

**OZARKS TECHNICAL
COMMUNITY COLLEGE**

Career Employment Services • ICW 219

Phone: (417) 447-6964 • FAX: (417) 447-6962

<http://www.otc.edu/students/offices/employment/index.php>

**CAREER EMPLOYMENT
SERVICES**

RESUME WRITING

Résumé Writing

Your Résumé

Piecing Together Your Résumé

The following is a guide for completing your résumé. There is a more in-depth explanation inside the packet. Check off each step as you complete it.

- Envision what the employer wants
- Assess your own interests, skills, abilities, experience, and personal characteristics
- Construct a rough draft of your résumé
- Test market your résumé
- Utilize Career Employment Services resources
- Utilize resources outside of Career Employment Services
- Revise your résumé
- Put your résumé on high quality paper
- Proofread your résumé a final time before sending it out

Sample Résumés

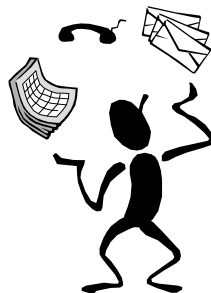
Take a look at the following examples for some more ideas. Career Employment Services also has several more examples!

- Résumé Formats
- Chronological Format
- Functional Format
- Combination Format
- Allied Health Résumé
- General Education Résumé
- Technical Education Résumés
- References

Additional Information

Don't forget to take a look at the extra tips and information at the end of the résumé section!

- Action Verbs
- Electronic Résumés
- Common Mistakes
- Websites for Résumé Tips



REMEMBER...
The purpose of a résumé is not to get a job, but to get an interview with the employer. Employers generally look at résumés for only 30-40 seconds.

OptimalResume

Career Employment Services is sponsoring the innovative OptimalResume program for all currently enrolled students. Now, you can create, present and manage your résumé all online in one safe and friendly place.

- Easily write high impact résumés using interactive examples
- Display your résumé as a website or an online document
- Style your résumé using a myriad of format options
- Store it online and never worry about losing it
- Professional results in minutes

You can create up to five résumés for different purposes. They can be displayed as traditional Microsoft Word documents or as personal résumé websites in Flash if desired. You may also save the Word file to your hard drive for later printing or send as an e-mail attachment. **This is an extremely innovative, flexible, and powerful tool for getting noticed and gaining an advantage!**

Here are a few reasons to use OptimalResume:

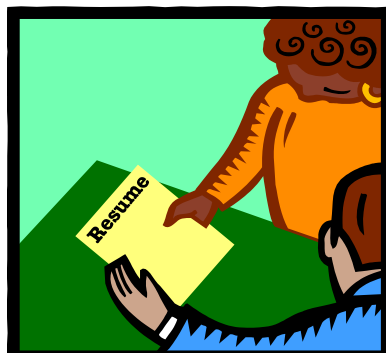
- Step-by-step instructions and examples
- Trouble-free spell-check and cut-and-paste features
- Saves significant time and helps create a presentation of skills and abilities
- Multiple formats for use in varying situations: Rich Text, Plain Text, PDF, & HTML
- Easily create, update, reactivate or deactivate your own password-protected professional website to send as a link to employers

Here's what one student had to say about OptimalResume:

“This program is 100% super easy to use! I redid my entire résumé in about 20 minutes, compared to the word templates that took me a day of fighting with it.”

Even if you aren't currently on a job hunt, it's never too early to get started on building your résumé. The sooner you create an account, and the more up-to-date you keep it, the better your chances for success. **Get started today!**

Visit <https://otc.optimalresume.com/> and go to the Get Started button.



Piecing Together Your Résumé

A résumé should be long enough to entice hiring managers to call you for job interviews. There is no right way to construct a résumé, but by following these suggestions you will be able to make a concise representation of the knowledge, skills, and experiences you could bring into the workplace. The next few pages detail each item on the checklist, supplemented by information on posting online résumés, sending e-mail résumés, and sample résumés.

• Envision what the employer wants

- Are they looking for people with a lot of experience in one area or those who have general experience in many areas?
- Are they looking for people who are willing to work their way up the ladder?
- Do they want someone who is willing to travel?

• Assess your own interests, skills, abilities, experience, & personal characteristics

- What are you good at?
- What tasks do you enjoy doing?
- What are the areas in which you have experience and skill?
- What are the areas that you would like to learn about?
- How does all of this information pertain to the job for which you are applying?



• Construct a rough draft of your résumé

The following are topic areas often included in résumés. These are typical headings, but not the only ones you can include. Use them as guidelines in developing a first draft. You'll also want to choose between a chronological or functional résumé, or use a combination of both. There are examples of each in this packet. You want to choose the one that best highlights the experience you have that relates the most to the position for which you are applying.

Personal Data

Always include:

- your name (should be the biggest thing on the page)
- local *and* permanent address, if applicable
- local *and* permanent phone number(s), if applicable
- your e-mail address (if you check it regularly & it is professional sounding)

Professional Objective (optional)

Make a concise, positive statement about your work goals.

Indicate:

- job title
- place (geographic preference if there is one)
- type of job (part-time, full-time, summer, internship)

The more focused the better. If you are aiming at a diverse group of jobs, consider leaving the objective off the résumé and explain your interests in the cover letter instead.

Education

Include:

- name of school, city, and state
- your degree and program/major, date of graduation (month & year) or expected date of graduation
- minor and/or area of concentration
- GPA, cumulative and/or that of major, if it is 3.0 or above
- relevant course work that you feel will add to your qualifications and are not implied by your major or minor
- other colleges you have attended (optional)
- accomplishments (i.e., financed 80% of education through..., consistently worked 20-25 hours per week while full-time student, graduated in four years, etc.)

Do not include high school information if you have substantial post-secondary education or training.

Work History

Include:

- job title, place of employment, city and state, and dates of employment (list most recent jobs first and work backwards in time)
- job description in a way that clearly highlights relevant skills. This can be done through several short concise statements that begin with a past tense action verb and are set apart from the rest of the text by bullets. You should also use high impact adverbs, qualifying adjectives, and action verbs
- quantification when possible (i.e., supervised a staff of 10, increased sales by 15%, handled up to \$15,000 daily, etc.)
- description of your experience as it relates to the position or field of interest
- alternative headings, if necessary, to separate experience that is most directly related to your objective. Examples include: Computer Experience, Sales Experience, Financial Experience, Writing Experience, Retail Experience, Banking Experience, or Foreign Travel, Languages, Leadership Experience.

Competencies or Career-Related Skills

Inclusion of this section on your résumé can be very beneficial, especially if you do not have a lot of work experience. Under this heading, you would have one to five subheadings that would describe skills that you acquired through any activities and/or jobs you have been involved with.

Examples:

- financial skills
- communication skills
- creative skills
- computer skills
- writing skills
- leadership skills
- foreign language skills



Related Professional Information

Any of the following can become a separate category if your background warrants:

- licenses and certificates currently held
- honors, scholarships, awards, and fellowships earned
- professional organization memberships and offices held
- publications
- affiliations with civic and community groups/volunteer work
- extracurricular activities/leadership
- internship/externship experiences

References

References can be listed in a variety of ways. Currently, the preferred method is listing your references' names, addresses, and phone numbers on a separate sheet of paper. Be sure to put your name and contact information at the top in case your reference sheet gets separated from the résumé. On your résumé you may indicate that *references are available upon request*, but this is not necessary (it takes up space and references are expected; you are stating the obvious). Make sure each of your references has agreed in advance to write reference letters or answer phone calls concerning your candidacy. Professional references from work or school tend to carry more weight than personal character references.

• Test market your résumé

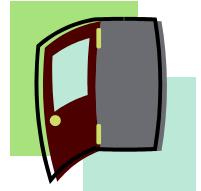
Give your résumé to ten people you trust to give you honest feedback. You should try to get the opinions of people in the industry, professionals/faculty/advisors in the field who know you, people who understand résumé format, Career Employment Services (CES) staff, and people who do well with grammar and editing.

• Utilize Career Employment Services

Résumé reviews are essential in the résumé writing process. You can bring a typed draft of your résumé and a Career Employment Services staff member will talk with you one-on-one about what you have done well and what can be improved. This generally requires an appointment, and usually takes only 20-30 minutes.

Career Employment Services has other resources on a variety of career-related topics located in ICW 219-O that are available for your use. Come to the CES office for more information on networking, interviewing, and writing letters to support your résumé.

Another resource to utilize is the Mock Interview program. You have the option of making an appointment for a mock interview with a staff member or using the new online mock interview system at www.InterviewStream.com. Mock interviews with staff can be videotaped so that after the interview you and a staff member can view and discuss your performance. The InterviewStream self-produced practice interview is recorded and instantly emailed to you, as well as to CES staff. You can instantly review your responses, request feedback from CES staff, or forward the simulated interview to instructors, employers, family or friends to seek their valuable feedback.



- **Utilize resources outside of Career Employment Services**

Be sure to use all accessible resources. Visiting websites is one great way to learn more about how a company works. Also, talk to people you know who are in the field you anticipate entering. Faculty, staff, advisors, professionals, etc. are almost always willing to speak with you.

- **Revise your résumé**

Consider what you have learned through research and your test market. Pay close attention to the words you choose. Look at the verb suggestions and common résumé mistakes sheets in this packet. Follow the same basic rules as described in the “make a rough draft of your résumé” section. Continue to have people review your résumé after each revision you make.

- **Put your résumé on high quality paper**

Make sure that your résumé and reference sheet both utilize the same color paper and font. If you have a cover letter, use the same type of paper for it, too. Don't use an exotic paper stock or color. In most cases the best paper to use is 20 lb. in white, off white, light tan, or light gray. Be aware when choosing paper types that marbled paper does not fax or scan well, in case an employer would be faxing or scanning your information to a co-worker, etc. Photographs can be used in certain fields, (such as modeling or acting), but are usually inappropriate.

- **Proofread your résumé a final time before sending it out**

Make sure there are no grammatical errors or misspelled words. Also, check to see that you are consistent in using fonts, spacing, and overall style throughout your résumé, reference sheet, and cover letter. Do not staple anything together. If you want to attach anything, use a paperclip. It is ideal to put your résumé in a large envelope to prevent folding.

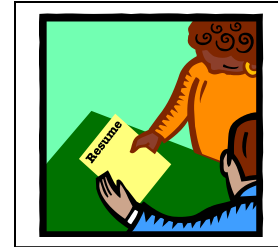


Résumé Formats

Chronological résumés are best used by people who have had one job or have been in the same field for a long period of time.

Advantages:

- Easiest to prepare and most preferred.
- Steady employment record is highlighted.
- Most recent experience is listed first.



Disadvantages:

- Part-time and summer jobs may not relate to college major or industry.
 - Reveals employment gaps.
 - Skills and achievements may not match current position search.
-

Functional résumés are best used by career changers, frequent job changers, and those with limited experience. (Generally not recommended because it raises too many red flags and signals that all information is not included.)

Advantages:

- Organizes experience in terms of skills and accomplishments.
- Camouflages spotty employment record.
- Downplays positions not related to current job search.
- Recent graduates with limited experience can emphasize courses of study and extracurricular activities.

Disadvantages:

- Raises employer suspicions if dates and places of employment are left out.
 - Does not allow highlights on companies for whom you have worked.
-

Combination résumés are recommended for mid-career changers (downplay earlier dates) and recent graduates. Combination résumés combine the skills and accomplishments section from the functional format with the employment history from a chronological format.

Advantages:

- Matches skills and accomplishments to job requirements.
- Shows stability and employment history.
- Sections can be changed to market yourself in the best possible light.

Disadvantages:

- May be difficult for inexperienced résumé writers to write.
 - Employers lose interest with poorly written and unattractive résumés.
-

Sample-Chronological Résumé

ANGELA C. EAGLE

148 Conservation Lane ■ Springfield, Missouri 54321
(520) 555-9088 ■ E-mail: ACEagle@provider.net

OBJECTIVE

Leasing Agent for ABC Mall Property Management Company

EDUCATION

Ozarks Technical Community College Springfield, MO
Associate of Applied Science in Business & Marketing May 2008
Related Courses and Skills GPA 3.6

- Advanced Word Processing (MS Word, WordPerfect for Windows)
- Text Input at 75 wpm
- Dictation transcription at 60 wpm
- Spreadsheet (Excel, Quattro Pro) and Database Management (Access, Paradox)
- Records Management
- Bookkeeping I and computerized Bookkeeping (Peachtree)
- Ten-key at 250 spm
- Presentation Software (PowerPoint, Presentations)
- Office Management
- Internet Software (MS Explorer, Netscape Navigator)

EXPERIENCE

Community Volunteer Springfield, MO December 1998-Present

- Girl Scout Leader, Troop 566, 2000-Present
- National Diabetes Foundation Volunteer of the Year, 2001
- Secretary-Treasurer, Valley Elementary Parent-Teacher Organization, 2000-2004
Published printed and electronic newsletters, answered e-mail, and maintained correspondence; set up customized spreadsheet to track results of three fund-raisers that reduced reporting time by 50 percent; designed database for 500 student families; kept books for two years and satisfied yearly CPA audits.
- Cub Scout Den Mother, Troop 354, 1998-1999

Katz Department Store Springfield, MO March 1995-December 1998

- Sales Supervisor: Supervised four sales clerks; trained new sales employees. Computed daily cash receipts; balanced two registers; attained highest part-time sales volume; and had fewest sales returned.

Value Variety Springfield, MO Summers 1993, 1994

- Sales Clerk, Floater: Provided complete customer service in sales and returns. Coordinated weekly inventory deliveries.

Sample-Functional Résumé

ANGELA C. EAGLE

148 Conservation Lane ■ Springfield, Missouri 54321
(520) 555-9088 ■ E-mail: ACEagle@provider.net

OBJECTIVE Administrative Assistant for ABC Mall Property Management Company

EDUCATION

Ozarks Technical Community College Springfield, MO
Associate of Applied Science in Business & Marketing May 2008
Dean's List GPA 3.6

PROFESSIONAL SKILLS

Document Preparation: Expert using MS Word, WordPerfect, PowerPoint, and Presentations. Enter text at 75 wpm and transcribe dictation at 60 wpm. Integrate tabular data and graphics into documents using Access, Paradox, Excel and Quattro Pro. Write, format, and proofread printed and electronic business correspondence, reports, and newsletters. Research topics on the Internet (Netscape, MS Explorer).

- Published printed and electronic newsletters and maintained correspondence for Valley Elementary School Parent-Teacher Organization (VES-PTO) for two years.

Spreadsheet Management: Set up and maintain Excel and Quattro Pro spreadsheets.

- Designed spreadsheet to track results of three fund-raising activities for VES-PTO to study parent participation of 500 student families.

Bookkeeping: Perform manual (ten-key by touch at 250 spm) or computerized (Peachtree) bookkeeping functions from journal entry to end-of-period reports.

- Maintained books for VES-PTO for two years and satisfied yearly CPA audits.
- Computed daily cash receipts and balanced two registers as part-time sales supervisor of a department store.

Human Relations: Successfully cooperate with store manager, representatives of delivery companies and community organizations, and the general public.

- Held positions of responsibility in four community organizations over the last eight years; chosen 2001 National Diabetes Foundation Volunteer of the Year.
- Worked in two department stores: promoted to supervisor; trained new sales clerks; coordinated weekly inventory deliveries; provided customer service in sales and returns; attained highest part-time sales volume and had fewest sales returned.

EXPERIENCE

Community Volunteer	Springfield, MO	December 1998-Present
Katz Department Store	Springfield, MO	March 1995-December 1998
Value Variety	Springfield, MO	Summers 1993, 1994

Sample-Combination Résumé

ANGELA C. EAGLE

148 Conservation Lane ■ Springfield, Missouri 54321
(520) 555-9088 ■ E-mail: ACEagle@provider.net

OBJECTIVE Administrative Assistant for ABC Mall Property Management Company

RELATED CAPABILITIES

- Spreadsheet generation with Excel and Quattro
- Word processing in MS Word and WordPerfect for Windows
- Spreadsheet generation with Excel and Quattro Pro
- Database design and maintenance using Access and Paradox
- Text input at 75 wpm and dictation transcription at 60 wpm
- Printed and electronic business correspondence, reports, and newsletters written, formatted, and proofread
- Presentation preparation using PowerPoint or Presentation software
- Internet research and e-mail correspondence using Netscape or MS Explorer
- Bookkeeping using Peachtree and ten-key by touch at 250 spm
- Proven ability to work successfully with store managers, delivery companies, community organizations, and the general public

EDUCATION

Ozarks Technical Community College Springfield, MO
Associate of Applied Science in Business & Marketing May 2008
President's and Dean's List GPA 3.8

EXPERIENCE

Community Volunteer Springfield, MO December 1998-Present

- Girl Scout Leader, Troop 566, 2000-Present
- National Diabetes Foundation Volunteer of the Year, 2001
- Secretary-Treasurer, Valley Elementary Parent-Teacher Organization, 2001-2004
Published printed and electronic newsletter and maintained correspondence; set up customized spreadsheet to track results of three fund-raisers that reduced reporting time by 50 percent; designed database for 500 student families; kept books for two years and satisfied yearly CPA audits.
- Cub Scout Den Mother, Troop 354, 1998-1999

Katz Department Store Springfield, MO March 1995-December 1998

- Sales Supervisor: Supervised four sales clerks; trained new sales employees. Computed daily cash receipts; balanced two registers; attained highest part-time sales volume; and had fewest sales returned.

Value Variety Springfield, MO Summers 1993, 1994

- Sales Clerk, Floater: Provided complete customer service in sales and returns. Coordinated weekly inventory deliveries.

Sample-Allied Health Résumé

Suzie Smiley, CDA

123 Trident Avenue
Springfield, MO 65800

(417) 555-5555
ssmiley@alumni.otc.edu

OBJECTIVE: Full-time employment as a Dental Assistant in a general dental practice enabling me to perform vital skills that contribute to an organization's success.

SUMMARY OF QUALIFICATIONS

- ❑ Certified Dental Assistant with one year of experience assisting with direct patient care. Special interest in pediatric care, with the desire and willingness to learn other areas of dentistry.
- ❑ Special expertise in patient management and making patients of all ages feel as relaxed and comfortable as possible, relieving any anxiety or tension they might have. Skilled working with handicapped and other special-needs patients.
- ❑ Sound knowledge of clinical procedures and dental/medical terminology.

EDUCATION

Ozarks Technical Community College
Certificate in Dental Assisting

Springfield, MO
May 2008
GPA: 3.875

Academic Honors & Activities:

- ❑ Phi Theta Kappa International Honor Society
- ❑ President's and Dean's List
- ❑ Clinical Observation at Queen City Dental Associates

PROFESSIONAL EXPERIENCE

John Grinning, DDS
Dental Assistant

Springfield, MO
January 2006 – Present

- ❑ Expose and develop radiographs.
- ❑ Schedule patients and file charts.
- ❑ Prepare and sterilize the proper instruments and equipment.
- ❑ Record the patient's medical history and measure vital signs.
- ❑ Educate patients in preventive care and oral hygiene techniques.
- ❑ Assist dentist in restorative, orthodontic, prosthodontic, and periodontic procedures.

PROFESSIONAL CERTIFICATIONS & AFFILIATIONS

Certified Dental Assistant with Expanded Functions
Certified in Monitoring Nitrous Oxide
Cardiopulmonary Resuscitation (CPR) Certification
Member of American Dental Assistants Association

May 2006
March 2006
September 2005
2005-present

Sample-General Education Résumé

Ima Jobseeker

PO Box 1234, Springfield, MO 65899

Home Phone: (417) 555-1234 imajobseeker@otc.edu

OBJECTIVE: A full-time entry-level position where I can contribute acquired business and communication skills in a challenging career in the marketing industry.

SKILLS & QUALIFICATIONS

- ❑ Accurate typing at 40+ wpm and ten-key by touch
- ❑ Solid knowledge of Microsoft Office, including Word, Excel, Access, and PowerPoint
- ❑ Professional presentation and public speaking skills
- ❑ Experience in cash handling and basic bookkeeping procedures
- ❑ Exemplary attendance record at school and at work

EDUCATION

Ozarks Technical Community College

Springfield, MO

- ❑ Associate of Arts Degree
- ❑ Transferring to Missouri State University - Marketing
- ❑ Dean's List

In Progress
Fall 2008
GPA 3.75

Hammons High School

Springfield, MO

- ❑ Diploma
- ❑ Tutored 4th-grade math students for A+ scholarship program
- ❑ Activities: Future Business Leaders of America (Secretary, Fundraiser Coordinator, State Delegate), Marching Band-Drum Major, Team Captain Varsity Basketball

2005
GPA 3.5

WORK EXPERIENCE

Ozarks Technical Community College

Springfield, MO

Alumni Services Work-Study Assistant

August 2005 – Present

- ❑ Assist Director with promotion of alumni services to over 10,000 former students, including brochure design and PowerPoint presentations.
- ❑ Prepare mailings and process responses to surveys. Enter data into and maintain database of graduate information.

Applebee's Neighborhood Grill & Bar

Springfield, MO

Server

June 2003 – August 2005

- ❑ Provided cheerful, efficient service to patrons in a fast-paced, full-service restaurant.
- ❑ Used restaurant customized computer system to accurately record orders and total guest checks.
- ❑ Maintained professionalism in all situations while ensuring quality food product and service.
- ❑

Sample-Technical Education Résumé

Bea N. Cownter

123 Ledger Road, Springfield, MO 65801
(417) 555-1234 . bc1234567@otc.edu

OBJECTIVE

A full-time position to complement my education, experience, and skills in the accounting field.

BOOKKEEPING/MANAGEMENT EXPERIENCE

Cownter Enterprises
Owner

Springfield, MO
May 2005–present

- Managed daily operations of a direct sales office, including bookkeeping and customer relations.
- Hired and trained sales representatives to go into customer homes and demonstrate home cleaning systems.
- Maintained average monthly sales of 30-40 machines and sold the business at a profit.

Dillons
Bookkeeper

Springfield, MO
July 2002–August 2003

- Achieved one of the highest accuracy rates on bookkeeping calculations. Maintained auditing scores of 90-100%.
- Consistently performed weekly duties in approximately half of the allotted time.
- Verified cash register tapes against daily reports. Maintained office bank drawer.
- Made large bank deposits and balanced cash drawers.

Burger King
Swing Manager

St. Joseph, MO
June 2000–June 2002

- Attained a management position within a few months of hire.
- Supervised 6-10 restaurant employees. Developed teamwork skills and delegated work to employees.
- Completed closing reports.

The Clean Care Center
Office Manager

St. Joseph, MO
May 1998–May 2000

- Managed the bookkeeping department and maintained supply inventory.
- Expanded customer service skills through reception and telemarketing duties.
- Demonstrated and sold product in customer homes.

EDUCATION

Ozarks Technical Community College
Associate of Applied Science in Accounting

Springfield, MO
Spring 2008

Sample-Technical Education Résumé

Otto Fixx

123 Crankshaft Lane, Springfield, MO 65899
(417) 555-5555 ottofixx@yahoo.com

OBJECTIVE A full-time, entry-level position in an automotive machine shop.

PROFESSIONAL WORK EXPERIENCE

Springfield Auto Sales Springfield, MO
Oil & Lube Technician/Detailer June 2006–August 2006

- Changed oil and lubed front ends on customer vehicles as well as cars on the sales lot.
- Professionally detailed vehicles to increase resale value.

TECHNICAL EDUCATION

Ozarks Technical Community College Springfield, MO
Secondary Training in Automotive Technology Anticipated Completion Spring 2008

- Courses Completed:
 - ✓ Automotive Electrical Systems I & II
 - ✓ Automotive Brakes
 - ✓ Automotive Suspensions
 - ✓ Automotive Computer Systems & Diagnostics
 - ✓ Automotive Engine Rebuilding
 - ✓ Engine Performance I & II
- Member of Winning Team in State Ford/AAA Automotive Competition
- VICA Member
- Plan to begin AAS Degree Program in Fall 2007

Hammons High School Springfield, MO
Diploma Anticipated Graduation Spring 2007

- Dual enrollment as a college student at Ozarks Technical Community College
- A+ Scholarship Program – completed 50 hours of tutoring 6th-grade math students, maintained GPA level above 2.5, and averaged over 95% attendance record

ADDITIONAL WORK EXPERIENCE

Bob's Grocery Springfield, MO
Produce Clerk August 2006–Present

- Maintain attractive displays of fresh produce and provide prompt assistance to shoppers.

Burger King Springfield, MO
Crew Member November 2005–April 2006

- Followed food safety guidelines to prepare food to customer order in a fast-paced restaurant.

Sample References

Otto Fixx

PO Box 1234, Springfield, MO 65899
Home Phone: (417) 555-1234 imajobseeker@otc.edu

REFERENCES

Ron Renault
Service Manager
Springfield Auto Sales
3317 W. Sparkplug Ave.
Springfield, MO 65899
Phone: (417) 555-1234

Robert Leone
Automotive Technology Instructor
Ozarks Technical Community College
1001 E Chestnut Expressway
Springfield, MO 65802
Phone: (417) 447-8137

J. C. Holmes
Automotive Technology Instructor
Ozarks Technical Community College
1001 E Chestnut Expressway
Springfield, MO 65802
Phone: (417) 447-8135

Bob Koenig
Assistant Manager
Burger King
12345 Muffler Road
Springfield, MO 65899
Phone: (417) 555-1111

Michael Armee
Neighbor/Retired Military Officer
125 Crankshaft Lane
Springfield, MO 65899
Home Phone: (417) 555-9999

Action Verbs

Use this list of action verbs to compose short, concise phrases for your résumé. Read all of the categories and check off those that could be used to describe your work experience. The underlined words are especially good for pointing out accomplishments.

Management/ Leadership Skills

Administered
Analyzed
Appointed
Approved
Assigned
Attained
Authorized
Chaired
Considered
Consolidated
Contracted
Controlled
Converted
Coordinated
Decided
Developed
Directed
Eliminated
Emphasized
Enforced
Enhanced
Established
Executed
Generated
Handled
Headed
Hired
Hosted
Improved
Incorporated

Increased
Initiated
Inspected
Instituted
Led
Managed
Merged
Motivated
Organized
Originated
Overhauled
Oversaw
Planned
Presided
Prioritized
Produced
Recommended
Reorganized
Replaced
Restored
Reviewed
Scheduled
Secured
Selected
Streamlined
Strengthened
Supervised
Terminated

Communication/
People Skills

Advertised
Arbitrated
Arranged
Articulated
Authored
Clarified
Collaborated
Communicated
Composed
Condensed
Conferred
Consulted
Contacted
Conveyed
Convinced
Corresponded
Debated
Defined
Describe
Developed
Directed
Discussed
Drafted
Edited
Elicited
Enlisted
Explained
Expressed
Formulated
Furnished
Incorporated
Influenced

Interacted
Interpreted
Interviewed
Involved
Joined
Judged
Lectured
Listened
Marketed
Mediated
Moderated
Negotiated
Observed
Outlined
Participated
Persuaded
Presented
Promoted
Proposed
Publicized
Reconciled
Recruited
Referred
Reinforced
Reported
Resolved
Responded
Solicited
Specified
Spoke
Suggested
Summarized

Synthesized
Translated
Wrote

Research Skills

Analyzed
Clarified
Collected
Compared
Conducted
Critiqued
Detected
Determined
Diagnosed
Evaluated
Examined
Experimented
Explored
Extracted
Formulated
Gathered
Identified
Inspected
Interpreted
Interviewed
Invented
Investigated
Located
Measured
Organized
Researched
Reviewed
Searched
Solved
Summarized
Surveyed
Systematized
Tested

Technical Skills

Adapted
Applied
Assembled
Built
Calculated
Computed
Conserved
Debugged
Designed
Determined
Developed
Engineered
Fabricated
Fortified
Installed
Maintained
Operated
Overhauled
Printed
Programmed
Rectified
Regulated
Remodeled
Repaired
Replaced
Restored
Solved
Specialized
Standard
Studied
Upgraded
Utilized

Teaching Skills
Adapted
Advised
Clarified

Coached
Communicated
Conducted
Coordinated
Critiqued
Developed
Enabled
Encouraged
Evaluated
Explained
Facilitated
Focused
Guided
Individualized
Informed
Instilled
Instructed
Motivated
Persuaded
Set goals
Simulated
Taught
Tested
Trained
Transmitted
Tutored

Financial/Data Skills
Administered
Adjusted
Allocated
Analyzed
Appraised
Assessed
Audited
Balanced
Budgeted

Calculated
Computed
Conserved
Corrected
Determined
Developed
Estimated
Forecasted
Managed
Marketed
Measure
Planned
Prepared
Programmed
Projected
Reconciled
Reduced
Researched
Retrieved

Creative Skills
Acted
Adapted
Began
Combined
Conceptualized
Condensed
Created
Customized
Designed
Developed
Directed
Displayed
Drew
Entertained
Established
Fashioned
Formulated
Founded

Illustrated
Initiated
Instituted
Integrated
Introduced
Invented
Modeled
Modified
Originated
Performed
Photographed
Planned
Revised
Revitalized
Shaped
Solved

Helping Skills

Adapted
Advocated
Aided
Answered
Arranged
Assessed
Assisted
Cared for
Clarified
Coached
Collaborated
Counseled

Demonstrated
Diagnosed
Educated
Encourages
Ensured
Expedited
Facilitated
Familiarized
Furthered
Guided
Helped
Insured
Intervened
Prevented
Provided
Referred
Rehabilitated
Represented
Resolved
Simplified
Supplied
Supported
Volunteered

Organization/ Detail Skills

Approved
Arranged
Cataloged
Categorized

Charted
Classified
Coded
Collected
Complied
Corrected
Corresponded
Distributed
Executed
Filed
Generated
Implemented
Incorporated
Inspected
Logged
Maintained
Monitored
Obtained
Operated
Ordered
Organized
Prepared
Processed
Provided
Purchased
Recorded
Registered
Reserved
Responded
Reviewed

Routed
Scheduled
Screened
Set up
Submitted
Supplied
Standardized
Systematized
Updated
Validated
Verified

More Verbs for Accomplishments

Achieved
Completed
Expanded
Exceeded
Improved
Pioneered
Reduced (losses)
Resolved (issues)
Restored
Spearheaded
Succeeded
Surpassed
Transformed
Won

Electronic Résumés

Being aware of how electronic résumés work can be very beneficial. It is important to keep in mind that online résumés are different from those on paper. The following is a breakdown of five different forms that electronic résumés can take.



Copy and Paste in an E-mail

This format is good because it is simple and most employers can access it. The downside is that you don't have as much control over format and style (you don't really know how it will show up on their screen). Employers usually have a preference for the text format used in e-mail. A standard "text" format is simply text void of any special styles like bold, italic, or underlining. A "rich text" format allows you to design your text with special styles. Finally, a text in "HTML" format is written as a web document. To select a format for your e-mail, use the formatting option on your e-mail program (Outlook, Eudora, etc.). Plain text is sometimes the best way to transmit a résumé, but you lose formatting.

Attachment

You can e-mail your résumé as a Word, Publisher, or HTML document as an attachment. This is good because there is no extra work involved and it looks like you want it to as far as format and styling go. However, there can be compatibility problems if, for example, you send your résumé as a Microsoft Word document and the employer does not have Microsoft Word. Too, the employer may not open the attachment for fear of viruses or because of company policy.

Online forms

Career Employment Services has a free online résumé database (College Central Network) that employers can access to search for recruits. There are several other pre-existing on-line résumé forms; they can be found in many internet job search engines or internet résumé help guides. This source gives many employers access to your résumé and allows you an easy way to refer an employer to your résumé. Unfortunately, it provides access for just about anyone to look at your contact information. You must also be very careful about keeping all of your online résumés up-to-date. Finally, you may not be able to send it to a specific employer, and many employers do not yet use this source.

Scannable

Some companies will scan your résumé into a database and will let their computers make an initial cut. Because of this, you must make sure to include keywords and nouns for your profession. Avoid using underline, italics, and fancy fonts as they will not scan well. This system lets employers keep your résumé on file and it is very quick. However, it is/can be impersonal and your formatting and styling options are limited.

Fax

People still do fax résumés because it is quick and simple. Keep in mind the tips for scannable résumés and keep it simple since many faxed résumés are then scanned. Be aware that faxing can be expensive, and it may not turn out like you expect.

Electronic Résumés Continued...

College Central Network



<http://www.otc.edu/students/offices/employment/index.php>

• You can post your résumé on our website for employers to look at. It will be reviewed by a staff member, who may make suggestions before it is approved. That way, you can be sure you put the best résumé possible online.

Tips

- **Think Nouns...not Verbs** by emphasizing nouns (i.e. key words), your résumé will be more likely to be selected when employers search from a résumé database.
- **Less is More...** use a straightforward font – nothing fancy that could turn into squiggles when downloaded. For the same reason, avoid underlining, bold, and italic.
- **Use Lots of White Space...** gaps between text allow the computer to recognize where a topic ends and another begins.
- **Use Common Language...** to maximize “hits,” use language everyone knows and don’t use abbreviations.
- **Keep It Short...** new graduates – 1 page maximum; senior executives up to 3.



Where else should I go to post my résumé online?

Check the Career Employment Services website for a more extensive list of links.

Career Builder

<http://www.careerbuilder.com/>

Monster

<http://www.monster.com/>

Jobster

<http://www.jobster.com>

Best Jobs USA

<http://www.bestjobsusa.com/>

HotJobs.com

<http://www.hotjobs.com/>

Vault Report

<http://www.vault.com/>

Career Site

<http://www.careersite.com/>

USA Jobs

<http://www.usajobs.gov>

Missouri Career Source

<https://www.missouricareersource.com/mcs/mcs/default.seek>

Common Mistakes

Staff members at Career Employment Services, as well as major employers from around the country, have identified some of the most common mistakes people make in writing their résumés. They are:

The name is not big enough Your name should be large and bold at the top of your résumé. It should stand out clearly.

Doesn't include correct personal information If you are an undergraduate, you should include a permanent *and* a current address and phone number. If you have an e-mail address, be sure to put it on your résumé as well. Also, only include job-related information, not height, weight, marital status, sex, age, race, number of dependents, religion, health, national origin, hobbies, etc.

Uses abbreviations Any words in the address, the name of states (optional), and type of degree you have should never be abbreviated. Spell out everything on your résumé.

Too long or too short One page is preferred for a new college graduate. If your experience warrants it, two pages are acceptable, but only if you utilize the full two pages.

Disorganized/poorly formatted Logically order information and keep your style consistent throughout the résumé. Make sure data is easy to read and understand.

Uses personal pronouns Don't include words such as "I", "me", or "mine" in your résumé. Begin your points with action verbs, such as "modified" or "generated".

Faulty writing style Spellcheck your résumé!! Remember it doesn't work in ALL CAPS. Don't be too wordy. Also, don't overuse the same adjectives, adverbs, or verbs.

Unclear career objective Narrow your résumé down to a specific job. Don't make it too generic by trying to cover too many possibilities.

Poor description of experiences Don't list course work that is implied by your major. Use in-depth descriptions of relevant tasks, responsibilities, skills, or accomplishments. Be sure to only include activities that are somehow relevant to the position for which you are applying. You don't have to list every job you've ever had.

Too flashy Don't use overly fancy typesetting or binding, exotic paper stock and colors, or photographs if it is inappropriate for the field. It is desirable to use résumé paper, but don't go overboard. Make sure your résumé and cover letter paper match.

Misdirected Too many résumés arrive on employers' desks unsolicited with little or no connection to the organization. Targeted cover letters, directed to an identified person in the organization, are much more successful.

Résumé Tips

Writing a résumé can be an overwhelming experience. Following is a list of tips that have helped others find meaningful employment.

1. Tailor your job objective (and résumé) to the employer's needs and to the position you are seeking.
2. Present the most relevant information first, organizing it in a logical fashion. Employers may spend less than 30 seconds skimming a résumé!
3. Remember that appearance and format are initially more important than content. If your résumé is too long or not visually appealing, the employer may not read it.
4. List "Relevant Course Work" if you do not have relevant work experience.
5. Use action phrases, not complete sentences, to list your job duties.
6. Use specific examples or statistics whenever possible to demonstrate your accomplishments.
7. Pay careful attention to spelling, grammar, punctuation, and style!
8. Include participation in clubs, associations, or community and volunteer organizations. "Activities" can be an excellent source of additional experience.
9. Remember "key words," which will be identified by electronic scanning systems.
10. Be sure to contact your references before listing them on your résumé.
11. Proofread your résumé carefully, and have several others proofread it as well.
12. Use a simple, easy-to-read font.
13. Confine your information to one page if you are a new graduate.
14. Ask for help at your Career Employment Services Office located in ICW 219.

Websites for Résumé Tips

Here are a few websites that offer tips for writing a productive résumé:

Rebecca Smith's eRésumés and Resources
www.eresumes.com

Career Babe
www.careerbabe.com

The Résumé Center
www.resume-center.com/page3.html

Monster
www.monster.com

Spherion
www.spherion.com

Job Web (NACE)
www.jobweb.com

Career Builder
www.careerbuilder.com

MSN Careers
www.careers.msn.com

College Grad
www.collegegrad.com

University of Minnesota
<http://careerservices.class.umn.edu/students/workopportunities/resume/>

Missouri State University
<http://careercenter.missouristate.edu/assets/careercenter/outstandingresumes.pdf>



GIVE YOUR RÉSUMÉ A BOOST!

Start with the basic résumé requirements* (bottom) and go up the list to boost your résumé to the top of the pile with these tips...

LEVEL OF EXCELLENCE (Chances of getting an interview)	CRITERIA
An excellent résumé If few applicants - almost certain to get an interview; If many applicants - still under strong consideration	Meets all the following criteria, <u>plus</u> all those below this section: Skill statements for each experience which show understanding of the basic skills needed for an entry-level position in your field – “Transferable Skills” Within each experience, skills listed beginning with the most sophisticated/knowledgeable at the top, going down to the least sophisticated at the bottom Résumé laid out so that your strongest qualifications for the position you are seeking appear in the top 2/3 of the page Contains at least two experiences related to the job you’re seeking (internships, summer, full-time, part-time, or volunteer) Reference list contains the current title of each of your references and an indication of their relationship to you (Examples: “Instructor” “Supervisor at Quick Shop”) Is accompanied by a customized cover letter, even when hand-delivered, or emailed (the only exception is a résumé submitted to an online database)
A good résumé if few applicants - very likely to get an interview; if many applicants - will definitely be considered	Meets all the following criteria, <u>plus</u> all those below this section: Objective stated in terms of what you can do for the employer – not what they can do for you (Example: “To work in the field of marketing and sales” – rather than “To obtain a position where I can continue to learn about my field and improve my skills”) Résumé is visually organized with appropriate margins and indentations so that it is easy to find the beginning of each section, and the beginning of each item within each section No verb used twice Lists <u>all</u> your <u>relevant</u> experience, including part-time and summer jobs, internships, college work-study, practice, volunteer, and campus activities – and is up-to-date Contains at least one experience with skills specific to the job you are seeking Overall GPA and Major GPA listed in education section (unless below a 3.0) (optional)
A good average résumé If few applicants - will be considered; If many applicants - the “later” pile	Meets all the following criteria, <u>plus</u> all those below this section: Concise objective – 6-8 words (options: profile or summary of qualifications) Each skill statement begins with an action verb No skill statement begins with “Responsible for,” or “Duties include” Uses short phrases with no little words (a, an, the) Lists your computer skills (include any software/hardware/languages with proficiency level) Content reflects efficient use of professional terminology References on a separate page - contains only names of professional references (people who know you as a worker, or an instructor/professor) not friends or family
A notch above basic - probably considered if there are few applicants	Meets all the following criteria, <u>plus</u> all those below this section: Name in larger font – at the top of the page Proper length for your field (typically one page, or two pages with 5+ years of experience) Your name appears on every page – including your reference sheet
Very Basic If few applicants: may be considered If many applicants: may be discarded	Meets all the following criteria, but few of those above: No spelling, grammar, or punctuation errors All experiences (including appropriate volunteer experiences) formatted identically Contact information listed at the top of the page (phone number has professional voice mail greeting) Each experience item contains a date indicating when you acquired that experience (Format = month/year – month/year) Experience listed from most recent (at top) going back in time (reverse chronological order) Printed on laser printer on white, or very light paper which will copy well

*Start here and build

Résumé Checklist

- Is the résumé printed on white, 24 lb. paper, and the type black?
- Have all italics and underlining been omitted? (they may not scan)
- Does the word "résumé" appear at the top of the page? (it shouldn't)
- Do the section headings stand out? (bolding/capping should be used)
- Are the margins too large? Too small? (minimal margins are .7)
- Are the indentations even? (tabs should be used to insure this)
- Is the font readable? (Times New Roman, Arial, and other standard fonts work best)
- Is the font size appropriate? (10, 11, or 12 point fonts are generally accepted)
- Is the layout appealing? (not too many different margins; consistency in formatting)
- Does each position description have a heading containing the same information given in the same order each time? (for example: position title, employer name, city & state, dates)
- Are the jobs listed in order of importance and relevance to your Objective?
- Are the most important descriptions described more fully than lesser positions?
- If bullets are used, are they standard/conservative and "closed?" (filled in dots, squares)
- If a bullet contains more than one line, does the second line begin directly under the first?
- Are there any spelling errors?
- Is there consistency in use of abbreviations, such as IL (Illinois)?
- Do description phrases begin with a variety of action verbs? Try not to repeat verbs and phrases
- Does the word "I" appear? (it can be used in the Objective, if necessary, but only there)
- Are pronouns eliminated? (they are seldom essential to meaning)
- Are phrases like "responsibilities were" and "duties included" eliminated?
- Are empty words like "various" and "numerous" eliminated?
- If there is a second page, are your name and "Page 2" on the top of the second page?

Special Thanks To:
Career Employment Services
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City Utilities

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Wal-Mart

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