

RESUME GUIDELINES

YOUR RESUME IS A SELF-MARKETING TOOL DESIGNED TO GET YOU AN INTERVIEW!

KEEP IT SHORT AND CONCISE

- 1 page is best and two are the limit
- *10 second scan rule* for the YES or NO pile

RESUME TELLS THE EMPLOYER:

- What you can do
- What you have done
- Who you are
- What you know
- Where you want to go
- Why they should hire you

RESUME MUST PROVIDE:

- Enough information for the employer to evaluate your qualifications
- It must be designed to emphasize your background as it relates to the relevant position requirements and job description

RESUME MUST BE:

- Targeted towards the company and position that interests you
- Concise and well written; conservative style and a focus on key achievements
- Neat, clean and organized. No errors and printed on high-quality paper
- Have it proof-read by at least 2 people
- Must be accurate and truthful, but each resume should highlight different strengths as they relate to the job opening

YOUR RESUME IS THE PLACE TO ANSWER THESE QUESTIONS:

- What position are you seeking?
- What skills, abilities and knowledge do you possess?
- What are your key accomplishments?
- What is your work history?
- Have you shown any leadership or responsibility skills?
- What education or training do you have?
- Do you participate in any extra-curricular activities or volunteer services?

REMEMBER! YOUR RESUME MUST DO 3 THINGS:

- **Draw the reader's attention**
- **Highlight your strengths**
- **Get you the interview!!**

CHRONOLOGICAL RESUME

CATEGORIES TO USE

OBJECTIVE:

- State exactly like the job announcement, include the Job Number if appropriate
- Example: **Accountant I (Job #1235GX)**
- Bold the job objective so it will stand out!
- Change the objective for every job you apply for

PROFILE STATEMENT:

- Instead of a Job Objective, you can create a strong profile statement that highlights your abilities and knowledge
- Example: Sales Management position using expertise in motivating sales personnel, increasing sales and creation of effective programs contributing to higher organizational profits and market share

SUMMARY OF QUALIFICATIONS or HIGHLIGHTS:

- List your interpersonal qualifications that stand out (see Interpersonal Traits)
- Match your skills or traits with those listed on the job announcement
- Example: Top Salesperson of the Year for two consecutive years

COMPUTER SKILLS:

- Use this category to show off your computer and software knowledge
- By having this section, it will emphasize your computer/hardware skills
- Applicable for Web Design, Programming, and Graphic Design applicants

WORK HISTORY or PROFESSIONAL EXPERIENCE:

- Jobs are chronologically listed by date (most recent goes first)
- Start each job description with an action verb (refer to list)
- Emphasize your accomplishments using quantitative data (\$, %, #)
- Only list jobs within the last 5 - 7 years
- List 3 - 4 duties per job (current or related job needs to have more detail)
- List job duties that are similar to the job you are applying for

Examples using strong active verbs:

- Supervised staff of 25 in copywriting, artwork and layouts for daily newspaper
- Organized display cases increasing sales by 25%
- Answer multiple phone lines and greet over 50 clients per day
- Led sales staff of nine in selling and servicing approximately 500 printers
- Assist over 50 people per day, receive numerous recommendations and ensure repeat customers by being friendly and positive
- Improve the flow of office work by 75% with the introduction of an electronic database filing system

EDUCATION:

- Education may be listed before Work History – depends on your background experience and what skills and knowledge are needed for the job
- Education is listed in order of the date you received a degree
- Put down your degree, major and expected graduation date
- List relevant courses or projects you completed to help you get the job if you have no “real world” work experience
- When you do not have work or volunteer experience related to the job, then you can showcase your educational experience by listing related courses and/or projects

Foothill College, Los Altos Hills

A.A. Degree, Business Administration, expected June 2011

Or

Foothill College, Los Altos Hills

Major: Business Administration

Goal: Transfer to UC San Diego, Fall 2010

Relevant Courses: Accounting, Statistics, Principals of Business, QuarkXpress

Or

Foothill College, Los Altos Hills

A.S. Degree, Web Design, June 2010

Certificate, Web Publishing, December 2009

Relevant Course Projects:

- *HTML: Publishing on the World Wide Web*
Created a website as part of final project using HTML, JavaScript, CSS & XML
- *Macromedia Flash*
Developed streaming Web-based multimedia presentations incorporating animation, sound and graphics

OPTIONAL CATEGORIES

HONORS/AWARDS:

- High school, college or community awards
- Athletic or team awards
- Do not put dates, just put the name of the award

SCHOLARSHIPS:

- You may chose to list any scholarships under honors/award; however, if you received many scholarships, then make a separate section so they stand out!

VOLUNTEER ACTIVITIES:

- Shows that you are involved with projects outside of work and school
- If you do not have paid work experience related to the job, then showcase your related volunteer and/or leadership experience

CLUBS/ORGANIZATIONS:

- Definitely shows that you are a well-rounded student
- Get involved if you have not yet joined a club!
- Shows team work and group involvement
- Also shows that you are focused on your major and going a step beyond the classroom

LEADERSHIP ACTIVITIES:

- Important category for those students involved in ASFC or some form of student government
- Also tell the employer if you are an elected official in a club, such as:
 - Vice President, Business Club
 - Marketing Manager, Christian Fellowship Club
 - Web Designer, Astronomy Club

You do not have to use all these optional categories. I am listing these to show you how to organize your information so that they stand out – and – the hiring manager will be impressed with your background. Use what you want or make a section specific to you!

Keywords Describing Interpersonal Traits

----- Ability to delegate	----- Energetic	----- Perceptive
----- Ability to implement	----- Enterprising	----- Persuasive
----- Ability to plan	----- Enthusiastic	----- Positive attitude
----- Ability to train	----- Ethic	----- Problem solving
----- Accurate	----- Flexible	----- Produce quality work
----- Adaptable	----- Follow instructions	----- Professional
----- Aggressive work	----- Follow through	----- Public speaking
----- Articulate	----- Follow up	----- Punctual
----- Artistic	----- Friendly	----- Purposeful
----- Assertive	----- Goal-directed	----- Quick learner
----- Calm	----- Good natured	----- Reliable
----- Careful	----- Hard-working	----- Resourceful
----- Charismatic	----- Helpful	----- Responsible
----- Cheerful	----- High energy	----- Results oriented
----- Committed	----- Honest	----- Risk taking
----- Communication skills	----- Independent	----- Safety conscious
----- Competitive	----- Industrious	----- Self accountable
----- Conceptual ability	----- Innovative	----- Sense of humor
----- Confident	----- Insightful	----- Sensitive
----- Conscientious	----- Intelligent	----- Serious
----- Considerate	----- Knowledgeable	----- Setting priorities
----- Consistent	----- Leadership	----- Show leadership
----- Cooperative	----- Loyal	----- Sincere
----- Creative	----- Mature	----- Straight forward
----- Customer oriented	----- Methodical	----- Supportive
----- Decisive	----- Motivated	----- Takes initiative
----- Dedicated	----- Multi-tasking	----- Team building
----- Dependable	----- Observant	----- Team player
----- Detail oriented	----- Open communication	----- Tenacious
----- Diligent	----- Open-minded	----- Thorough
----- Disciplined	----- Oral communication	----- Tolerant
----- Dynamic	----- Organizational skills	----- Willing to travel
----- Easy-going	----- Organized	----- Work quickly
----- Efficient	----- Outgoing	----- Work well under pressure
----- Empowering others	----- Patient	

Writing Accomplishment Statements: Problem – Solution –Result (PSR) Method

Beyond just listing job responsibilities, employers are most interested in knowing about your accomplishments and contributions. You can use the Problem – Solution – Result (PSR) method to write effective accomplishment statements.

1. Begin by listing the skills you want to use and the skills your employer needs (see job ad). Choose the top 3-5 critical skills and use the PSR method to create statements for each.
2. Describe a situation where you used some of these skills to solve a problem.
3. Explain the solution you developed or how you took action to solve this problem.
4. Describe the result of your action (the impact on your job, your department or the company).
5. Now take steps 2-4 and create a concise summary (1-2 brief statements) to describe your accomplishment.

Format breakdown for accomplishment statement:

- Action verb + phrase describing solution + phrase describing result
- Action verb + phrase describing result + phrase describing solution

Example: Designed [**action verb**] safety training manuals and trained department personnel [**phrase describing solution**] increasing staff awareness and decreasing work related injuries by 10% [**phrase describing result**].

Example 1:

Weak: Provided good customer service

PSR: **Problem:** customer calls were not being routed efficiently

Solution: suggested quicker method

Result: more satisfied customers due to speed that calls were routed

Stronger: *Suggested more efficient method of routing customer calls, which resulted in quicker response time by 15% and improved customer service.*

Example 2:

Weak: Tracked and maintained inventory

PSR: **Problem:** customer orders were not being delivered on schedule

Solution: used computerized tracking system to maintain inventory

Result: enough parts were ordered ensuring customers' needs were met

Stronger: *Used computerized tracking system to maintain inventory and order additional parts ensuring customer parts were delivered on schedule.*

ELECTRONIC RESUMES

It has become common practice for applications to be online or for companies to request that resumes be sent electronically rather than by snail mail. Here's a quick and easy guide to creating an electronic resume.

There are three ways of creating an electronic resume:

- A text-formatted document that can be scanned
- A resume to be pasted into an email
- A resume that is submitted directly to a resume database on a web list

Create a Multi-purpose Electronic Resume:

- Check your resume for any spelling or grammar errors.
- Save your Word document by choosing "Save As" from the File menu.
- A dialog box will open. You need to change the name of the file - Filename field and select File Type "Text Only" or "ASCII".
- Save and close your file.
- Open your saved text file in a text editor such as *Notepad* (PCs) or *Simpletext* (Macintosh). All your formatting will be gone such as italics or bold. The text document will be left justified.

Formatting:

- Avoid boldface, underscoring or bullets and substitute asterisks (*), plus signs (+), or capital letters to highlight text.
- Font size should be 10 or 12 point
- Use a series of dashes to separate headings
- Keep lines about 60-65 characters
- Always check your final version by copying and pasting into an email and sending it to a friend.

E-mail Address:

- Establish a separate e-mail address for your job search. If you are currently working and looking for a job, avoid using your work e-mail. Avoid having an e-mail address that may seem unprofessional or "too quirky" unless the field you are entering is quirky (e.g. Artist).

How to fill out an Application

I have a fantastic resume, so I don't have to be careful about the application right? Wrong!

The application form is another representation of your qualifications and one more way for employers to screen applicants for the interviewing process, so complete your application with care!

Have Your Information Ready: Bring all the information you may need to complete the job application in a professional binder. A "master" application form is a tremendous help. At a minimum, have a resume and a list prepared of previous schools attended and employers that are not included on the resume. Include addresses and dates of your attendance or employment. Know your social security number. Have available the correct names and addresses of at least three people that you can use as personal and/or professional references.

Be Sure: Read the directions carefully for each application. Do this before you fill it out. Don't rush; make sure that you finish each section neatly and completely. Upon completion, check the application over at least twice for possible errors. Whenever possible, ask someone else to look over your completed application.

Be Neat: Be as neat as possible. Use your application to make a good first impression. Type the application when possible. If you are filling out the application on site, take a pen with you. We recommend an erasable black pen. Avoid scratch outs; they make the application look messy.

Be Complete: Do not leave blank spaces. Answer every question that applies to you or use N/A, which means "not applicable." Do not say "see resume." Read the instructions carefully. An exception to this rule is when you believe that answering a question will decrease your chances; then, the best thing to do is to leave it blank. Examples of this may be disclosing a disability, a felony conviction, or a question you feel is illegal for the employer to ask. Later, during the interview or after the job offer, you may tell the employer what you left off the application.

Be Honest: Never falsify your application. An employer-employee relationship must be based on trust. If you lie on an application, it is grounds for dismissal at a later date.

Be Positive: Look for places where you can mention strengths and accomplishments that support the job you are applying for. Use action verbs, whenever possible.

Application Sections:

Personal Information: Use your full legal name, not a “nickname.” Complete all information legibly.

Salary Desired: We suggest using “Negotiable” or “Open.”

Availability: Try to be flexible with your availability or you may eliminate yourself for the position.

Education/Experience: Fill out with complete information. Do not write “see resume.” Try to include accomplishment statements and action words as you describe your experience.

Reasons for Leaving a Previous Job: When you fill out an application, you will usually be asked to state why you left your previous positions. You must decide how to explain your decision to leave without having the employer screen you out for an interview. Below is a list of possible reasons and alternative ways of stating them.

Red Light Answer (Avoid These)

- Fired
- Forced Resignation
- Terminated
- Mutual Agreement
- Personality Conflict
- Dissatisfaction with Employer
- Insufficient Salary
- Failure to Receive Promised Salary
- Tardiness or Late to Work
- Could not do the Job
- Health Problems

Yellow/Green Lights You Can Explain

- Reorganization or Merger
- Position Termination
- Prefer to discuss in the interview
- Laid off, Lack of Work
- Job Misrepresented/Changed
- Better Opportunity
- Career Change or Growth
- Returned to School
- Relocated
- Resigned to Seek Advancement
- Chose to Remain Home While My Children were Young

References:

Use references that can attest to your work ability and can remember you. Inform your references that they may be called for a reference. Make sure your references know which job you are applying for and how you are qualified for this position.

Action Verbs

The following list of skills and abilities can be used in preparing a resume or practicing for an interview.

Analytical Skills:

- Analyze and review
- Analyze performance specifications
- Be methodical in solving problems
- Complete complex projects
- Establish policies
- Determine relations between ideas and things
- Draw sound conclusions
- Establish standards
- Evaluate programs and projects
- Evaluate options in terms of consequences
- Formulate realistic objectives, goals and alternatives
- Offer suggestions for improvement
- Performance evaluation
- Policy interpretation
- Prepare proposals
- Reach independent decisions
- Recognize trends
- Revise standards
- Understand the reengineering process
- Use intuitive judgment

Clerical / Office Skills:

- Alphabetize
- Approve
- Arrange
- Catalogue
- Classify
- Collect
- Compile
- Customer Service
- Dispatch
- Display a broad application of knowledge
- Execute
- File
- Follow-up
- Generate
- Implement
- Inspect
- Keep alert to current practices and technologies
- Monitor
- Operate
- Organize
- PC Skills
- Prepare
- Process
- Record
- Report
- Retrieve
- Scheduled appointment/preparation
- Screen
- Shorthand

Clerical / Office Skills cont.

- Specify
- Support Services
- Systematize
- Tabulate
- Validate
- Well-informed

Communication Skills:

- Accurate responses
- Address groups
- Analyze, review, assess
- Arbitrate
- Arrange
- Articulate and persuasive
- Author
- Business letter writing
- Clear writing and verbal skills
- Collaborated
- Communicate effectively with all level of staff
- Convince
- Cope constructively with emotions
- Correspond
- Develop
- Direct (give direction)
- Discussion group and forum leadership
- Draft
- Edit
- Effective customer service
- Formulate
- Interpret
- Interview/use charts, graphs
- Lecture
- Meditate
- Moderate
- Negotiate
- Persuade
- Promote
- Provide an atmosphere conducive to interchanging ideas
- Publicize
- Recognize the needs of others
- Reconcile
- Recruit
- Skilled in meeting participation
- Speech/writing/conferences
- Speak in individual and group settings/oral presentations
- Supervisory skills
- Synergy
- Technical writing/reports

Communication Skills Cont.

- Translate
- Utilize all channels of communications
- Write, edit

Community Activities and Research:

- Board position
- Condense information and make it useful
- Edit/report
- Knowledge of community resources
- Research via printed materials, people, experiences
- Volunteer positions/activities
- Well-versed in community issues

Computer Skills:

- Computer literate
- Familiar with hardware
- Intranet
- Networks
- Troubleshooting

Creative Skills:

- Acted
- Conceptualized
- Consider innovative possibilities
- Create interest in the workgroup
- Creative ideas in entertaining
- Customize
- Design
- Develop creative solutions to problems
- Directed
- Discover new approaches
- Drawing
- Establish
- Eye for use for color, space, shapes, light in graphic/interior design
- Fashion
- Found
- Illustrate
- Initiate
- Institute
- Integrate
- Introduce
- Invent
- Landscape design
- Making work environment pleasant
- Offer valuable insights
- Originality
- Originate
- Perform
- Plan
- Seek alternatives
- Shape
- Web page design

Customer Services

- Accurately assess mood
- Assertive

- Convey an impression which reflects favorably upon the department
- Develop a strong rapport with customers
- Flexible
- Give individual and undivided attention to customer
- Recognize the needs of others
- Respond accurately and promptly
- Tact and diplomacy
- Think before taking action
- Translate complex information into common terms
- Use intelligent reasoning

Financial Skills

- Administer
- Allocate appropriate resources; staff, funds, time, and equipment
- Analyze
- Appraise
- Audit
- Balance
- Budget
- Calculate
- Compute
- Cost analysis and management
- Cost reduction with quality maintenance
- Deal with fiscal restraints
- Develop creative and cost effective solutions
- Estimate, project and compare
- Financial management, analysis, planning
- Forecast
- Knowledge of world economics
- Maintain accurate documentation
- Make maximum use of allocated funds
- Manage
- Market
- Plan
- Project
- Realistic budget projections
- Record-keeping
- Research
- Use sound statistical methods for projections

Human Relations

- ◆ Accurately assess public moods
- ◆ Assess values and/or interest of others
- ◆ Create atmosphere of enthusiasm
- ◆ Establish rapport (one-to-one, in small or large groups)
- ◆ Gauge needs of groups or individuals and interpret needs to others
- ◆ Tact, diplomacy, discretion

Interests:

- ◆ Board membership
- ◆ Community activities
- ◆ Hobbies
- ◆ Professional associations
- ◆ Sports

Leadership

- ◆ Define objectives/select people
- ◆ Encourage efficiency and effectiveness
- ◆ Focuses on results, the “big picture”
- ◆ Initiative/formulate objectiveness
- ◆ Mentor/develop people
- ◆ Motivating/troubleshoot
- ◆ Problem identification/problem definition
- ◆ Problem solving/decision making
- ◆ Promote group harmony
- ◆ Sound decisions made with confidence
- ◆ Weigh alternatives and evaluate risks
- ◆ Willing to take risks

Learning Ability:

- ◆ Learn Quickly from setbacks
- ◆ Quickly grasp new procedures
- ◆ Receptive to new ideas
- ◆ Respond quickly to new instructions
- ◆ Show eagerness to learn

Management/Administration Skills:

- ◆ Administer projects, programs
- ◆ Administer, manage human resources
- ◆ Analyze
- ◆ Assign
- ◆ Attain
- ◆ Chair
- ◆ Concentrate on developing solutions
- ◆ Conduct and direct public events
- ◆ Contract
- ◆ Coordinate
- ◆ Customer Service management
- ◆ Delegate
- ◆ Develop
- ◆ Design projects
- ◆ Direct
- ◆ Evaluate
- ◆ Execute
- ◆ Foresee consequences of decisions
- ◆ Improve
- ◆ Increase
- ◆ Organize

- ◆ Oversee
- ◆ Plan
- ◆ Prioritize
- ◆ Produce
- ◆ Recommend
- ◆ Respect confidentiality
- ◆ Review
- ◆ Schedule
- ◆ Strengthen
- ◆ Supervise
- ◆ Support
- ◆ Support
- ◆ Support Convictions

Manual Dexterity

- ◆ Driving
- ◆ Manipulating tools, equipment, machines
- ◆ Manufacturing equipment
- ◆ Operation, maintenance and repair of business machines
- ◆ Shorthand
- ◆ Typing
- ◆ Use Graphic art tools

Organization

- ◆ Assess reorganization proposals
- ◆ Design Organizational Structure
- ◆ Establish/adjust relationships
- ◆ Coordinate
- ◆ Represent
- ◆ Administrative production

Personal Traits/Performance Qualities

- ◆ Able to adjust to changing situations
- ◆ Able to work alone or on a team
- ◆ Able to work under pressure
- ◆ Contribute to success of department
- ◆ Credible and Confident
 - ◆ Diligent
 - ◆ Enterprising
 - ◆ Enthusiastic
 - ◆ Ethical
 - ◆ Exceed performance standards
 - ◆ Exceptional work habits
 - ◆ Harmonious relations with others
 - ◆ Imagination and the courage to use it
 - ◆ Initiative
 - ◆ Like Challenges

Personal Traits/Performance Qualities

Cont.:

- ◆ Loyal
- ◆ Motivated
- ◆ Observant
- ◆ Open to new ideas
- ◆ Organized
- ◆ Patient
- ◆ Perceptive
- ◆ Persistence
- ◆ Professional
- ◆ Reliable
- ◆ Resourceful
- ◆ Respectful
- ◆ Self-supervision
- ◆ Strive for perfection
- ◆ Tact and diplomacy
- ◆ Team skills
- ◆ Turn negatives into positives
- ◆ Versatile

Planning:

- ◆ Anticipate management – “what if” scenarios
- ◆ Determine, establish objectives
- ◆ Establish priorities
- ◆ Forecast/schedule/program
- ◆ Formulate, determine
- ◆ Plan, deliver, revise, and evaluate program
- ◆ Plan appropriate strategies
- ◆ Plan with a fresh perspective
- ◆ Prevent problems

Selling/Negotiation Skills:

- ◆ Negotiate/strike a bargain
- ◆ Persuade others through with and logic
- ◆ Win-win agreements

Supervision Skills:

- ◆ Act as a liaison with the top management
- ◆ Assess and meet training needs
- ◆ Assign tasks which are challenging
- ◆ Define performance standards
- ◆ Reward achievement on the part of others
- ◆ Encourage decision making at the lowest possible level
- ◆ Establish standards
- ◆ Explain concepts and work goals in a clear manner
- ◆ Handle a tense situation
- ◆ Inspire staff to achieve their potential
- ◆ Involve others in decision-making process
- ◆ Match assignment with employee talents
- ◆ Mentor
- ◆ Motivate others

- ◆ Negotiate skills
- ◆ Provide direction to employees
- ◆ Provide resources needed to accomplish results
- ◆ Reinforce positive behavior

Supervision Skills cont.

- ◆ Reward achievement on the part of others
- ◆ Understand staff development needs
- ◆ Use a variety of training methods

Teamwork:

- ◆ Accept responsibility and meet deadlines
- ◆ Build team spirit
- ◆ Consistent and dependable
- ◆ Follow-up
- ◆ Personal commitment to the team
- ◆ Punctual
- ◆ Self-discipline
- ◆ Support of team members
- ◆ Trustworthy
- ◆ Vitalize stalled projects
- ◆ Work cooperatively with others

Time management:

- ◆ Choose course of action based on prioritization
- ◆ Prioritize efficiently, focus on relevant issues
- ◆ Maintain control over interruptions
- ◆ Schedule, assess and evaluate competing needs
- ◆ Set realistic time goals
- ◆ Work from several agendas at once with ease

Training Skills:

- ◆ Coach employees
- ◆ Develop qualified successors
- ◆ Encourage employees to strive for continuous improvement
- ◆ Promote an effective learning environment
- ◆ Stimulate curiosity to improve learning
- ◆ Use a variety of training methods

Name
Address
City, State Zip
Phone
Email

PROFILE:

QUALIFICATIONS:

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COMPUTER SKILLS:

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-
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PROFESSIONAL EXPERIENCE:

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EDUCATION:

Relevant Courses:

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HONORS:

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