

Because the resume is usually the first and sometimes the only thing an employer will see about you, it is often the most critical item in determining whether or not you will obtain an inter-

view. This document is a brief “advertisement” of your skills, knowledge, and relevant experience. Use your resume as a sales tool—sell yourself! You may need to have several versions of your resume,

especially if you are looking for different types of jobs. It should be specific to each type of job you are seeking; a general or generic resume gets far fewer interviews.

What is the Best Format or Style?

Ideally your resume should emphasize your strong points while expressing your uniqueness and individuality. There are two basic resume formats to choose from:

Chronological Format

Present education and work experience in reverse chronological order, describing responsibilities and achievements under each entry. This is the most

appropriate format if you have experience directly related to your career goal.

Functional Format

Your experience is explained under major skill headings, while job titles, employers, and dates are listed separately. This type of resume is especially useful when your degree or work experiences are not directly related to your career objective.

With either format, you should present yourself clearly, succinctly, and confidently. Use the suggestions on the following page to develop your resume. Choose and arrange categories so that the most relevant information is placed where it will catch the reader's eye. Use the Action Word List below to formulate the content. Finally, use the samples provided here as sources of ideas for your resume. Don't copy them!

Action Word List

Adapted	Compiled	Determined	Facilitated	Invented	Performed	Reorganized	Supervised
Administered	Completed	Developed	Filed	Led	Persuaded	Reviewed	Supported
Advised	Computed	Directed	Formed	Maintained	Planned	Revised	Surpassed
Analyzed	Conducted	Earned	Fostered	Managed	Prepared	Scheduled	Surveyed
Applied	Controlled	Edited	Generated	Mastered	Presented	Screened	Targeted
Arranged	Coordinated	Eliminated	Guided	Mediated	Produced	Selected	Taught
Assisted	Created	Enabled	Harnessed	Monitored	Programmed	Served	Teamed with
Balanced	Defined	Enforced	Illustrated	Negotiated	Provided	Set up	Tested
Billed	Delegated	Enhanced	Implemented	Observed	Published	Sold	Trained
Briefed	Delivered	Established	Innovated	Operated	Received	Solved	Tripled
Carried out	Demonstrated	Evaluated	Instructed	Organized	Recommended	Structured	Utilized
Communicated	Designed	Expanded	Introduced	Participated	Reduced	Streamlined	Wrote

Resume Suggestions

Your Name
Street Address
City, State ZIP
Telephone Number
E-mail

- OBJECTIVE:**
- One or two concise, easy-to-read statements focusing on the type of position you are seeking, the skills you want to utilize, and/or the tasks in which you want to become involved.
 - Avoid clichés or jargon, such as, “To contribute to the profitability of an employer” or “A challenging position offering opportunity for growth and advancement.”
 - If you include an objective, make sure it is an effective statement. If you choose not to include an objective, make sure that your cover letter is compelling.
- EDUCATION:**
- List degrees in reverse chronological order—most recent first. Keep the information easy to scan.
 - You may want to include details relevant to the job you are seeking, such as courses, special projects, a minor or area of emphasis, etc.
 - You can list Education Abroad experiences here as well.
 - Most employers expect to see your G.P.A. (either overall, major or both).
- EXPERIENCE:**
- Reverse chronological order is what readers expect, but if you have a mixture of experiences, you can break this into two major categories, such as RELATED EXPERIENCE and OTHER EXPERIENCE. This allows you to put the most relevant items together and move older, relevant items to the beginning.
 - Give details of your accomplishments and responsibilities rather than a general list of duties. Numbers make strong statements and can enhance credibility; these numbers can show volume, percentages, dollar amounts.
 - Include information and skills that relate to the position you are seeking.
 - Consolidate information when possible; avoid repetition and excessive details in describing experiences.
 - Make the format scannable and put relevant action verbs first. Use bulleted statements, not paragraphs.
 - Do not be discouraged if you have never had employment in your field. Instead, focus on your strengths, skills, and accomplishments.
- ACTIVITIES:**
- List the most relevant activities and offices held first. Include college, community, professional, and occasionally, outstanding high school activities.
 - You can add brief explanatory details of the position and your accomplishments.
 - Include hobbies and interests only if they are relevant to the job objective or if they reveal characteristics important to the job.
 - This section can add individuality and flavor to your resume, so you may want to include unusual or interesting items.
- HONORS/AWARDS:**
- Optional; include only if you have several honors. If you have only one or two honors, you can include them in a combined ACTIVITIES/HONORS section.
- SKILLS:**
- You may want to consider a special skills section to highlight skills you have on specific computer hardware or software, foreign languages, or machinery required for performance on the job. You could also group CERTIFICATIONS in this category.
- REFERENCES:**
- Most organizations will not expect references on your resume. But, you may want to prepare a list of references on a separate page formatted to match your resume for use when employers request references.
 - Usually, three to five references are appropriate. Consider individuals familiar with your academic achievements, leadership and teamwork skills, and/or your work habits.
 - Include the reference’s name, title, organization, mailing address, phone number, and e-mail
 - You should always seek prior approval from individuals you plan to list as references.

Preparing Your Resume for On-Campus Recruiting (OCR)

For on-campus recruiting, you should construct a chronological resume, following the format outlined on page 2.

Samples are provided on pages 5–6 in the OCR handout.

Save your resume(s) in Word® and upload as instructed in the OCR handout. Resumes can be updated or deleted at any time.

Appearance of Your Resume

Length

For most undergraduates, one page is the most common length, because they lack sufficient experience for two pages. Individuals with added experience and/or degrees may need a two-page resume to present the relevant details adequately. Resume length may also vary by career field; consult with professionals in your field and/or Career Services counselors.

Type of paper

A professionally typeset resume is impressive and an asset if you can afford it. However, a resume prepared carefully with a good laser printer can be just as effective. Use good quality paper; a white or off-white shade is generally preferred.

Proofread

Proofread your resume several times, and then have a friend or career services counselor proofread it again. A mistake on your resume will leave a poor first impression with the employer.

Using Keywords in Your Resume

Keywords are the basis of most electronic resume search and retrieval processes (discussed below). They provide the content from which to search for a resume in a database, whether the database is specific to an employer, or a Web-based search engine that serves the general public.

What are “keywords”? Keywords are nouns and phrases that highlight technical and professional areas of expertise, industry-related jargon, projects, achievements, special task forces and other distinctive features about a prospect’s work history.

Try to identify all possible keywords appropriate to your skills and accomplishments that support the kinds of jobs you are seeking. We suggest that once you have written your resume, you can then identify your strategic keywords based on how you imagine people will search for your resume. You may make a section of keywords (often placed directly after your objective, before your education section) or integrate the keywords you have identified into the text of your resume. If you are unaware of the keywords in your field, we suggest that you visit the Career Library (115 MBNA Career Services Center) to research your career field.

Preparing Your Resume for the Internet or Scanning

As electronic mail becomes the way most people send letters and documents, you must be prepared to send your materials in a way that employers can access easily and without fear of viruses. Many employers can only accept resumes in certain formats, some only within the body of an email. The following options are the most reliable and easiest way to transmit your information.

Saving Your Resume to PDF

One of the easiest and most reliable methods of saving your resume for electronic transmission is by converting it to PDF through Adobe Acrobat Writer. If you don’t have this program on your personal computer, it is available at all public labs on campus. Simply open your resume in Microsoft Word. At the top of your screen is an Adobe PDF icon which will take you through the steps for saving your document to PDF. Simply save it onto a disk and you can then use it from your home computer and attach it to emails to employers. It will look exactly like your Word document.

ASCII Plain Text Resumes

If you want to submit your resume via e-mail as the body of your message, or post it directly to a resume database via an e-form, you would do so by using an ASCII plain text resume. Instructions on completing ASCII plain text resume follow:

1. In your word processor document, set your margins so that you have 6.5 inches of text displayed.
2. Compose a resume from scratch or open an existing resume in your word processor.

SAMPLE CAREER OBJECTIVES

- Position as a counselor or program coordinator working with individuals and groups using family counseling techniques.
- Entry-level staff accountant position; special interest in taxation.
- An administrative position in a non-profit organization that would benefit from skills in fund-raising, public relations, and management.
- Marketing research position in consumer products with major emphasis in the areas of market surveys or trend analysis.
- Seeking an entry-level position in the field of human resource management with interest in benefits administration.
- To obtain an electrical engineering position involving application in digital/analog electronics, communication systems, or microprocessor-based systems.
- To obtain a position in the management of computer information systems. Specific areas of interest include data structures analysis and system design.
- An internship in mechanical engineering focusing on process design.
- Entry-level industrial engineering position. Areas of interest include: numerical control systems, production planning, and manufacturing engineering.
- Employment as a writer or editorial assistant with a newspaper, magazine, or public relations firm.

3. Select all of the text, and then select a 12-point font, such as Courier 12. This will give you 65 characters per line, which will accommodate most e-mail programs.
4. Save your resume as a "text only" file with "line breaks." NOTE: if you have used "hard" carriage returns at the end of paragraphs instead of lines, save as "text only" without the line breaks.
5. Open this new file in Notepad, or any other text editor that you can cut and paste text into. Review your resume in the text editor. Notepad lets you view your resume as the recipient will most likely view it.
6. Replace all bullets or underlining with their ASCII equivalent. For example, bullets can be replaced with asterisks or hyphens. Any character found on your keyboard is an ASCII-equivalent character. If you see long lines of text in your editor, use Notepad's word wrap feature under the Edit menu. This feature inserts "hard" returns, allowing you to format the resume to meet specified margins. If you have entered hard carriage returns at the end of paragraphs instead of lines, then do not use this word wrap feature.
7. Remove all tabs, and where space is required use the spacebar. Use spaces to separate paragraphs.
8. Copy and paste the text of the resume into the body of a test e-mail message, once you are satisfied with the way it looks in your text editor.
9. Create a very short cover letter using the same steps described above. Insert this text above the resume in the e-mail message. Do not send the cover letter separately as an e-mail attachment.
10. Send a copy of this e-mail message to yourself and to a friend who is using a different e-mail program, before transferring the text file to the recruiter.

Some Substitutions for Common Graphics

Bullets—use asterisks (*) or hyphens (-) at the beginning of lines

Lines—use a series of dashes to separate sections

Bold Text—use capital letters instead

ASCII Rich Text Resumes

To send your resume as an e-mail attachment, we suggest that you use ASCII rich text resumes. The ASCII rich-text-file format, identified by the .rtf file extension, is popular because of its compatibility across word processors. However, the destination computer may not recognize a rich text file or support attachments. It may end up converting your resume into coding data in the body of the message, giving it an unsightly appearance. If you are not sure of whether your recipient's e-mail system supports attachments or not, it's best to avoid rich text and submit your resume in plain text.

ASCII Hypertext Resumes

Hypertext is also an ASCII file format, identified by its .htm or .html file extension, but provides added flexibility in formatting your electronic resume and the means to publish your resume on the World Wide Web. Working with HTML documents on the Web requires a Web browser, Internet access, and an HTML converter application (or knowledge of manual HTML). Web page authoring tools can be found on the popular Web browsers. For example, FrontPage Express comes with Microsoft's Internet Explorer browser, and Composer comes with the Netscape Communicator browser.

Hypertext resumes should integrate traditional resume development with basic Web page design strategies. Remember that unlike Web-based resume databases that attract the attention of employers and recruiters by promoting their large databases, job seekers using Web resumes must attract the attention of interested employers and recruiters on their own. As such, they are most effective when used in combination with other self-marketing techniques in a coordinated job search campaign.

Scannable Resumes

Many companies accept paper resumes and scan the resumes received into a database. If you want to submit your paper resume for scanning, there are certain criteria you need to be aware of in order to make the text of your resume recognizable by the scanning hardware and software.

RESUME ADVICE

Career Services offers a variety of services to help students and alumni write effective resumes.

Resume Seminars

These seminars are offered on many Wednesdays throughout each semester. No sign-up is required. See the schedule of dates, times, and locations on the insert pages.

Resume Review and Feedback

If you have written a resume and would like to have it looked over carefully, you can show it to the intake counselor. This service is available weekdays from 8:30 a.m. to 5:00 p.m. in 112 MBNA Career Services Center. If other students have come in immediately ahead of you, you may need to wait from 15-30 minutes or more.

Resume Examples

The resumes on the next two pages are examples of different ways good resumes have been written. Additional resume examples are located in the Career Library, 115 MBNA Career Services Center.

- Send original laser printed resumes, not photocopies or faxed copies.
- Use light-colored 8 1/2" x 11" paper printed on one side only.
- Use non-decorative typefaces, sized 10 to 14 points. Do NOT use varied font sizes for visual effect.
- Do NOT use graphics, shading, script fonts, italics, underlining, bullets, parentheses and brackets or bold-faced text.
- Do NOT include horizontal and vertical lines.
- Use wide margins around the text.
- Do not fold or staple your resume.
- Your name should be the first readable item on each page; keep it separate from the addresses.
- Remember to use action words, and key words important to your field.

Sample Resumes

JEAN M. LION
6571 Hayes Street
Argyle, PA 18902
(717) 555-9876
jean.lion@yahoo.com

OBJECTIVE: To obtain an entry-level position in human resources management; special interest in training and development.

EDUCATION: Bachelor of Arts in Psychology, May 20xx
The Pennsylvania State University
G.P.A.: 3.58

SKILLS: **Interviewing/Training**
Developed training for a two-phase interview process; participated in the design and production of an interview training videotape.

- Interviewed candidates for Resident Assistant positions.
- Presented workshops on inter- and intragroup relations, time management, and study skills.
- Taught and evaluated skills in counseling, group discussion, leadership, organization, and evaluation.
- Conducted and evaluated mock interviews for students preparing for on-campus interviews.

Supervision/Counseling

- For three years, responsible for 60 residence hall students; utilized skills in leadership, motivation, and planning.
- Counseled students with personal, professional, and academic concerns.
- Coordinated the activities of an advisory board handling employee complaints and professional development issues.

RELATED EXPERIENCE: **Resident Assistant** 20xx–20xx
Penn State University, University Park, PA

Intern, Career Services 20xx
Penn State University, University Park, PA

Teaching Assistant, Speech Communications 250 20xx
Penn State University, University Park, PA

OTHER EXPERIENCE: **Clerk/Pharmacy Assistant** 20xx–20xx (summers)
Union Pharmacy, Argyle, PA

ACTIVITIES: Psi Chi
Society for Human Resources Management, Professional Development Chair

HONORS Dean's List—6 times

and AWARDS: Golden Key National Honor Society

REFERENCES: Available upon request.

Lisa Senior
335 West Beaver Avenue
State College, PA 16801
(814) 231-000X
lxs@psu.edu

OBJECTIVE: To obtain a position in the field of Information Technology, specific interest in SAP.

EDUCATION: Pennsylvania State University, University Park, PA
Bachelor of Science in Management Science and Information Systems
Expected graduation date: May 20XX
Major GPA: 3.24/4.0

Relevant Courses:
Mathematical Programming, Statistical Analysis, Forecasting,
Economics, Accounting, Business Writing

EXPERIENCE: **Johnson & Johnson** January XX–May XX
Logistics Analyst

- Managed automated order processing to allow international customers to order directly via EDI or FTP.
- Managed the Vendor Managed Inventory (VMI) for Global Affiliates to reduce and maintain their on-hand inventory.
- Responsible for running weekly orders and ensuring at the beginning of every month that the database was updated with the new forecasts and new safety stocks measurements if any.
- Responsible for analyzing international forecasts and supporting the creation of a Web page on the Johnson & Johnson Intranet.
- Assisted in the Global Air-Freight Data collection Project (GAP) to reconsider Johnson & Johnson freight carriers and their rates.

Pennsylvania State University Aug XX–Present
Tutor, University Learning Center

- Currently tutoring students in
 - Financial and Managerial Accounting for Decision Making
 - Introductory Microeconomics Analysis and Policy
- Completed University Learning Center certification process

SKILLS: **Computer**

- Worked extensively with simulation programming languages such as Excel and ARENA
- Professionally trained in Mercia Lincs (CRP system), MFG/Pro (Manufacturing, Planning, and Costing system), and in COACT (Order Processing System)
- Maintained Database Management systems

ACTIVITIES: **President,** Asian American Student Caucus

- Led the weekly meetings and organized various events during the semester
- **Secretary** of Alpha Beta Chi service/social sorority
- Organized participation in AIDS walk and Diabetes walk as well as visits to a local nursing facility in State College, PA

Operations Committee member for Penn State Dance Marathon

LAWRENCE M. GRADUATE STUDENT

987 McMasters Avenue
Turtle Creek, PA 15145

(412) 823-8899
lmg118@psu.edu

EDUCATION
The Pennsylvania State University University Park, PA
Master of Business Administration, May 20XX
• Research Assistant
• Teaching Assistant
Bachelor of Science, Marketing, May 19XX
• Schreyer Honors College

PROFESSIONAL EXPERIENCE
Nabisco Foods Company Parsippany, NJ
Marketing Associate,
Food Service Marketing Department
1/XX-9/XX
• Conducted sales analysis of products to determine contributing factors to business growth and identified potential growth opportunities.
• Assisted in development and implementation of food service test markets.
• Coordinated the development of the fall direct mail campaign.
• Wrote sales bulletins to communicate promotional activities.

Proctor and Gamble Pittsburgh, PA
2/XX-11/XX
Sales Manager, Business Planning Department
• Developed quarterly business plan and marketing objectives for new products.
• Identified major business building opportunities by monitoring and analyzing volume results and sales efforts.
• Advised management team on maximizing the efficiencies of the company's \$5.9 MM trade budget
• Implemented and coordinated corporate trade promotions.

4/XX-1/XX Account Manager, Sales Department
• Sold volume, distribution, features and store presence to 2 of the top corporate accounts in the company.
• Prepared the accounts' quarterly business plans
• Developed individual marketing plans and designed pricing strategies for 120 field customers.

HONORS/ ACTIVITIES
• Graduate Fellowship Award
• MBA Association Chairperson
• WBCR Radio, Penn State
SKILLS
• Extensive knowledge of Microsoft Word, Excel, Access, PowerPoint, Lotus Notes, Website Development
• Proficient in Spanish

Chris R. Intern
124 East Hall
University Park, PA 16801
(814) 862-XXXX
crsXXX@psu.edu

OBJECTIVE: An internship in mechanical engineering focusing on process design.

EDUCATION: The Pennsylvania State University
B. S. in Mechanical Engineering, expected May 20XX
G.P.A. 3.23

Relevant Courses:
Engineering Mechanics
Fluid Mechanics
Thermodynamics
Physics
Speech Communications
Composition

EXPERIENCE: Assistant Manager and Cashier
Shop n Save, Beaver Falls, PA 20XX-present
• Employed during high school and breaks; promoted from stock person to clerk, to assistant manager.
• Supervised front line operations and reported directly to the manager; responsible for entire operation in manager's absence.
• Interviewed, hired, and trained new employees; provided feedback on performance.
• Developed system for monitoring specialty item inventory; decreased inventory time by 50% and increased sales by 25%.

Sales Associate
20XX-present
Young Men's Shop, State College, PA
• Worked 15-20 hours per week to pay for college expenses.
• Asked to return for a second year.

ACTIVITIES: American Society of Mechanical Engineers
• Professional Development Committee
Intramural Sports: softball, football, hockey, soccer

REFERENCES: Available upon request.