conducting a financial analysis of a proposed parking facility to alleviate clients' parking difficulties.

Skills

- List computer skills, language skills and any other skills or strengths that are relevant to the job. These might include anything from fluency in a language to CPR certification.
- Consider which skills an employer might be particularly interested in given the position for which you are applying.
- You may want to have a more specific skills section such as "Computer Skills" or "Language Skills" if you are strong in these areas or if they are particularly relevant to the field you are entering.

Activities

- Include involvement in clubs and organizations, volunteerism, athletics, or professional associations.
- List your position with the organization as well as the dates during which you were involved.

Sample Activities Section

Sacred Heart University Varsity Baseball, 1999 - present

- Captain, 2000 - present

Member, Biology Club, 1999 - present

Volunteer, Connecticut Special Olympics, 2002

Additional Sections

There are many possible section headings based on the experiences and skills you would like to highlight. Here are just a few possibilities.

Related Course Work
Honors and Awards
Community Involvement or
Volunteerism

Technical Skills
Laboratory Skills
Affiliations (includes professional organizations)
Leadership Positions

FORMATTING THE RESUME

- There is no one "correct" resume format. You will want to consider how much text you need to fit on the page, which areas you would like the reader to focus on and other factors, including personal preference, when deciding on the format.
- The format must always be consistent, easy to follow when quickly scanning the document and professional-looking.
- Use bold, italics and underlining to emphasize, but don't overdo it.
- Be consistent. For example if you bold one section heading, bold all section headings.
- Most students should keep the resume to one page, unless you have substantial work, internship or practicum experience, as often is the case in nursing, social work and certain other majors.
- Watch your alignment. Text should be left justified and perfectly lined up. Use the tab key, not the space bar.
- Have (generally) equal margins on all sides. Start with 1 inch all around and adjust as necessary.
- Don't use fonts smaller than 10 pt or larger than 14 pt anywhere on the resume.
- Try to space the resume evenly across and down the page and avoid too much white space.

ACTION VERBS FOR YOUR RESUME

achieved	charged	defined	explored	located	publicized
acquired	charted	delegated	expressed	logged	published
acted	checked	delivered	extracted	maintained	raised
adapted	clarified	designed	facilitated	managed	recorded
addressed	classified	detected	financed	manipulated	received
administered	coached	determined	followed	mapped	reduced
advertised	collaborated	developed	formulated	mastered	referred
advised	collected	devised	fostered	maximized	related
advocated	comforted	diagnosed	founded	mediated	reported
aided	communicated	directed	gained	memorized	researched
allocated	compared	discovered	gathered	mentored	responded
analyzed	completed	dispatched	gave	met	restored
answered	complied	displayed	generated	minimized	revamped
anticipated	composed	dissected	guided	modeled	reviewed
applied	computed	documented	handled	modified	scheduled
appraised	conceived	drafted	headed	monitored	screened
approved	conducted	edited	helped	motivated	shaped
arranged	conserved	eliminated	identified	negotiated	skilled
ascertained	consulted	empathized	illustrated	observed	solved
assembled	contracted	enabled	implemented	obtained	specialized
assessed	contributed	enforced	improved	offered	spoke
assisted	converted	enlisted	improvised	operated	stimulated
attained	cooperated	ensured	increased	organized	strategized
audited	coordinated	established	indexed	originated	streamlined
augmented	copied	estimated	influenced	overcame	strengthened
authored	correlated	evaluated	initiated	oversaw	stressed
bolstered	counseled	examined	inspected	participated	studied
briefed	created	exceeded	instituted	perfected	substantiated
brought	critiqued	excelled	integrated	Performed	succeeded
budgeted	cultivated	expanded	interpreted	planned	summarized
built	dealt	expedited	interviewed	programmed	synthesized
calculated	debated	experimented	introduced	predicted	supervised
cared	decided	explained	invented	prepared	supported
			investigated	presented	sustained
			kept	prioritized	taught
			launched	produced	trained
			learned	programmed	translated
			lectured	projected	upgraded
			led	promoted	utilized
			listened	proposed	validated
				proved	verified
				provided	won

Common Resume Mistakes

Have you checked your resume for these flaws?

- ✓ Spelling, punctuation or grammatical errors
- ✓ Poor formatting that does not accentuate the most important, relevant information
- ✓ Passive language such as "Responsible for" and "Duties included" instead of action words
- ✓ Exaggerations that cannot be substantiated by examples
- ✓ Use of the words "I" or "we"
- ✓ Complete sentences instead of concise resume language
- ✓ Abbreviations (such as B.S. and Rd.)
- ✓ Lack of focus on the field or position you're applying for
- ✓ High school-related information if you're past your sophomore year
- ✓ Out of date information such as contact information, GPA (if listed) and dates of experiences

SERENA A. JOHNSON
sajohnson@aol.com

Local Address:
123 Avalon Gates
Trumbull, CT 06666
203-123-4567

Permanent Address:
1234 Main Street
Albany, NY 12111
516-123-4567

OBJECTIVE

An internship in the field of publishing that will utilize my strong writing skills, editing ability and academic background.

EDUCATION

Sacred Heart University, Fairfield, Connecticut
Bachelor of Science, **English**, May 2004
Minor in **Media Studies**

EXPERIENCE

News Editor/Contributing Writer, September 2001 - present
Spectrum, Sacred Heart University, Fairfield, Connecticut

- Design two-page layout weekly for news section
- Efficiently coordinate staff writing assignments
- Accurately edit and proofread copy for four staff writers
- Investigate stories and compose written articles
- Assist in circulation and distribution of the newspaper

Admissions Assistant, September 2000 - present
Sacred Heart University Admissions Office, Fairfield, Connecticut

- Effectively market the University to prospective students and parents
- Regularly conduct informational tours of the University
- Provide critical administrative support to Admissions staff

Server, Summer 2002
The Metro Café, Albany, New York

- Maintained a constant focus on presentation in an upscale environment.
- Utilized strong multi-tasking abilities in handling a high customer volume.
- Employed excellent interpersonal skills in a sales capacity and in handling all customer issues in a professional manner.

COMPUTER SKILLS

Experienced Mac and PC user. Proficient in Microsoft Word, WordPerfect, PageMaker, Publisher, and PowerPoint.

ACTIVITIES

Member, Media Club, Spring 2001 – present
Founding Member, English Club, Fall 2000 – present

An extra-curricular activity is featured in the "Experience" section since it is relevant to her major and career interests.

Note the use of action verbs in the bulleted descriptions.

Work-study positions count as work experience. Think of a job title which reflects your duties.

This resume format, including the double-spaces between sections, helps fill the page.

Notice the focus on transferable skills for this position.

DAISY KLEIN

Daisyklein19@hotmail.com

Local Address:
Sacred Heart University
5151 Park Avenue, MC 112
Fairfield, CT 06825

Permanent Address:
123 Haley Lane
Danbury, CT 06810
(203) 987-7654

OBJECTIVE An internship in the field of social services that will build upon my previous experience and utilize my strong academic foundation and interpersonal skills.

EDUCATION *Sacred Heart University*, Fairfield, CT
Bachelor of Science, **Psychology**, May 2005
GPA: 3.67

HONORS Dean's List: Spring 2001-Present
Inducted, Psi Chi (Psychology National Honor Society), Spring 2003

RELATED EXPERIENCE **Hall-Brooke Behavioral Health Services**, Westport, CT
Mental Health Worker, September 2003-Present

- Supervise and interact with adolescents diagnosed with eating disorders, suicidal ideation, borderline personality disorder, bipolar disorder, chemical dependency, and other behavioral issues
- Observe all group therapy sessions focused on anger management, emotional and social coping, music and art therapy, and medication education
- Independently run group sessions to teach coping skills
- Assist with the admission and discharge processes to ensure positive experiences for patients and their families
- Continuously enhance knowledge of DSM IV diagnoses
- Trained in crisis intervention

Columbus Elementary School, Bridgeport, CT
Teacher's Assistant, September 2002-May 2003

- Utilize empathy and excellent listening skills in mentoring an at-risk seven year-old
- Offer guidance to twenty-one second grade children around educational and life issues
- Effectively manage classroom dynamics and carry out duties as directed by teacher
- Conduct cooperative group sessions around reading, writing, and mathematics, noticeably enhancing students' understanding of subject matters

ADDITIONAL EXPERIENCE **Abercrombie & Fitch**, Trumbull, CT.
Sales Associate, September 2002-Present

- Maintain organization and appearance of store products paying strict attention to detail
- Assist in company inventory checks and consistently meet monthly sales goals
- Effectively market merchandise to customers while providing excellent customer service

SKILLS Fluent in **Spanish**
Proficient in Microsoft Word, PowerPoint, Excel, SPSS, and Internet Research
Demonstrated leadership ability
Excellent communication and organizational skills

ACTIVITIES Member, Psychology Club, Sacred Heart University, September 2001-Present

- **President**, September 2003-Present

Student Affiliate, American Psychological Association, Fall 2002-Present
Member, Sacred Heart University Jazz Band, September 2001-Present
Member, Sacred Heart University Marching Band, September 2001-Present
Volunteer, Habitat for Humanity, Fall 2002-Spring 2003

Detail can be important when describing Relevant experiences.

Listing what you have learned is often just as important as listing what you did.

Note how this bullet is results-oriented.

Language skills are very important in the psychology field which is why this student has listed her Spanish fluency first.

Peter Jean-Louis
123 Main Street
Bridgeport, CT 06604
(203) 345-6789
pjeanlouis@sacredheart.edu

Use a line to separate your contact information from the content of your resume.

OBJECTIVE A full-time position in the field of Biology in which I can utilize my lab experience, education and interpersonal skills.

EDUCATION Sacred Heart University, Fairfield, CT
Bachelor of Science, **Biology**, May 2004
Minor in **Chemistry**
GPA: 3.8
Dean's List – All semesters

It is important to prominently list your technical skills in fields such as the sciences and IT.

LABORATORY SKILLS Proficient in vacuum filtration, rotary evaporations, column, thin layer and gas chromatography, reflux and distillation.

RESEARCH EXPERIENCE **Dr. Shannon Brightman**, Biology Dept. Chair, Sacred Heart University, Fairfield, CT
Research Assistant *September 2001 – May 2002*

- Performed microbiology laboratory techniques including purification of DNA and cutting by use of restriction enzymes.
- Analyzed results of DNA sequencing.

INTERNSHIP EXPERIENCE **Unilever Home & Personal Care USA**, Trumbull, CT
Laboratory Intern *May 2002 – August 2002*

- Utilized equipment such as Nuclear Magnetic Resonance and Differential Scanning Calorimetry for sample analysis.
- Performed various tests for formulation research in the bar soap department.
- Maintained laboratory journal and wrote reports explaining details of tests.
- Collaborated with other interns in the laboratory, acquiring on-the-job teamwork skills.

Splitting "Experience" into two sections allow you to highlight your unique experiences

Bridgeport Hospital, Bridgeport, CT
Emergency Room Assistant *September 2000 – May 2001*

- Assisted physicians in completing necessary paperwork to ensure accurate patient records.
- Aided and observed ER procedures.

LANGUAGE SKILLS Fluent in French and Creole; Intermediate level Spanish.

COMPUTER SKILLS Proficient in Microsoft Windows, Word, Excel, and PowerPoint. Experienced in Internet research.

ACTIVITIES Member, International/Multicultural Club, 2000-present
Advisor, Haitian American Student Association (HASTA), 2001-2002

If space allows, break your skills into separate sections to highlight each

Dates may be listed after the job title or right justified, as you see here. You may list dates using semesters (i.e. Fall 2002) or specific months, but never abbreviate the months.

Joe Hernandez

5151 Park Avenue, MB# 1234
Fairfield, CT 06432

(203) 555-7978
jhernandez@yahoo.com

OBJECTIVE A full-time position in investment banking or capital markets that will utilize my strong analytic and quantitative skills.

EDUCATION Sacred Heart University, Fairfield, CT
Bachelor of Science, **dual major in Finance and Business Administration**, May 2003
GPA: 3.8

Norwalk Community College, Norwalk, CT
Associates Degree, **Finance in Banking**, May 2000

HONORS & AWARDS Finance Achievement Award, May 2002
Outstanding Junior Award, May 2002
Sacred Heart University Trustee Scholarship, 1998 – present

RELATED EXPERIENCE **Fidelity Investments**, New Haven, CT
Intern, May 2002- present

- Interact with clients and respond to inquiries regarding individual accounts.
- Positioned, analyzed and monitored a mock brokerage account with \$100,000 in assets resulting in 8.34% return, compared to .28% for the S&P 500.
- Attend meetings between Fidelity representatives and clients.
- Contact potential seminar attendees; Coordinated and updated mailings.

CIBC Wood Gundy, World Markets Inc, New York, NY
Intern, September 2001 – December 2001

- Assisted and shadowed Vice-president Financial Consultant.
- Conducted research on several industries including technology and healthcare.
- Analyzed companies and reported information to financial consultants.
- Learned day-to-day operations of financial consulting.

RELATED ACTIVITIES **Students In Free Enterprise (SIFE)**, 1999 – present
Project Manager, Bridgeport Port Authority Project

- Conducting a financial analysis of a proposed parking facility.
- Presented findings to the Port Authority Board of Directors.
- Analyzing lease and tax subsidies for government officials and Port Authority directors.

Finance & Economics Club, **Vice-President**, Fall 2001- present

ADDITIONAL EXPERIENCE **Eastern College Hockey Camp**, Highland, NY
Counselor/Instructor, Summers 1998 – 2001

- Taught students ages 5-15 the basic skills of ice hockey, acting as positive role model for children
- Promoted programs on behalf of management to attract additional campers.

ATHLETIC INVOLVEMENT Sacred Heart University, NCAA Div. I (MAAC) Hockey, 1999 – present
Captain, Fall 2000 - present

SKILLS **Fluent in Spanish**
Proficient in Microsoft Word, Excel, PowerPoint and Access

COMMUNITY SERVICE Volunteer, Community Connections, 1999-Present
Instructor, Junior Achievement, 1999

Contact information is laid out in a way that takes up only two lines on this full resume.

Quantify your successes whenever possible.

Joe has a better chance of landing a full-time position with related internship experience to highlight on his resume.

A separate section is added to showcase extra-curricular activities related to the major.

Activities are broken down into two sections with more specific headings.

Bolding is used to highlight these leadership positions.