

RESUME

GUIDELINES



Johnson County Community College
Career Development Center
Student Center, 2nd floor
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WHAT IS AN EFFECTIVE RESUME?

A resume is a summarization of you. Your resume provides an employer with a **first impression** of you and your qualifications. **It must be perfect!**

It is a **summary** of your:

- Attributes
- Talents
- Skills
- Qualifications

An **effective** resume:

- Is a personal marketing tool.
- States your qualifications.
- Focuses on your future.
- Concentrates on the skills the employer wants.
- Targets a specific job opportunity.
- Emphasizes your relevant achievements and accomplishments.
- Presents information as factual, results-oriented, accurate, and truthful.
- Secures a job interview.



RESUME FIRST IMPRESSION FACTS

An **effective** resume must:

- Be perfect
 1. Free of grammatical errors
 2. Consistent punctuation
 3. Consistent format
- Be easy to read
 1. Format should be easy on the eye
 2. Not too busy
 3. Professional wording – simple but sophisticated
 4. Language should flow – easy transitions

Review of the resume by the employer:

- Resume first cuts ... about **5 – 20 seconds**.
 1. Employers look for industry specific **BUZZ** words, or key words/phrases
 2. Document must be free of grammatical and punctuation errors
- Resume second cuts ... about **3-5 minutes**.
 1. More detailed review of qualifications

BASIC MECHANICAL GUIDELINES

Resume Length- One to two pages. If two pages, second page must fill more than half the page.

Note: Unless you have a lot of work experience related to the job you are applying for, one page is generally recommended. In other special cases, exceptions can be made for two pages. If you are pushed to use two pages, make sure to number the pages of your resume and put your name at the top of the second page.

Paper Quality – Resume paper (100% Bonded)

- Use same paper quality for cover letter and reference page
- Paper must have the bonded watermark

Paper Size – Standard 8 ½ X 11 paper

Paper Color – White or cream

- Avoid speckled or dark colors – does not copy well for duplicate copies
- Avoid bright colored paper

Font Style and Size

- **Style** – Times New Roman / Arial / Courier are the best
- **Size** – No more than three font sizes; use between 10 - 14 point font sizes

Bold / Italics / Underlining

- Limit use
- Eye has to focus and refocus if too busy

Printing – Laser printer is recommended

Proofread

- Grammar/spelling/punctuation
- Check and recheck
- Proofread three times and have one or more others proofread also
- Spell check may not check UPPER CASE entries
- Spell check does not know your name, address, phone number, or email address

THE THREE R'S OF RESUME WRITING

1. Research YOURSELF
2. Research the COMPANY
3. Research the POSITION

Having a thorough knowledge of the 3 R's will help you develop a quality resume that will get you to the next step in the job search process – the interview process.

RESEARCH YOURSELF

- What are my skills, attributes, and accomplishments?
- What do I have to offer this company and what can I bring that is unique?
- How do the qualifications of the position coincide with my qualifications?
- How do my values coincide with the values of the employer?
- What interests me about this company and position?

Job History File - Create a file with every job you have held and activity/volunteer work you have been involved in to develop your resume.

Include:

- | | |
|--|--|
| <input checked="" type="checkbox"/> Name of company | <input checked="" type="checkbox"/> Dates of employment |
| <input checked="" type="checkbox"/> Address, city, and state | <input checked="" type="checkbox"/> List every task, duty/responsibility performed |
| <input checked="" type="checkbox"/> Phone number | <input checked="" type="checkbox"/> Explain WHAT you did and WHY you did them |
| <input checked="" type="checkbox"/> Job title | (focus on results) |

Dillard's	11601 W. 95 th St. Overland Park, KS 66215	(913) 492- 0666	Sales Associate	9/05 to 1/10	Assisted customers with purchases; restocked merchandise; displayed merchandise	<u>Results:</u> customers were pleased and returned; merchandise was handled efficiently; maximized sales
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RESEARCH THE COMPANY

- View the Web site, annual report and other resources to learn about the company.
- How does the future of the employer look?
- What is the employer's product or service?
- What are the employer's values and how do your values coincide?
- What is the vision or mission statement? What is the culture or philosophy?
- What are the needs or problems of the employer?
- What role does the employer play in the community?
- Speak with an employee about the company environment and climate.

RESEARCH THE POSITION

- What are the responsibilities and duties of the position?
- What skills and talents are needed for the position?
- What freedoms does the position allow?
- What is the structure of the department?
- Who does the position report to?
- Would the position have any direct reports? How many?

CHOOSING THE RESUME FORMAT THAT'S BEST FOR YOU

The resume format you choose should allow you to best present the information you wish to emphasize to each potential employer. Depending on the breadth of your job search, it may be to your advantage to use varied formats. Most resumes fall into one of these two formats:

- 1) CHRONOLOGICAL
- 2) FUNCTIONAL

1) CHRONOLOGICAL FORMAT

This format lists your employment history starting with your most recent or current employment and working backward to your first job (or generally 10 years into the past).

The CHRONOLOGICAL FORMAT is **especially effective** when:

- calling attention to a stable work history.
- highlighting upward mobility, accomplishments, and promotions in your career field.
- applying for a job in a very conservative company or field.
- looking for a job in the same area as your previous job(s).

2) FUNCTIONAL FORMAT

This format emphasizes the applicable skills you have developed, rather than when, where, or how you acquired them.

The FUNCTIONAL FORMAT is **especially effective** when:

- entering the job market for the first time or pursuing an entry-level position and lacking applicable work history to build a chronological resume.
- making a career change.
- emphasizing the skills relevant to the future, rather than past job responsibilities.
- the work was freelance, consulting, or temporary, or you held a variety of jobs
- returning to the workplace after an absence.
- concerned that your age may be a barrier.
- you have not advanced or you have made lateral moves.
- you have a complicated work history.
- you are self-employed.

Sample Chronological Resume

JILL ARMSTRONG

12345 College Boulevard, Overland Park, KS 66210 ♦ (913) 555-5555 ♦ ajill@notmail.com

Objective: A position as a management trainee utilizing customer service skills and education to develop new business.

SUMMARY OF QUALIFICATIONS

- Over three years of customer service experience in retail, food service and resorts.
- Associate of Applied Science Degree, Business Administration.
- Completed two service internships at Yellowstone National Park Lodges.
- Proven record of success in team environments and individual assignments.
- Proficient in Windows XP, Microsoft Word, Excel, PowerPoint, and Internet use.

EDUCATION

Associate of Applied Science, Business Administration, May 2009

Johnson County Community College, Overland Park, KS

Honor Graduate, GPA 3.85/4.00

Freshman Inductee, Phi Pi Honors Fraternity

Member, Student Senate 2007-2008

RELEVANT EXPERIENCE

Allen Service Corps, Allen, MT

Summers 2007-2010

Hostess/Management Intern, Cody Room, Old Faithful Lodge, Yellowstone National Park

- Greeted diners, maintained waiting lists and top charts, seated guests and arranged for special needs to ensure guests had a memorable dining experience.
- Served as expeditor during peak hours to reduce order time at hot tables, beverage stations and cold cases; reduced order down time by over 5 minutes per course.
- Scheduled, assigned and supervised hosts, hostesses, wait staff and bus staff to maintain efficient and economical service during peak and slack periods.

Desk Clerk/Management Intern, Resort Office, Canyon Lodge, Yellowstone National Park

- Served lodge guests during afternoon and evening check-in hours as part of the Canyon Village guest services team.
- Performed full check-in services for individuals and tour groups to reduce waiting time, foster goodwill, and encourage a positive resort experience.
- Developed and provided group orientations to describe resort services and programs, resulting in a 15 percent increase in program revenue per guest day.

Fashion Sense, Inc. Overland Park, KS

June 2005-May 2007

Customer Service Representative

- Operated cash register and greeted customers in a friendly and enthusiastic manner.
- Detailed racks and facings to ensure that merchandise was attractively displayed, adequately stocked and properly priced.
- Helped customers select gift merchandise or personal apparel that was appropriate, attractive and at the top of their price range.

SERVICE AND ACTIVITIES

Student Affiliate, National Association of Retail and Wholesale Merchants

2008-Present

Volunteer Site Interpreter, Old Shawnee Indian Mission, Fairway, KS

2006-2007

Student Volunteer, Shawnee Mission School District Habitat For Humanity Project

2006

Sample Functional Resume

JILL ARMSTRONG

12345 College Boulevard, Overland Park, KS 66210 ♦ (913) 555-5555 ♦ ajill@notmail.com

Objective: A position as a management trainee utilizing customer service skills and education to develop new business.

SUMMARY OF QUALIFICATIONS

- Over three years of customer service experience in retail, food service and resorts.
- Associate of Applied Science, Business Administration.
- Completed two service internships at Yellowstone National Park Lodges.
- Proven record of success in team environments and individual assignments.
- Proficient in Windows 98, Microsoft Word, Excel, PowerPoint, and Internet use.

EDUCATION

Associate of Applied Science, Business Administration, May 2009

Johnson County Community College, Overland Park, KS

Honor Graduate, GPA 3.85/4.00

Freshman Inductee, Phi Pi Honors Fraternity

Member, Student Senate 2007-2008

RELEVANT SKILLS AND ACCOMPLISHMENTS

Customer Service

- Served as a dining hostess at a major resort, greeting diners, seating guests and arranging for special needs to ensure guests had a pleasant and memorable experience.
- Performed full resort check-in services for individuals and tour groups to reduce waiting time, foster goodwill, and encourage a positive resort experience.
- Developed and provided group orientations to describe resort services and programs, resulting in a 15 percent increase in program revenue per guest day.
- Utilized interpersonal communication skills to assist clients in decision-making process.

Management/Merchandising Service

- Scheduled, assigned and supervised hosts, hostesses, wait staff and bus staff to maintain efficient and economical service at a major resort dining room.
- Served as expediter during peak hours to reduce order time at hot tables, beverage stations and cold cases; reduced order down time by over five minutes per course.
- Detailed racks and facings at a high-end retail apparel store to ensure that merchandise was attractively displayed, adequately stocked and properly priced.

WORK HISTORY

Summer Intern , Allen Service Corps, Allen, MT	Summers 2007-2010
Hostess/Management Intern , Old Faithful Lodge, Yellowstone National Park	
Desk Clerk/Management Intern , Canyon Lodge, Yellowstone National Park	
Customer Service Clerk , Fashion Sense, Inc., Overland Park, KS	June 2005-May 2007

SERVICE AND ACTIVITIES

Student Affiliate , National Association of Retail and Wholesale Merchants	2008-Present
Volunteer Site Interpreter , Old Shawnee Indian Mission, Fairway, KS	2006-2007
Student Volunteer , Shawnee Mission School District Habitat for Humanity Project	2006

COMPONENTS OF A RESUME

A resume consists of several components. This information is provided to help you understand the sections of a resume and assist you in developing an effective resume. Refer to the chronological and functional sample resumes on the preceding pages to see how this information is applied. For more assistance in creating a resume that best suits your unique background and career goals, consult the specially trained staff in the Career Development Center, SC 252.

CONTACT INFORMATION

- Your personalized letterhead (can also be used for cover letter and reference page)
- Your personal market branding campaign, a way to catch the employer's attention

Name

- First and last name
- Perhaps bolded and larger font than other text to make it stand out
- No nicknames
- Should also be at the top of the page two if second page is necessary

Address

- Street number and name
- City, state, and zip code
- Abbreviate state only

Phone number

- Include area code
- Use the number where it's easiest to reach you (if using more than one number, identify as to home or cell)
- Be sure telephone message is professional

E-mail

- Make sure email address is professional

JOB OBJECTIVE

(Optional, yet strongly recommended; follows the Contact Information)

- Some employers require and others do not
- Should answer the questions:
 - ✎ What, with whom and where do I want to work?
 - ✎ At what level of responsibility?
 - ✎ What skills/experiences do I possess to accomplish this goal?
- Should state the position or area where you are seeking a position
- Other similar headings might be: Career Objective, Professional Objective, or Objective

SUMMARY OF QUALIFICATIONS

(Follows the Job Objective; if no Job Objective, follows the Contact Information)

- Overview of your skills, abilities, accomplishments, attributes
- Highlights your strengths related to position applying for
- Information included should be:
 - ✎ Relevant experience
 - ✎ Formal training and credentials
 - ✎ Significant accomplishments
 - ✎ Outstanding skills or abilities
- Similar headings might be: Qualifications Summary, Professional Summary, Summary, Summary of Skills, Profile, Qualifications, or Technical Summary to list computer skills
- Employer's first impression of your skills, abilities, and other aspects that qualify you

EDUCATION

The Education/Training section may be placed higher on the resume page when recently graduated. However, a Work History/Experience section may be placed higher on the page if your work experience is more recent and/or relevant.

- **Required** Educational Information:
 - ✎ Certificate or degree and major (Associate of Arts in Liberal Arts)
 - ✎ Date of graduation (month & year) or expected date of graduation
 - ✎ Name of school (Johnson County Community College), written out in full
 - ✎ Location of college or university (city and state)
- **Optional** Educational Information:
 - ✎ Minor and/or area of concentration
 - ✎ Overall GPA (Generally, if it's a 3.5 or above)
 - ✎ Major GPA
 - ✎ Relevant coursework. (Specific classes that an employer might find important and relevant to the position)
 - ✎ Do not include high school information if you have had postsecondary education or training

► *At this point, you need to decide between the chronological or functional format in presenting your experience. Refer to the information in the Chronological and Functional Format sections that follow to help you make your decision.*

EMPLOYMENT HISTORY

List past employment, starting with the current or most recent position first and go back in time. List jobs you've held in the last 10-15 years. The following tips on presenting employment history and accomplishment statements apply to both chronological and functional formats, but notice how *the emphasis changes* in the examples that follow.

PRESENTING EMPLOYMENT HISTORY - Chronological OR Functional

- **Company name, city and state**
 - ✎ Spell out city, abbreviate state (San Diego, CA).
 - ✎ If the company is a division or subsidiary, list parent company underneath in parenthesis.
- **Dates of employment**
 - ✎ Include months and years or just years for beginning and end dates of employment.
 - ✎ If presently employed, include month and year began to present (12/01 – present).
- **Job title**
 - ✎ State specific job title.
 - ✎ Bold face title to make it stand out to employer.
 - ✎ For multiple jobs with one company, list job title and specific dates for each position.
- **Include military and internship experience**

PRESENTING ACCOMPLISHMENT STATEMENTS - Chronological OR Functional

Accomplishment statements are at the heart of the resume. They should give a prospective employer a good idea of the extent of your knowledge, experience, and skills as well as your potential for “adding to the bottom line” of that company.

- **Developing accomplishment statements**
 - ✎ Showcase skills and abilities required for the job.
 - ✎ Statements are actually phrases, just one to two lines in length.
 - ✎ Start each statement with an action verb.
 - ✎ Describe not only what you did, but also how it benefited the company or organization.
- **Finalizing accomplishment statements**
 - ✎ Customize to career field or job opportunity.
 - ✎ Include keywords, or terminology specific to the job opportunity or career field.
 - ✎ Organize information to showcase your talents; list most impressive skills first.
 - ✎ Quantify results whenever possible by using #'s, \$'s, and %'s.

CHOOSE THE FORMAT (Chronological or Functional) THAT SUITS YOU BEST

Employment History with Accomplishment Statements (*emphasis on work history*):

CHRONOLOGICAL FORMAT

<u>Example:</u> Java Joe's, Overland Park, KS Assistant Manager <ul style="list-style-type: none">• Trained and managed 2-4 servers for all aspects of café operations.• Coordinated work schedules of 3-5 employees for seven-day, 56-hour work week coverage.	01/07 - 04/10
Sheridan's Frozen Custard, Overland Park, KS Server <ul style="list-style-type: none">• Worked as crew member to quickly and efficiently serve all customers.• Served customers by filling orders and completing sales transactions.	11/04 - 12/07

Employment History with Accomplishment Statements (*emphasis on skill sets*):

FUNCTIONAL FORMAT

<u>Example:</u> RELEVANT SKILLS AND ACCOMPLISHMENTS Sales/Retail <ul style="list-style-type: none">• Maintained database of customers, special ordered merchandise, and tracked inventory.• Assisted in store layout on weekly basis.• Participated in sales event that exceeded budgeted sales by 10%. Management <ul style="list-style-type: none">• Planned manpower requirements for opening of a department store.• Established schedules, met deadlines, and coordinated contacts.• Oriented new employees and monitored work load among clerks. Communication Skills <ul style="list-style-type: none">• Successfully resolved customer problems and complaints.• Effectively listened to team members while encouraging communication within a group.• Focused on ways to collaborate in a group to meet objectives and improve team effectiveness. EMPLOYMENT HISTORY <table><tr><td>Server</td><td>Applebee's</td><td>Denver, CO</td><td>5/07-present</td></tr><tr><td>Sales Associate</td><td>The Gap</td><td>Overland Park, KS</td><td>9/01 - 4/07</td></tr></table>	Server	Applebee's	Denver, CO	5/07-present	Sales Associate	The Gap	Overland Park, KS	9/01 - 4/07
Server	Applebee's	Denver, CO	5/07-present					
Sales Associate	The Gap	Overland Park, KS	9/01 - 4/07					

RELATED PROFESSIONAL INFORMATION

Any of the following can become a separate category if your background warrants AND the information SUPPORTS YOUR JOB OBJECTIVE:

- Licenses or certificates currently held
- Honors, scholarships, awards, or fellowships earned
- Professional organization memberships and offices held
- Publications
- Affiliations with civic and community groups
- Special skills like fluency in a foreign language, computer skills, or special projects

ADDITIONAL PERSONAL INFORMATION

Mention **ONLY** the personal information that pertains to your job objective. NEVER include information about: race, religion, marital status, sexual orientation, disability, political affiliation, salary requirements, reasons for leaving a past job, height or weight.

SENDING A RESUME VIA E-MAIL

If you are sending your resume **via e-mail**, the question to answer is:

“Will the company accept your resume document as an e-mail attachment and what kind of attachment should it be?” If the answer is **“NO,”** send your resume along with the cover letter in the body of the e-mail. If the answer is **“YES,”** send your resume as a PDF or Microsoft Word Document.

To save your document as a PDF follow these instructions.

1. Open your traditional resume in MS Word.
2. Click on **File, Save As**, and select **PDF**.
3. In the **“Save As”** window select **PDF** under the **“Save As Type”**.

To ensure your Microsoft Word attachment can be opened in any version of Microsoft Word, save your document as a **Word 97-2003 Document** or a **.doc** not a **.docx**.

When sending your resume in the body of an e-mail make sure you remove all tabs and line breaks. To make it easier to read, justify the document to the left before copying and pasting. To ensure your resume fits on the screen of your e-mail receiver, set your margins to 1 inch on the left and 2.1 inches on the right.

Resume Worksheet

First Name, Middle Initial & Last Name _____
Street Address _____
City, State, Zip Code _____
Home Phone _____ Cell Phone _____
Email _____

OBJECTIVE: _____

SUMMARY OF QUALIFICATIONS

- (Number of years relevant experience) _____
- (Positive & relevant personal qualities) _____
- (Significant accomplishment) _____
- (Relevant training/education) _____

EDUCATION/TRAINING

Start with most recent degree, certificate or relevant training

Name of College/University _____
City/State of School _____
Graduation or expected graduation date _____
Major _____ GPA (if > 3.0) _____
Certificate in _____
Associate of _____
Bachelor of _____
Master of _____

Name of College/University _____
City/State of School _____
Graduation or expected graduation date _____
Major _____ GPA (if > 3.0) _____
Certificate in _____
Associate of _____
Bachelor of _____
Master of _____

Relevant Training or Continuing Education _____

Dates completed _____

EXPERIENCE (list in order starting with most recent job, but limit to experience in last 10 years):

Job Title #1 _____

Company Name _____

City/State of Company (where you worked) _____

Dates of Employment (include months/years) From _____ to _____

List your job responsibilities here (use additional paper if necessary). Describe what you did, how you accomplished it, and the positive result to the company.

List the skills you needed to do this job successfully (use additional paper if necessary). Describe what you did, how you accomplished it, and the positive result to the company.

List any accomplishments here (use additional paper if necessary). Describe what you did, how you accomplished it, and the positive result to the company.

Job Title #2 _____

Company Name _____

City/State of Company (where you worked) _____

Dates of Employment (include months/years) From _____ to _____

List your job responsibilities here (use additional paper if necessary). Describe what you did, how you accomplished it, and the positive result to the company.

List the skills you needed to do this job successfully (use additional paper if necessary). Describe what you did, how you accomplished it, and the positive result to the company.

List any accomplishments here (use additional paper if necessary). Describe what you did, how you accomplished it, and the positive result to the company.

Job Title #2 _____

Company Name _____

City/State of Company (where you worked) _____

Dates of Employment (include months/years) From _____ to _____

List your job responsibilities here (use additional paper if necessary). Describe what you did, how you accomplished it, and the positive result to the company.

List the skills you needed to do this job successfully (use additional paper if necessary). Describe what you did, how you accomplished it, and the positive result to the company.

List any accomplishments here (use additional paper if necessary). Describe what you did, how you accomplished it, and the positive result to the company.

OTHER RELEVANT EXPERIENCE (list any volunteer/project experience that would be relevant to the employer)

Project/Agency Name _____

Your role/title _____

Dates of Involvement: From _____ To _____

RESUME CHECKLIST



- Are grammar, punctuation, and spelling correct?
- Are name, address, phone number, and e-mail (without hyperlink) included?
- Does your name stand out?
- Is the resume one complete page or 1 ½ - 2 pages maximum?
- If your resume goes to a 2nd page, is your name and Page 2 at the top of the second page?
- Is objective simple and customized for the position sought?
- Are the headings (objective, summary of qualifications, relevant skills/experience, work history, education/training, and volunteer work) prioritized in order of importance/relevance?
- Does each work experience include the following information:
 - ___ employer's name, city, and state
 - ___ dates of employment
 - ___ job titles
 - ___ significant duties, activities, accomplishments, and promotions (if chronological)
- Is each statement describing work experience prioritized in order of importance/relevance?
- Does each statement describing work experience begin with an action verb?
 - ___ present job ... present tense
 - ___ previous jobs ... past tense
- Does educational information include the following:
 - ___ degree and major, institution name, city, state, date of graduation or expected graduation date (year)?
 - ___ GPA (3.5 or higher), minor, accomplishments, awards, campus memberships (optional)?
- Is any high school education omitted?
- Are personal pronouns (I, me, my) omitted?
- Are excess words (the, a) omitted?
- Has the resume been proofread by at least one other person?
- Do you have a cover letter written to accompany your resume?
- Has any reference to references been omitted?

ACTION VERBS

Management/Leadership/Decision Making Skills

administered	directed	increased	recruited
advocated	elected	initiated	reorganized
analyzed	eliminated	inspected	replaced
appointed	emphasized	instituted	represented
approved	enforced	led	restored
assigned	enhanced	managed	reviewed
attained	enlisted	merged	scheduled
authorized	established	moderated	secured
chaired	executed	motivated	selected
considered	formed	operated	spearheaded
consolidated	founded	organized	sponsored
contracted	generated	overhauled	staged
controlled	governed	oversaw	started
converted	handled	pioneered	streamlined
coordinated	headed	planned	strengthened
decided	hired	presided	supervised
delegated	hosted	prioritized	terminated
determined	improved	produced	
developed	incorporated	recommended	

Communication/People Skills

addressed	debated	interpreted	proposed
advertised	defined	interviewed	publicized
arbitrated	described	involved	reconciled
arranged	developed	joined	recruited
articulated	directed	judged	referred
authored	discussed	lectured	reinforced
clarified	drafted	listened	reported
collaborated	edited	marketed	resolved
communicated	elicited	mediated	responded
composed	enlisted	moderated	solicited
condensed	explained	negotiated	specified
conferred	expressed	observed	spoke
consulted	formulated	outlined	suggested
contacted	furnished	participated	summarized
conveyed	incorporated	persuaded	synthesized
convinced	influenced	presented	translated
corresponded	interacted	promoted	wrote

Analytical/Research Skills

analyzed	evaluated	interpreted	searched
clarified	examined	interviewed	solved
collected	experimented	invented	summarized
compared	explored	investigated	surveyed
conducted	extracted	located	systematized
critiqued	formulated	measured	tested
detected	gathered	organized	
determined	identified	researched	
diagnosed	inspected	reviewed	

Technical Skills

adapted	debugged	operated	restored
applied	designed	overhauled	solved
assembled	determined	printed	specialized
built	developed	programmed	standardized
calculated	engineered	rectified	studied
computed	fabricated	regulated	upgraded
conserved	fortified	remodeled	utilized
constructed	installed	repaired	
converted	maintained	replaced	

Teaching Skills

adapted	developed	individualized	stimulated
advised	enabled	informed	taught
clarified	encouraged	instilled	tested
coached	evaluated	instructed	trained
communicated	explained	motivated	transmitted
conducted	facilitated	persuaded	tutored
coordinated	focused	set goals	
critiqued	guided	simulated	

Financial Data Skills

administered	balanced	developed	prepared
adjusted	budgeted	estimated	programmed
allocated	calculated	forecasted	projected
analyzed	computed	managed	reconciled
appraised	conserved	marketed	reduced
assessed	corrected	measured	researched
audited	determined	planned	retrieved

Creative/Innovative Skills

acted	designed	illustrated	planned
adapted	developed	initiated	revised
authored	devised	instituted	revolutionized
began	directed	integrated	revitalized
combined	displayed	introduced	shaped
composed	drew	invented	solved
conceived	entertained	modeled	
conceptualized	established	modified	
condensed	fashioned	originated	
created	formulated	performed	
customized	founded	photographed	

Helping/Counseling/Mediating Skills

adapted	collaborated	facilitated	prevented
advocated	comforted	familiarized	referred
aided	contributed	fostered	rehabilitated
answered	cooperated	furthered	represented
arranged	counseled	guided	resolved
assessed	demonstrated	helped	settled
assisted	diagnosed	instilled	simplified
attended	educated	insured	supplied
cared for	encouraged	intervened	supported
clarified	ensured	mentored	tutored
coached	expedited	motivated	volunteered

Organization/Administrative/Detail Skills

approved	distributed	ordered	routed
arranged	executed	organized	scheduled
catalogued	filed	planned	screened
categorized	formalized	prepared	set up
charted	generated	processed	submitted
classified	implemented	provided	supplied
coded	incorporated	purchased	standardized
collected	inspected	recorded	systematized
compiled	logged	registered	updated
coordinated	maintained	reorganized	validated
corrected	monitored	reserved	verified
corresponded	obtained	responded	
disseminated	operated	reviewed	

Selling/Convincing Skills

arbitrated	marketed	promoted	served
convinced	mediated	publicized	sold
dissuaded	negotiated	resolved	solicited
explained	persuaded	secured	

Additional Verbs for Accomplishments

achieved	improved	resolved (issues)	succeeded
completed	led	surpassed	transformed
created	pioneered	restored	won
expanded	reduced (losses)	revised	
exceeded	reorganized	spearheaded	

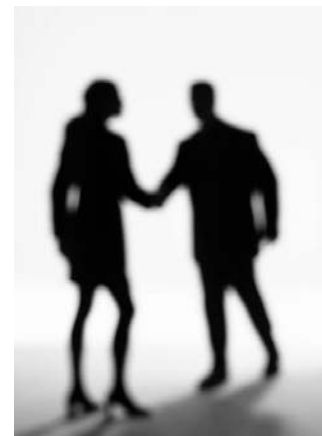
MARKETABLE PERSONALITY TRAITS

Task Oriented Skills

- accurate
- adaptable
- ambitious
- analytical
- artistic talent
- awareness
- capable
- clear-thinker
- commitment to growth
- competent
- conscientious
- cooperative
- creative
- dedicated
- dependable
- eager
- efficient
- energetic
- enterprising
- eye for detail
- farsighted
- flexible
- gets things done right
- goal directed
- good judgment
- hard worker
- high achiever
- high energy
- highly motivated
- honest
- imaginative
- independent
- industrious
- innovative
- leadership ability
- loves a challenge
- loyal
- manages time efficiently
- methodical
- meticulous
- motivated
- optimistic
- orderly
- organized
- perfectionist
- persistent
- problem solver
- productive
- punctual
- quick learner
- realistic
- resourceful
- risk taker
- self-motivated
- sense of humor
- sensitive
- serious
- shrewd
- sincere
- team player
- thorough
- trustworthy
- verbal
- versatility
- visionary
- works well under pressure

People Oriented Skills

- ability to motivate others
- congenial
- cooperative
- courteous
- diplomatic
- eloquent
- excellent communication skills
- friendly
- generous
- gets along well with others
- good listener
- helpful
- leadership qualities
- optimistic
- outgoing
- patience
- sense of humor
- sensible
- supportive
- sympathetic
- team worker
- tolerant of others
- understanding



RESUME & COVER LETTER RESOURCES

Web Sites:

www.damngood.com

www.rileyguide.com

www.provenresumes.com

Resume and Cover Letter Books & Guides (available in the Career Development Center, SC 252):

America's Top Resumes	<i>J. Michael Farr</i>
Blue Collar & Beyond	<i>Yana Parker</i>
The Damn Good Resume Guide	<i>Yana Parker</i>
Developing a Professional Vita or Resume.....	<i>Carl McDaniels</i>
Dynamite Resumes.....	<i>Ron and Caryl Krannich</i>
E-resumes.....	<i>Susan Britton Whitcomb and Pat Kendall</i>
Executive Resumes	<i>Donald Asher</i>
The Federal Resume Guidebook.....	<i>Kathryn K. Troutman</i>
Gallery of Best Resumes for Two-Year Degree Graduates.....	<i>David Noble</i>
Portfolio Power.....	<i>Martin Kimeldorf</i>
Prepare Your Curriculum Vita	<i>Acy L. Jackson</i>
Resume Almanac.....	<i>Adams Media Corporation</i>
Resume Catalog: 200 Damn Good Examples.....	<i>Yana Parker</i>
The Resume Solution	<i>David Swanson</i>
Resumes That Knock 'Em Dead	<i>Martin John Yate</i>
The Smart Woman's Guide to Resumes and Job Hunting.....	<i>Julie Adair King and Betsy Sheldon</i>
Winning Resumes for Computer Personnel.....	<i>Anne Hart</i>
Your First Resume	<i>Ron Fry</i>