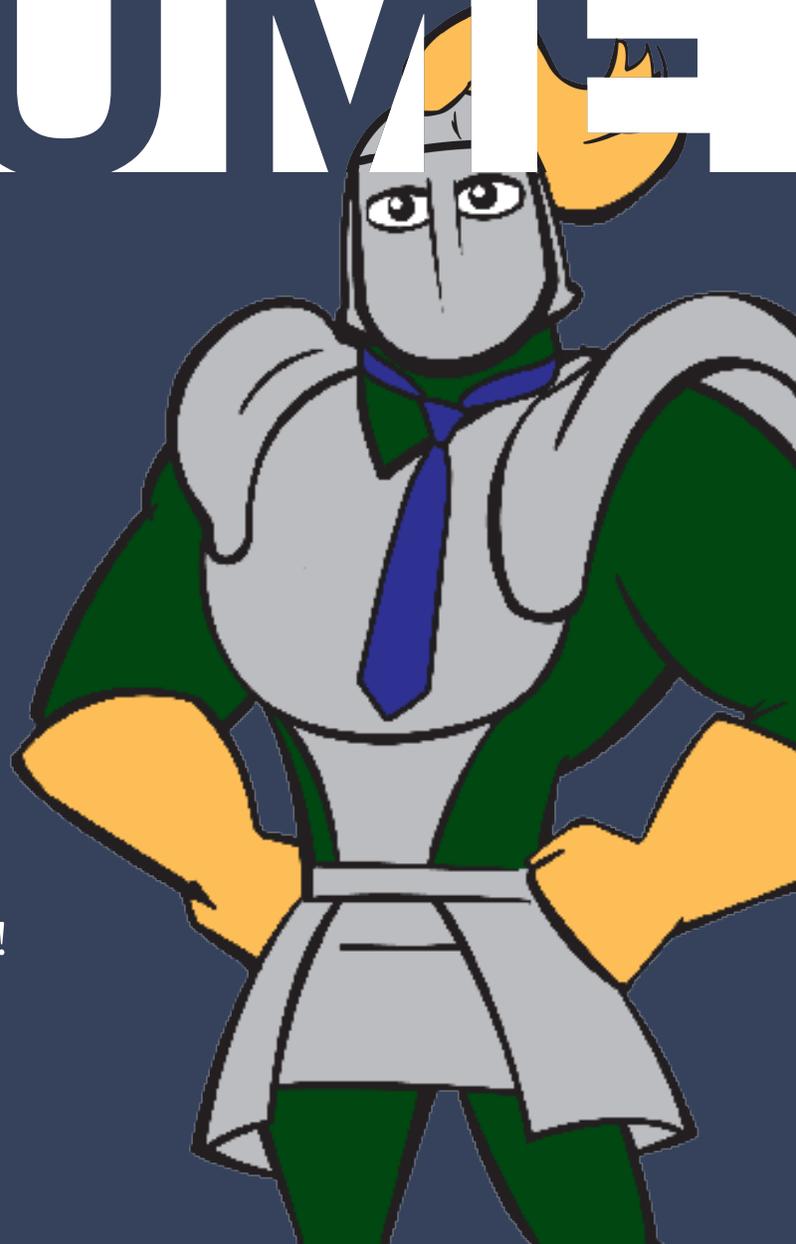




Four Steps to An Effective

# RESUME



Write a Resume That Gets Noticed!

**LIST OF RESUME "DON'TS"**

# Resume Writing Guide

An Excellent Resume has the Power to Open Doors

## 4 Steps to a Great Resume

### 1. What's Your Goal?

Start with simple brainstorming to identify some of the skills and abilities you have to offer a potential employer.

- **Know** what you are trying to achieve. Are you trying to attract an employer's attention?
- **Think** about and list your experiences (past and present) including education, coursework, jobs, internships, activities, honors, publications, language skills, study abroad experiences and community service projects
- **Show** how your skills and abilities will meet the employer's need, not what the employer can do for you

### 2. Research

What are the skills and abilities employers are seeking in candidates? How do you match these?

- Look at job descriptions on various websites, and social networking sites like LinkedIn to uncover specific needs and **keywords** in the industry
- Only list terms you are familiar with and can answer questions about during an interview
- **Compare** your qualifications to the requirements of job description and decide what to highlight on your resume

### 3. Write Your First Draft

Be concise! Express your qualifications and accomplishments using as few words as possible on ONE page. If you are applying for graduate/professional school or academic fellowships, you may create a two-page resume or CV.

- Start with a blank Word document. Resume templates can be difficult to navigate and personalize
- Avoid using "First Person" pronouns. Resumes should be in business prose only. No "I", "Me", or "My"
- Font sizes should be easy to read and between 10-12 point

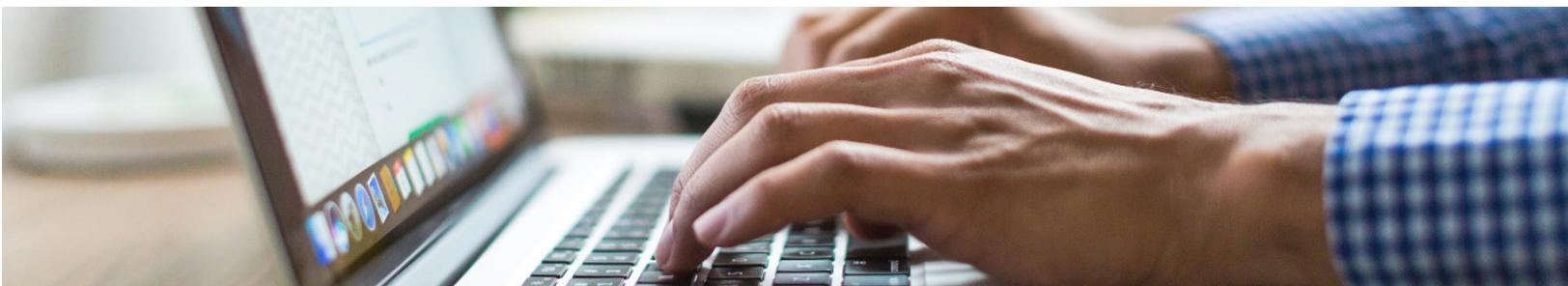
**Do not include: age, gender, religion, political affiliation, ethnicity, marital status, social security number, references or salary expectations/history.**

### 4. Edit, Proofread and Critique

This is the most critical step of all and will involve asking for the assistance of others.

- Make sure that you have organized your resume so that the most relevant information appears closer to the top of the page
- Read each section over carefully and be sure that you have effectively conveyed the skills, abilities or accomplishments you are trying to emphasize
- Proofread for spelling, capitalization or punctuation errors

Have your resume critiqued by the career counselors at The Office of Career & Professional Development and, if possible, others within the field.



# What to Include in Your Resume

## Contact Information

Make sure your resume is updated with your most recent contact information. Recruiters and hiring managers often get thousands of resumes for one job position, so providing them with your email address, personal phone number, and LinkedIn address will make contacting you for an interview much easier. Do **not** include home address/school address... Protect your privacy.

## Education

When providing your education on your resume, list degrees in **reverse chronological order**. If a hiring manager or recruiter is skimming your resume, you want them to see your highest degree first. Furthermore, if you have a bachelor's degree, it is not necessary to include your high school education on your resume. It is assumed that you graduated high school if you've obtained a higher degree. For recent graduates; education, honors, and internships are main selling points, so make sure they are at the top of your page.

### Undergraduate Degrees offered at SNC:

Bachelor of Science  
Bachelor of Arts  
Bachelor of Music  
Bachelor of Business Administration

### Required Content

St. Norbert College, De Pere, WI  
Degree Name  
Graduation Date (*month, year*)  
Major(s), Minor(s) and Concentration(s)  
Certification/license (*if applicable*)

### Optional Content

Cumulative GPA and/or Major GPA, if greater than a 3.0  
(*Ex: Major GPA: 3.7/4.0*)  
Relevant Coursework  
(*include courses that directly relate to the objective*)  
Honors and Awards (*could be in its own section*)  
Study Abroad Experience  
(*see Marketing Your International Experience handout for examples*)

## Experience

Experience can include paid or unpaid opportunities, part-time or full-time work, internships, volunteer work, significant leadership experience, class projects, etc. **With in each heading, your experiences should be listed in reverse chronological order.** Include measurable accomplishments such as "increased revenue by 25%" utilizing the format for creating an effective bullet point (found on the following page). It is easy to get carried away describing your work experience or responsibilities, but keeping it short is crucial. Once you get an interview, you'll be expected to go into deeper detail.

### Awards and Accolades/Affiliations

Only include this section if it makes sense for the job for which you're applying. If you've received relevant awards or have affiliations that the recruiter or hiring manager would like to know about, feel free to list them. Steer clear of listing affiliations that are not relevant and potentially polarizing, such as political or religious affiliations.

### Community Service

This is another resume section that is a judgment call. If you're applying for a leadership or management position or for a job with a non-profit company, your community service experience is worth listing. Always think of relevance in an interview.

# Writing an Effective Bullet Point

What is an effective bullet point? It's an accomplishment statement listed under your experience to demonstrate results, skills, or activities. It's a great way to establish your "personal brand."

By showcasing your accomplishments on a resume, you can help a prospective employer assess your ability to do the job. Use bullet points to describe your achievements. Quantify your work whenever possible, and avoid generic or vague statements.

## Examples

### Generic, vague statement:

Local Philanthropy Society, De Pere, WI

*Event Coordinator*

- Planned charity events

### Strong, descriptive, quantified statement:

Local Philanthropy Society, De Pere, WI

*Event Coordinator*

- Coordinated three fundraising events for local shelters which raised over \$8,000 (20% over goal)

<b>Action verb</b>	+	<b>Project</b>	+	<b>Result</b>	=	<b>Accomplishment</b>
Coordinated		three fundraising events		which raised over \$8,000 (20% over goal)		Coordinated three fundraising events for local shelters which raised over \$8,000 (20% over goal)

## Now it's YOUR TURN!

Write an example of a bullet point that showcases the above:

**Action Verb:** \_\_\_\_\_

+ **Project:** \_\_\_\_\_

+ **Result:** \_\_\_\_\_

= **Accomplishment:** \_\_\_\_\_

\_\_\_\_\_



# Great Examples of Action Verbs

Using a variety of strong verbs will draw attention to your experience and qualifications, in addition to showcasing your skills.

## Management & Leadership

administered  
aligned  
appointed  
approved  
assigned  
attained  
authorized  
chaired  
consolidated  
contracted  
controlled  
coordinated  
decided  
delegated  
directed  
eliminated  
emphasized  
enforced  
enhanced  
executed  
forged  
formed  
handled  
headed  
hired  
hosted  
increased  
inspired  
instituted  
led  
lifted  
managed  
merged  
orchestrated  
overhauled  
oversaw  
planned  
prioritized  
produced  
recommended  
secured  
streamlined  
strengthened  
supervised  
terminated

## Communication

addressed  
advertised  
arbitrated  
articulated  
authored  
clarified  
communicated  
composed  
condensed  
conferred  
consulted  
contacted  
conveyed  
convinced  
corresponded  
debated  
defined  
described  
discussed  
drafted  
edited  
elicited  
enlisted  
expressed  
fielded  
formalized  
influenced  
informed  
instructed  
interacted  
interviewed  
involved  
joined  
judged  
lectured  
listened  
mediated  
moderated  
motivated  
negotiated  
observed  
outlined  
participated  
persuaded  
presented  
promoted  
proposed

publicized  
recruited  
refocused  
reinforced  
reported  
responded  
solicited  
specified  
spoke  
suggested  
synthesized  
translated  
wrote

## Research

accelerated  
advanced  
analyzed  
compared  
conducted  
critiqued  
detected  
determined  
diagnosed  
evaluated  
examined  
experimented  
explored  
extracted  
formulated  
gathered  
identified  
inspected  
interpreted  
investigated  
located  
measured  
researched  
searched  
summarized  
surveyed  
tested  
Technical  
adapted  
assembled  
built  
constructed  
converted

debugged  
devised  
engineered  
fabricated  
fortified  
installed  
maintained  
operated  
programmed  
rectified  
refined  
regulated  
remodeled  
repaired  
replaced  
solved  
specialized  
studied  
upgraded  
utilized

## Financial

adjusted  
allocated  
analyzed  
appraised  
assessed  
audited  
balanced  
calculated  
computed  
conserved  
corrected  
deducted  
estimated  
forecasted  
formulated  
managed  
marketed  
projected  
reconciled  
retrieved  
sustained

## Helping

advised  
advocated  
aided  
answered  
assisted  
cared for  
coached  
collaborated  
contributed  
cooperated  
counseled  
demonstrated  
encouraged  
ensured  
expedited  
explained  
facilitated  
familiarize  
fostered  
furthered  
guided  
helped  
individualized  
insured  
intervened  
lessened  
mentored  
motivated  
provided  
referred  
rehabilitated  
simplified  
supplied  
supported  
taught  
trained  
tutored  
united  
volunteered  
educated  
enabled

## Organization/Detail

amplified  
arranged  
boosted  
cataloged  
categorized  
centralized  
charted  
classified  
coded  
collected  
compiled  
distributed  
filed  
generated  
handled  
organized  
partnered  
prepared  
processed  
purchased  
recorded  
registered  
reorganized  
reserved  
reviewed  
routed  
scheduled  
submitted  
standardized  
systematized  
updated  
validated  
verified  
Creative  
acted  
amplified  
began  
combined  
conceptualized  
created  
customized  
implemented  
incorporated  
logged  
monitored  
obtained

designed  
developed  
displayed  
drew  
entertained  
established  
fashioned  
founded  
illustrated  
initiated  
integrated  
introduced  
invented  
modeled  
modified  
originated  
performed  
photographed  
redesigned  
revamped  
revised  
revitalized  
shaped  
ordered

## Accomplishments

achieved  
capitalized  
completed  
cultivated  
delivered  
enhanced  
expanded  
exceeded  
founded  
gained  
improved  
launched  
maximized  
navigated  
outpaced  
pioneered  
reduced  
resolved  
restored  
spearheaded  
transformed  
yielded

# Resume Basics

Follow these tips to design a compelling resume

The easiest way to start is with a blank document. It's tempting to use a resume template, but they can be difficult to work with. You can play with format, style and details to match your interest, the job, and your industry but it should be ONE PAGE. List Education & Experience in reverse chronological order. Begin with most recent and work backward.

**Your Name**  
your.name@snc.edu • www.linkedin.com/in/yourname

---

**EDUCATION**

St. Norbert College, De Pere, WI Anticipated Graduation May 20\_\_  
Bachelor of *Your Degree*  
Major: *Your Major* Minor: *If Applicable*  
GPA: *(Utilize if > 3.0, do NOT round up)*

Study Abroad University, Country Spring/Fall Semester, 20\_\_

**INTERNSHIP**

Name of Organization, City, State Start Date – Present  
Title

- Describing Accomplishments: **Action Verb + Project + Result = Accomplishment**
- Explain **what** you did, **how** you did it, **why** you did it, and **what the results were**
- Whenever possible, **quantify** the number of people/items/data that you worked with  
*(Use present tense for verbs describing positions you currently hold)*

**WORK EXPERIENCE**

Name of Organization, City, State Start date - End date  
Title

- Describing Accomplishments: **Action Verb + Project + Result = Accomplishment**
- **Use 3-5 effective and concise bullet points for each experience**
- **Sample:** Coordinated three fundraising events for local shelters which raised over \$8,000 (20% over goal) and greatly improved community awareness

**ACTIVITIES**

Name of First Organization, City, State Start date – End date  
Title

- Focus on a few key skills that your industry is looking for, and demonstrate how you used those skills through the description of the tasks/projects you accomplished in this role

Name of Second Organization, City, State Start date – End date  
Title

- Remember to be succinct and consistent; punctuation at the end of the bullet point is not necessary
- Describing Accomplishments: **Action Verb + Project + Result = Accomplishment**

**SKILLS**

**Computer Skills:** Microsoft Office, Google, and any other relevant computer skills or programming languages

**Language Skills:** List all languages you are fluent, proficient in, or are currently studying. If listed as fluent, you should be able to conduct an interview in that language

**Callout Boxes:**

- Top Left:** Independent research, relevant presentations, & academic honors could also be added.
- Center:** Remember to write your resume in 'business prose'. No first person words like "I", "me", or "my" in the resume.
- Left Side (Middle):** Headings can be customized! Add Research, Leadership, Nonprofit, Volunteer Service, etc.
- Left Side (Bottom):** Have you been an athlete or leader? Show it off!
- Right Side:** Include month & year to all of your dates
- Bottom:** Are there key words or descriptors from the job description that you need to work into your resume? Remember to show the employer how your skills match their needs.

# Top 10 Common Resume Mistakes

- 1. Inconsistency:** Employers notice any mistakes and inconsistencies. Common ones to avoid:
  - Ending some bullets with periods and others without
  - Formatting some dates with hyphens and others with dashes, improper spacing around the hyphen/dash, and using numbers sometimes and words others for months
  - Inconsistent spacing between or within sections
- 2. Too Informal:** Professional resume language is important. Avoid these informalities:
  - 1st person pronouns (except when absolutely necessary)
    - Bad: I designed the lighting system for a 1,500 sq. ft. real estate office
    - Good: Designed the lighting system for a 1,500 sq. ft. real estate office
  - Contractions (I'm, that's, etc.)
- 3. References included on the resume:** Never put your references directly on your resume. They should be on a separate document that you bring to an interview or only send if requested.
- 4. Spelling errors (and grammar disagreements):** Any mistake will cause employers to throw away your resume.
- 5. Generic Traits:** Employers prefer tangible information. Avoid these generic words:
  - Hard working, fast learner, highly motivated, detail oriented, organized, etc.
- 6. Missing information:** Remember to include these things on your resume:
  - Start and End work dates (Month Year - Month Year ...or... Month Year - Present)
  - Company location (City, ST)
  - Your contact information (at least phone and e-mail)
- 7. Too much information:** Do not include the following:
  - Every single job task you had to do. Focus instead on skills/accomplishments with some context
  - Specific company street address or zip code (only need City, ST)
  - Marital status, birth date, high school graduation date, religious or political affiliation, etc.
- 8. Accomplishments and context not quantified:** Numbers will really help catch the reader's attention. For example: "Worked directly with 6-person engineering team on \$50,000,000 hospital renovation."
- 9. Paragraphs and complete sentences:** Bulleted lists and concise phrases are much more efficient.
- 10. High School info**
  - Graduation date and school name are unnecessary
  - College juniors and seniors should not list any high school achievements, alumni none

**Bonus #11) Availability too desperate or demanding:**

- Avoid words like immediately, ASAP, now, etc. ("Currently" is preferable)

Source: WIPCCC Consortium Members & Compiled by Erik Oswald, Univ. of Notre Dame Graduate Career Services