



EASTERN
CONNECTICUT
STATE UNIVERSITY

Guide to Resume Writing

Office of Career Services
Division of Student Affairs
83 Windham Street
Willimantic, CT 06226
Telephone: 860.465.4559
Fax: 860.465.4440
www.easternct.edu/depts/career

Résumé GUIDE

Table of Contents:

- Résumé Writing: Easy as 1, 2, 3 (p. 2-5)
- Résumé Worksheet (p. 6-9)
- Action Verbs & Transferable Skills (p. 10-12)
- Résumé Checklist (p. 13-15)
- Chronological Résumé Template (p. 16)
- Functional Résumé Template (p. 17)
- Chronological Résumé Samples (p. 18, 19)
- Functional Résumé Samples (p. 20, 21)
- Additional Résumé Writing Resources (p. 22)

Writing a résumé may seem as intimidating as facing the world's largest Sumo wrestler, but rest assured, Career Services is here to help. The following résumé guide provides helpful tips, suggestions, templates, and samples that will make this daunting task a lot less intimidating. So, take a deep breath. Writing your résumé can be as simple as following these 3 steps:

STEP ONE: GATHER ALL PERTINENT INFORMATION

Review all your experiences – academic accomplishments, extracurricular activities, employment, internships, volunteer work, activities, awards, achievements, etc. At this point you do not need to be concerned with format or style; just record every item that comes to mind

→ **TIP #1:** Use the **RÉSUMÉ WORKSHEET** in this guide to get started. (*pages 6-9*)

→ **TIP #2:** Although "Résumé Wizards" or "Résumé Templates" do not create a good final product to present to employers, they can be helpful when starting to organize your résumé information. Microsoft Word provides a pretty good chronological résumé template that can be accessed by going to FILE, NEW, RÉSUMÉ TEMPLATE. **Remember, this will NOT be your final product!**

→ **TIP #3:** You will find it useful to organize your résumé into meaningful categories. Here are some commonly used headings: EDUCATION, HONORS/AWARDS, EXPERIENCE, LEADERSHIP, ACTIVITIES, & SKILLS. Other common headings include: RELEVANT COURSEWORK, RELATED EXPERIENCE, ADDITIONAL EXPERIENCE, VOLUNTEER EXPERIENCE, COMMUNITY SERVICE, etc

NOTE: The **RÉSUMÉ WORKSHEET** includes additional headings (*page 9*)

→ **TIP #4:** When writing your job descriptions, start your statements with **ACTION VERBS** (*included in this guide on pages 10-12*) that get to the point and specifically describe what skills you used, and what your accomplishments were:

See? Now that wasn't too bad, was it?

READY FOR STEP 2? Go on to the next page...

STEP TWO: DECIDE WHICH FORMAT WORKS BEST FOR YOU

When you have drafted what you want to say in clear, concise, and dynamic wording (if you haven't, no worries...we can help you with that) you will have to decide how to best organize it on the page. This will best be accomplished through trial and error, so do not hesitate to try several formats.

- **TIP #1:** Take a look at several sample résumés, especially those in your major or career field. It is important not to copy information from sample résumés (plagiarism is an infraction of Stetson's honor code). We encourage you to be original in the wording and design of your résumé.

 - **TIP #2:** It is also important to remember that you may need different kinds of résumés. Often, people have more than one résumé; each emphasizing particular skills and experiences. You may want to create:
 - a "general" résumé that is used for seeking positions in a variety of career fields
 - a "job specific" résumé that outlines job-specific skills and job-relevant experience.

 - **NOTE:** Résumés that are job specific tend to get the best results. Although you may not want to hear this, it is best to tailor your résumé for each job that you are applying for.
-

Basically there are 2 different résumé formats:

THE CHRONOLOGICAL RÉSUMÉ

In this approach, you list your experience in reverse chronological order, beginning with your most recent position and working your way back through your previous experiences.

- **TIP #1:** Dates cannot sell your abilities. Focus on describing what skills you used in each experience, what your accomplishments were, and what abilities you contributed in your job descriptions.
- **TIP #2:** Remember that you can categorize your experience into separate HEADINGS, such as: "RELEVANT EXPERIENCE", "ADDITIONAL EXPERIENCE", "LEADERSHIP/ACTIVITIES", "VOLUNTEER/COMMUNITY SERVICE"
- **TIP #3:** Make sure to check out the **Chronological Résumé Template** in this guide on page 16.

*Ready for another kind of résumé format?
Here it is....*

THE FUNCTIONAL RÉSUMÉ

A functional résumé organizes your experience into KEY SKILL or KEY EXPERIENCES. What does this mean? It means that this format emphasizes skills or experience into HEADINGS and allows you to organize them in an order that most supports your career objectives and interests.

- **TIP #1:** Use key skills that are relevant to the job you are applying for. For example, you may want to include headings such as: Management/Supervisory Skill, Organizational Skills, Customer Service/Interpersonal Skills. Under each heading, include corresponding job description statements using ACTION VERBS.
- **TIP #2:** Organize your KEY SKILL HEADINGS by order of importance or relevance, regardless of chronological sequence. A functional résumé encourages you to prioritize your skills. If you unsure what key skills you have, check out the list of transferable skills on the **Action Verbs & Transferable Skills** page in this guide.
- **TIP #3:** Once you have listed your key skills, you will add your WORK HISTORY or WORK EXPERIENCE which only includes your Job Title, Organization/Company, Location, Dates. This information should be chronological.
- **TIP #4:** Make sure to check out the **Functional Résumé Template** in this guide on page 17.

STEP THREE: CHECK & DOUBLE CHECK!

It is **ESSENTIAL** that you check your résumé for errors and double check to make sure your résumé is in tip-top shape. Spelling errors are a big NO-NO! And-don't just rely on spell-check!

- **TIP #1:** Use our handy-dandy [RÉSUMÉ CHECKLIST](#) (pages 13-15). Although this requires a bit more time and effort, you'll be glad you did it!

- **TIP #2:** Get your résumé critiqued by Career Services. That's what we're here for. To help YOU! Call our office today to schedule an appointment: 386-822-7315.

- **TIP #3:** Get additional opinions. Talk to someone in your field of interest and ask to see his or her résumé. See what your fellow classmates are creating. Knowledge is power! (Just don't plagiarize your new-found knowledge) :)

ADDITIONAL RÉSUMÉ WRITING TOPICS

Electronic Résumés:

Many employers will not accept attachments such as Word Documents, so it is necessary to create an Electronic Résumé (or an E-Résumé). Scanners are usually used to "read" these résumés. Here are a few tips to consider when creating an E-Résumé :

- Not all scanners read all fonts, so use a type-face font such as Courier New, Times New Roman, or Arial
- Use font size no smaller than 10 -12 points
- Avoid italics, graphing, shading, horizontal and vertical lines
- Keep it simple
- Include a cover letter
- Use industry-specific keywords. (often these résumé are scanned for keywords)

For more information about Electronic Résumé s, please visit QuintCareers excellent guide on writing E-Résumé s: <http://www.quintcareers.com/e-resumes.html>

To Include an Objective or To Not Include an Objective?

First, let's get the record straight: A Job Objective is Optional. But what is it? A job objective identifies the type of work you are seeking, the field in which you are interested or the skills you would like to use on the job. It can be anything from a one word job title to several short sentences describing your career goals and abilities.

Remember: An objective does not state what you can get from the job, but rather what you can contribute to the job.

- **TIP #1:** If you are applying for several different positions in different fields or are without clearly defined goals, you may omit a job objective. You do not need to have a job objective on your résumé (most recent college graduates do not have objectives). If you DO NOT include an Objective, make sure to mention what position you are seeking in your cover letter.
- **TIP #2:** Consider the possibility of creating 2 or 3 résumés, each directed toward different job objectives.
- **TIP#3:** Alternative titles for this section include: Position Sought, Professional Goal, Career Objective.

EXAMPLES:

- Contribute my well-developed writing and interpersonal skills in a public relations position with a social change organization.
- To secure a financial analyst position with an investment bank.
- Position Sought: Psychiatric Aide.

Still not sure where to begin? Use our Résumé Worksheet to help you get started...



RÉSUMÉ WORKSHEET

FIRST - Review all POTENTIAL DATA in the following categories. CIRCLE what you want to include on your résumé. Check to be sure that you do not leave out material that can “sell” you. Choose information that is relevant to the job/internship that you are applying for.

- Awards
(academic/service/performance)
- Activities
- Affiliations
(scholarly/professional/social associations)
- Certifications
- Community Service
- Computer Skills
- Conferences (attended or participated in)
- Coursework
- Credentials
- Degrees
- Education
- Employment
- Exhibitions
- G.P.A.
- Honors
- Interests
- Internships
- Language Skills
- Leadership roles
- Licenses
- Military history
- Presentations
- Publications
- Research
- Scholarships
- Sports
- Study Abroad/ Foreign Study
- Teaching/Tutoring
- Technical Skills
- Thesis/Special Projects
- Training
- Travel Experience (especially for international jobs or to fill in gaps in work history)
- Volunteer Experience
- Workshops (led or participated in)

NOTES:

Résumé Worksheet

Use this worksheet to help create and organize your résumé.
Then, place the information in your preferred résumé format: Chronological or Functional

Name: _____

Email Address: _____

Professional Website (if applicable): _____

Present Address:

Permanent Address:

Phone # _____

Phone # _____

OBJECTIVE: (INCLUDE AN OBJECTIVE ONLY IF YOU HAVE A SPECIFIC JOB OR GOAL IN MIND)

Example- Seeking a (n) position desired with/in specific kind of organization or career field where I can utilize my _____ and _____ skills along with my background/experience in _____.

PROFILE (SKILL SUMMARY/QUALIFICATIONS/HIGHLIGHTS) (OPTIONAL, but RECOMMENDED)

Write 3 or 4 bullet statements that summarize why you would be good at your job OBJECTIVE. Each statement should be no longer than two lines. Your statements should highlight your **relevant strengths** and **applicable skills, knowledge, and experience**. You may include any technical/computer skills or language skills that the employer requires in this section. Prioritize your statements according to relevance.

- _____
- _____
- _____
- _____

EDUCATION: (after high school)

_____ (DEGREE in MAJOR)

_____ (date of expected graduation)

_____ (College, City, State)

- Minor(s): _____
- Relevant Coursework/Projects: _____
- Honors/Awards/Scholarships: _____
- Study Abroad Experience: _____

Résumé Worksheet (continued)

EXPERIENCE:

(List **paid/unpaid jobs**, **volunteer work**, **internships**, etc., starting with most recent and working in reverse chronological order)

Sample Format:

1) Position Title, Organization, City, State

Month/Yr – Month/Yr

List skills/strengths/abilities utilized, accomplishments, and completed projects.
Begin phrases with **ACTION VERBS**.

2) Position Title, Organization, City, State

Month/Yr – Month/Yr

List skills/strengths/abilities utilized, accomplishments, and completed projects.
Begin phrases with **ACTION VERBS**.

3) Position Title, Organization, City, State

Month/Yr – Month/Yr

List skills/strengths/abilities utilized, accomplishments, and completed projects.
Begin phrases with **ACTION VERBS**.

Résumé Worksheet (continued)

(You may include a brief description of your involvement in the following activities, especially if it is related to the position you are applying for. Again- Remember to use ACTION VERBS if including a descriptive statement.)

LEADERSHIP & ACTIVITIES:

Position Title (if any), Organization Month/Yr – Month/Yr

Position Title (if any), Organization Month/Yr – Month/Yr

Position Title (if any), Organization Month/Yr – Month/Yr

VOLUNTEER & COMMUNITY SERVICE:

Organization, Location Month/Yr – Month/Yr

Organization, Location Month/Yr – Month/Yr

Organization, Location Month/Yr – Month/Yr

ADDITIONAL HEADINGS:

The headings that you use depend on what you want to emphasize. You may decide to categorize your experience into “Relevant Experience” and “Additional Experience”. Maybe you want to focus on your leadership experience, or your language proficiency, volunteer work, publications, or technical skills. REMEMBER: You can CREATE your own headings.

Other headings may include:

Academic Achievements
Internships
Community Service
Volunteer Experience
Memberships
Professional Affiliations
Credentials
Sports
Military History

Leadership Experience
Technical Skills
Licenses and Certification
Professional Accomplishments
Publications
Scholarships
Professional Development
Computer/Technical Skills
Language Skills
Travel Experience.....etc.

ACTION VERBS & TRANSFERABLE SKILL CATEGORIES

Below is a list of **ACTION VERBS** organized under some common **TRANSFERABLE SKILL** categories (underlined). Transferable skills are “portable” skills that you develop along the way and take with you into other life/work experiences. Identifying your transferable skills can help you market yourself better to employers, and using specific action verbs can help you describe what your skills, abilities and accomplishments are in your résumé.

Creativity

Act
Compose
Conceptualize
Create
Customize
Design
Develop
Direct
Display
Draw
Entertain
Establish
Fashion
Formulate
Generate
Illustrate
Imagine
Improve
Initiate
Innovate
Introduce
Invent
Modify
Originate
Perform
Revise
Revitalize
Shape
Visualize

Teaching Skills

Advise
Assess
Coach
Communicate
Develop
Educate
Evaluate
Explain
Facilitate
Guide
Influence
Initiate
Inspire
Instruct
Monitor
Persuade
Provide
Show
Teach
Tutor

Analytical/Financial Skills

Adjust
Allocate
Analyze
Appraise
Assess
Balance
Budget
Calculate
Compare
Compute
Conserve
Estimate
Evaluate
Examine
Forecast
Inspect
Interpret
Investigate
Manage
Measure
Net
Plan
Prepare
Program
Project
Quantify
Reconcile
Record
Reduce
Research
Retrieve
Review
Survey

Teamwork/Team-building Skills

Assist
Collaborate
Contribute
Cooperate
Coordinate
Help
Involve
Participate
Share
Support
Uphold

Organizational Skills

Arrange
Categorize
Chart
Collect
Compile
Coordinate
Correct
Distribute
Execute
File
Follow-through
Log
Maintain
Map out
Monitor
Obtain
Operate
Order
Organize
Plan
Prepare
Prioritize
Process
Provide
Purchase
Record
Review
Schedule
Submit
Supply
Systematize
Update
Verify

Adaptability/Flexibility

Acclimate
Adapt
Adjust
Alter
Anticipate
Change
Comply
Evolve
Learn
Modify
Revise
Rework

Communication/Interpersonal

Address
 Arbitrate
 Articulate
 Author
 Clarify
 Communicate
 Compose
 Condense
 Connect
 Consult
 Contact
 Convey
 Convince
 Correspond
 Debate
 Define
 Direct
 Discuss
 Draft
 Edit
 Explain
 Express
 Influence
 Interact
 Interpret
 Interview
 Lecture
 Listen
 Mediate
 Moderate
 Motivate
 Negotiate
 Observe
 Outline
 Persuade
 Present
 Propose
 Reason
 Reconcile
 Report
 Resolve
 Respond
 Speak
 Specify
 Suggest
 Summarize
 Translate
 Write

Helping Skills

Administer
 Advocate
 Aide
 Alleviate
 Answer
 Arrange
 Assess
 Assist
 Attend to
 Benefit
 Clarify
 Coach
 Collaborate
 Contribute
 Cooperate
 Counsel
 Demonstrate
 Diagnose
 Educate
 Encourage
 Ensure
 Expedite
 Facilitate
 Further
 Give
 Guide
 Help
 Intervene
 Listen
 Motivate
 Prevent
 Provide
 Refer
 Relieve
 Represent
 Resolve
 Serve
 Support
 Treat
 Volunteer

Detail

Arrange
 Categorize
 Classify
 Compare
 Examine
 Inspect
 Organize
 Process
 Record
 Sort
 Systematize

Leadership/Management Skills

Administer
 Appoint
 Approve
 Assign
 Attain
 Authorize
 Chair
 Contract
 Control
 Coordinate
 Decide
 Delegate
 Develop
 Direct
 Eliminate
 Emphasize
 Enforce
 Enhance
 Establish
 Evaluate
 Execute
 Facilitate
 Handle
 Hire
 Improve
 Incorporate
 Increase
 Initiate
 Lead
 Manage
 Motivate
 Multi-task
 Navigate
 Organize
 Oversee
 Plan
 Preside
 Prioritize
 Produce
 Recommend
 Restore
 Review
 Schedule
 Secure
 Select
 Streamline
 Strengthen
 Supervise
 Terminate

Research Skills

Analyze
Clarify
Collect
Compare
Conduct
Critique
Detect
Evaluate
Find
Highlight
Persuade
Persuade
Propose
Prove
Simulate
Quantify
Stimulate
Study
Test
Train
Transmit

PR/Advertising

Advertise
Communicate
Contact
Correspond
Develop
Elicit
Enlist
Influence
Involve
Market
Persuade
Present
Promote
Propose
Publicize
Recruit
Sell
Show
Solicit

Technical Skills

Apply
Assemble
Build
Calculate
Compute
Conserve
Construct
Convert
Debug
Design
Determine
Develop
Engineer
Fabricate
Fortify
Install
Maintain
Operate
Overhaul
Print
Program
Rectify
Regulate
Remodel
Repair
Replace
Restore
Solve
Specialize
Standardize
Study
Troubleshoot
Upgrade
Utilize

"Quantifying" Action Words

Cut
Decrease
Eliminate
Increase
Lessen
Lower
Maximize
Minimize
Raise
Reduce

**Action Verbs Showing
"Improvement" or
"Achievement"**

Accelerate
Accomplish
Achieve
Advance
Boost
Change
Correct
Enhance
Expedite
Fix
Further
Improve
Overhaul
Rectify
Repair
Resolve
Restore
Revamp
Revitalize
Save
Secure
Solve
Streamline
Strengthen
Update
Upgrade

**Action Verbs Showing
"Initiative"**

Conceptualize
Create
Design
Develop
Devise
Establish
Found
Generate
Implement
Innovate
Institute
Introduce
Launch
Lead
Motivate
Originate
Pioneer
Produce
Propose
Set up
Spearhead
Start

Résumé Checklist

I HAVE...

PAPER

- Used white, ivory, or light-colored, high quality, cotton-fiber 8 ½" x 11" résumé papers that is not stapled (if there is more than one page).

DELIVERY

- Sent a hard-copy résumé and cover letter via "snail-mail" in addition to any emailed résumé and cover letter.

TEXT & FONT

- Used standard font (nothing too fancy, curvy, or curly) for the body of my resume such as Times New Roman, Arial or similar.
- Used 10-12 point font for the body of the résumé (if using 10 point font, make sure it is easy to read). Used 16-22 point font for my NAME.

VISUAL APPEAL

- Created margins that are even on all sides but no smaller than 0.5". Included enough white space in my margins and in my spacing so that my résumé is easy to read and visually appealing. (Too much white space looks empty or inexperienced and not enough white space looks too crowded with information.)
- Not used graphics or decorative design elements unless I am in a creative field. (It is safe to use a border and/or shading.)
- Not used a "wizard". (Résumé Wizards are good for initially organizing your information, but you should create your own, unique résumé on a blank Word document)
- Bolded, capitalized, or underlined my headings so that they stand out.

FORMAT

- Kept each section lined up and consistently spaced.
- Kept my format consistent. (Example: If you format the year as "200X", make sure to do this throughout your résumé. If you spell out the state in your address, such as 'Connecticut', spell out the states for your jobs.)
- Used only the month and year (month is optional) for employment dates and have not included any previous salary information or reasons for leaving on my résumé. (Reasons for leaving can be addressed in an interview.)
- Tried to keep to my résumé to one page (unless you have significant related experience).
- Filled the second page at least halfway down the page (if you had to go onto two-pages).
- Made sure my second page includes my name, contact information and page number just in case the second page is separated from the first page.

CLARITY/ACCURACY

- Used spell check/grammar check and had my résumé proofread by several people (professionals in the field, faculty, Career Services, etc.)
- Checked and double checked for spelling errors, typos, and grammatical errors.
- Included clear contact information including current address, phone number, email, and industry-related webpage (if applicable).
- Included an objective (OPTIONAL) that clearly states what I can do for the employer and not what I want from them.
EXAMPLE: Utilize my organizational and planning skills as well as my marketing and public relations experience in the position of Marketing Manager.
- Written out all numbers between one and nine (i.e., one, five, seven), but use numerals for all numbers 10 and above (i.e., 10, 25, 108).
- Avoided using acronyms and abbreviations.
EXAMPLE: Member, Organization for Students Actively Pursuing Equality (OSAPE)

PROFILE/SKILL SUMMARY

- Used a Summary or Profile (OPTIONAL) that explains in 3-5 bullets why I am best qualified for the position (includes top 3 skills, summary of background/experience within the industry, and job-specific keywords. Remember to “speak” the employer’s language!)
- Listed any technical/computer skills (including specific programs) that are relevant to the position I am seeking. (This can be a separate category or listed under your Summary statement.)

EDUCATION

- Included my education, with degree and graduation date. (Include expected graduation date if you have not graduated yet.)
- Included ‘Academic Accomplishments’ or ‘Academic Achievements’ including GPA, honors, awards, scholarships, etc.
- Included ‘Relevant Coursework/Projects’ including senior thesis, project titles, etc.
- Not included high school experience if I am past my sophomore year.

EXPERIENCE

- Listed *all* paid, unpaid, full-time, part-time, internship, or volunteer experience. Described in detail my relevant experience and mentioned any additional unrelated experience (to fill in work history). Non-related work experience can be summarized using only job title, organization, and dates.
EXAMPLE: Waitress, Ruby Tuesday’s, Windham Connecticut: Summer 200X
- Included leadership and extracurricular involvement. Included “Level of Responsibility”, Organization, Dates and list specific accomplishments if related to the position you are applying for.
EXAMPLE: Committee Member, Student Organization, 200X-present
- Categorized my experience into categories such as ‘RELATED EXPERIENCE’, ‘ADDITIONAL EXPERIENCE’, ‘LEADERSHIP’, ‘ACTIVITIES’, etc.

EXPERIENCE (continued)

- Not included unrelated jobs that go back too far in years (go back only 7-10 years).
- Made sure my experience is in chronological order (from present to past).
- Used action verbs to begin each descriptive phrase (under “Experience” section).
- Included accomplishments/achievements using quantities, amounts, and dollar values in order to enhance the description of my accomplishments.
- Outlined skills that I have used, not just duties I have performed (sell it, don't just tell it!)
- Not used phrases like "Responsible for" and "Was in charge of." (Use words such as “Managed” or “Oversaw” or “Supervised” instead)

CONTENT

- Created a résumé that supports my profile (Your profile is like the thesis of your résumé, and the body of your résumé should back up each statement in your profile)
- Not included too much unrelated information (stay on track; keep the position in mind)
- Used past tense for experience completed in the past and present tense for current experience.
- Not repeated the same information too many times (If you find yourself doing this, consider using a functional/combination format).
- Not used the personal pronoun "I" or other pronouns such as “He, She, His, Her" in the body of my résumé (ONLY time “I” or “my” is acceptable is in your OBJECTIVE).
- Not included any personal information or potentially discriminatory data or any unrelated personal interests and hobbies such as "enjoy reading, long walks, music, knitting, and puzzles" (include interests ONLY if it is related to your career Objective)
- Not included a photograph unless requested.
- Not included a “References Available Upon Request” statement at the bottom of the résumé (Not wrong, but not necessary. It is understood that an employer will request references if needed)
- Created a separate Reference page including each contact’s name, title, organization, address, phone, and email. (Limit to 3 references) This Reference page must also contain your contact information.

DISCLAIMER: Many individuals have strong opinions about how to format your résumé and what to include on your résumé. Although Career Services can give you guidelines and suggestions, what you include on your résumé is ultimately up to YOU. So, have a few people (faculty, professionals in the field, Career Services) review your résumé and carefully consider their advice and suggestions. The goal is to create an effective marketing tool – a résumé that advertises you as the best candidate. And...remember to thank those who help to critique your résumé. ☺

CHRONOLOGICAL RÉSUMÉ TEMPLATE

NAME

Mailing Address • Email Address • Phone Number

OBJECTIVE If listed, state type of position sought and field/division/department in which you prefer to work. You may include related qualifications (degrees, skills, work experience, background etc.)

EXAMPLES: Seeking an internship in the marketing field where I can utilize my creativity, multi-tasking ability, and presentation skills/ Research Assistant / Contribute my education in child psychology along with my nurturing and caring nature in the Child Psychologist position.

PROFILE (Can also be called **Summary of Qualification, Strengths, Skill Summary, Qualifications,** or **Highlights.** Do not repeat information you have included in your objective)

- A profile should clearly communicate the very best you have to offer—your **top skills, traits, accomplishments, and background**—related to the position that you are applying for.
- Think of your profile as your thesis and the rest of your résumé proves your thesis points. You may include any **Technical/Computer Skills** and **Language Skills** in this section.
- Limited to 3-5 bullets.

EDUCATION

Colleges from which you received degrees, city and state. Do **NOT** list High School information. List in reverse chronological order (most recent first.)

<p>B.A. in English, expected May 200X Eastern Connecticut State University, Willimantic, CT GPA: 3.2/4.0, GPA in Major: 3.6/4.0 • Minor in Visual Arts</p>	<p>Degree in Major, Graduation Date College, City, State GPA: Overall and/or Major (if above 3.0) • Minors, Concentrations</p>
---	---

Other information to include:

- **Academic Highlights:** may include any Honors, Scholarships, Awards, etc.
- **Relevant Coursework/Research Project:** include related coursework, senior project, etc.
- **Study Abroad Experience:** include Study Abroad Program experience

EXPERIENCE (may be separated into 'Related Experience' & 'Additional Experience' sections)

List all paid, unpaid, full-time, part-time, internship experience. List in chronological order (present to past)

Job Title, Organization and Division, City, State, Dates (Month/Year)

- Begin each phrase with an **ACTION VERB**.
- Describe tasks using **STAR (Situation, Task, Action, Result)** technique.
- Show **Results** by using #, \$, %.

ADDITIONAL EXPERIENCE (include if you use headings: 'Related Experience' & 'Additional Experience' Include non-related work experience here. These jobs can be summarized as below:

- *Waitress*, Ruby Tuesday's, Manchester, CT (Summer 200x)
- *Cashier*, Stop & Shop, Willimantic, CT (Fall 200x-Spring 200x)

LEADERSHIP & ACTIVITIES Level of Responsibility (Chair, Member, etc.), Organization, Dates

President, Student Organization, 200x-present

· You may list specific duties if relevant to the position you are applying for (use ACTION VERBS)

FUNCTIONAL RÉSUMÉ TEMPLATE

NAME

Mailing Address • Email Address • Phone Number

OBJECTIVE If listed, state type of position sought and field/division/department in which you prefer to work. You may include related qualifications (degrees, skills, work experience, background etc.)

PROFILE (Can also be called **Summary of Qualification, Strengths, Skill Summary, Qualifications,** or **Highlights.** Do not repeat information you have included in your objective)

- A profile should clearly communicate the very best you have to offer—your **top skills, traits, accomplishments, and background**—related to the position that you are applying for.
- Think of your profile as your thesis and the rest of your résumé proves your thesis points. You may include any **Technical/Computer Skills** and **Language Skills** in this section.
- Limited to 3-5 bullets.

EDUCATION

Colleges from which you received degrees, city and state. Do **NOT** list High School information. List in reverse chronological order (most recent first.)

B.A. in English, expected May 200X

Eastern Connecticut State University, Willimantic, CT

GPA: 3.2/4.0, GPA in Major: 3.6/4.0

- Minor in Visual Arts

Degree in Major, Graduation Date

College, City, State

GPA: Overall and/or Major (if above 3.0)

- Minors, Concentrations

Other information to include:

- Academic Highlights: may include any Honors, Scholarships, Awards, etc.
- Relevant Coursework/Research Project: include related coursework, senior project, etc.
- Study Abroad Experience: include Study Abroad Program experience

RELEVANT SKILLS

SKILL/EXPERIENCE GROUP #1 (Ex: ORGANIZATIONAL SKILLS or MANAGERIAL EXPERIENCE)

- Begin each phrase with an **ACTION VERB**.
- Describe tasks using **STAR (Situation, Task, Action, Result)** technique.
- Show **Results** by using #, \$, %.

SKILL/EXPERIENCE GROUP #2

- Begin each phrase with an **ACTION VERB**.
- Describe tasks using **STAR (Situation, Task, Action, Result)** technique.
- Show **Results** by using #, \$, %.

SKILL/EXPERIENCE GROUP #2

- Begin each phrase with an **ACTION VERB**.
- Describe tasks using **STAR (Situation, Task, Action, Result)** technique.
- Show **Results** by using #, \$, %.

WORK HISTORY & ACTIVITIES

Job Title, Organization and Division, City, State, Dates (Month/Year)

Job Title, Organization and Division, City, State, Dates (Month/Year)

Position, Student Organization, City, State, Dates (Month/Year)

CHRONOLOGICAL RÉSUMÉ SAMPLE #1**NAME NAMERSON**

namersonn@stu.easternct.edu • 555-858-5588

Present Address: 13 Windham Street Apt. 3B • Willimantic, CT 06226*Permanent Address:* 1234 Little Big Rd. • Enfield, CT 12345**EDUCATION**

Bachelor of Science in Business Administration, expected May 200X
 Eastern Connecticut State University, Willimantic, CT
 Minor: Business Information Systems
 Major G.P.A: 3.3/4.0, Minor G.P.A: 3.4/4.0

QUALIFICATIONS

- Management and leadership experience in various roles with excellent interpersonal skills
- Highly ambitious, determined, and hard-working
- *Computer:* Skilled in Microsoft Word, Outlook, and Excel.

AWARDS & HONORS

- **Outstanding Senior Award**, 200X
- Two-time Recipient of **Employee of the Month Award**, ECSU Student Center
- Multiple **Honor Roll** recipient

MANAGERIAL & LEADERSHIP EXPERIENCE

Manager Intern **Walgreens**, Enfield, CT Summer 200X

- Trained as Assistant Store Manager and developed understanding of multiple layers of management, from the store manager to district manager to regional manager.
- Gained thorough understanding of all aspects of store operations and general retail.

Vice President, **Student Government Association** Jan 200X - Jan 200X

- Collaborated with the Executive Committee to plan and carry out school wide initiatives.
- Created proposals and passed legislation that created improvements to areas such as student activities, dining facilities, and housing.
- Utilized interpersonal and organizational skills to make students aware of issues at hand.

Resident Assistant University, **ECSU** 200X

- Oversaw my fraternity to participate in week-long, campus-wide philanthropy event.
- Utilized organizational and managerial skills to raise money for philanthropy through blood drives, shirt sales, and other events.

ADDITIONAL EXPERIENCE

Lifeguard **Student Center**, ECSU, Willimantic, CT May 200X-Current

Prep Cook **Oceanside Resort and Grill**, Old Saybrook, CT Summer 200X

ACTIVITIES & COMMUNITY SERVICE

Intramural Sports: Basketball, Volleyball Fall 200X-Present

Habitat for Humanity Nov 200X-Present

CHRONOLOGICAL RESUME SAMPLE #2

Jane Brown

123 Residence Way • Willimantic, CT 06226 • jbrown@stu.easternct.edu • 555.333.2222

OBJECTIVE To acquire a full time position that will utilize my writing and communication skills as well as my journalism and editing experience.

EDUCATION **Bachelor of Arts in Communication**, May 200X
Eastern Connecticut State University, Willimantic, CT

- **Minor in Journalism**
- GPA: 3.3/4.0
- Related Coursework: Public Speaking, Journalism, Essentials of PR Writing, Advertising, Mass Communication, Business Ethics

RELEVANT EXPERIENCE

Journalism Intern/Writer January 200X current
Willimantic Chronicle, Willimantic, CT

- Wrote and edited *Club News* column
- Performed necessary clerical skills such as filing organizing *Club News* column

Senior Staff Writer August 200X - current

The Campus Lantern, Eastern Connecticut State University, Willimantic, CT

- Wrote and edited weekly Life columns for university newspaper
- Utilized Microsoft Word, Excel, Internet and AP style writing

Communications Intern June 200X - August 200X

DDO Artists Agency, Hartford, CT

- Organized national dance convention week's schedule and registration for over 500 participants
- Wrote weekly newsletters about updates in company and the sister dance convention to clients
- Assisted senior agents in everyday activities including client recruitment
- Performed necessary clerical skills such as filing and inputting client data in computer

LEADERSHIP EXPERIENCE

Silent Auction Coordinator, Class of 2007 Gift Committee, ECSU 200X

- Organized silent auction to raise money to contribute to the gift donated by the Class of 2007
- Initiated fundraising meetings and events for the auction

Assistant Coordinator of First Year Orientation, ECSU 200X

- Recruited, selected and hired the 2005 FOCUS staff consisting of 40 undergraduate students
- Assisted in planning and facilitating orientation program
- Conducted training sessions on leadership, communication skills for orientation staff

Orientation Leader, ECSU 200X, 200X

- Mentored incoming freshman and supervised orientation procedures.
- Assisted in developing the theme of orientation, "Just Dive Right In!"

LANGUAGE Proficient in Spanish

COMPUTER Microsoft Office: Word, Excel, PowerPoint, Publisher

123 Digit Drive
 Glastonbury, CT 33332
 Cell: (555) 444-3333
 Home: (555) 222-1111
 anumbers@hotmail.com

Anne L. Numbers

EDUCATION

BACHELOR OF SCIENCE IN MATHEMATICS

Eastern Connecticut State University Willimantic, CT 200X

- Minor in Business Administration
- Semester Abroad at Nottingham Trent University - Nottingham, England.

ACADEMIC HIGHLIGHTS

- Dean’s List all semesters
- Graduated with Cum Laude honors.
- Member of Alpha Kappa Psi, a professional business association

SKILL SUMMARY

FINANCIAL

- Managed company accounts and produced regular financial reports
- Met weekly targets of bank reconciliation
- Debited and credited suspense accounts
- Advised branches on check issues
- Liaised with bank about company account and check issues
- Penalized branches for non-compliance with company procedures
- Reconciled store cash and check totals and investigated discrepancies as Cashier Supervisor

SUPERVISORY/TRAINING

- Managed junior office staff for Lettings Agency
- Supervised approximately twenty cashiers and customer service staff as Cashier Supervisor
- Assisted with training and implementation of a new software system at Target
- Motivated staff to meet daily credit card targets by incentives and leadership by example
- Used classroom management techniques to effectively manage students’ behavior

ADMINISTRATIVE/ORGANIZATIONAL

- Established administrative procedures for property management
- Ensured compliance with legal regulations and industry practices
- Wrote and edited procedure guides as Financial Assistant
- Wrote and edited training guides and FAQ material
- Created lesson plans and structured lessons to hold students’ attention

CUSTOMER SERVICE/INTERPERSONAL

- Interacted with clients and tenants, utilizing sales, negotiation, and customer service skills
- Handled customer inquiries via telephone
- Answered customer queries and resolved complaints as Cashier Supervisor

COMPUTER

Microsoft Word, Excel, PowerPoint, and Access; Lotus Notes; JavaScript Computer Language

EMPLOYMENT HISTORY

<i>Administrative Assistant, Express Recruitment, Bristol, CT</i>	Aug 200X – Nov 200X
<i>Office Manager, American Property Rentals, Hartford, CT</i>	Mar 200X – Aug 200X
<i>Finance Assistant, Cattles, Hartford, CT</i>	Sep 200X – Mar 200X
<i>Substitute Teacher, Woodbridge Elementary, Willimantic, CT</i>	April 200X – June 200X
<i>Cashier Supervisor, Target, South Windsor, CT</i>	Apr 1998 – Sept 200X (seasonal)

FUNCTIONAL RESUME SAMPLE #2**Ima Student**

421 N. Woodland Blvd., Unit 12345, Bloomfield, CT 32723 • (860)822-7315 • istudent@stu.easternct.edu

PROFILE

- Creative team player with experience and strong interest in public relations.
- Confident and persuasive communicator with well-developed presentation skills.
- Hard-working with multi-tasking abilities and excellent organizational skills
- **Computer Skills:** Microsoft Office-Word, Excel, PowerPoint, and Publisher

EDUCATION

Bachelor of Science in Communication Studies, expected May 200x
Eastern Connecticut State University, Willimantic, CT

- Minors: Marketing and Political Science
- GPA: 3.55/4.0
- Dean's List

Related Course Work

Public Relations Writing	Public Speaking	Principles of Marketing
Interpersonal Communication	Leadership Communication	Communication Styles

KEY SKILLS**Communication**

- Established effective recruiting strategy for social fraternity resulting in increase of membership by 6 members.
- Represented Stetson University to prospective students and their families by leading campus tours and providing general knowledge of campus and its facilities.
- Developed productive relationships with colleagues and customers at all levels.
- Maintained communication between staff. Oversaw weekly meetings.

Leadership

- Managed staff of 25 students, assigned stories, deadlines and extensions.
- Organized, oversaw and publicized volunteer events for around 100 students.
- Led group meetings and organized interactive events for 20 new students.
- Completed intensive training period on leadership and communication skills.

Organizational

- Finalized layouts of weekly university newspaper.
- Coordinated mass mailings.
- Maintained database of 1,000 volunteers.
- Organized and procured supplies for recruitment events for 200 women.

RELATED EMPLOYMENT

Managing Editor , <i>The Campus Lantern, Campus Newspaper</i>	(August 2004-present)
Office Assistant , Office of Development, ECSU	(August 2003-present)
Phone-a-thon Caller , Office of Community Service, ECSU	(Fall 2004)
Office Assistant , Tom Smith, P.A., Windsor, CT	(May 2002-August 2003)

ADDITIONAL EMPLOYMENT

Cashier , Rosie's Gourmet Fudge, Windsor, CT	(June 2003-present)
Hostess , Red Lobster, Windsor, CT	(November 2002 to July 2003)
Sales Associate , The Gap, South Windsor	(August 2001 to January 2002)
Lifeguard/Swimming Instructor , Town of Bloomfield, CT	(Summer 2001)

ACTIVITIES

Volunteer Chairperson , Into the Streets, ECSU	(August 2003-present)
Vice President , American Marketing Association	(February 2004-present)
Student Orientation Leader , ECSU	(February 2004-August 2004)
Student Ambassador , ECSU	(Academic Year 2003-present)

Additional Résumé Writing Resources

- Try using OPTIMAL RESUME! www.easternct.optimalresume.com



Optimal Resume is a comprehensive, web-based application that helps students create a resume from scratch. With helpful examples, action words, and formatting templates, Optimal Resume can help you create a resume that is unique. It is extremely easy to use...students can download, rename, edit, style, preview, and clone resumes. Try it today!

- **REMEMBER:** Many websites will charge you for résumé writing assistance. Make sure to take advantage of Career Services by using our **FREE** resources.
- We encourage you to **set up an appointment** for a résumé critique with one of our qualified Career Counselors. Give our office a call at 860-465-4559 or stop by Wood Support Services, 2nd Floor, to set up a convenient time to meet. Or, use our drop-off service. We will review your resume within 2 business days and you can pick it up!
- **ADDITIONAL RESUME WRITING RESOURCES (FREE!):**

JobStar: <http://jobstar.org/tools/resume/index.php>

Rockport Institute: <http://www.rockportinstitute.com/resumes.html>

JobWeb: <http://www.jobweb.com/resumes.aspx?folderid=116>

QuintCareers: <http://www.quintcareers.com/resres.html>

CollegeGrad.com: <http://www.collegegrad.com/resumes/>

Monster.com: <http://resume.monster.com/>

Riley Guide: <http://www.rileyguide.com/resprep.html>