



# The Resume

## WHAT IS A RESUME?

A resume is a personal statement of your skills, abilities and experiences. Its purpose is to spark an employer's interest and help you obtain an interview.

### An Effective Resume:

- Takes time and continual revision.
- Demonstrates your future value or potential to the organization.
- Is concise, neat, well organized and creates a favorable impression.
- Reflects your uniqueness and contains accurate information that proves you are qualified.

### Resume Styles:

***Chronological:*** This is the traditional format which describes experiences in sequence. List your most recent employment first. Job responsibilities are described for each position held. (See Resume #1 & #2)

***Functional:*** This format highlights skills, accomplishments and strengths. Experiences will be displayed by skill clusters. A functional format is useful for career changers, those with employment gaps or for those who are applying for positions unrelated to previous employment. (See Resume #3)

***Scannable:*** Many big companies will scan the resume into a computer and search for key words. This resume should be free of any decorations including underlines, italics, etc. (See Resume #4)

### The Basics of Resume Mechanics:



***Identifying Data:*** List your name, address and phone number at the beginning of your resume. If you have two addresses, list local to the left and permanent to the right; identify each. If you have an e-mail account don't forget to put it on the resume.



***Education:*** List your education below your identifying data. If you are studying towards, but have not yet received your degree, put down expected date of completion. An individual with significant experience should list education toward the bottom of the resume.



***Experience:*** This consists of paid or unpaid, part-time or full-time, and past or present experience. Examples may include: volunteer, Co-ops, internships, military, or work study. This is the most time consuming and important part of your resume. The set up depends on your chosen resume style.

- If you select the chronological style, you may list experiences under one general heading (Experience), or group each type of experience (Relevant, Clinical, Volunteer, etc.)
- If you select the functional style, list job responsibilities by clusters (Leadership, Sales, etc.)

## Optional Resume Categories:

- ➔ Career Objective: A career objective states a specific position or setting in your chosen career field. List it below your identifying data. If you are sending a cover letter with your resume, an objective is not necessary.
- ➔ Special License/Certification: List special training that relates to your career objective. Examples include teaching, health-related, Federal Communications Commission, real estate, etc.
- ➔ Significant Coursework/Projects: List 4-6 upper-level courses which demonstrate knowledge in the field if you do not have related experience. If you list courses, be able to discuss them in an interview!
- ➔ Special Skills: This may include computer knowledge (hardware or software), foreign languages (indicate proficiency) or an area of expertise.
- ➔ Community Activities: List community involvement or volunteer work.
- ➔ Professional Affiliations: List memberships and offices held in organizations. Examples include American Marketing Association, American Psychological Association, Delta Mu Delta, etc.
- ➔ College Activities: List specific organizations in which you are active; include dates and any offices held.

## Resume Tips:

### *Layout:*

- Keep your resume brief - generally one page.
- Utilize CAPITALS, **Bold**, Underlining, *Italicizing* and Indenting to highlight certain aspects of the resume.
- Be consistent with headings and abbreviations.
- Once you begin college, do not include high school under education.

### *Techniques:*

- Develop and type your resume on a computer with a quality printer.
- Use quality paper with matching cover letter and envelope.
- Use action phrases rather than complete sentences. Never use "I."
- Do Not depend on spell check. Proofread your resume for errors.
- Arrange headings and dates to attract the reader's attention. Make the resume attractive to the eye.
- Never list previous salaries, supervisors, or personal information.
- Emphasize the most important experience or skills.

## The Co-op Connection:

- ➔ **Take CFE:97, Co-op Preparation Seminar.** This seminar provides detailed instruction and critique of resumes.
- ➔ Participate in a **Co-op Field Experience** to gain career-related experience and build your resume.

# The Scannable Resume:

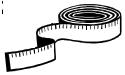
When you send your resume in to a big company, chances are that it will be scanned into a computer and checked for key words that fit a job description. If your resume does not scan well, or you do not have proper key words, you may not make the cut. The following are some important tips that will help you make the most of your electronic resume.

## *Use Simple Typeface*



- Use a 10 to 14 point font
- Use a “sans-serif” typeface. These are fonts that do not have “feet” at the bottom or “hats” at the top of most of the letters. An example of a sans-serif font would be Helvetica.

## *Leave Space Between Lines*



- Use “normal line spacing” for your resume
- Leaving out space between lines confuses scanners and invites trouble for your resume.

## *Don't Underline or Italicize!*



- Computers don't understand underlining and italics, and if they don't understand it, they won't accept it.
- If you want something on your resume to stand out, **boldface** it!

## *Don't use Graphics or Ornaments*



- Computers read text, not graphics.
- Your resume is not being looked at by a human eye, so there is no need to have it stand out; you want it to “blend in with the crowd.”

## *Be Careful with Abbreviations*



- Your resume is being scanned for keywords; if you use abbreviations you might be overlooked.
- There are too many different abbreviations out there which mean the same thing (i.e.: is AMA the American Medical Association or the American Marketing Association?).

## *Printing*



- Make sure to use a laser printer. The poorer the quality of the print, the harder it will be to scan.
- Use white paper of average thickness, and print only on one side!

## *Sending out your Resume*



- Don't fold your resume. Send it in an 8 1/2 by 11 envelope. When a folded resume is scanned into a computer, it creates dark lines across the face of the document. These dark lines may make your resume unreadable.
- If your resume is more than one page, do not staple it. The staples make the top corner frayed and may make it hard for your resume to be scanned.

*Your resume may end up being reviewed by either a computer or a person. It is a good idea to contact the company before sending out your resume, and ask which process they use, and therefore send it out accordingly.*

## Action Words

accelerated	controlled	founded	modernized	repaired
accepted	converted	free-lanced	modified	replaced
accomplished	coordinated	gathered	monitored	reported
acquired	correlated	generated	motivated	represented
acted	corresponded	guided	multiplied	reproduced
adapted	counseled	headed	narrated	researched
addressed	created	helped	negotiated	restated
adjusted	customized	hired	observed	resolved
administered	declared	identified	obtained	revamped
adopted	decreased	illustrated	operated	revised
advanced	deferred	implemented	ordered	reviewed
advertised	defined	improved	organized	revitalized
advised	delegated	improvised	originated	rewrote
affected	deleted	inaugurated	oversaw	rotated
aided	delivered	incorporated	partook	saved
aligned	demonstrated	increased	participated	scheduled
allotted	designed	indexed	perceived	secured
amended	determined	indicated	perfected	selected
analyzed	developed	individualized	performed	served
anticipated	devised	influenced	perpetuated	shaped
applied	diagnosed	informed	persuaded	signaled
appraised	diagrammed	initiated	photographed	simplified
approved	directed	inspected	piloted	sketched
arranged	discovered	installed	planned	sold
assembled	displayed	instituted	practiced	solved
assessed	distributed	instructed	prepared	sorted
assisted	diverted	instigated	prescribed	specialized
attained	documented	integrated	presented	specified
audited	donated	interpreted	processed	spoke
budgeted	drafted	interviewed	produced	spotlighted
built	edited	introduced	programmed	standardized
calculated	eliminated	invented	projected	streamlined
campaigned	employed	inventoried	promoted	structured
cancelled	enforced	investigated	proposed	studied
catalogued	engineered	itemized	proved	suggested
categorized	enlarged	judged	provided	summarized
chaired	established	justified	publicized	supervised
changed	estimated	labeled	purchased	supplied
channeled	evaluated	learned	pursued	surveyed
charted	examined	leased	quoted	systematized
checked	exchanged	lectured	raised	tallied
circulated	excluded	led	rallied	tabulated
classified	executed	legislated	readied	talked
combined	exercised	lobbied	rebuilt	taught
commenced	exhibited	located	recommended	tested
communicated	expanded	logged	reconciled	totaled
compared	expedited	maintained	recorded	trained
compiled	explained	managed	recruited	transcribed
completed	explored	manufactured	rectified	transferred
composed	expressed	mapped	reduced	treated
computed	fabricated	maximized	reestablished	tutored
conceived	familiarized	measured	referred	unified
conducted	figured	mechanized	refined	upgraded
conferred	filed	mediated	regained	updated
continued	finalized	mentioned	regulated	vitalized
contracted	finished	merged	rehabilitated	welcomed
contributed	fortified	moderated	reorganized	wrote

# Rita McMahon

**Local:** (Until May 16)  
 88 Autumn St.  
 Williamsville, NY 14221  
 (716) 689-6996  
 mcmahon34@daemen.edu

**Permanent:**  
 28 Eagle St.  
 Fredonia, NY 14063  
 (716) 673-2092  
 McMahan86@aol.com

**EDUCATION**

DAEMEN COLLEGE, Amherst, NY  
**Bachelor of Arts**, Psychology May 2002  
 G.P.A. in Major: 3.6/4.0  
 Advanced coursework taken in PSYCHOLOGY and MANAGEMENT:  
 • Abnormal Psychology • Humanistic Psychology • Education of the Mind  
 • Management Organizational Behavior • Management Information Systems

**RELATED  
EXPERIENCE**

UNITED CEREBRAL PALSY ASSOCIATION, Buffalo, NY  
**Staff Relief Aide** (Co-op placement) 9/99 - 6/00  
 Assisted in UCPA supportive apartments for clients of multi-functioning  
 retardation and schizophrenia. Clients ages ranged from 20-80.  
 • Assisted in routine program activities.  
 • Transported residents to medical appointments and errands.  
 • Maintained a clean, safe, and orderly environment.  
AMHERST ADULT DAY SERVICES, Amherst, NY  
**Assistant Production Manager** 2/99 - 6/99  
 Assisted in an adult day care center for clients of Parkinson's and Alzheimer's  
 diseases and strokes. Age of clients ranged from 50-90.  
 • Designed and implemented activities for clients.  
 • Organized theatrical productions to orient incoming patients.

**EMPLOYMENT**

DAEMEN COLLEGE, Amherst, NY  
**Assistant Clerk**, Marian Library 2/99 - Present  
QUALITY MARKETS, Fredonia, NY  
**Cashier** 9/95 - 8/98

**COMMUNITY  
SERVICE**

GATEWAY, Williamsville, NY  
**Big Sister Volunteer** 9/99 - Present  
STEP FAMILY ASSOCIATION OF WNY, Buffalo, NY  
**Volunteer Theatrical Performer** 9/98 - 1/99

**PROFESSIONAL  
AFFILIATIONS**

- American Psychological Association
- Psi Chi National Honors Society
- Society Student Caucus

# William Miller

123 South Avenue

Buffalo, New York 14215

(716) 555-8509

wmiller27@daemen.edu

Sample #2 Chronological Resume
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- Education:** **Bachelor of Arts, English** May 2007  
DAEMEN COLLEGE, Amherst, NY  
Specialization: **Communications/ Public Relations**  
GPA: 3.7/4.0
- Related Coursework:** Writing for the Media      Advanced English Composition      Mass Communication  
Intro to Public Relations      Principles of Marketing      Promotional Writing
- Employment:** Kaufmann's, Cheektowaga, NY      06/05-Present  
*Merchandise and Customer Assistant*
- Provide quality customer service
  - Maintain balanced cash register and operate credit card machine
  - Assist with store layout design and seasonal displays
  - Record and maintain merchandise inventory
  - Train new employees
- Buffalo Public Library, Buffalo, NY      10/03-05/05  
*Receptionist/ Secretary*
- Responded to customer inquiries and directed calls via switch board
  - Assisted with check-out/returns of library resources
  - Performed general clerical responsibilities and maintained member data base
- Community Service:** St. Vincent DePaul Soup Kitchen, Buffalo, NY      Spring 2005  
*Volunteer*
- West Side Nursing Home, Buffalo, NY      07/01-09/03  
*Volunteer*
- Honors and Activities:** Daemen College Dean's List      All Semesters  
Literature Club, *Co-Founder and President*      Fall 2005  
Who's Who in American College Students      2005  
Multicultural Club, *Vice President*      Spring 2004  
West Side Nursing Home Committed Volunteer Award      May 2002
- Special Skills:** Proficient in Microsoft Word, Excel, and PowerPoint  
Experience with Dreamweaver, Adobe Photoshop, and QuarkXpress  
Excellent communication and interpersonal skills  
Experience with copy editing, layout, and print

## Jennifer Hastings

103 Delta Lane

Williamsville, NY 14221

(716) 839-8335

jhastings@daemen.edu

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### Public Relations:

Handled customer complaints in large retail store. Organized employee-employer liaison group and represented employee views to management. Conducted interviews with prominent sports figure for publication in local newspaper. Successfully negotiated language and living relationships in Switzerland. Acted as a spokesman for college track team.

### Sales:

Sold merchandise in nationally known department store. Handled three times previous volume in sales. Produced high sales of six previously slow-moving items. Trained three other successful salespersons.

### Accounting:

Handled all bookkeeping and accounting for local retail store. Prepared payroll, wrote checks, made reports. Supervised all purchases and reduced incidental expenses by 30 percent.

### Experience:

1998 to Present	<b>Bookkeeper</b> , The Disney Store, Cheektowaga, NY
1995 - 1997	<b>Salesperson</b> , Radio Shack, Amherst, NY
1996	<b>Shipping Clerk</b> , CIBA-GEIGY Corporation, Buffalo, NY

### Education:

May, 2000	Daemen College, Amherst, NY Bachelor of Science, Business Administration Specialization: Operations Management
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### Specialties:

Studied abroad for 9 months in Switzerland  
Proficiency in reading, writing and speaking French

# Michael J. Koziej

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Williamsville, NY 14221  
(716) 673-2092  
mkoziej@daemen.edu

Sample #4  
Scannable Resume

## OBJECTIVE

A position in law enforcement, investigation, or corporate security.

## SKILLS

Rifle and revolver range instructor  
Target shooting, Distinguished Expert classification  
Tang Soo Do Martial Arts  
Microsoft Word, Excel and Powerpoint

## EDUCATION

Bachelor of Arts, May 1999  
Daemen College, Amherst, NY  
Major: Psychology  
Minor: History and Government

## HONORS

Dean's List	Fall 1998
Outstanding Citizen Volunteer	1997
Who's Who in American College Students	1997

## RELEVANT COURSES

Sociology of Deviant Behavior	Theories of Personality
Juvenile Justice	Criminal Law
Psychology of Adolescence	Justice in American Society

## RELEVANT EXPERIENCE

**Administration of Justice**, Municipal Court System, Amherst, NY      Fall 1998  
Observation and participation in court system. Averaged 10 hours per week.

**Criminology Assistant**, Police Department, Cheektowaga, NY      Spring 1998  
Co-op Field Experience. Worked in crime investigations unit. Responded to calls and visited crime sites with police officers.

## VOLUNTEER EXPERIENCE

**Citizen's Advisory Committee**, Police Department, Buffalo, NY      1993-Present  
Serve as community representative and liaison with metropolitan police department. Participated in training program for Citizen Advisory Committee members. Attended more than 20 meetings with community members and police.

## LANGUAGES

Fluent in Spanish and English (written and spoken)