

CHAPTER THREE

How to Write a Resume

Ashley A. Johnson

ajohnson@pointloma.edu

Current Address

3900 Lomaland Drive
San Diego, CA 92106
(619) 849-5555

Home Address

765 Peachtree Ave
Las Cruces, NM 80052
(505) 646-5555

EDUCATION

Bachelor of Arts, Business Administration/Management

May 2010

Point Loma Nazarene University – San Diego, CA, Major GPA: 3.6

Coursework includes: Elementary Accounting, Business Law, Economic Principles, Statistics, Research Methods, Business Communication and an independent research project.

EXPERIENCE

Internship/Personal Assistant to Senior Vice President, Director of Development

Scripps Memorial Hospital – La Jolla, CA

Spring 2010

- Managed calendar, arranged appointments, oversaw contact responses
- Improved fund-raising list by revitalizing a database of contacts on ACT!
- Produced fund-raising luncheon
- Independently acquired, evaluated, and consolidated information into key issues from 13 departments
- Updated and recommended material to Senior Vice President

Internship/Program Designer – Offices of Strengths and Vocation

Point Loma Nazarene University – San Diego, CA

Fall 2009

- Researched, designed and implemented Networking Programs
- Improved customer relations by developing and maintaining a database of contacts
- Developed seven brochures geared to students, employers and parents

Office Assistant for Director of Special Projects

Scripps Memorial Hospital – La Jolla, CA

Summer 2009

- Energized special projects office to accept new design of job format
- Refined database with new client information
- Provided research materials for various departments

HONORS

Dean's List, semester Honors

2006-2010

Grade-point average Scholarship

2006-2010

Business Department Scholarship

2007-2008

LEADERSHIP SKILLS

President of Kappa Delta Epsilon, San Diego Chapter, a national social/service sorority

2008-2009

Marketing Assistant for Chi Beta Sigma, an on-campus business club

2007-2008

Treasurer, Kappa Delta Epsilon, member since 2006

2007-2008

THE CONTENT AND CRAFTING OF YOUR RÉSUMÉ

Content: Stress accomplishments and results most likely to increase your appeal as a job candidate. Minimize job descriptions and listings of responsibilities; what you did (accomplishments) to make a difference is important to a prospective employer.

Heading: At the top of the page, list your name, address, daytime telephone (cell/pager) number where you can be reached, and email address. (Caution: Be sure to review the professional quality of your outgoing message on voice-mail, and include your email address. Check regularly for messages.)

Objective: Including an objective is optional. However, if you do include one, state your objective clearly and succinctly. Be specific about what you are applying for and do not use meaningless statements. (Good Example: To secure a Marketing position with Solar Turbines.)

Education: List education before experience when education is your strength, and list experience first when it is your greatest asset. If your degree is directly related to the type of work you are pursuing, list your degree first and Point Loma Nazarene University second. Otherwise, graduation from PLNU is your strength so list Point Loma Nazarene University first. (Future: Down the road you may make education less important and experience more important.) Include your GPA only if it is 3.0 or above.

Activities and Honors: List student organizations, professional associations and committees, indicating any offices held. University activities that show evidence of leadership, initiative, community involvement, or the use of special skills may be listed in an activities section or may be listed in the experience section. Highlight your greatest skills and achievements. You should also include academic honors (Dean's List, honor societies and scholarships.) You may list honors separately or as a subheading under education.

Experience: Your experience is not limited to paid positions. Also include non-paid volunteer work and internships. A separate section listing Internships is ok.

References: Type your references on separate sheets of paper and take them along to the interview. Do not put "references available upon request." It is already assumed that you have references and if the employer wants to see them, they will ask.

Personal Data: Omit personal data such as age, marital status, height and weight, and condition of health, unless clearly related to performing the job. Including hobbies is risky.

Layout: Leave some white space to create an uncluttered, organized look. Be consistent in your use of indentations, capitalizations, fonts, and spacing.

Paper: Use high quality 8 ½ " x 11" – one side only. If possible, buy envelopes and cover letter paper to match or complement your resume. Use white or off-white paper.

Style: Brisk, active phrases convey energy and enthusiasm. Use a "bullet" format, listing one task or accomplishment per line.

Length: Strive to be brief and concise, yet provide pertinent information. Remember, a prospective employer may spend less than a minute evaluating your résumé. Unless you have many years of experience, limit your résumé length to one page – two at the most. (Important: with the added experience that students are gaining through internships and part-time employment it can be necessary to have more than one page.)

Appearance: Choose a standard, easy-to-read font (such as Arial or Times) in a 12-14 point size. Use bold type to emphasize key points, but use it sparingly. A word of caution: Many large companies and organizations use computer-based résumé scanning systems to make the initial cut. Some of these programs have difficulty "reading" bold and italicized fonts and flashy graphics.

Format: There are three basic formats for résumé preparation: **Chronological**, **Functional**, and **Combination**. There is no magic or prescribed formula, each has its own advantages and disadvantages. The best advice is to choose a format that best portrays your skills and experience at a glance.

Chronological Format: Chronological resumes are the easiest to prepare and read, and most commonly used. Information about your current or most recent position is listed first and then previous positions follow in reverse chronological order.

Functional Format: The functional format enables you to focus on skills and qualities that can be applied to a number of work situations. It is best suited when you want to de-emphasize your employment record. You might choose this format if you have no work experience, have significant gaps in your employment record, have a pattern of short-term jobs (subsequent to graduation from college), or have held several positions in which you have exercised the same skills. This format is often used by job seekers who are making a drastic career change and want to emphasize their transferable skills instead of positions they have held.

The Combination Format: This format stresses skills and capabilities, but adds positions, employers and dates. The main advantage is that it shows the potential employer where and when you have gained the skills you are highlighting.

RÉSUMÉ PREPARATION DO'S AND DON'TS

Do:

- Use action verbs in describing your accomplishments.
- Focus on specific accomplishments – how you made each job your own, and quantify these accomplishments whenever possible. Using numbers to describe your achievements and responsibilities can greatly elevate your image and give employers a tangible example of what you are capable of doing. Estimates are OK!
- Prioritize the content of your résumé. What do you believe will be most important to an employer? Be sure to put this information first and information that is not as vital, last.
- Be honest!
- Check thoroughly for grammar and spelling mistakes.
- Use high-quality paper that is white, off-white or another conservative color.
- Make your résumé unique. List technical skills, certificates awarded, professional memberships, military experience, travel and community work if it relates to the job you are seeking.
- Make sure your résumé is clear and visually pleasing.
- Focus on information that's relevant to your own career goals.

Don't:

- Include height, weight, age, date of birth, marital status, sex, race, health, or Social Security number – except on an International Résumé.
- Give reasons for leaving previous jobs.
- Be vague. Use percentages and numbers wherever possible when discussing your accomplishments.
- Provide name of boss or supervisor.
- Use phrases such as “Responsible for...,” “Duties included...,” and “Responsibilities included...”
- List street address and phone numbers of past employers.
- Submit a picture of yourself.
- Write about inappropriate and unnecessary personal experiences.
- Provide salary information.
- Use personal pronouns, such as “I” and “me.”
- Supply specific names of references.
- Use the title “Résumé”.
- Disclose information about religion, church affiliation, or political affiliations. Any disclosure on your résumé that could get you screened out as a candidate is risky.
- Staple your résumé.

