

Résumé Writing Essentials

Types of Résumés:

- **Chronological** - A chronological resume starts by listing your work history, with the most recent position listed first. (See resume sample on page 2)
- **Functional** - A functional resume focuses on your skills and experience, rather than on your chronological work history. (See resume sample on page 3)

A standard résumé typically includes:

- **Header:** Include your name, current address, zip code, area code, telephone number, and email address.
- **Objective (Optional):** A concise statement that expresses interest in a specific position.
- **Summary of Skills/Qualifications:** This section should summarize in three to five bullet points why you're the ideal candidate. You can highlight your experience, credentials, expertise, personal values, work ethics, background, or anything that makes you qualified for the job you are seeking.
- **Education:** Beginning with the most recent, list the institution's name, city and state, degree(s) and major(s), and actual **or** anticipated date of graduation. (GPA greater than 3.0, scholarships, and academic honors or awards may optionally be included). Do not need to include high school.
- **Work/Professional Experience (Chronological):** Beginning with the most recent employment, list your 1. employer name and location (city and state); 2. position title; 3. dates of employment. Additionally, using action verbs*, describe your responsibilities and/or accomplishments under each entry.

or

- **Work/Professional Experience (Functional):** Choose three or four different functional categories** that demonstrate your qualifications and expertise for a particular job. Under each category, list three or four bulleted statements that highlight the experience obtained and/or accomplishments achieved that support each area of expertise.
- **Employment History (Functional):** List a brief synopsis of your work history including employer name, location, position title. Dates of employment are optional.

Optional categories:

- **Activities:** List your student and community activities including organizations, clubs, student government, athletics, and professional affiliations. Leave out religious affiliations. Use action verbs to describe your responsibilities and accomplishments just as you did in the Experience section.
- **Honors/Awards:** Include other awards or special recognition you have received (example: Eagle Scout, 2006 Olympic figure skater).

* For more information on "action verbs" see page 4.

** For more information on "functional categories" see page 5.

BROOKHAVEN COLLEGE

Career Development Center
Student Services Center, Bldg. S, Room S065
3939 Valley View Lane
Farmers Branch, TX 75244-4997

Phone: 972-860-4894
Fax: 972-860-4193
E-mail: BHCjobs@dcccd.edu
Website: <http://www.brookhavencollege.edu/studentsvcs/career/>

Résumé Dos:

- **do** use bullets to create a concise and easy read;
- **do** use standard fonts (Times New Roman or Arial) and sizes (10 to 12 point);
- **do** list your jobs and education in reverse chronological order;
- **do** emphasize transferrable skills;
- **do** use bold font to make things like your name or job title stand out; and
- **do** use and vary action verbs when describing your job responsibilities and accomplishments.

Résumé Don'ts:

- **don't** lie -big or small-ever;
- **don't** exceed two pages; try to keep to one page;
- **don't** use italics as they scan poorly;
- **don't** use personal pronouns such as I, my or me;
- **don't** list more than 10 to 15 years experience;
- **don't** include personal information such as a picture, birth date, social security number, marital status, ethnicity, etc;
- **don't** rely on spell check; proofread very carefully;
- **don't** list references or "references available on request"; and
- **don't** use abbreviations except for TX.

Chronological Résumé Sample

JESSICA MARTINEZ

1223 Rolling Heights Street * Arlington, TX 72485 * (972) 999-4274 * jMartinez@fastmail.com

OBJECTIVE

To secure an entry-level marketing role in the fashion industry

SUMMARY OF QUALIFICATIONS

- Over nine years of experience in the fashion industry
- Bilingual in Spanish and English
- Creator of 11 successful advertising campaigns for designers such as Liz Claiborne and Michael Kors
- Familiar with Microsoft Word, Excel, PowerPoint, WordPerfect and Lotus Notes

EDUCATION

BROOKHAVEN COLLEGE Farmers Branch, TX 2008 - Present
Candidate for Associate of Applied Sciences Degree - Marketing, GPA 3.8
Phi Delta Kappa Honorary Society Member
Dean's List

EXPERIENCE

MACY'S Dallas, TX 2006 - Present

VISUAL MERCHANDISING MANAGEMENT ASSISTANT

- Manage Women's Wear and Junior Apparel areas
- Assist 12 department managers with floor layouts and fixtures
- Set up promotions and prepare for buyer visits
- Order inventory valued at over \$12,000 monthly

MAD HATTER AGENCY Plano, TX 2005 - 2006

ASSISTANT TO BARBARA RHYNE, FASHION DIRECTOR

- Planned and organized 11 workshops for over 100 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 2003 - 2004

DISPLAY ASSOCIATE

- Assisted with installation and breakdown of 26 seasonal visuals
- Developed advertising displays for use in windows and interiors of store

ACTIVITIES

BROOKHAVEN COLLEGE Farmers Branch, TX 2009 - Current

STUDENT LEADERSHIP INSTITUTE MEMBER

- Participate in high-level and challenging leadership activities and seminars

CARROLLTON NURSING HOME Carrollton, TX 2004 - 2005

VOLUNTEER

- Visited and assisted approximately 30 nursing home patients

The **Chronological** résumé is the most commonly used. Work experiences are listed in reverse chronological order, with most recent positions given the most space and attention.

The Chronological Résumé most often includes:

- Objective (optional);
- Qualifications summary;
- Education;
- Experience;
- Activities (optional);
- Honors/Certifications (optional); and
- Skills (optional).

Use a Chronological Résumé when:

- you want to call attention to a very stable work history;
- you want to call attention to consistent upward mobility or progression in your career;
- the name of your last employers and/or position titles are impressive; and
- you feel that a traditional-looking résumé would be preferred by the potential employer.

Benefits of using a Chronological Résumé

- Recruiters can easily follow and determine what you have done in your career, the industries in which you have experience and the types of organizations for which you have worked.
- Provides a dated record of continuous employment or career progression.

Functional Résumé Sample

Mark T. Johnson

1914 Derby Avenue
Walnut Creek, TX 70214
(214) 441-2633

mJohnson@hotmail.com
mtJohnson@LinkedIn.com

SUMMARY OF QUALIFICATIONS

- Over eight years experience in the human relations field
- Graduate degree in counseling psychology, with fieldwork training in medical and psychiatric settings
- Well-developed communication and assessment skills
- Experienced program presenter and large group facilitator

PROFESSIONAL EXPERIENCE

Community Relations and Training

- Served as agency liaison to high school and college classes; guest lecturer on health and welfare issues
- Recruited 36 pairs of 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
- Organized and facilitated stop-smoking groups

Supervision and Administration

- Coordinated in-house and inter-agency case-planning regarding extended medical care and adoptions
- Supervised 10 medical technicians
- Administered and authorized monthly public assistance disbursements for a budget of over \$250,000
- Prepared comprehensive reports and recommendations for agency and court use

Counseling and Interviewing

- Conducted crisis intervention and counseling with individuals and families of diverse backgrounds and status
- Performed over 80 investigative interviews and in-depth personal assessments

EDUCATION

University of North Texas - Denton, TX
Master of Arts in Counseling Psychology

Barrett College - Greenville, MI
Bachelor of Arts in Sociology, minor in Psychology

Brookhaven College - Farmers Branch, TX
Associate of Applied Science in Management

EMPLOYMENT HISTORY

Kaiser Hospitals - Dallas, TX 2006 - Present
Medical Social Worker

Alameda County Human Resources Agency - Oakland, CA 2003 - 2006
Adoption Counselor; Child Abuse Investigator

San Francisco Social Services Department - San Francisco, CA 2000 - 2003
Supervisor, Income Maintenance

The **Functional** résumé is highly flexible and allows you to highlight areas of expertise and skills that most closely relate to the job you are seeking.

The **Functional Résumé** most often includes the following categories:

- Summary of Qualifications;
- Professional Experience;
- Education; and
- Employment History.

Use a Functional Résumé 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 come from unpaid or volunteer work; and
- you wish to deemphasize your age.

Benefits of a Functional Résumé

- Directs the reader to what you want them to notice.
- Demonstrates precisely the skills that the employer wants.
- Utilizes unpaid, volunteer and non-work experiences to your best advantage.
- Eliminates work history that does not support your current objective.

Action Verbs

Action Verbs are words used throughout your résumé to promote achievements and provide a heavier impact on job responsibilities and/or tasks. Using action verbs can bring life to your résumé and make a stronger impression on recruiters.

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

Skills Categories

Skills Categories are used in “Functional” résumés to group and promote occupational and personal skills obtained throughout the course of one’s career. Focus on three to five skill areas that are most relevant to the positions you are targeting.

Accounting	Administration	Advertising
Analysis	Architecture	Artistic
Auditing	Bookkeeping	Budget Management
Business Development	Career Development	Cash Handling/Management
Clerical	Collection	Communication
Community Affairs/Relations	Community Organizing	Computer Use
Conflict Resolution	Consulting	Construction
Contract Administration	Coordination	Counseling
Curriculum Development	Client Relations	Customer Service
Data Analysis	Data Collection/Entry	Data Processing
Data Warehouse Design/Development	Database Design/Development	Design
Documentation	Drafting	Editing
Education	Engineering	Equipment
Evaluation	Facilitating	Finance
Financial Research/Planning/ Analysis	Forecasting	Fund Raising
Graphic Design	Human Resources	Human Services
Information Systems	Inspecting/Instruction	Instructional Design
Interpreting	Interviewing/Investigation	Inventory Control
Investment	Leadership	Management
Market Research	Marketing	Materials Handling
Media Productions	Media Relations	Mediation
Medical Service	Merchandising	Negotiation
Network Design/Development/Administration	Nursing	Office/Clerical Support
Operations Analysis	Organization	Organizational Development
Personnel	Planning	Political/Public Action
Presentation	Printing	Problem Solving
Product Development	Product Presentation/Demonstration	Production
Program Analysis/Development	Program Evaluation	Promotion
Public Relations	Publicity	Purchasing
Office Assistant/Manager	Quality Control/Assurance	Record Keeping
Reporting	Research	Resource Development
Retailing	Sales	Scheduling
Shipping/Receiving	Social Work	Special Events Planning
Staff Development	Strategic Planning	Supervision
Systems Analysis/Design	Systems and Procedures	Teaching
Team Building	Testing	Training
Troubleshooting	Volunteer Management	Writing