

BROOKHAVEN COLLEGE
CAREER DEVELOPMENT CENTER

RESUME WRITING

A resume is your marketing tool. You have a product to sell and that product is you. The main purpose of the resume is to present information about yourself that shows you are a professional and competent person. Everything in your resume needs to be focused toward the job desired. Your resume should get the attention of your reader and hopefully get you an interview. Your resume also should help your interviewer remember you after the interview. **Don't forget to include a cover letter when mailing, faxing or e-mailing your resume to a potential employer.** See the Cover Letter Writing handout for tips.

A RESUME IS:

- a summary of your accomplishments, skills and abilities; not a summary of your job duties.
- about you, not just about the jobs you have held.
- focused on your future, not on your past. It states what you can do for the employer today.
- a record of your skills and experience that support your career goals, objectives and your transferable skills.

STEP 1:

Spend time conducting a self-inventory of your experiences, activities and skills. Begin by *brainstorming* and write everything down. Review your education, employment, extracurricular, and volunteer experiences. Think about responsibilities, skills, achievements and honors. When you put your resume together you will eliminate less important information as you focus on the position you are currently seeking.

STEP 2:

Decide if you should use a *chronological* or *functional* resume. The **chronological** format is the most widely used and is the type many employers are the most familiar with. Work experiences are listed in reverse chronological order, with the most recent positions given the most space/attention. The **functional** format is highly flexible and allows you to highlight areas of expertise and skills that most closely relate to the job you are seeking. The key to both types of resumes is **transferable skills**.

Use a *chronological* resume when:

- you want to call attention to a very stable work history;
- you want to call attention to consistent upward mobility and promotions in your career;
- you are applying for a job in a very conservative field;
- the name of your last employer is an important consideration;
- you think your next employer will be more comfortable with a traditional looking resume
- your prior titles are impressive.

Use a *functional* resume when:

- you are making a career change;
- your job titles do not do justice to your accomplishments and responsibilities;
- your accomplishments and more impressive work experiences are not from your most recent jobs, but farther back in time;
- your work history is complicated or has long stretches of unsalaried periods;
- your most impressive skills came from unpaid or volunteer work.

Transferable Skills

Transferable skills are non-job specific skills you have acquired during your life (through school, jobs, volunteering, etc.) that can be used in every occupation, regardless of the type of work. These are universal skills, meaning you can transfer them from one job to another or from one type of work to another. If you are pursuing a job you have experience in, you will probably already have the skills required. If you are a college student without much experience or changing careers to something entirely different from what you have done in the past, you have to translate or describe your skills differently to fit your current career goal.

In general, the transferable skills an employer will be most interested in are those that demonstrate **leadership**, **teamwork**, **communication** and **problem solving** (see the Action Verbs list in this handout). For example:

- **Leadership:** Served as mentor for entering freshmen.
- **Teamwork:** Interacted and worked effectively with diverse groups of staff and management.
- **Communication:** Presented research findings at annual conference.
- **Problem Solving:** Developed criteria to evaluate new hire training process.

In addition to these, review job postings and other company information to find out what other skills are required and what terminology or “buzz” words are used. **Do not** lie or exaggerate the truth when translating your skills to fit your current career goal. Remember, as with your cover letter, be prepared to support any information you include in your resume.

STEP 3:

Build your resume! Remember, **everything in your resume needs to be focused toward the job desired** - how do your accomplishments, skills, and experience make you the best candidate for the job? Remember to use your transferable skills. Refer to the corresponding sample resumes (chronological, functional or combination) as a guide when creating your resume.

- Start your resume by include your contact information: your name (**slightly larger and bold**), address, phone and e-mail address.
- Use bold and/or italics to make things stand out (like the company name and/or position held) and be consistent when using these.
- Avoid abbreviations as much as possible.
- Try to keep the length to one page. Two pages are acceptable, but be sure that the information is relevant to the career that you are striving towards.
- Keep job duties or skills descriptions concise; if they are too wordy you’ll lose the employer’s interest.
- Create a resume that is easy to read at a glance.
- Ensure that dates are accurate and included throughout your resume as needed.
- **Spell check** your resume.
- Have someone look over your resume to check for omitted words or words that may be spelled correctly but used incorrectly (manger instead of manager).
- Print your resume on quality bond paper with a laser printer. Use the same paper for your cover letter and your list of references.

CHRONOLOGICAL RESUMES

Objective (optional)

Many people like to include an objective statement at the top of the resume. Only include the objective if you have a **concise** and **specific** career goal in mind. If not, you may be better served by describing your career objective in your cover letter.

Examples of some strong objective statements include:

- Entry-level position in personnel administration with responsibilities in training and development.
- An account representative position in a large distribution firm with an emphasis in the food service industry
- A position as a media specialist in a studio-resource center where my communications skills can be utilized.

Work/Professional Experience

Start with your present or most recent position and work backward, with the most space devoted to recent employment. Detail only your last four or five positions or employment covering up to the last 10 years. Do not list earlier held positions unless exceptionally relevant to the present career goal. Make sure that all your jobs have the years, company's name and your job title. Develop concise and specific accomplishments, skills and responsibility statements for each position and list these in order of importance, with the statements most related to your present job target at the top. Keep your next job target in mind as you develop these statements and write them in terminology that is related to the position you seek. Do not repeat details that are common to several positions. Quantify or describe your results and accomplishments in terms of measurable outcomes whenever possible. Use the Action Verbs list in this handout to start each of your statements. See the list of example statements under the Functional Resume heading, Professional/Relevant Experience or Accomplishments.

Education

Include education in the next section. If you have limited work experience or your previous jobs have little to do with your current career goal, your education would be placed first. If you are currently in school and anticipating graduating with a degree at a specified date, you can place the degree on your resume. Specify the degree name, your focus and the anticipated date: "**Associate in Applied Sciences, Business Administration, May 2004**". If your education was long ago and you do not want to date your resume, exclude the dates. You may want to highlight your school name or your degree if they are particularly impressive or relevant to your career goal. You may also want to include information such as Dean's List, GPA (if 3.5 or higher overall or in major) or other accomplishments that you achieved during school.

Activities or Skills

You may want to include a section that presents additional unique information about you and shows how well rounded you are. A skills section usually contains information about **language** and **computer** skills or skills specific to your career goal. If you participate in any organizations, volunteer groups, school activities, sports, clubs, etc. include these in an activities section, particularly if you hold/have held a position in the group.

Honors or Awards

You may also want to include an honors section if you have received more than one honor or award that emphasize skills that relate to your career goal (for example, Dean's list or Employee of the Month).

References

A reference statement at the bottom of the resume is useless. Most employers will want to see a list of references whether or not there is a statement on the resume. Some employers believe the statement, "References Available Upon Request" is a space filler and they would rather see more information about the applicant in that space. Be sure to prepare a list of references ahead of time when applying for a job. Try to include teachers, bosses, supervisors or business executives whenever possible instead of only personal references (friends or family). Include the following information for each reference: full name, title, organization, complete mailing address, phone number and e-mail address.

Refer to the sample chronological resume at the back of this handout as a guide.

FUNCTIONAL RESUMES

Many of the sections of a functional resume are similar to the chronological resume: **Objective, Education, Activities or Skills** and **Honors and Awards**. For information on each of these sections, please refer back to the Chronological Resumes heading. In addition to these sections, a functional resume includes:

Summary of Qualifications (optional)

This section is below your contact information and below your objective statement if one is included. Write four or five of the best things about you that are particularly relevant to your current job objective. Only include this section if you have the experience, training and accomplishments relevant to your current career goal. If you include this section, you may not want to include an Activities or Skills section or an Honors and Awards section as the information might be similar or repeated. Examples of what information to include:

- number of years experience in the field or line of work;
- relevant credentials, training or education;
- an accomplishment that directly relates to the objective;
- a quality or characteristic that supports your career goal.

Examples of some qualification statements include:

- outstanding record in recruiting, training and motivating employees;
- trained by one of the area's most reputable construction firms;
- bilingual in English/Spanish;
- extensive public experience in not-for-profit organization.

Professional Experience or Accomplishments

The next step is to write short accomplishment and skill statements. Group these into three or four separate sections, each one highlighting a specific area of expertise that directly relates to your current career objective (for example, customer service or training and supervision). List the functional sections in order of importance, with the area most closely related to your present job target at the top containing slightly more information. Within each functional area stress the most directly related accomplishments or results you have produced or your most powerful abilities. **Quantify** or **describe** your results and accomplishments in terms of measurable outcomes whenever possible and use the Action Verbs list in this handout to start each of your statements (use present tense for positions you are currently in and past tense for previous jobs).

Examples of some experience/accomplishment statements:

- Hired and trained a new sales team that increased sales by 20 percent.
- Redesigned paint system resulting in annual savings of \$60,000.
- Authored a policy and procedure manual for training teller functions.
- Planned banquets for up to 250 guests.
- Supervised staff of 10 full-time and 15 part-time employees.
- Assisted editing of annual progress reports.

Employment History

List a brief synopsis of your actual work experience next, including dates, employers and titles. If you have had no work experience or a very spotty record, leave out the dates or list just the year without the months, but be prepared to talk about the subject at an interview.

Refer to the sample functional resume at the back of this handout as a guide.

Templates for all resume types are available on all Career Center computers.

ACTION VERBS

Use these action verbs to start your skills and accomplishments statements.

Management/ Leadership

administered
analyzed
appointed
approved
assigned
attained
chaired
consolidated
contracted
coordinated
delegated
developed
directed
eliminated
enhanced
ensured
established
evaluated
executed
generated
handled
hired
improved
incorporated
increased
initiated
instituted
interviewed
led
managed
mediated
merged
moderated
motivated
negotiated
organized
originated
outlined
oversaw
planned
presided
prioritized
produced
recommended
recruited
reorganized
resolved
reviewed
scheduled
streamlined
strengthened
supervised

Communication

addressed
arbitrated
arranged
authored
authorized
collaborated
communicated
composed
corresponded
defined
developed
directed
drafted
edited
enlisted
formulated
influenced
incorporated
interacted
interpreted
lectured
marketed
mediated
moderated
motivated
negotiated
persuaded
presented
promoted
proposed
publicized
reconciled
recruited
reported
resolved
spoke
translated
wrote

Organization/ Clerical

approved
arranged
categorized
catalogued
classified
collected
compiled
condensed
defined
dispatched
distributed
executed
filed

Generated
Implemented
Incorporated
Maintained
Monitored
Operated
Ordered
Organized
outlined
prepared
processed
purchased
recorded
reported
retrieved
scheduled
screened
specified
systematized
standardized
tabulated
updated
validated
verified

Research

clarified
collected
critiqued
diagnosed
evaluated
examined
extracted
identified
inspected
interpreted
interviewed
investigated
organized
reviewed
summarized
surveyed
systematized

Technical

assembled
built
calculated
computed
designed
devised
engineered
fabricated
maintained
operated
overhauled

programmed
remodeled
repaired
solved
trained
upgraded

Financial

administered
allocated
analyzed
appraised
audited
balanced
budgeted
calculated
computed
developed
forecasted
managed
marketed
planned
projected
researched
reconciled
reported

Helping/ Teamwork

advocated
aided
assessed
assisted
clarified
coached
collaborated
contributed
counseled
demonstrated
diagnosed
educated
ensured
facilitated
familiarized
guided
mediated
moderated
participated
referred
rehabilitated
represented
resolved
supported
volunteered

Teaching

adapted
advised
clarified
coached
communicated
conducted
coordinated
critiqued
developed
educated
enabled
encouraged
evaluated
explained
facilitated
guided
informed
initiated
instructed
persuaded
presented
set goals
stimulated
taught
tested
trained
tutored

Creative

acted
adapted
composed
conceptualized
created
customized
designed
developed
directed
established
fashioned
formulated
founded
illustrated
initiated
instituted
integrated
introduced
invented
marketed
originated
performed
planned
promoted
proposed

JESSICA MARTINEZ

1223 Rolling Heights Street
Arlington, TX 72485

(972) 999-4274
jmartinez@fastmail.com

OBJECTIVE

Active management role in retail fashion industry.

EDUCATION

BROOKHAVEN COLLEGE, Farmers Branch, TX September 2005 – Present
Candidate for Associate of Applied Sciences Degree, Marketing, GPA: 3.8

EXPERIENCE

MACY'S, Dallas, TX May 2005 – Present

VISUAL MERCHANDISING MANAGEMENT ASSISTANT

- Manage Women's Wear and Junior Apparel areas.
- Assist department managers with floor layouts and fixturing.
- Set up promotions and prepare for buyer visits.
- Develop and implement props and graphics, as well as ideas for "shop" concepts.
- Organize bookkeeping and inventory control.

MAD HATTER AGENCY, Plano, TX January 2003 – April 2005

ASSISTANT TO BARBARA RHYNE, FASHION DIRECTOR

- Planned and organized workshops for over 20 attendees.
- Marketed fashion shows to agencies, retailers, nightclubs and hotels.
- Assisted with casting calls and runway auditions.
- Trained and supervised two internship assistants.

SAKS FIFTH AVENUE, Dallas, TX May 2000 – December 2002

DISPLAY ASSOCIATE

- Assisted with installation and breakdown of seasonal visuals.
- Developed advertising displays for use in windows and interiors of store.

ACTIVITIES

BROOKHAVEN COLLEGE, Farmers Branch, TX September 2005 – Present

STUDENT LEADERSHIP INSTITUTE MEMBER

- Participate in a variety of leadership activities and seminars.

CARROLLTON NURSING HOME, Carrollton, TX October 2002 – December 2004

VOLUNTEER

- Visited and assisted nursing home patients.

HONORS / SKILLS

- Bilingual in Spanish and English
- Dean's List
- Familiar with PC and Macintosh: Microsoft Word, Excel, PowerPoint, WordPerfect, Lotus Notes, Internet

Mark T. Johnson

1914 Derby Ave.
Walnut Creek, TX 70214

Home: (214) 441-2633
Business: (214) 528-2374

markjohnson@hotmail.com

OBJECTIVE

Active administrative role in health care and education with an emphasis on community relations.

SUMMARY OF QUALIFICATIONS

- Over 8 years experience in varied human relations responsibilities.
- Graduate degree in counseling psychology, with fieldwork training in medical and psychiatric settings.
- Well-developed communication and assessment skills.
- Ability to work independently and with a team.
- Experience in program presentation and group facilitation.

PROFESSIONAL EXPERIENCE

Community Relations and Training

- Served as agency liaison to high school and college classes; guest lecturer on health and welfare issues.
- Recruited adoptive parents for hard-to-place children.
- Organized and coordinated training sessions and support groups.
- Presented program and service briefings to groups of 20 to 50 participants.
- Graduated from and facilitated stop smoking groups.

Supervision and Administration

- Coordinated in-house and inter-agency case planning on extended medical care and adoptions.
- Supervised 10 medical technicians.
- Learned the budgetary intricacies of public assistance; authorized disbursements of thousands of dollars monthly.
- Prepared comprehensive reports and recommendations for agency and court use.

Counseling and Interviewing

- Conducted crisis intervention and long-term counseling with individuals and families of diverse backgrounds and status, dealing with stress of illness and disability, and life transitions.
- Performed investigative interviews and in-depth personal assessments.

EDUCATION

Master of Arts University of North Texas - Denton, Texas
Major: Counseling Psychology

Bachelor of Arts Barret College - Greenville, Michigan
Major: Sociology, Cum Laude

Associate in Applied Sciences Brookhaven College - Farmers Branch, Texas
Major: Management, GPA: 3.65

EMPLOYMENT HISTORY

2005 - Present Kaiser Hospitals, Dallas, TX
Medical Social Worker

2002 - 2005 Alameda County Human Resources Agency, Oakland, CA
Adoption Counselor; Investigator - child abuse

2000 - 2002 San Francisco Social Services Department, San Francisco, CA
Supervisor, Income Maintenance

MATTHEW CORDOVA

6000 Meadows Lane, Dallas, Texas 75299 • 972-999-9999 • mattcord@email.com

SKILLS PROFILE

Competent Network Support Professional with 8 years experience in computer systems and network support. Manage design, installation, testing and support of systems/networks and applications in multi-user corporate environment.

- Fluency in all LAN topologies, along with Macintosh, DOS, Windows, and Win95 operating systems.
- Netware and NT server administration; CNA/CNE certification studies in progress.
- E-mail systems maintenance and support; 3270 and 5250 mainframe communications.
- Excellent communication skills; able to establish and maintain effective relationships with vendors and subcontractors.

PROFESSIONAL EXPERIENCE

Masterpiece Inc., Dallas, Texas

Computer Services Technician, 2004 - Present

- Assist Computer Services Manager (and fill in during his absence) with hardware, software, and network installation and support of 200-400 user system.
- Back-up servers and e-mail/post office.
- Ship, receive and relocate computer hardware systems and software.
- Instruct and support BCS users on hardware and software applications.
- Install and upgrade software.
- Maintain support contracts and coordinate with software vendors.

BIGG Computer Store, Dallas, Texas

Service Manager, 2000-2004

- Supervised three technicians in installation and maintenance of networks and computer systems (PC and Macintosh) to various client sites including JC Penney corporate.
- Managed service department, ordered parts, controlled inventory, and scheduled repairs.
- Earned certification as IBM, Compaq, Epson, Hewlett Packard, and NEC Authorized Repair Technician.

Customer Service Engineer, 1999

- Tested, repaired and maintained central processing units and peripherals on NCR equipment.
- Provided third-party maintenance on mainframes, data communication lines and preventative maintenance of computer electrical and mechanical equipment.

EDUCATION

Brookhaven College, Farmers Branch, TX

Associate in Applied Sciences in Computer Information Technology, May 2005

Concentration: Personal Computer Support

North Lake College, Irving, TX

Certificate in Personal Computer Technician, May 2000

RESUME WORKSHEET

The resume worksheet is designed to help you get started on your resume. Once you have read the resume handout, you may find it helpful to use this form as a guide to ensure you have all of the necessary information to create a resume. This form is only a guide. Once you complete this form, you will need to put the information into a resume format. If you need further assistance with creating a resume, please make an appointment with a counselor.

HEADING – All resumes have your name and contact information at the top of the page.

Name:

Address:

Phone and e-mail:

EDUCATION – Make a list of all the schools you have attended and degrees, certificates and training you have obtained since high school, beginning with the most recent school you attended/are attending. For each one, include the following information. If your GPA is above 3.5, include that too.

Name of school:

City, state of school:

Degree/field of study:

Beginning and ending dates/graduation date:

EXPERIENCE – Make a list of all the places you have been employed in the last 10 years. Again, begin with the most recent or your current employer. For each one, include the following information:

Name of employer:

Location (City, State) of employer:

Your job title:

Dates you worked there:

What did you do? Try to be specific, and emphasize any accomplishments, skills, or responsibilities related to this job. Refer to the Resume Handout for a list of action verbs you can use to begin each statement.

- 1.
- 2.
- 3.
- 4.
- 5.

ACTIVITIES/HONORS/SKILLS -- Make a list of any activities you participate in (i.e. volunteer, school clubs, community organizations), any honors you have received (i.e. scholarships, awards, employee of the month), and any skills that you have (i.e. computer skills, languages).

NOW THAT YOU HAVE COMPLETED THIS FORM, GO BACK TO THE RESUME HANDOUT FOR SUGGESTIONS ON CHOOSING A RESUME FORMAT.

IT ALL BEGINS HERE.



Brookhaven College

DALLAS COUNTY COMMUNITY COLLEGE DISTRICT

Career Development Center

3939 Valley View Lane, Farmers Branch, Dallas, TX 75244-4997

Student Services Center, Building S, Room S065

bhcJobs@dccc.edu | 972-860-4894 | Fax: 972-860-4193

www.BrookhavenCollege.edu, click on "C" and select "Career Development Center"