

Résumé Writing Guide

DO'S

1. **Be Clear and Concise:** A résumé stands a much better chance if it is well-organized and easy to scan.
2. **Be Consistent:** Experiment with the arrangement of headlines, captions, indentations, blocks of text, and the use of capitals and underlining. Then choose a layout which is readable and appealing to the eye.
3. **Be Positive:** Start statements or phrases with adverbs, followed by verbs, denoting positive activity (e.g. successfully introduced, effectively applied, etc... see the *Action Verb List* for ideas).
4. **Be Honest:** Fabricating information can result in future termination from a job.
5. **Be Careful:** Double-check for typographical errors and mistakes in grammar, spelling, and punctuation. Don't hesitate to consult a dictionary.
6. **Be Neat:** Use white space when typing your résumé to avoid a cluttered look.
7. **Be Professional:** After creating your résumé, find a quality printer and good paper. Both are available in Career Services, **FREE OF CHARGE**, to print your final version.

DON'T'S

1. Use the personal pronoun, "I."
2. List an unprofessional email address or phone number with an unprofessional voicemail recording.
3. Use résumé templates found in popular computer software programs.
4. Include personal information (e.g. hobbies, interests, date of birth).
5. Give reasons for changing past employers.
6. State religious and/or political beliefs or expound values.
7. State salary requirements.
8. Include references. References should be listed on a separate page.



206 Strebel Student Center
Phone: 792-3087 ~ Fax: 792-3370
careerservices@utica.edu
www.utica.edu/careerservices

Reverse Chronological Style Résumé

NAME

Campus
Street Address
City, State Zip
(Area Code) Phone

Permanent
Street Address
City, State Zip
Email

OBJECTIVE

Be specific. Include qualifiers about the position, the field/industry, and your skills.

-AND/OR-

KEY QUALIFICATIONS

Use key qualification statements to emphasize skills you possess that aren't obvious or that you want to highlight. Be sure they are relevant to the position, organization, or field.

EDUCATION

List your most recent degree first. Also include: major/minor, institution, date of graduation or expected graduation date, and GPA if it is higher than a 3.0. Do not include high school.

You may wish to add subcategories which identify the courses you have taken, honors/awards received, scholarships, study abroad, etc.

EXPERIENCE

Be sure to include your job title, name and location of the organization, a description of duties performed (including the variety of assignments, amount of responsibility held, number of people supervised, special accomplishments, etc.), and dates. Below is a list of skills employers want. Make sure they are represented (if possible) in your duty descriptions.

The top 10 qualities/skills employers seek in candidates:

- | | |
|--|-----------------------------|
| 1. Communication skills | 6. Teamwork skills |
| 2. Honesty/integrity | 7. Computer skills |
| 3. Interpersonal skills (relates well to others) | 8. Analytical skills |
| 4. Motivation/initiative | 9. Flexibility/adaptability |
| 5. Strong work ethic | 10. Detail oriented |

* Source National Association of Colleges and Employers

EXTRACURRICULAR ACTIVITIES/LEADERSHIP

Title, name of organization, brief description (optional) of what you did, and dates.

SKILLS

May include skills and proficiencies (computer, laboratory, language, etc.) that are relevant to your career interests. List here or in your key qualifications section.

Paige Turner

468 Forrest Rd. Sacramento, CA 94206
pturner@yahoo.com • (315) 555-8614

Objective

To secure a position at Sacramento Insurance within the Investigative Claims Team.

Key Qualifications

- Experience investigating fraudulent insurance claims
- Enthusiastic, diligent worker with strong research and analytical skills
- Demonstrated teamwork skills in academic and professional settings

Education

Utica College, Utica, NY May 2010
Bachelor of Science: Criminal Justice-Economic Crime Investigation
Minor: Management

Honors: Recipient, Griffiss Air Force Base Alumni Scholarship 2008

Experience

Utica National Insurance Group, Utica, NY September 2009-May 2010
Intern: Investigative Claims Division

- Researched clients suspected of filing fraudulent insurance claims.
- Documented findings and ran reports using Microsoft Access.
- Attended weekly staff meetings to conclude a course of action for complex cases.

Utica Police Department, Utica, NY May-August 2008, 2009

Intern: Cyberfraud Unit

- Maintained criminal records and compiled suspects' financial information.
- Entered police data used to analyze cybercrime patterns.
- Shadowed officers while executing search warrants.

Oneida County District Attorney's Office, Utica, NY May-August 2006, 2007
Office Assistant

- Prepared and filed court documents for Assistant District Attorneys.
- Competently and efficiently performed secretarial duties as needed.

Organizations

The Criminal Justice Student Association, Member September 2006-May 2010

B. A. WARE

Campus
1600 Burrstone Rd., 55 South Hall
Utica, NY 13502
(315) 702-3333

Permanent
366 Orange St.
Orlando, FL 32801
baware@gmail.com

OBJECTIVE

A position working with youth in a residential setting that will fully utilize my understanding of behavioral and cognitive development.

EDUCATION

Utica College Expected 5/12
Bachelor of Arts, Psychology (GPA 3.4)

Study Abroad - Eotvos Lorand Tudomany Egyetem, Budapest, Hungary 9/10-12/10

EXPERIENCE

Assistant Supervisor, City of Utica-Youth Bureau, Utica, NY 12/10-present

- Organize recreational activities for youth, ages 10-14 with multiple disabilities.
- Directly supervise 8 clients, developing skills in social interaction.
- Engage clients in basketball, bowling, swimming, arts and crafts, and dancing.

Tutor, Notre Dame Middle School, Utica, NY 2/09-present

- Provide academic assistance to students in reading, writing, and vocabulary.
- Develop and facilitate small-group educational exercises.

Assistant Dance Instructor, Jackie Chomka Dance Studio, Clinton, NY 1/08-8/09

- Instructed 12 children, ages 4-18 in jazz, tap, and ballet.
- Assisted with choreography and coordinated recitals.

Childcare Provider, Eastern Star Daycare, Oriskany, NY 9/08-5/09

- Oversaw the wellbeing of 4 children, ages 8-10.
- Implemented age-appropriate educational and recreational activities.

EXTRACURRICULAR ACTIVITIES/LEADERSHIP

- *Member*, Utica College Student Senate 9/09-present
- *Member, Secretary (9/08-5/09)*, Utica College Psychological Society 9/08-present

COMPUTER SKILLS

- Proficient in Microsoft Office and Statistical Package for the Social Sciences (SPSS)

CURTIS E. COUNTS

1831 Genesee St.
Utica, NY 13502

count1234@utica.edu
(315) 702-8686

OBJECTIVE

To obtain a summer internship position with Galaxy Communications

KEY QUALIFICATIONS

- Exceptional oral and written communications skills
- Thrive in high-pressure, demanding work environments
- Desire to succeed in the communications/broadcasting field
- Proficient in Microsoft Office applications and Adobe Photoshop

EDUCATION

UTICA COLLEGE, Utica, NY May 2011
Bachelor of Arts, Communication Arts
Major GPA: 4.0, Overall GPA: 3.75

RELEVANT COURSES

TV News Field Reporting and Production I, II • Writing and Announcing for Radio and TV
Broadcast News and Society • Broadcasting and the Public Interest • Public Speaking I, II

EXPERIENCE

WKTV (NBC NEWS AFFILIATE), Utica, NY September 2009-present
Production Intern

- Cover area cultural events and write news stories for station's website
- Assist producers research and verify information to ensure details are accurate
- Operate teleprompter and review script for last minute edits

UTICA COLLEGE ATHLETIC DEPARTMENT, Utica, NY August 2008-May 2009
Sports Information Intern

- Prepared news kits, press releases, and other internal/external written correspondence
- Recorded and compiled team and game statistics; updated team websites and publications
- Successfully streamlined registration process for new athletic recruits

RED LOBSTER, New Hartford, NY May 2007-August 2008
Server

- Efficiently served customers and maintained dining area

ACTIVITIES

- The Tangerine-Utica College Student Newspaper, Staff Writer August 2009-present
- WPNR 90.7-Utica College Radio, Disc Jockey August 2008-present
- Utica College Office of Admissions, Campus Ambassador August 2008-present

Combination Style Résumé

NAME

Street Address • City, State Zip
(Area Code) Phone • Email

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- AND/OR -

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EDUCATION

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You may wish to add subcategories which identify the courses you have taken, honors/awards received, scholarships, study abroad, etc.

EXPERIENCE

Separate experiences into relevant/career related and supporting categories. This allows relevant experiences that are intermingled between supporting experiences to be highlighted by moving them to the top of the page. Supporting experiences are then deemphasized by moving them lower down the page.

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- | | |
|--|-----------------------------|
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EXTRACURRICULAR ACTIVITIES/LEADERSHIP

Title, name of organization, brief (optional) description of what you did, and dates.

SKILLS

May include skills and proficiencies (computer, laboratory, language, etc.) that are relevant to your career interests. List here or in your key qualifications section.

HUGH BECHA

1600 Burrstone Road • Utica, NY 13502
315.750.8637 • hughbetcha@hotmail.com

OBJECTIVE

To secure a position in a hospital setting where my clinical experience, skills in empathy, and desire to support the wellbeing of patients will be valued

EDUCATION

Utica College, Utica, NY
Bachelor of Science in Nursing; Minor in Spanish
Anticipated May 2011

CAREER RELATED EXPERIENCE

St. Joseph Nursing Home, Utica, NY August 2006-Present

Residential Aide

- Assist with residents' personal care and dispense daily medications
- Facilitate recreational activities, including aerobics, yoga, and karaoke
- Participate in weekly staff and case management meetings

Faxton-St. Luke's Healthcare, New Hartford, NY September 2010-December 2010

Clinical Experience

- Provided support to nurses and medical staff on the medical-surgical floor
- Monitored all vital signs; aided patients with bathing, toilet, and ambulatory needs
- Charted all patient information; reported progress during interdisciplinary staff meetings
- Offered interpreting assistance to Spanish speaking patients and families

Walgreens Pharmacy, Utica, NY August 2006-December 2008

Pharmacy Technician

- Directly assisted pharmacist in dispensing prescription medications
- Maintained accurate and confidential customer information in Walgreens' database
- Competently and thoroughly answered customers' healthcare related questions

SUPPORTING EXPERIENCE

GAP, New Hartford, NY August 2007-August 2008

Sales Associate

- Organized store merchandise displays; assisted customers locate merchandise
- Displayed high levels of energy, knowledge, and customer service skills

COMMUNITY INVOLVEMENT

Big Brothers Big Sisters, Utica, NY, *Youth Mentor* December 2007-Present

Functional Style Résumé

NAME

Street Address (Area Code) Phone
City, State Zip Email

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SKILLS

Organize your experience according to specific skills or functions. Categories may include: Management Skills, Analytical Skills, Problem Solving Skills, Leadership Skills, Administration, Counseling, Supervision, etc. List these categories in order of importance to the position for which you are applying. Make sure that within each section you stress experiences and achievements directly related to the position you are seeking.

EMPLOYMENT HISTORY

In reverse chronological order, you should include:

- o Job title
- o Employer name and location (city and state)
- o Dates of employment

EXTRACURRICULAR ACTIVITIES/LEADERSHIP

Title, name of organization, brief description (optional) of what you did, and dates.

STAN DUPP

123 Main St. (315) 702-3434
Utica, NY 13502 stand@gmail.com

KEY QUALIFICATIONS

- Work effectively in team environments
- Demonstrated public speaking skills
- Strong attention to detail
- Excellent project management skills
- Advanced knowledge of MS Access and Excel
- Fluent in Spanish

EDUCATION

Bachelor of Science: Management 12/2010

Concentration: Human Resources Management

Utica College, Utica, NY

SKILLS SUMMARY

Human Resource Administration

- Recruited, screened, and interviewed over 100 applicants for placement by a temporary employment service.
- Designed and implemented an orientation program for newly hired employees, increasing retention by 15% within a mid-sized (150 employees) consulting firm.
- Updated a company-wide procedural manual to reflect changes in hiring and dismissal practices.

Training & Development

- Developed a six-week English course incorporating experiential learning components to help ensure retention of material.
- Conducted an in-service training for 20 educators on teaching assessment in American educational system under the "No Child Left Behind Act."
- Taught a one-day "Living and Traveling Abroad" workshop to 50 Utica College students.

International Experience

- Taught English to 28 high school students in Mexico City.
- Traveled extensively throughout South America.

EMPLOYMENT HISTORY

Human Resource Assistant, ACC Temporary Agency, Utica, NY 10/2007-8/2010

Human Resource Intern, BDM Corporation, Utica, NY 1/2008-5/2009

English Teacher, Center High School, Mexico City, Mexico 5/2007-8/2007

Scannable Résumé

Employers may use electronic databases to accept and store résumés. Optical Character Recognition software is then used to scan your résumé and match keywords from your résumé to criteria set by the employer. To keep your résumé from being overlooked while maximizing your matches, it is important to create a scannable résumé. However, be sure to verify application procedures with the employer to ensure proper submission.

Reverse chronological, combination, and functional style résumés may all be used to generate a scannable résumé. Review the following guidelines to ensure you have an effective scannable résumé.

MAXIMIZING YOUR MATCHES

1. Research the organization and field for industry-specific jargon and keywords.
2. Create a skills/qualifications summary using keywords, especially those that appear in the job description.
3. Use common headings (qualifications, certification, education, experience, etc.).
4. Describe your experiences with concise, concrete phrases. For example, "Supervised high school students..." NOT "Provided supervision to students enrolled in high school..."
5. A two page résumé may be used if necessary, as the software can easily scan the document, matching additional keywords.

FONT AND FORMAT

1. Use 10 to 14 point, standard fonts (Times New Roman, Arial, Courier, Univers).
2. Avoid using font treatments (italics, underlines, shadowing); boldface and capital letters are acceptable, but be sure letters do not touch one another.
3. Avoid using graphics; limit yourself to characters found on the keyboard.
4. Left justify your résumé and do not use boxes, tabling, nor any newsletter layouts.
5. Place your name at the top of the page on its own line; follow with a standard address format.
6. Use a one inch margin on all sides to prevent placing information in "unscannable areas."

JUSTIN CASE

8000 French Road
Utica, NY 13502
justincase@utica.edu
315 - 707 - 1111

SKILLS / CERTIFICATIONS

- Aquatic therapy
- Relaxation techniques
- CPR and First Aid certified
- Certified Lifeguard

EDUCATION

Bachelor of Science: Therapeutic Recreation, May 2011
Utica College, Utica, NY

EXPERIENCE

YMCA, Rome, NY

- Aquatics Instructor, September 2007 - Present
- Instruct swimming lessons to adolescents with Cerebral Palsy
- Apply aquatic therapy techniques and strength building exercises
- Supervise staff of four lifeguards

Faxton St. Luke's Hospital, Utica, NY

Fieldwork, January - May 2009

- Designed group recreational activities for children with physical disabilities
- Integrated music and games to reduce children's stress and encourage motor functioning
- Collaborated with interdisciplinary team of doctors, nurses, and physical therapists

Sunny Side Nursing Home, Utica, NY

Fieldwork, September - December 2008

- Guided residents in progressive muscle relaxation and visualization techniques
- Facilitated arts, crafts, and games to reduce depression, stress, and anxiety
- Utilized ClientTrack software to record progress notes

AFFILIATIONS

American Therapeutic Recreation Association
Utica College Therapeutic Recreation Society

Scannable Résumé

IMA GRADUATE

10 Rome Road
Rome, NY 13440
graduate@utica.edu
315 - 787 - 0000

SKILLS SUMMARY

- * General ledger
- * Accounts payable and receivable
- * Profit and loss reports
- * Proficient in Quicken, QuickBooks, Excel, Access

EDUCATION

Bachelor of Science: Accounting, May 2010
Utica College, Utica, NY

ACCOUNTING EXPERIENCE

Salvatore's Pizza, Rome, NY

Accounting Assistant, February 2006 - Present

- * Handle accounts payable and receivable, organize all sales receipts
- * Assist with employee payroll and benefit accounts for 16 employees
- * Apply knowledge of GAAP and labor laws

Upstate Insurance, Albany, NY

Accounting Intern, September 2009 - May 2010

- * Prepared weekly profit and loss statements for department managers
- * Calculated projected home insurance premiums for next eight quarters

SUPPORTING EXPERIENCE

Utica College Student Activities, Utica, NY

Office Assistant, September 2006 - May 2010

- * Produced students' school identification cards
- * Provided information about campus clubs and activities

ACTIVITIES

Utica College Student Senate Finance Committee

Utica College Tennis Team

Action Verbs

Listed below are verbs commonly associated with specific field areas and skills. This list is neither exclusive nor exhaustive, so feel free to generate your own.

| | |
|--|---|
| Management/ Leadership Skills | Achieved, administered, arranged, articulated, assigned, attained, chaired, completed, conceived, conducted, contracted, convened, coordinated, created, delegated, designed, developed, directed, earned, employed, executed, facilitated, influenced, initiated, instituted, instructed |
| Research Skills | Analyzed, annotated, appraised, assessed, authored, briefed, calculated, catalogued, categorized, charted, coded, collected, compared, compiled, composed, computed, conducted, consolidated, corresponded, created, critiqued |
| Teamwork & Interpersonal Skills | Articulated, arranged, briefed, collaborated, communicated, completed, contacted, convened, coordinated, delegated, elicited, facilitated, fostered, influenced, initiated, inquired, instructed, interviewed, introduced, listened, mediated, motivated |
| Financial Skills | Acquired, activated, administered, analyzed, applied, assessed, briefed, calculated, catalogued, categorized, channeled, coded, compiled, computed, conducted, defined, delivered, derived, designed, developed, devised, drafted, formulated |
| Teaching/Training Skills | Adapted, advised, assigned, coached, collaborated, communicated, counseled, critiqued, demonstrated, designed, developed, directed, educated, evaluated, examined, facilitated, guided, implemented, instituted, instructed, introduced, taught, trained, tutored |
| Administrative/ Detail Skills | Administered, arranged, assembled, briefed, catalogued, categorized, coded, collected, compiled, contacted, coordinated, corresponded, distributed, edited, executed, grouped, identified, inventoried, located, monitored, regulated, responded, retrieved, scheduled |