



# RÉSUMÉS AND CORRESPONDENCE

BEST PRACTICES

Career Development Center

[jccc.edu/career-development](http://jccc.edu/career-development)

# Here to Help You

## AT ANY STEP IN YOUR CAREER PATH

- Discover yourself and your Strengths
- Explore majors and careers
- Write a strong résumé
- Apply for an internship
- Impress during an interview

## Career Development Center

913-469-3870 | Student Center, second floor

### Hours:

Mon.–Wed. 8 a.m. – 6 p.m.

Thu. 10 a.m. – 6 p.m.

Fri. 8 a.m. – 5 p.m.

## ○ BEST PRACTICES

How can you stand out in a crowded field of job-seekers? A strong, professional résumé and cover letter will help. Together, these are your most effective tools to market yourself and obtain an interview.

Your résumé and cover letter describe who you are and how you are qualified. They are:

- ▣ A **summary** of your best qualifications, skills, attributes, talents and relevant achievements
- ▣ Factual, accurate and **results-oriented**
- ▣ Specific to **both you** and the **job** you are seeking

## ○ IN THIS BOOK

<b>Understanding Résumé Types</b> .....	<b>4</b>
<b>Format and Content: Know Your Dos and Don'ts</b> .....	<b>6</b>
<b>Write a Compelling Summary of Qualifications</b> .....	<b>8</b>
<b>Craft Effective Accomplishment Statements</b> .....	<b>10</b>
<b>Break It Down: Learn How to Build an Effective Résumé</b> .....	<b>12</b>
Chronological Résumé .....	12-13
Functional Résumé .....	14-15
<b>Deliver a Strong Cover Letter</b> .....	<b>16</b>
Using Email Effectively .....	18
Maximize Your LinkedIn Profile .....	18
<b>Prospecting Letters</b> .....	<b>19</b>
<b>Asking for References</b> .....	<b>20</b>
<b>Sell Your Soft Skills</b> .....	<b>22</b>
<b>Effective Action Verbs</b> .....	<b>23</b>
<b>Before You Send It</b> .....	<b>26</b>

## UNDERSTANDING RÉSUMÉ TYPES

Résumés usually fall into one of two formats:

**chronological** or **functional**. Choose the format that best presents the information you wish to emphasize to each potential employer.

### Chronological Format

The **chronological format** focuses on your employment history or education. In general, it includes the following sections:

- ▣ Name and Contact Information
- ▣ Summary of Qualifications
- ▣ Work Experience
- ▣ Education

You might also include a section on additional skills you'd like to highlight that don't fit in the other sections.

### NOTE

*There may be cases in which you will want to choose **hybrid format**. This format combines aspects of the chronological and functional formats to best showcase your qualifications for a specific job.*

### PRO TIP

*Many employers prefer and are more familiar with the **chronological format**.*

### Use the chronological format to:

- ▣ Call attention to a stable work history
- ▣ Highlight upward mobility, accomplishments and promotions in your career field
- ▣ Apply for a job in a traditional company or field
- ▣ Look for a job in the same field as your previous job(s)

### Consider other options if you:

- ▣ Have gaps in employment
- ▣ Want to change your career path
- ▣ Change jobs every few months
- ▣ Have little to no work experience but have excellent soft skills or skills developed during your academic career

### Functional Format

The **functional format** emphasizes skills you've developed rather than when, where or how you acquired them. This is especially suitable if you have expert-level experience or a work history that is primarily freelance, consulting or temporary, or if you've held a variety of jobs.

Some suggested sections:

- ▣ Name and Contact Information
- ▣ Summary of Qualifications
- ▣ Education
- ▣ Relevant Skills and Accomplishments
- ▣ Employment History

#### Use the functional format to:

- ▣ Showcase expertise
- ▣ Pursue a new career
- ▣ Emphasize education if you're a new graduate
- ▣ Return to the workplace after an absence

#### Consider other options if you:

- ▣ Want to focus on career progression
- ▣ Lack experience or transferrable skills

### PRACTICE!

#### List your job history:

##### Current or most recent position

Company name, city, state \_\_\_\_\_

Dates employed \_\_\_\_\_

Main duties \_\_\_\_\_

Accomplishments \_\_\_\_\_

##### Most recent past position

Company name, city, state \_\_\_\_\_

Dates employed \_\_\_\_\_

Main duties \_\_\_\_\_

Accomplishments \_\_\_\_\_

## FORMAT AND CONTENT: KNOW YOUR DOS AND DON'TS

### → FORMAT DOS

- ✓ Keep it to one page preferably — two pages only if you are especially experienced
- ✓ Use a professional font: 18 to 22 point for your name; 12 to 14 point for section headings and contact info; 10 or 12 point for information
- ✓ Use graphics only if you are an artist or graphic designer
- ✓ Proofread for grammar, spelling and punctuation
- ✓ Always accompany with a cover letter unless the employer/application specifically says not to
- ✓ Ask a friend to look it over. What stands out in the first 10 seconds?
- ✓ Use white or cream-colored résumé paper for printing
- ✓ Send as a PDF document if emailing

### → FORMAT DON'TS

- ✗ Use more than two lines per bullet
- ✗ Send as a Word document if emailing
- ✗ Hyperlink your email
- ✗ Include an unprofessional email address
- ✗ Use excessive or irrelevant graphics and color
- ✗ Use excessive boldface, italics and underlining
- ✗ Use colored or speckled paper for printing

### ! PRO TIP

Use a professional font, such as:

#### Serif

Cambria  
Garamond  
Georgia  
Times New Roman

#### Sans serif

Arial  
Calibri  
Helvetica  
Tahoma  
Trebuchet  
Verdana

NOTES \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### → CONTENT DOS

- ✓ Include a summary of qualifications
- ✓ Put most recent work and education first
- ✓ Include up to 15 years of work experience
- ✓ Use present tense to describe a current job and past tense for past jobs
- ✓ Include volunteer experience, clubs and activities
- ✓ Use industry buzz words
- ✓ Tailor your résumé to fit each job
- ✓ Start each accomplishment statement with an action verb
- ✓ Include your phone number, email, city and state only in your contact information

### → CONTENT DON'TS

- ✗ Write an Objective statement
- ✗ Note salary information or names of supervisors
- ✗ Explain why you left your last position
- ✗ List hobbies or interests unless they're relevant to the job
- ✗ Include references
- ✗ Include your full mailing address
- ✗ Attach a photo
- ✗ Use personal pronouns (I, we, they)
- ✗ Include anything that could be used to discriminate against you

### ! PRO TIP

*Do **NOT** include high school information on your résumé if you have any postsecondary education or training, even if you haven't yet graduated.*

NOTES \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## WRITE A COMPELLING SUMMARY OF QUALIFICATIONS

Your **summary of qualifications** gives a prospective employer a good idea of who you are as well as your potential for adding value to the company's bottom line.

Your summary should include relevant experience and any formal training and credentials as well as list significant accomplishments and outstanding skills or abilities you'd like to highlight.

When crafting your summary of qualifications, follow this format:

- ▣ Use three to five concise bullets
- ▣ List most impressive or applicable information first
- ▣ Customize your qualifications to suit the job

### PRO TIP

*Consider adding your CliftonStrengths Top 5 to your summary statement.*

### Review

Read the following summary.

Notice how it sounds more compelling as it becomes more specific.

#### **Vague**

- ▣ Experience with customer service
- ▣ Bilingual
- ▣ Former member, JCCC Model UN

#### **Better**

- ▣ Two years' experience in customer service
- ▣ Fluent in Spanish and English
- ▣ Attended the 2018 Midwest Model United Nation's Conference

#### **Specific and relevant**

- ▣ Two years of experience providing customer service in a retail setting
- ▣ Fluently speak and read Spanish and English
- ▣ Placed second in the Midwest Model United Nation's Conference, 2018
- ▣ CliftonStrengths Top 5: Learner, Arranger, Woo, Relator, Intellection





## CRAFT EFFECTIVE ACCOMPLISHMENT STATEMENTS

**Accomplishment statements** are quick overviews of responsibilities, day-to-day tasks and achievements attained in past jobs. Like the summary of qualifications, these statements give a prospective employer a clear idea of your experience and potential.

**When crafting your statements:**

- ▣ Start each statement with an action verb  
Examples: provide, design, teach, communicate, plan, organize, ensure
- ▣ Do not use personal pronouns (I, me, etc.)
- ▣ Customize statements to the career field or job
- ▣ List most impressive skills first
- ▣ Quantify results using #s, \$s, and %s

See list of descriptors for task-oriented and people-oriented skills and strong action verbs on **pages 22-25**.

### ! PRO TIP

*Tailor your accomplishment statement to the job description.*

### Review

Look at the following statement.  
Notice how it sounds more compelling as it becomes more specific.

#### ***Vague***

Obligated to handle marketing

#### ***Better***

Coordinated well with marketing representatives and local media sources

#### ***Specific and relevant***

Increased local awareness of agency through cooperation with marketing representatives and local news sources

**When adding accomplishment statements to your résumé, follow this format:**

Employer, City, State

Date Range

#### **Position**

- Three to four statements in bullet format, each a one- to two-line explanation of duties using specific details relevant to the prospective job

Repeat for each position.

 **EXAMPLE**

Marriott’s Willow Ridge Lodge, Branson, MO 2018-present

**General Operations Manager**

- Direct management team of 8 with up to 125 employees; screen management applicants; hire, train, supervise, motivate and conduct performance evaluations
- Secure vendors; negotiate contracts per corporate buying specifications and standards
- Manage productivity and expense reduction, consistently operating within or below budget

Fashion Sense Inc., Overland Park, KS 2013-2018

**Assistant Manager**

- Increased sales by 19% through targeted sales techniques and social media management
- Provided direction and management to 5 part-time staff members; facilitated sales training boot camps
- Promoted from sales associate in 2014
- Received “Rookie of the Year” in 2013 for 3-state region

**PRACTICE!**

**Draft your own accomplishment statements. Draw upon your current and past work history as well as any volunteer or academic activities to showcase your skills:**

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---



### CHRONOLOGICAL RÉSUMÉ

#### **Name and Contact Information**

Position at the top of the page in a larger font size.

#### **Summary of Qualifications**

See page 8 for tips on writing an effective summary.

#### **Work Experience**

Start with your most recent or current job and work backward to your first job (or roughly 10-15 years into the past if you've been in the workforce for a while). Include your 3 to 5 accomplishment statements. See page 10 for writing tips.

#### **Education**

If you are a recent graduate or current student, include this section before work experience. List highest degree earned and relevant certifications with graduation dates (or expected date). Do not include the year if it has been 10 years or more since you graduated.

#### **Additional Information**

Include if needed to highlight achievements, professional associations or skills applicable to the position not already covered in the work experience section. Adapt this section title to suit the information you need to share.

**Chronological Résumé Example**

**JANET W. SMITH**  
 Little Rock, AR      jwsmith@sprint.com      555-555-1212

**Summary of Qualifications**

- Four years' experience in early childhood development with a diverse background in the care of special needs children and adults.
- Fluent in Spanish and English.
- Excellent classroom management with a focus on interactive learning.

**Work Experience**

The Wesley Center, Little Rock, AR 2014 – 2018  
**Supervisor**

- Coordinated service assignments for 20 part-time teaching aides and 100 client families.
- Determined work placement for 150 special needs adult clients.
- Delegated client contact with local healthcare professionals on a monthly basis.
- Trained and managed 25 volunteer workers.

Rainbow Special Care Center, Little Rock, AR 2012 – 2014  
**Client Specialist**

- Oversaw daily activity and outing planning for 100 clients.
- Maintained client databases and records.
- Assisted families of special needs clients with researching financial assistance and health care.

Cowell Elementary, Overland Park, KS 2011 – 2012  
**Teacher's Assistant**

- Supported teachers with managing daily classroom activities.
- Delegated daily and special student activities.
- Facilitated group activities to foster student learning.

**Education**

University of Arkansas at Little Rock, Little Rock, AR 2017  
**Bachelor of Science, Early Childhood Development**  
 Dean's List, University of Arkansas

Johnson County Community College, Overland Park, KS 2015  
**Associate of Arts**

**Volunteer Experience**

Special Olympics 2017 – 2019  
 Ronald McDonald House 2015 – 2017



**FUNCTIONAL RÉSUMÉ**

**Name and Contact Information**

Position at the top of the page in a larger font size.

**Summary of Qualifications**

See page 8 for tips on writing an effective summary.

**Education**

List highest degree earned and relevant certifications with graduation dates (or expected date).

**Relevant Skills and Experience**

This should be the largest section and emphasize the depth and breadth of your skills as they apply to the position. Break down by skill. Include a few bullet statements that highlight accomplishments. See page 22-25 for a list of strong action verbs and adjectives to use.

**Employment History**

This is a simple list of your position, the company name and date ranges of employment.

**Achievements/Professional Associations**

If applicable. Include any professional memberships.

**Functional Résumé Example**

**JANET W. SMITH**  
 Little Rock, AR      jwsmith@sprint.com      555-555-1212

**Summary of Qualifications**

- Four years' experience in early childhood development with a diverse background in the care of special needs children and adults.
- Fluent in Spanish and English.
- Excellent classroom management with a focus on interactive learning.
- CliftonStrengths Top 5: Learner, Arranger, Woo, Relator, Intellection

**Education**

Johnson County Community College, Overland Park, KS  
**Associate of Arts**      Anticipated graduation date Spring 2021

University of Arkansas at Little Rock, Little Rock, AR  
**Bachelor of Science**      2019  
 Dean's List, University of Arkansas

**Relevant Skills and Experience**

**Adult Care Experience**

- Determined work placement for 150 special needs adult clients.
- Maintained client databases and records.
- Coordinated client contact with local healthcare professionals on a monthly basis.
- Trained and managed 25 volunteer workers.

**Childcare Experience**

- Coordinated service assignments for 20 part-time teaching aides and 100 client families.
- Managed daily activity and outing planning for 100 clients.
- Assisted families of special needs clients with researching financial assistance and healthcare.
- Assisted teachers with managing daily classroom activities.
- Delegated daily and special student activities.

**Employment History**

Supervisor, The Wesley Center, Little Rock, AR	2014 – 2019
Client Specialist, Rainbow Special Care Center, Little Rock, AR	2012 – 2014
Teacher's Assistant, Cowell Elementary, Overland Park, KS	2011 – 2012

## DELIVER A STRONG COVER LETTER

### → COVER LETTER

Your cover letter is an employer's first impression of you. It sells your candidacy by highlighting aspects of your background that relate to a position.

#### **An effective cover letter:**

- ▣ Supplements your résumé – it does not repeat the information
- ▣ Showcases your professionalism and interest in the job
- ▣ Connects your qualifications to the specific needs and goals of the employer
- ▣ Personalizes the job process and motivates an employer to interview you

#### The cover letter includes:

##### **Your contact information**

*It should copy the header on your résumé.*

##### **Date**

##### **Employer Name**

##### **Job Title**

##### **Company Name**

##### **Address**

##### **City, State ZIP**

##### **Greeting**

##### **Intro paragraph**

*Introduce yourself, note the specific position title and mention where you learned about it.*

##### **Body**

*Summarize why you are interested in the job and how you are qualified.  
Expand on relevant details from your résumé that relate to the job description.*

##### **Closing**

*Ask for the opportunity to interview for the position and note your availability.*

##### **Sign off and signature**

*"Sincerely" is safe. Leave room for your signature if mailing a hard copy.*

#### **! PRO TIP**

*If you do not have a specific person's name, use "Hiring Manager."*

#### **! PRO TIP**

*Use a professional email address for your résumé and job applications.*

*For example: JamieLPark@gmail.com = **PRO***

*JamaLamaDingDong214@yahoo.com = **NO***



## Cover Letter Example

Little Rock, AR                      **JANET W. SMITH**                      jwsmith@sprint.com                      555-555-1212

August 10, 2019

Marta Quinn  
Director of Operations  
Paxton Health  
4567 Anywhere St.  
Little Rock, AR 72227

Dear Marta Quinn,

I am interested in the Senior Manager position at Paxton Health, which was posted recently at CareerBuilder.com. I am confident my supervisory experience as well as my passion for healthcare would be an asset to your organization.

I am currently a supervisor at The Wesley Center in Little Rock, Arkansas. Each day, I help 150 special needs adults and their families lead productive lives. While I find my work fulfilling, I would love the chance to put my skills and experience to use in a deeper capacity at Paxton Health. I can offer insight gleaned from eight years of working directly with patients and families as well as an agile, client-centric approach to service, which is so important in this rapidly changing industry.

I would appreciate the opportunity to discuss how I can help Paxton Health achieve its mission and goals. Please feel free to contact me at 555-555-1212 or at jwsmith@sprint.com. I look forward to hearing from you.

Sincerely,

*Janet Smith*

Janet Smith

## DELIVER A STRONG COVER LETTER

### → USING EMAIL EFFECTIVELY

Email and webform applications have become the preferred method of contact for many employers. Follow these tips:

- ▣ Use a short and direct subject line that includes your name, the position and any reference numbers.  
*Ex.: Jill Armstrong, Web Design Intern Position, #12345.*
- ▣ Do include a formal salutation and closing like the traditional cover letter.
- ▣ Be direct and concise. Highlight your competencies and interests and make them relevant to the position.
- ▣ Include direct links to an online portfolio, relevant webpage or your LinkedIn account.
- ▣ Proofread it closely. Then proofread it again before you hit send.

If asked to email your cover letter and résumé as an attachment, send them as PDFs. Some employers might ask you to paste your cover letter and résumé into the email body or a web form. If so, remove all tabs and forced line breaks and choose left justification before you copy it.

### → MAXIMIZE YOUR LINKEDIN PRESENCE

Increasingly employers are going to LinkedIn to check out job candidates before they call for the first interview. Set up your account well in advance of applying for jobs, then start building your network by connecting with your colleagues and companies that interest you.

#### Tips

- ▣ Look professional and sharp in your profile pic – no selfies!
- ▣ Have your résumé proofed by at least two people before you post it.
- ▣ Use keywords to highlight skills for stronger search engine optimization.
- ▣ Spotlight the qualities you want others to see in you.
- ▣ Write a brief narrative of your experiences, skills and niche areas of expertise.
- ▣ Build your network by seeking out others on LinkedIn.

#### ! PRO TIP

*Applying online? Include live links to your LinkedIn profile and an online portfolio if applicable in the contact section of your cover letter and résumé.*

## → PROSPECTING LETTERS

Have a dream company in mind but it hasn't posted a specific job opening that fits your qualifications? Send a prospecting letter.

Similar to a cover letter, a prospecting letter serves as an introduction and a quick summary of who you are. It lets a recruiter know you're interested in future opportunities.

## Prospecting Letter Example

Little Rock, AR      **JANET W. SMITH**      jwsmith@sprint.com      555-555-1212

June 1, 2019

Ms. Carol Patrick  
General Manager  
Walmart  
13555 Santa Fe Drive  
Olathe, KS 66062

Dear Ms. Patrick:

Do you want retail clerks and managers who are accurate, enthusiastic and experienced? Additionally, do you want someone who cares about customer service, who understands merchandising, and who can work well with others to get the job done? When you are ready to hire a manager trainee or clerk with a strong work ethic and dedication to superior customer service, please consider me for the position.

Working as a clerk and then as an assistant department manager in a large department store has taught me how challenging a career in retailing can be. My Associate of Arts degree in retail will provide your store with a well-rounded potential employee. I can offer Walmart's Olathe store more insight from my two years of study and field experience. You will find that I am interested in every facet of retailing and eager to take on responsibility. Please review my résumé to see how my skills can benefit your store.

I understand Walmart prefers to promote its managers from within the company, and I would be pleased to start out with an entry-level position until I gain the necessary experience. Please contact me to discuss my qualifications in more detail. I can be reached at 913-555-1212. Thank you for your time and consideration.

Sincerely,

*Janet Smith*

Janet Smith

## ASKING FOR REFERENCES



### REFERENCES

Prospective employers want to get a bigger picture of who you are by talking with people who know you professionally.

#### Follow these tips:

1. Ask permission from your references and alert them when applying for jobs.
2. Provide a copy of your résumé to your references to refresh their memories of your capabilities and skills.
3. Provide a copy of the job description or advertisement to your references; this will allow them to correlate your capabilities and skills to the position.

In general, have three to five references to choose from and tailor those to the prospective position.

#### Type out your references using this format:

##### Header

*It should copy the header on your résumé.*

##### References

*Left-justified in case you need to email.*

*For each reference:*

**Name**

**Title**

**Company Name**

**Company Address**

**Phone Number**

**Email Address**

#### PRO TIP

*Do not include references with your résumé unless employer requests it.*

*Note: References should be a separate document.*

## References Example

Little Rock, AR      **JANET W. SMITH**      jwsmith@sprint.com      555-555-1212

**References****Alica Phu**

Store Manager  
Forever 21  
123 W. 104th St., Overland Park, Kansas  
913-555-6212  
a.phu@provider.com

**Frank Marlott**

Vice President  
Ahoy There Investments  
2320 Alfalfa Lane, Kansas City, Missouri  
816-555-8888, ext. 2170  
Marlott.Frank@provider.com

**Terry Jacobs**

Guidance Counselor  
Charles S. Swisher High School  
78425 Metcalf, Stillwell, Kansas  
913-555-8300, ext. 7672  
TJacobs@provider.com

## SELL YOUR SOFT SKILLS

Use when crafting your accomplishment statements and highlighting job duties.

### People-oriented

- ability to motivate others
- congenial
- cooperative
- diplomatic
- excellent communication skills
- good listener
- optimistic
- outgoing

### Task-oriented

- accurate
- adaptable
- ambitious
- analytical
- artistic
- competent
- conscientious
- creative
- dedicated
- dependable
- efficient
- energetic
- enterprising
- flexible
- goal-directed
- high achiever
- highly motivated
- imaginative
- independent
- industrious
- innovative
- leadership acumen
- manages time efficiently
- methodical
- meticulous
- motivated
- optimistic
- organized
- persistent
- problem-solver
- productive
- quick learner
- realistic
- resourceful
- self-motivated
- team player
- thorough
- trustworthy
- versatile
- visionary
- works well under pressure

Use when crafting your accomplishment statements and highlighting job duties.

### Accomplishments

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

### Analytical/Research

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

### Communication

- ▣ addressed
- ▣ advertised
- ▣ arbitrated
- ▣ arranged
- ▣ articulated
- ▣ authored
- ▣ clarified
- ▣ collaborated
- ▣ communicated
- ▣ composed
- ▣ condensed
- ▣ conferred
- ▣ consulted
- ▣ conveyed
- ▣ convinced
- ▣ corresponded
- ▣ debated
- ▣ defined
- ▣ described
- ▣ developed
- ▣ directed
- ▣ drafted
- ▣ edited
- ▣ elicited
- ▣ enlisted
- ▣ explained
- ▣ formulated
- ▣ furnished
- ▣ incorporated
- ▣ influenced
- ▣ interacted
- ▣ interpreted
- ▣ interviewed
- ▣ lectured
- ▣ marketed
- ▣ mediated
- ▣ moderated
- ▣ negotiated
- ▣ observed
- ▣ outlined
- ▣ participated
- ▣ persuaded
- ▣ presented
- ▣ promoted
- ▣ proposed
- ▣ publicized
- ▣ recruited
- ▣ referred
- ▣ reinforced
- ▣ resolved
- ▣ responded
- ▣ solicited
- ▣ synthesized
- ▣ translated

### Creative/Innovative

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

## EFFECTIVE ACTION VERBS

### Financial

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

### Helping/Counseling/Mediating

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

### Management/Leadership/Decision-making

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



### Organization/Administrative/Detail

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

### Selling/Convincing

- ▣ arbitrated
- ▣ convinced
- ▣ dissuaded
- ▣ marketed
- ▣ mediated
- ▣ negotiated
- ▣ persuaded
- ▣ promoted
- ▣ publicized
- ▣ resolved
- ▣ served
- ▣ sold
- ▣ solicited

### Teaching

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

### Technical

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

## BEFORE YOU SEND IT

Use this checklist to ensure your résumé and cover letter are effective, engaging and error-free.

### Résumé

- One page preferred (*if longer, include contact information header on all pages*)
- Spelling, grammar and punctuation checked
- Name stands out
- Headings stand out and are prioritized in order of importance
- Work experiences include:
  - Employer name, city and state
  - Dates of employment
  - Job title
  - Duties, accomplishments and promotions if applicable
- Each statement describing duties begins with a strong action verb
- Use present tense for current jobs/past tense for past jobs
- Education information includes:
  - Institution name, city, state
  - Graduation date (or anticipated date)
  - Degree or major
  - Any minor, accomplishments, awards, memberships
- No personal pronouns (you, I, we) or excess words (the, a, etc.)

### Cover letter

- One page only
- Spelling, grammar and punctuation checked
- 1-inch margins
- Header copies your résumé header
- Both pieces proofread by at least two others
- Signature included, signed by hand if mailing

#### PRO TIP

*Check that your references information is correctly formatted and ready to send if asked.*






**CAREER DEVELOPMENT CENTER**


Student Center, Second Floor | 913-469-3870

[jccc.edu/career-development](http://jccc.edu/career-development)

**GET CONNECTED!**

 JCCC Career Development Center

 @careerdevjccc

 @careerdevjccc



**JOHNSON COUNTY**  
COMMUNITY COLLEGE