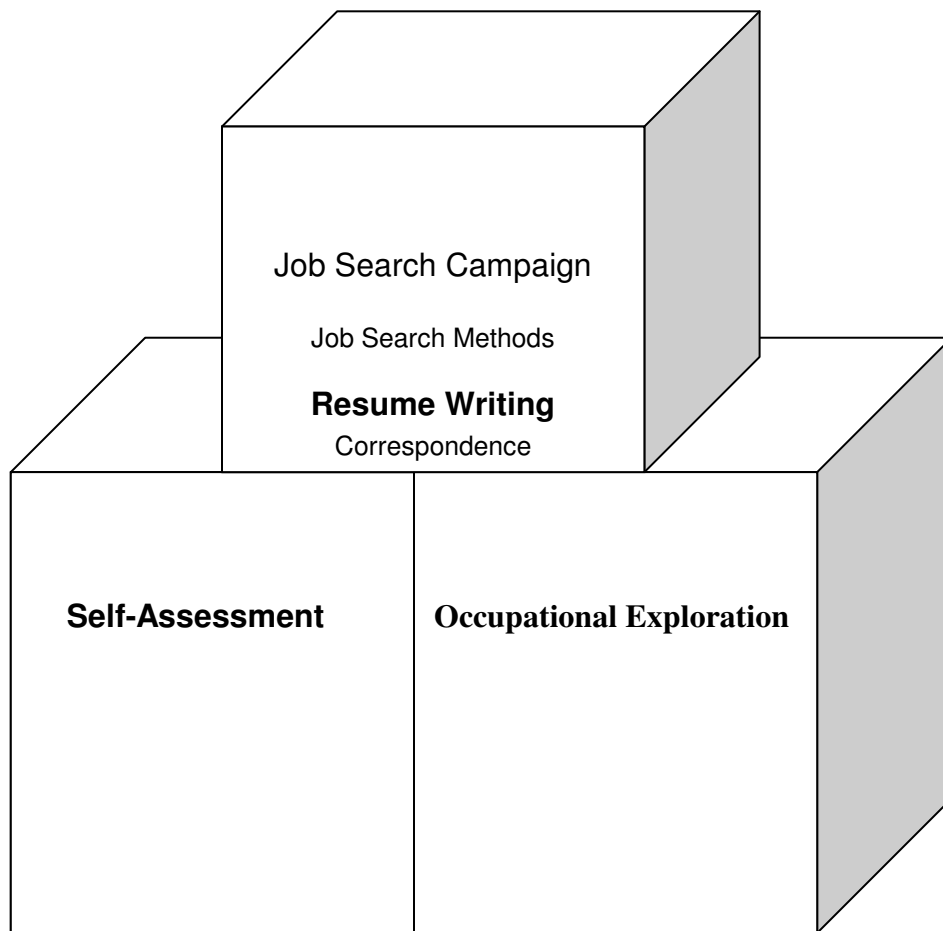


Northwest Indian College
Center for Student Success
360-392-4256

Resume Writing



Effective career planning is a systematic process of self-assessment, occupational exploration and job search campaigns. **Self-Assessment** answers the question “Who are you?” and is the foundation for satisfying career choices. **Occupational Exploration** identifies “What’s out there?” in terms of which career options reflect who you are as a total person. **Job Search Campaign** outlines “How do you get from here to there?” As today’s working world is constantly changing, this is an on-going process.

Adapted from Trait & Factor Theory, Frank Parsons

RESUME PREPARATION

A resume is brief written summary of your background and qualifications: education, work experience (paid and unpaid), activities and achievements. Its purpose is to get you an employment interview. Have your resume reviewed by qualified and impartial readers.

Effective resumes quickly identify:

- **Who you are**
- **What you know**
- **What you have accomplished**
- **What you can offer an employer**

Resume preparation takes considerable time and effort: writing, revising, condensing, and deleting. Competitive resumes generally require multiple drafts! It is important to realize that after all your all your hours of labor, employers will spend less than 30 seconds skimming your resume to determine if it is worth further consideration. It is essential then, that your resume has immediate visual impact and that your qualifications stand out clearly to catch the employers' attention. Do not overwhelm employers with detailed information!

Resumes may be one or two full pages depending upon your experience. Emphasize work content and transferable skills and relevant accomplishments. Use nouns and action verbs that describe your tasks and responsibilities. Do not use pronouns! Phrases, not necessarily complete sentences, are acceptable.

Use capital letters, bold type and bullets selectively. Have lots of white space. Prepare your resume on a computer with a high quality printer. Use quality paper, at least 20 pound weight. Color and design

depend upon the standards or preferences of individual employers, industries and fields. In most cases white or off-white is the most appropriate choice, especially if your resume will be computer-scanned.

Resume Formats

There are three basic resume formats: chronological, functional and combination.

Chronological Resume: The emphasis in this format is on work or related experiences, employers, job titles/descriptions, and employment dates. Skills and accomplishments may be specified under each entry. Information is listed in reverse chronological order, starting with the most recent position. Chronological resumes are the easiest to prepare and the most frequently used and widely accepted, especially in corporate settings.

This format is best suited to candidates who have a stable employment history, academic and/or work experiences that are directly related to their next job target or career goal, no gaps in employment, and who can demonstrate upward mobility or promotions.

Functional Resume: In this format, skills, aptitudes and accomplishments are organized in categories that support the next job target or career goal. Employers, job titles, and employment dates are listed without job descriptions. Employers may not be as receptive to functional resumes.

Functional resumes are valuable for candidates who lack direct job-related experience and/or want to work in fields not related to their academic background, who have gaps in their work history, frequent job changes or career transitions, or who are re-entering the workforce.

Combination Resume: This format combines the chronological and functional styles emphasizing qualifications, skills, and related accomplishments with a reverse chronological listing of employers and brief job descriptions. The emphasis is equally divided between categories of skills and accomplishments applicable to next job target/career goal and on work or related experience.

This format is useful for candidates who have considerable work experience because it allows them to highlight selected skills and accomplishments and to support these with job descriptions.

Basic Resume Components

The construction of your resume and the selection and placement of information categories depend upon your experience (e.g. whether you are a new graduate or an experienced professional).

Identifying Information: All resumes need to have your name, home address, business (if confidentiality is not an issue) and home telephone numbers. If you have a personal e-mail address and/or fax number that you check on a daily basis, you may include these as well. This information needs to be at the top of your resume. If you have a two page resume, put your name and "page 2" at the top right-hand corner or in the center.

Objective: There are differing opinions on the inclusion of a job objective on a resume. Stating an objective that is very specific may eliminate you from consideration for other jobs for which you may be interested and qualified. If your objective is too broad, it may appear that you have no career focus! If you are tailoring your resume to a specific job, a targeted objective (i.e. Staff Accountant) is probably necessary. If you are using a generic resume, or one to give people to distribute, then a general

objective (i.e. Social Service Position) will suffice. Submitting a resume for a job that is totally different than your stated objective may eliminate you from the competition!

Qualifications Summary: This option provides an overview of your past experiences, highlights selected work content and transferable skills, and lists several self-management skills or personality traits. It should reflect your unique background and professional goals.

Objective/Qualifications: Your objective and supporting qualifications can be consolidated into one category providing a strong professional profile or strengthening a broad objective.

Education: If you are a recent graduate list your education before your experience. Include the name of your school, location, your degree, majors, minors or concentration areas, date of graduation, and your GPA if it is respectable. If you have advanced degrees, list them in reverse chronological order, with the most recent first. If you have been out of school more than five years, put your education at the end of your resume. Include your degree and perhaps your major. The GPA is generally omitted.

Experience: This category includes paid employment and unpaid work experiences and volunteer activities. It may be subdivided into experiences that are directly related to your career goals and those which are not. Either way, start with your most recent experience and work backward. Identify the employer's name and geographic location, your job title or position, and dates. Use action verbs when describing your duties and responsibilities and focus on your contributions and accomplishments.

MODIFYING YOUR RESUME FOR ELECTRONIC SCANNING, E-MAIL, AND THE INTERNET

Designing a “Scanner-Friendly” Resume

In this “age of technology,” many employers are using computerized scanners to quickly search the mountains of resumes they receive every day. They are searching for **key words** that match you to the job. If you haven’t used the right words, you are out of the running before a human sees your resume. Scanners do not translate your resume into their computers and computerized databases if they are unable to digest the information on it. If a computer is unable to “read” your resume, it will simply reject it.

To write an electronic resume you must design one that is readable to a computer. Many of the steps that you should take are similar to those for a traditional paper resume. Your resume should still be either one or two pages in length. Each page of your resume should be printed on a separate sheet of good quality white or off-white paper. Always send an original copy of your resume, which must arrive in a neat, clean, and unfolded state. Do not rely on a faxed resume as the only copy you send to an organization. The computer may not digest it.

The typeface of your electronic resume should be easy for the computer to scan, as well. Use a 10- to 12-point font that gives you distinct and separate lettering such as a serif type like Times or Palatino or a sans serif type like Arial or Helvetica. Do not use italics, underlining, or fancy typefaces. Avoid the use of graphics, shading, boxes or horizontal and vertical lines, as well. You may use bold text to emphasize the

major sections of your resume. Bold print and capital letters are readable by scanners.

To develop a resume that will be successfully “read” by a computer, keep in mind the “three C’s”: clean, clear, and crisp.

Creating an E-mail or Internet Resume

Creating a resume to be sent via e-mail or posted on the Internet is a slightly different task. Again, you are working with computerized technology, and you want to ensure that your resume will be sent in a readable format to an employer. However, you need not create a brand new resume. Simply begin with your original paper resume on the computer and follow these steps:

1. Make a copy of the file that contains your resume on the computer.
2. Give this new resume a different file name.
3. Remove *all* formatting from your resume. You do not want to have any tab settings, italic lettering, underlining, bold lettering, or even any centered text on your resume. If you want to have any bullets in your resume, change them to asterisks (*).
4. Save your resume as a text file.
5. Proofread your resume by sending a copy to yourself. Print out your resume to ensure that it will look impressive to a potential employer.
6. Once you have perfected your resume, it is ready to e-mail to an employer or post on the Internet.

REFERENCES

Select individuals who are in a position to evaluate your past performance and/or future employment potential. Supervisors from related work or volunteer settings and teachers in your academic discipline area are credible sources of information. It is advisable to schedule a short appointment, or at least make a telephone contact with these individuals to:

- Ask them if they are willing to provide a positive recommendation for you.
- Inform them of your career or continuing education objectives.
- Identify your skills, personality traits, experiences, accomplishments, and potential job-related contributions that you would like them to mention if contacted by an employer.
- Provide them with a copy of your resume.

Be sure to write a thank you letter to each reference, and inform them when you accept a job offer!

Do not include reference names on your resume. (You may write "References Available Upon Request" at the end of your resume **if** you need to fill up white space!) Use a separate sheet of resume paper to list 3-5 references to give to employers at the end of an interview. Do not enclose your reference page with your resume unless requested. Sample reference page:

JANE KNIGHT
10 Eagle Street Bellingham, WA 98229 360-555-1212
jknight@youruniversity.edu

REFERENCES

Name and Relationship
Title
Employer
Address
City, State, Zip
Work Phone
Home Phone (optional, if authorized by reference person)
E-mail address (optional, if authorized by reference person)

example:

Dr. James Doe, Faculty Advisor
Professor of Business Administration
Your University
6800 Pioneer Boulevard
Bellingham, WA 98229
Office: 360-222-1411
Home: 360-222-8888
E-mail: **jsmith@youruniversity.edu**

If any of your references has changed companies since you were there, insert a line, such as: (formerly Manager, Walgreen's), so the potential employer can identify the connection.

RECOGNIZING YOUR SKILLS:

Skills are things that you do well. They enable you to perform a given activity. You acquire skills in many ways. Your education, work experience (paid and unpaid), extracurricular and leisure activities all allow you to cultivate your skills. There are three categories of skills: work content, transferable, and self-management.

I. WORK CONTENT SKILLS

Work content skills include areas of in-depth knowledge and expertise. For example, new college graduates should have a solid understanding of their academic majors. Experienced workers have proficiency in their career field and the work activities or functions required in that field.

*List any previous jobs, activities or classes you have under "Experience." Then, write down the skills you used while engaging in these tasks. **Star** the work content skills you would like to include in your work.*

EXPERIENCE

SKILLS USED

EXPERIENCE

SKILLS USED

EXPERIENCE

SKILLS USED

II. TRANSFERABLE SKILLS

Your transferable skills are applicable to a variety of careers, not just a single kind of work or setting. They may be acquired through formal education, training, or informal life experiences.

Circle **each of the skills below which you feel you possess**. Then, star the **transferable skills you would like to include in your work**.

Accomplishing	Directing	Motivating
Advising	Drafting	Negotiating
Analyzing	Drawing	Operating Machines
Analyzing Numerically	Entertaining	Organizing
Answering Questions	Examining	Performing
Applying Formulas	Explaining	Persuading
Assembling	Evaluating	Planning
Assessing	Expediting	Precision Work
Assessing Needs	Following Directions	Predicting
Attention to Detail	Formulating Questions	Preparing Reports
Assisting	Goal Setting	Problem Solving
Budgeting	Gathering Information	Proofreading
Calculating	Harmonizing Groups	Proposing
Cataloguing	Identifying Resources	Promoting
Clarifying	Initiating Tasks	Public Speaking
Coaching	Instructing	Quick Thinking
Computer Entry	Interpreting	Selling
Computer Design	Interviewing	Spatial Visualization
Conducting Research	Keeping Records	Speaking
Coordinating	Leading	Supervising
Coordinating Work	Listening Carefully	Teaching
Counseling	Making Diagrams	Training
Creating Art	Making Presentations	Understanding
Decision Making	Managing Time	Working with
Delegating	Measuring	Computers
Developing Ideas	Memorizing	Writing

III. SELF-MANAGEMENT SKILLS/PERSONALITY TRAITS

Self-management skills include personality traits or characteristics that are preferred or required in particular career fields or work settings. To increase the chances of finding work satisfaction, compatibility between personal characteristics and work environments is crucial.

Circle **the personality traits that best describe you**. Star **the traits you would like to include in your work**.

Accurate	Determined	Informed	Self-Confident
Active	Dependable	Ingenious	Sensitive
Adaptable	Detail	Independent	Sincere
Alert	Orientated	Inquisitive	Sophisticated
Ambitious	Disciplined	Inspiring	Solid Work
Analytical	Direct	Intelligent	Ethic
Appreciative	Diplomatic	Introverted	Sound
Artistic	Discreet	Intuitive	Judgment
Assertive	Efficient	Listener	Spontaneous
Calm	Emotional	Logical	Strong
Capable	Energetic	Magnetic	Subtle
Caring	Enterprising	Motivated	Tactful
Committed	Entertaining	Multi-tasker	Team Worker
Common Sense	Enthusiastic	Optimistic	Technical
Compassionate	Ethical	Organized	Tolerant
Competent	Expressive	Original	Thorough
Competitive	Extroverted	Patient	Trustworthy
Confident	Flexible	Precise	Truthful
Conforming	Friendly	Persistent	Understanding
Conscientious	Goal-oriented	Personable	Willing to Take
Cooperative	Good Memory	Persuasive	Risks
Courteous	Honest	Positive Attitude	
Creative	Honorable	Realistic	
Curious	Humorous	Resourceful	
Decisive	Idealistic	Respectful	
Dedicated	Imaginative	Responsible	

CELEBRATING YOUR ACCOMPLISHMENTS

Accomplishments are your achievements. They offer tangible evidence of your skills and level of effectiveness in classes, in organizations, in activities, or on the job. In some instances, they may be quantifiable: 4.0 GPA; exceeded sales quota by 15%; or they may represent an honor or award: elected Student Leader of the Year, Employee of the Month.

List your achievements below, identifying the activity and skills that you used in the activity. Celebrate your successes and get comfortable and confident in communicating them!!

ACHIEVEMENT

ACTIVITY

SKILLS USED

SAMPLE ACTION VERBS

*Use verbs in the
past tense unless
they describe a
current position
or activity.*

Accomplished
Achieved
Acquired
Acted
Activated
Adapted
Addressed
Administered
Advanced
Advised
Aided
Analyzed
Anticipated
Appointed
Appraised
Approved
Arbitrated
Arranged
Assembled
Assessed
Assisted
Attained
Audited
Authored
Augmented
Automated
Balanced
Bought
Budgeted
Built
Calculated
Centralized
Collaborated
Combined
Communicated
Completed
Composed

Computed
Conceived
Conceptualized
Concluded
Condensed
Conducted
Consolidated
Contracted
Constructed
Controlled
Converted
Coordinated
Counseled
Created
Cultivated
Cut
Decentralized
Decreased
Defined
Delegated
Demonstrated
Designed
Determined
Developed
Devised
Directed
Discovered
Documented
Doubled
Drafted
Edited
Effectuated
Eliminated
Employed
Enforced
Engineered
Established
Estimated
Evaluated
Executed
Expanded
Expedited
Facilitated
Focused
Forecast
Formed
Formulated
Founded
Generated
Guided

Handled
Hired
Implemented
Improved
Improvised
Increased
Initiated
Inspected
Inspired
Installed
Instigated
Introduced
Instructed
Insured
Interpreted
Interviewed
Introduced
Inventoried
Invested
Investigated
Launched
Led
Localized
Located
Maintained
Managed
Marketed
Minimized
Modernized
Modified
Monitored
Motivated
Negotiated
Obtained
Operated
Organized
Originated
Participated
Performed
Planned
Prepared
Presented
Prevailed
Prevented
Processed
Procured
Produced
Programmed
Projected
Promoted

Proved
Provided
Publicized
Published
Purchased
Recommended
Recruited
Redesigned
Reduced
Regulated
Related
Renegotiated
Reorganized
Reported
Researched
Resolved
Restructured
Reversed
Reviewed
Revised
Revitalized
Saved
Scheduled
Selected
Served
Settled
Shaped
Simplified
Sold
Solved
Specified
Staffed
Standardized
Stimulated
Streamlined
Studied
Supervised
Supported
Surpassed
Surveyed
Taught
Tested
Trained
Transacted
Translated
Updated
Utilized
Vitalized
Wrote

RESUME WORKSHEET

NAME

(centered, capitalized, in larger font and bold print)

Address:

P.O. Box or Street Address: _____

City: _____ State: _____ Zip: _____

Phone: (area code first): _____ e-mail address _____

Also include a permanent address if you will be changing addresses during the job search:

Qualifications Statement (Professional identity or career focus and summary of experience and expertise. Include number of years experience in the field if applicable; work content, transferable skills and personal characteristics. Limit to five typed lines.) :

EDUCATION

(list most recent school first)

Degree obtained: _____ Major: _____

Concentration _____ Minor: _____ G.P.A.: _____

Name of School: _____

Location (city and state): _____

Graduation Date (month and year): _____

OR

Degree sought: _____ Major: _____

Concentration _____ Minor: _____ G.P.A.: _____

Name of School: _____

Location (city and state): _____

Dates Attended or Date Eligible to Graduate (month and year): _____

Relevant Courses: (optional) _____

EXPERIENCE/EMPLOYMENT

Identify full-time employment, part-time jobs, internships, and volunteer work. Start with your most recent experience and go back in reverse chronological order.

Name of Employer _____ Job Title: _____

Location (city/state): _____ Dates (month/year) From: _____ To: _____

Job duties and responsibilities: _____

Skills used most in this position: _____

Accomplishments and/or contributions: _____

Name of Employer _____ Job Title: _____

Location (city/state): _____ Dates (month/year) From: _____ To: _____

Job duties and responsibilities: _____

Skills used most in this position: _____

Accomplishments and/or contributions: _____

Name of Employer _____ Job Title: _____

Location (city/state): _____ Dates (month/year) From: _____ To: _____

Job duties and responsibilities: _____

Skills used most in this position: _____

Accomplishments and/or contributions: _____

Name of Employer _____ Job Title: _____

Location (city/state): _____ Dates (month/year) From: _____ To: _____

Job duties and responsibilities: _____

Skills used most in this position: _____

Accomplishments and/or contributions: _____

ACTIVITIES

(identify any leadership roles)

College Organizations

Community Service Projects

Presentations (workshops, seminars, and/or classes developed/taught)

Professional Memberships

Professional Development

Honors or Awards

RESUME LAYOUT OPTIONS

MARY E. MYERS
10 Eagle Street
Bellingham, WA
98229
360-222-8888
mmyers@youruniversity.edu

JAMES A. KINCAID

123 Forest Road, Box #5560
Bellingham, WA 98227
(360) 555-1212

394 Overbrook Lane
Spokane, WA 98000
(317) 783-6810

OBJECTIVE/QUALIFICATIONS

SALES/MARKETING. Background in promotions, retail sales and customer service. Solid academic achievement. Effective team player with strong interpersonal, communications, and organizational skills. Fast learner, enthusiastic and creative worker.

EDUCATION

Your University

Candidate for AASD of Native American Studies

Major: Business Administration; Concentration: Marketing

GPA 3.6/4.0, Dean's List

Bellingham, WA

Dec 2005

LEADERSHIP EXPERIENCE

President, Students in Free Enterprise

Student Government Class Representative

Volunteer Coordinator, Mathews Dickey Boys Club

EXPERIENCE

Pepsi-Cola Company

MARKETING INTERN

Rotational duties in Account Services, Research, Creative, and Media Departments. Assist with interpretation of market research, development of advertising sales proposals and client presentations.

- **Participating member of sales promotion team responsible for successful joint marketing campaign with Mattel, Inc.**

Bellingham, WA

Sept 2004-present

J.C. Penney

SALES ASSOCIATE

Responsible for sales of men's apparel. Identified customer needs, selected suitable merchandise.

- **Received Customer Service Award for knowledgeable and courteous assistance.**

Bellingham, WA

Sept 2002-2004

Your University

ADMISSIONS REPRESENTATIVE (Work Study Program)

Call prospective students. Maintain detailed contact records. Assemble recruiting information packets.

- **Selected for College Ambassador Team to conduct campus tours, explain academic programs and student services.**

Bellingham, WA

Sept 2002-present

PROFESSIONAL AFFILIATIONS

American Marketing Association, student membership.

Delta Mu Delta, National Honor Society for Business Students.

Charlene Smith

178 Green Street Ferndale, WA 98222 (360) 555-5555

OBJECTIVE/QUALIFICATIONS

RESIDENTIAL COUNSELOR. 200 hours of supervised practicum experience in social service settings. Familiar with broad range of mental health issues and needs. Experience with child abuse and neglect, domestic violence, and criminal justice system. Well-developed interpersonal skills. Excellent record-keeping and report writing abilities. Commended by supervisors for sound judgment and composure under pressure.

EDUCATION

YOUR UNIVERSITY

Associate of Arts and Sciences Degree, Major: Human Services

2005

GPA 3.3/4.0

Financed 50% of college tuition.

Bellingham, WA

December

SOCIAL SERVICES EXPERIENCE

LIFE CRISIS SERVICES, INC

Practicum Student

Staff telephone crisis lines. Assess needs of callers for emotional support, community referrals or emergency intervention. Completed 60+ hours of training in communications skills, crisis intervention procedures, and recognition of mental health issues.

Bellingham, WA

May 2005-present

WHATCOM COUNTY JUVENILE COURT

Practicum Student

Established and monitored contacts; wrote case management reports. Tracked child abuse/neglect cases, ensured status reports filed correctly on time. Observed court hearings, clarified court expectations with juveniles and families.

Bellingham, WA

Jan-May 2005

EDGEWOOD CHILDREN'S CENTER

Practicum Student

Co-facilitated groups of adolescent males in day treatment program for emotionally disturbed youth. Focused on self-esteem building and anger management. Majority of participants achieved goals.

Ferndale, WA

Aug-Dec 2004

WOMEN'S CENTER

Practicum Student

Provided support and education to women and children in residential facility for victims of domestic violence. Observed director's intake evaluations and discharge treatment plans.

Bellingham, WA

May-Aug 2004

EMPLOYMENT

Your University, Work Study, Admissions Office

Walgreen Drug Stores, part-time Cashier

Bellingham, WA, Sept 2004-May 2005

Bellingham, WA, June 2001-present

Fred Blackheart

5151 Mockingbird Lane
Bellingham, WA 98222
(360) 555-0000
fblackheart@yourcollege.edu

OBJECTIVE/QUALIFICATIONS

COMPUTER PROGRAMMER. Accurate, precise, dedicated, self-motivated. Able to set effective priorities to achieve immediate and long-term goals, meet operational deadlines.

EDUCATION

YOUR COLLEGE	Bellingham, WA
AA of Science Degree	May 2005
Major: Computer/Information Science	

COMPUTER KNOWLEDGE

C++, Cobol, Excel, IBM Compatible/MacIntosh, Windows

EXPERIENCE

ERICKSON CORPORATION	Ferndale, WA
Intern	Fall 2003-Spring 2005
Engaged in computer programming. Conducted data entry. Helped assist with computer problems, answered computer-related questions. Noted for reliability, professionalism.	

YOUR COLLEGE	Bellingham, WA
Work Study Position/Computer Lab Consultant	2001-2003
Independently answered students'/staffs' concerns/questions. Repaired computers, printers on an as-needed basis.	

MO'S MACKENZIE MARKET	Blaine, WA
Inventory Specialist	1999-2001
Maintained orders, invoices on-line. Scanned merchandise for inventory management purposes.	

PROFESSIONAL AFFILIATIONS

Association of Computing Professionals, Student Membership

Christopher Smith
111 Elm Street
Bellingham, WA 98221
(360) 555-5555

OBJECTIVE/QUALIFICATIONS

CASE MANAGER. Exceptional counseling, interpersonal, and communication skills. Familiarity with child abuse/neglect cases. Knowledge of court processes for juveniles and families. Excellent ability to motivate others.

EDUCATION

YOUR COLLEGE
AA Degree
Major: **Human Services**
GPA 3.4/4.0

Bellingham, WA 98222
May 2005

RELATED EXPERIENCE

Peer Mentor, Peer Support Network, 2003-2004
Volleyball Coach, St. Catherine's Grade School, 2000-Present

WORK EXPERIENCE

WHATCOM COUNTY JUVENILE COURT
UNDERGRADUATE INTERN

Bellingham, WA
Sept. 1996-Present

Establish monitor contacts; compose monitor reports. Track child abuse/neglect cases, ensuring status reports filed correctly, on time. Observe court hearings, establish court expectations with juveniles and families.

CAMELLIA FOUNDATION FOR LIFE SKILLS
COMMUNITY SUPPORT INTERN

Bellingham, WA
May 1996

Facilitated development of motor skills in teenagers with special needs. Encouraged development of self-esteem and self-sufficiency through structured and unstructured activities.

WYDOWN SCHOOL
TUTOR

Bellingham, WA
August 1994-May 1996

Guided second grade children in cultivating reading and mathematical skills.