Resume Writing Guide

Career Services Center

Lakeland Community College

Office Hours:
Monday - Friday, 8:00 a.m. – 5:00 p.m.
(Call for Summer office hours)

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CAREER SERVICES CENTER

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The goal of a resume is not to get a job, it is to get an interview. All content should be focused on that goal. A great resume makes you stand out from the other applicants, because it...

- ✓ is **customized** for the specific job and company to which you're sending it
- ✓ states your skills, knowledge, experiences and accomplishments, which **match the job ad/description**
- ✓ makes a great first impression when the **employer feels it was created *just* for their job**

PLANNING YOUR RESUME

- Read the position description and highlight all the keywords which indicate required and preferred skills, abilities, attributes and qualifications
- Think about your experiences (past and present) including education, coursework, jobs, internships, clinicals and volunteer experience
- Create a list of accomplishments and write your first draft
- Remember that you are "selling" yourself to the employer. Hint: Incorporate words and phrases into your resume that come right from the job ad
- Lay out your resume with easy-to-read sections and concise but informative text. Employers may only spend up to 15 seconds scanning a resume to decide if your background matches their requirements

CREATING A MASTER RESUME

Some people create a "Master Resume" before creating individual, customized resumes. A Master Resume is an overly thorough inventory of *all* your past jobs, experiences, skills and education from at least the past 10 years.

You will never send the master resume to an employer; it's too long! You will create individual, customized resumes by copying and pasting the phrases that are most relevant to the targeted job.

GENERAL RESUME DO'S AND DON'TS

Resume Do's

- Include contact phone number with voicemail setup and appropriate email
- Work experience details should be written using the bullet format and not in paragraphs
- Focus on accomplishments, skills and results
- List work history in reverse chronological order (with the most recent first)
- Be consistent with style, punctuation, grammar, and format
- Edit and proofread
- Font: use font size between 10-12 points and a font that is easy to read
- Margins: set margins between .5-1.0 inches and make sure they are equal on all sides
- Length: one page is the goal but if you have extensive work experience (10+ years) the resume can be a 2-page maximum

Resume Don'ts

- Do not use templates (Word, Google Docs)
- No "I", "me", "my", or "we"
- Do not list high school information if you graduated a few years ago
- Do not use pictures and avoid personal information such as age, marital status, height/weight
- Do not include unnecessary information
- Do not lie, ethics apply
- Don't include "References Upon Request"
  Do not forget to tailor your resume for each job application

COMMON SECTIONS OF A RESUME

1. Heading
2. Objective/Summary
3. Experience *
4. Education *

* The order of the sections that follow the Objective/Summary may vary based on which information is most relevant to the job to which you are applying. Depending on your skills, you may add additional sections.

See the sample resumes at the end of this Guide for examples of how each section looks on a resume.

HEADING

Include your:

- First and Last Name
- Mailing address
- Phone number (make sure your voicemail is setup)
- Email address (keep it professional)
- The font size on your name should be slightly larger than the rest of the text
- You can also add a link to your LinkedIn profile and/or an online portfolio

OBJECTIVE and SUMMARY OF QUALIFICATIONS

Opinions differ among employers and career professionals on the need to include a career objective on a resume. You can use an objective, summary or a combination of both. It is recommended that you use at least one and should appear immediately under Heading.

Objective

Objectives are short sentence that tells the reader what type of job you are seeking. They are useful when:

- You are new to the workforce and do not have much to put into your summary
- You are giving multiple employers your resume without knowing if they are hiring (e.g. job fairs, someone else is passing it along)
- You are a career changer; it can tell the employer the type of role you want

The **objective** can include:

- The actual job title in the job ad or a general job title or career field
- Preferred type of organization, industry or specific hours (e.g., non-profit organization; part-time)

EXAMPLES: "Help Desk and Network Support" or "A part-time floor nursing position at Lake Health"

Summary of Qualifications

A summary provides the employer with an initial eye-catching review of your key qualifications, which specifically relates to the targeted job. Underline key words and phrases in the job ad and use some of these words in 4-6 concisely phrased bulleted summary lines. This can include:

- Number of years or level of expertise of your experience in the field
- Recent, related education and training and relevant professional licensure and certifications
- Skills (job-specific, transferable and personal) and knowledge keywords. (See sample skill keyword lists near the end of this guide)
- An accomplishment that demonstrates your ability to fulfill the new employer's needs

EXPERIENCE

Start with your current or most recent job. List your past jobs in reverse chronological order, going back 10-15 years. Include paid co-ops, unpaid internships and student worker positions. You can also list *related* volunteer experiences. It is okay to have more than one experience section (e.g. "RELEVANT EXPERIENCE", "CLINICAL EXPERIENCE", "VOLUNTEER EXPERIENCE" or "ADDITIONAL EXPERIENCE", but be sure to list the most relevant experiences first.

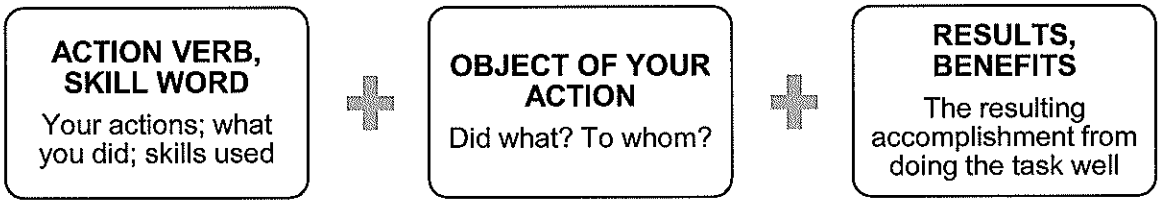
Include the following information for each job or experience:

1. **Company** or **organization's name, city, state** and **dates of employment**.
2. **Job title**. If you had multiple, progressive job titles at the same company, list each.
3. Under each position, write concise, **bulleted phrases** describing your areas of responsibility and tasks that you performed that are related to the targeted job.
4. Summarize your accomplishments using results-oriented statements and use keywords from the job ad.

Formula for Experience and Work Descriptions

Think of where you added value to an organization. Did you increase sales? Did you streamline a process? If you trained or supervised, how many individuals did you lead?

- Write concise PHRASES, not full sentences. Do not use the words "I" or "me."
- Begin each phrase with a SKILL WORD. (See sample skill word lists at the end of this guide.)
- Include QUANTIFYING numbers when possible (how many, dollar amounts, percentages, etc.).
- Mention how RESULTS BENEFITTED the company, customers or coworkers.



Examples

Action	Object	Result
Trained	*five new customer service clerks*	*resulting in an increase of 890 service responses in the first year*
Bathed and groomed	*geriatric patients*	*to ensure their daily personal hygiene*
Streamlined	*flow and distribution of incoming projects*	*increasing department productivity by 20%*
Doubled	*sales volume of plastics line*	*from $100k to $200k in two years*
Processed	*intake information from clients*	*to accurately triage the needed service*
Communicated	*regularly with supervisor*	*to keep them appraised of team's progress*

Examples of Results Phrases

Good: "... resulting in a more organized process."
Better: "... resulting in an organized system of documenting procedures."
Best: "... resulting in an organized system of documenting procedures which lead to a 25% decrease in the time it took to complete the task each week."

EDUCATION

NOTE: The Education section can go before Experience section if your education is more relevant or recent to the targeted job than your Experience.

Start with your current or most recent education. List them in reverse chronological order of attendance. You do not need to list your high school if you are taking college classes and graduated more than one year ago.

Include the following information:

- **School name, city** and **state**
- Exact name of the **Degree** and **Major area of study** or the **certificate program**
- **Dates** of completion or estimated completion. Write "expected [month, year]" if you are still attending
- **Cumulative GPA**, if 3.0 or higher
- **Academic honors** (Dean's List, scholarships, honor society membership, etc.)
- Completed **courses related to the job** if they are not obvious by the degree or certificate title
- **Related activities** (organizations, leadership roles, events you organize, projects)

ADDITIONAL SECTIONS

You can include other sections in your resume depending on your background, the industry, and position.

Other sections can include:

Skills (such as Computer, Language, Technical Knowledge)

Leadership experience

Honors/Awards and Activities

Professional Memberships

Military experience

Volunteer experience

Current Licensure/Certification

RESUME FORMATS

Each of the following resume styles fits a job seeker in a particular situation. (See sample resumes.)

CHRONOLOGICAL Style: Use this style if your recent work history relates to the job for which you are applying and there are no gaps of employment longer than 2 years. The chronological style showcases your related work history and experience, so the Experience section appears near the beginning of the resume. You have relevant, qualifying skills, knowledge, and accomplishments. **Employers prefer this style.**

FUNCTIONAL Style: Use this style if you are changing career fields, if you lack recent related job titles or education, if you have an erratic job history, or if you have "too much" work experience. The functional style showcases your skills and experience without connecting them to a specific job. You organize and list your qualifications into titled *categories* relevant to the targeted job, and you do not indicate at which job or the work dates you utilized the skills or performed the work. Then, you briefly list your past jobs, each on a single line in a small section near the end of the resume, including only the company name, location, job title and dates of employment.

The following page has several resume examples demonstrating a wide range of experience, skills and formats. Look through this section and take from the resumes what works best for you.

EXAMPLE 1: CHRONOLOGICAL RESUME STYLE

Jordan Phillips
123 North Street
Chardon, Ohio 44024
440-555-1234
Phillips1@mail.lakelandcc.edu

SUMMARY

- Over 1 year leadership experience supervising and training employees
- Consistently provide quality, sales-focused customer service and meet sales goals
- Pursuing Associate Degree in Applied Business with a General Management Concentration
- Proficient in computerized processes, including POS system, cash register and MS Office
- Highly organized, team-oriented and ability to multi-task

EXPERIENCE

Dillard's Department Store, Mentor, Ohio, June 20xx-Present
Shift Manager/Sales Associate

- Supervise 4 sales associates and assign them tasks and marketing strategies
- Balance register and prepare sales summary and deposits for sales averaging $6,000 daily
- Trained 5 new employees in sales and customer service procedures and company policies
- Provide customer service for up to 65 customers per shift, helping them identify suitable clothing
- Utilize persuasive selling techniques to up-sell special promotions, increasing daily revenue for store
- Promoted to Shift Manager due to excellent management qualities and work performance

McDonald's, Chardon, Ohio, February 20xx-June 20xx
Crew Member

- Collected and submitted detailed order information and fulfilled customized requests
- Handled up to $5,000 daily during cash transactions with customers
- Performed well under pressure during busy serving times
- Safely and quickly prepared items for each customer, maintaining quality and cleanliness of environment
- Worked with team to clean and prepare restaurant for the following day

EDUCATION

Lakeland Community College, Kirtland, Ohio
Pursuing Associate of Applied Business Degree, General Management, expected May 20xx

- 3.2 GPA, Dean's List
- Courses include: Marketing, Business Ethics, Financial Accounting, Business Law, Economics, Business Communications

VOLUNTEER EXPERIENCE

Geauga Day Camp, Burton, Ohio, Summer 20xx
Counselor Aide

- Planned and supervised daily activities for up to 10 children, communicating frequently with counselors, parents, and other stakeholders

EXAMPLE 2: CHRONOLOGICAL RESUME STYLE

Taylor Brown

4567 South Lane • Willoughby, OH 44094 • (440) 227-8901 • t.brown@gmail.com

Objective:

To obtain an engineering internship

Summary:

- Pursuing Associate Degree in Mechanical Engineering Technology
- Excellent organizational skills and detail oriented
- Analytical with great technical writing and communication skills

Education:

Lakeland Community College, Kirtland, OH
Pursuing Associate of Applied Science, expected May 20xx
Mechanical Engineering Technology
Relevant Courses: Introduction to AutoCAD, Machining Processes, Introduction to Engineering Technology

Experience:

Williams Equipment, Inc., Cleveland, OH, March 20xx- present
Laborer

- Maintain a clean manufacturing environment by sweeping and clearing work areas throughout the day
- Transport materials through the factory using a pallet jack
- Assist machinists with hand deburring as needed
- Follow all safety procedures

Sandwich City, Mentor, OH, December 20xx- February 20xx
Associate

- Communicated with customers to fill orders quickly
- Trained new employees in various areas of the store
- Recorded and monitored inventory, reporting any issues to the manager
- Collaborated with team members to complete daily tasks and orders in an efficient manner

Computer Skills:

- Microsoft Word and Excel
- AutoCAD
- Working knowledge of SolidWorks

Professional Organization:

American Society of Mechanical Engineers, Cleveland Chapter member, 20xx-present

EXAMPLE 3: CHRONOLOGICAL RESUME STYLE

Peyton Parker

123 Tyler Street
Mentor, Ohio 44024

440-555-1224
Parker1@mail.lakelandcc.edu

CLIENT RELATIONS SPECIALIST

Dedicated customer service professional with over 5 years of experience providing leadership and outstanding service in a fast-paced environment. Recognized for effectively communicating and informing customers of products, answering questions in a timely manner and increasing satisfaction.

- Client Management
- Contract Management
- Satisfaction Surveys
- CRM Software
- New Business Development
- Resolve Issues and Concerns
- Strong Relationship Building
- Retention Reports
- Microsoft Office

EXPERIENCE

Fusion Connect, Beachwood, OH — June 20xx-Present
Customer Account Manager

- Increased customer satisfaction rate from 76% to 97% by developing relationships with customers
- Resolve customer complaints quickly through investigation
- Develop training materials to enhance customer satisfaction and decrease errors
- Coordinate and work effectively with all departments to ensure client needs are fulfilled
- Identify business opportunities to increase brand and revenue

ABC Network Solutions, Cleveland, OH — February 20xx-June 20xx
Sales Representative

- Provided customers with information about products and services
- Built and maintained relationships with customers resulting in contract renewals
- Tracked progress for new business and evaluated upselling opportunities
- Generated proposals and contract negotiations

ALL Aerials, LLC, Richfield, OH — July 20xx -February 20xx
Administrative Assistant- Contract Administrator

- Generated reports to assist upper management with decision making
- Prepared, reviewed and organized all company contracts and insurance documents
- Greeted customers and determined their specific needs
- Followed up with customers by making phone calls and answering questions
- Compiled and verified data for accuracy
- Created and maintained office records and performed clerical responsibilities

EDUCATION

Cleveland State University, Cleveland, OH
Pursuing a Bachelor of Arts in Organizational Leadership, expected May 20xx

Lakeland Community College, Kirtland, OH
Associate of Arts, May 20xx

Jamie Allen

567 Front Street
Painesville, OH 44077

440-631-9875
jallen@yahoo.com

CUSTOMER SERVICE SUPERVISOR

Summary of Qualifications

- Over 10 years experience providing excellent customer service in various environments
- Proficient in Microsoft Office Suite
- Experience hiring, training, disciplining, and providing support services to employees
- Strong communication and interpersonal skills, team-player, creative problem solver

Key Skills

Training and Motivation

- Effectively trained 15 new employees on company policies and procedures
- Hired and evaluated employees and handled disciplinary actions when necessary
- Motivated staff to perform at top levels by developing new incentive program
- Trained district through a series of workshops on effective verbal de-escalation techniques
- Instructed students using a variety of techniques to reinforce learning and to meet their varying needs and interests

Planning/Development

- Created new curriculum that was implemented district-wide
- Developed innovative and creative plans, leading to increased student performance
- Constructed new seasonal floor plans, showcasing merchandise, resulting in increased profits
- Gathered information through observation, and accordingly devised new program to best suit needs of individuals

Communication and Interpersonal Skills

- Conferred with individuals to resolve behavioral problems
- Provided effective customer service by resolving issues and complaints, resulting in return business and top scores on evaluations
- Awarded Teacher of the Year for excellence in skills and compassionate nature

Employment History

Teacher, Mentor Schools, Mentor, OH (August 20xx-present)
Manager, Kohl's, Mayfield, OH (August 20xx-July 20xx)
Associate, Kohl's, Mayfield, OH (June 20xx-August 20xx)

Education

Cleveland State University, Cleveland, OH
Bachelor of Arts in Education

Lakeland Community College, Kirtland, OH
Associate of Applied Science Degree, Early Childhood Education

JOB SPECIFIC SKILL WORDS FOR SAMPLE OCCUPATIONS

The following lists of keywords show **job specific** skill words for a few sample occupational areas. Job specific skill words are relatively unique to that particular occupation. Your resume should include these types of skill words for the position to which you are applying.

BUSINESS MANAGEMENT

Contract review
Travel and meeting planning
Vendor coordination
Small business environment
Financial analysis
Business law
Microeconomics
Operations analysis
E-business/electronic commerce
Employment practices

PARALEGAL

Affidavits
Lexis Nexis
Westlaw
Legal precedent
Research projects
Legal terminology and procedures
American Bar Association
Probate
Litigation Management
Discovery
Factcase

ACCOUNTANT

Accounts payable
Accounts receivable
Audits
CPA
QuickBooks
Financial reports
SEC filings
Budget analysis
Gross margin analysis
Month end closings
ACCUCert software

HUMAN RESOURCES SPECIALIST

EEO regulations
ADA
Applicant screening
401K
Merit pay program
Training & development
Compensation
Recruitment
Diversity

CIVIL ENGINEER

American Society of Civil Engineers
ICBO certification
Plans examiner
Concrete design
Preliminary stress analysis
Hydrology transportation analysis
Land development projects
Scheduling
AutoCAD
Public works

MANUFACTURING ENGINEER

Automated materials handling
Multi-tiered parts processing
Real time process control
Injection mold
Vendor data review
Brazed assembly
Fabrication
Inspection and quality control
Geometric dimensioning & tolerancing
CNC programming
Jib and fixture design
CAD/CAM software

NURSE

Geriatric
NCLEX
Preventative care
Infection control
Bilingual
EKG
CPR certification
Post-op care
Community outreach
Medication administration
Catheter care
Pharmacology
EPIC/SORIAN

RADIOLOGIC TECHNOLOGIST

X-ray films/imaging
CT (computed tomography)
MRI (magnetic resonance imaging)
Angiography
Mammography
Radiation protection/safety
Patient histories
Patient assessment
Sterile/non-sterile techniques
AMA accredited program
ARRT registered
DICOM Software

OPERATING SYSTEMS/ NETWORKING

Microsoft Certified Technology Specialist (MCTS)
CompTIA Networking +
Windows 7 or 10 Configuration
Network Infrastructure
LAN/WAN
Windows and Linux based server
Routers and switches
Network +

TRANSFERABLE SKILL VERBS

Transferable skills are skills you have acquired during any activity in your life — jobs, classes, projects, parenting, hobbies, sports, virtually anything — that are transferable and applicable to what you want to do in your next job. Transferable skill words should start off your bulleted phrases on your resume.

ADMINISTRATION, CLERICAL, ORGANIZATION, DETAIL SKILLS

Administered	Corresponded	Implemented	Planned	Responded
Altered	Developed	Incorporated	Prepared	Retrieved
Approved	Distributed	Inspected	Processed	Reviewed
Assembled	Drafted	Logged	Provided	Scheduled
Approved	Edited	Monitored	Published	Screened
Arranged	Estimated	Observed	Purchased	Specified
Catalogued	Executed	Obtained	Recorded	Streamlined
Categorized	Filed	Operated	Reduced	Submitted
Collected	Gathered	Ordered	Registered	Updated
Compiled	Generated	Organized	Reserved	Verified

COMMUNICATION, PEOPLE SKILLS

Addressed	Composed	Explained	Persuaded	Reported
Advertised	Convinced	Formulated	Presented	Researched
Apprised	Consulted	Influenced	Promoted	Resolved
Arbitrated	Corresponded	Informed	Proposed	Specified
Articulate	Developed	Interpreted	Publicized	Spoke
Attested	Defined	Lectured	Reconciled	Suggested
Authored	Directed	Marketed	Reported	Summarized
Clarified	Drafted	Moderated	Reunited	Spoke
Collaborated	Edited	Motivated	Recruited	Translated
Communicated	Enlisted	Negotiated	Renegotiated	Wrote

CREATIVE SKILLS

Acted	Developed	Founded	Loaded	Presented
Brainstormed	Directed	Illustrated	Produced	Produced
Composed	Engineered	Implemented	Organized	Revitalized
Conceptualized	Envisioned	Innovated	Originated	Shaped
Constructed	Established	Instituted	Perceived	Streamlined
Customized	Evaluated	Introduced	Performed	Structured
Designed	Fabricated	Invented	Planned	Updated

MEDICAL SKILLS

Aided	Decreased	Examined	Increased	Served
Assisted	Detected	Handled	Performed	Studied
Communicated	Educated	Helped	Rehabilitated	Trained
Consulted	Evaluated	Identified	Researched	Treated

PROBLEM SOLVING AND CRITICAL THINKING

Adapted	Decided	Extracted	Reconciled	Repaired
Alleviated	Designed	Formulated	Reduced	Restored
Analyzed	Detected	Generated	Refined	Retrieved
Assessed	Developed	Identified	Reformed	Revitalized
Collaborated	Diagnosed	Improved	Rehabilitated	Solved
Conceptualized	Directed	Introduced	Reinforced	Streamlined
Created	Established	Invented	Relieved	Strengthened
Customized	Evaluated	Investigated	Remedied	Supplemented
Debugged	Extended	Predicted	Remodeled	Transformed

RESEARCH AND INVESTIGATION SKILLS

Analyzed	Determined	Explored	Interpreted	Searched
Clarified	Diagnosed	Extracted	Investigated	Solved
Collected	Disproved	Formulated	Measured	Studied
Compared	Evaluated	Gathered	Researched	Summarized
Conducted	Examined	Identified	Reported	Surveyed
Detected	Experimented	Inspected	Reviewed	Wrote

SALES AND MARKETING SKILLS

Adapted	Critiqued	Enabled	Guided	Presented
Advised	Delivered	Encouraged	Individualized	Simulated
Clarified	Demonstrated	Evaluated	Informed	Taught
Coached	Defined	Explained	Initiated	Tested
Collaborated	Developed	Facilitated	Monitored	Trained
Communicated	Educated	Focused	Motivated	Transmitted
Conducted	Empowered	Generated	Persuaded	Tutored

TEACHING AND TRAINING

Adapted	Critiqued	Encouraged	Informed	Presented
Advised	Delivered	Evaluated	Initiated	Set goals
Clarified	Demonstrated	Explained	Instilled	Simulated
Coached	Developed	Facilitated	Instructed	Taught
Collaborated	Educated	Focused	Monitored	Tested
Conducted	Empowered	Generated	Motivated	Trained
Coordinated	Enabled	Guided	Persuaded	Tutored

TECHNICAL TASKS

Analyzed	Converted	Fabricated	Prepared	Researched
Assembled	Debugged	Inspected	Processed	Restored
Built	Designed	Installed	Programmed	Solved
Calculated	Detected	Investigated	Rectified	Standardized
Computed	Developed	Maintained	Regulated	Studied
Complied	Diagnosed	Modified	Repaired	Trained
Completed	Engineered	Operated	Replaced	Upgraded
Constructed	Evaluated	Organized	Reported	Utilized

WORDS FOR PERSONAL CHARACTERISTICS

Use adjectives to describe your personality and characteristics. You can take some personal skill words to use in your resume directly from the position/job posting.

Able to
Accurate
Action-oriented
Active
Adaptable
Adept
Ambitious
Analytical
Articulate
Artistic
Assertive
Astute
Attention to detail
Aware of
Broad-minded
Businesslike
Calm
Capable
Cheerful
Common sense
Competent
Competitive
Concern for others
Confident
Conscientious
Conservative
Considerate
Consistent
Cooperative
Courteous
Creative
Decisive
Deliberate
Dependable
Detail-minded
Determined
Diplomatic
Discreet
Dynamic
Eager
Easygoing
Effective
Efficient
Empathetic
Energetic
Enthusiastic
Ethical
Entrepreneurial
Expense-minded
Fair-minded
Flexible
Friendly
Good judgment
Good listener
Helpful
High-energy
Highly motivated
Honest
Idea person
Imaginative
Independent
Industrious
Initiative
Integrity
Intellectual
Intelligent
Inventive
Judicious
Keen sense of
Kind
Logical
Loyal
Mature
Methodical
Meticulous
Motivated
Observant
Open-minded
Optimistic
Organized
Outgoing
Patient
Perceptive
Perform well under pressure
Persistent
Persuasive
Pleasant
Polite
Positive
Practical
Precise
Productive
Professional
Problem solving
Proficient
Profit-conscious
Punctual
Quick
Rational
Reasonable
Reliable
Resourceful
Responsible
Results-oriented
Safety conscious
Self-confident
Self-disciplined
Self-expressive
Self-motivated
Self-reliant
Self-starting
Sense of humor
Sensible
Serious
Set priorities
Sincere
Successful
Supportive
Sympathetic
Systematic
Tactful
Tenacious
Thorough
Thrive on
Tireless
Tough-minded
Trustworthy
Understanding
Verbal
Versatile
Warm
Well-organized