RESUME CREATION

Introduction to Resumes

Your resume is a powerful marketing tool to land an interview. It is an important part of your total package, and must be clear, concise, appealing, and informative. It should reflect your unique experiences, skills, and accomplishments. Your objective is to communicate what makes you stand out as a stellar candidate.

WHAT IS THE PURPOSR OF A RESUME?

Looking good on paper is often the first step to securing an interview. It summarizes your skills, education, activities, and on-the-job experiences. It also demonstrates how your qualifications match the employer's needs. Resumes should be customized or tailored for a specific purpose or job description. Employers typically view a resume for no more than 15 to 30 seconds. Be sure to take advantage of that time by crafting a resume that is clear, concise, well-organized, and quickly demonstrates how you meet their needs.

RESUME FORMATS

There are three basic formats for resume preparation: chronological, functional, and combination. There is no magic or prescribed formula; each has its own advantages. The best advice is to choose a format that best portrays your skill and experiences at a glance.

- **Chronological Format:** This format is the most common for college students and new professionals. Chronological resumes are the easiest to prepare and read, and the most commonly used. This format puts emphasis on past experience and employment, such as work experience, community service, special projects, student groups, and cocurricular activities. Information about your current or most recent position is listed first and then previous positions follow in reverse chronological order.
- **Functional Format:** The functional format enables you to focus on skills and qualities that can be applied to a number of work situations. It is best suited when you do not want to emphasize your employment record. You might choose this format if you have no work experience, significant gaps in your employment record, have a pattern of short term jobs (subsequent to graduation from college), or you have held several positions in which you have exercised the same skills. The functional format is often used by job seekers who are making a drastic career change and want to emphasize transferable skills.
- **Combined Format:** As the name implies, the combination format merges elements of both functional and chronological resume. It stresses skills and capabilities, but adds positions, employers, and dates. The main advantage is that it shows the potential employer where and when you gained the skills you are highlighting. If you have a stable employment record, it is important to include a job history to help remove some of the suspicions that often rise in the minds of employers reading functional resumes.

Before You Write

The secret to creating a resume that is clear, concise, and well-organized starts well before you begin typing. Before you start writing, it is important to take an inventory of what you can offer an employer, to know your key skills and characteristics, and to be able to identify common resume sections.

WHAT DO I HAVE TO OFFER?

The following questions and prompts can help you thoroughly assess your professional abilities, technical skills, personal attributes, experience, and accomplishments:

- What are my technical and special skills related to the pharmaceutical industry?
- What are some of my more important personal attributes? How do they relate to pharmacy school or pharmacy as a profession?
- Write down your personal attributes, relevance to job performance, place, or situation. Use the following questions to help you brainstorm:
    - Completed a project faster, better, or cheaper?
    - Increased membership, participation, or sales?
    - Identified and/or helped solve any problems?
    - Instituted any new methods, systems, or procedures?
    - Achieved results with little or no supervision?
    - Re-organized or improved an existing system?
    - Demonstrated leadership skills and exhibited good team player skills?
    - Reached out for more work or more responsibility?
    - Motivated others?
    - Coordinated any event or project?
    - Acquired pharmacy-specific knowledge?
- Show measurable results to an employer. Quantifying your accomplishments gives prospective employers a sense of you how went about an assignment or project and the bottom-line results. Numbers speak volumes!

PRIORITIZE YOUR SKILLS AND EXPERIENCE

Identifying your primary career objective will help you decide which skills and experiences to emphasize and which ones to omit when creating your resume. Ideally, each resume you produce will be tailored to fit the specific job or educational program for which you are applying. When precise tailoring is not possible, construct your resume so that it is targeted towards your primary career or educational objective. You can use your cover letter to emphasize or add job specific skills. Think about your primary career objective and write down your principal abilities, skills, attributes, and experiences desired by employers in this field.

Top Skills and Qualities Employers Look For:

1. Ability to work on a team
2. Leadership
3. Communication skills (written)
4. Problem-solving skills
5. Strong work ethic
6. Analytical/quantitative skills
7. Communication skills (verbal)
8. Initiative
9. Technical skills
10. Detail-oriented

Source: National Association of Colleges and Employers (NACE) 2012 Job Outlook Survey

ORGANIZING YOUR RESUME: COMMON RESUME SECTIONS

Resumes often contain a variety of different sections that organize and categorize resume content. Resume sections and titles may vary from resume to resume depending upon experience and the purpose of the resume. There are several sections that almost every resume must have, including contact information, education, and work experience.

- **Contact Information**: Your contact information appears at the top of your resume. Include your name, address, phone number, and email address. Do not include personal information such as height, weight, race, date of birth, or social security number.
- **Objective:** An objective is an optional section that enables the reader to quickly learn about the position you are seeking. Objectives should be no longer than two lines. Objectives that are too specific may be limiting and ones that are too broad are meaningless. If you include an objective, think about writing 2-3 versions of your resume, each with a different objective. You may choose to include the objective in a cover letter instead of your resume.
- **Education:** This section is often the first section for most students and recent college graduates. Information should appear in reverse chronological order (present to past) with your most recent education first. Include institution, title and date of expected or completed degree (s), major(s), and minor(s), and any honors awarded. Including your GPA is optional but suggested for students whose GPAs are above 3.5.
- **Work Experience:** List your work experience in reverse chronological order. You should include the organization's name, location, position held, dates of employment and description of your accomplishments. Focus on areas that relate to the position you are seeking and provide evidence of your ability to assume responsibility, follow through, and achieve positive outcomes. If you have held numerous part-time jobs, highlight the most relevant experiences. You can have more than one work experience area using different headers, i.e. "Related Work Experience," "Internships," "Professional Work Experience."
- **Activities, Interests, & Leadership:** Here is your opportunity to show your commitment to your major field, leadership positions outside the classroom, and involvement on campus. This may include organizations such as fraternities or sororities, student organizations, club sports, and volunteer work. If these activities include leadership positions and accomplishments, list them like a job and include bullets with your responsibilities.
- **Awards & Honors**: In this section, you can feature awards, scholarships, achievements, and academic distinctions. Honors can be a category of its own or included as part of the activities or education sections.
- **Skills:** List skills you have, particularly those related to your career or educational plans. Some "skills" categories might include: technical, computer, language, research, laboratory. You can also include relevant trainings and certifications in this section.
- **References:** Do not list references on your resume. Prepare a separate list of three professional references, including name, title, email and business phone number of each person who agreed to be a reference for you. Include your name and contact information at the top of your page. Always receive permission from those individuals you are using as references.

Creating a Resume

GUIDELINES FOR CRAFTING YOUR RESUME

- **Content:** Emphasizing accomplishments and results are most likely to increase your appeal as a candidate. Minimize job descriptions and merely listing responsibilities. What you did to make a difference is important to a prospective employer.
- **Style:** Use a "bullet" format, listing one task or accomplishment per line. Focused, action-oriented phrases will make it easier for the reader to review your resume quickly. Avoid using first-person language (i.e. "I," "My," "Me).
- **Keywords:** You can improve your odds of securing an interview by filling your resume with keywords.
- **Length:** Resumes are not a comprehensive autobiography. Limit your resume to one page as an undergraduate student. Graduate and professional students should have a resume no longer than two pages. Graduate and professional students can create a curriculum vitae for a more comprehensive academic and professional history.
- **Layout:** Leave some white space to create an uncluttered organized look. Be consistent in your use of indentations, capitalization, fonts, and spacing. Margins should be no smaller than .6" on all four sides.
- **Appearance:** Choose a standard, easy-to-read font (such as Arial, Calibri, Garamond, Georgia, or Times) in a 10-12 point size. You can use bold, italics, all-capital letter, and underlining to add emphasis and help organize your resume.
- **Proofread:** Check and double check to make sure your finished draft contains no mistakes in spelling, punctuation, and grammar. Consider scheduling an appointment to have your resume reviewed.
- **Paper:** When printing your resume, use high quality 8 1/2 x 11 bond in white or ivory, laser-printed, on one side only. If possible, buy envelopes and letterhead paper to match or compliment your resume and cover letter. Use paper clips, instead of staples, to attached application documents.

WRITING RESUME BULLET POINTS

An interview-landing resume describes your accomplishments and previous experiences and how well you completed those experiences. Well-written bullet points grab the reader's attention and effectively describe your experiences and how you deliver results. An easy formula for writing accomplishment-oriented bullets points is:

Action Verb + Subject + Rationale/Result

- **Action Verbs:** Strive to start all resume bullet points with an action verb. Action verbs give your resume power and direction.
- **Subject:** Focus on what you've done. Keep in mind that the easiest way to add specific details to your bullet points is through quantifiers or numbers. You can also add qualifying details by using words like "by," "through," or "with."
- **Rationale/Result:** Including information about what outcomes you contributed to as well as information about why your project, role, or actions mattered to the employer. Using words like "in order to," "to," and "for" can help you incorporate a rationale or result.

Resume Action Verbs

Management Skills
Administered
Analyzed
Appointed
Assigned
Attained
Authorized
Chaired
Contracted
Consolidated
Coordinated
Developed
Directed
Evaluated
Executed
Improved
Increased
Organized
Oversaw
Planned
Prioritized
Produced
Recommended
Reviewed
Streamlined
Strengthened
Supervised

Clerical or Detail Skills
Approved
Arranged
Catalogued
Classified
Collected
Compiled
Dispatched
Executed
Generated
Implemented
Inspected
Monitored
Operated
Organized
Prepared
Processed
Purchased
Recorded
Retrieved
Screened
Specified
Standardized
Systematized
Updated
Validated
Verified

Communication Skills
Addressed
Arbitrated
Arranged
Authored
Contacted
Corresponded
Developed
Directed
Drafted
Edited
Formulated
Influenced
Interpreted
Lectured
Mediated
Moderated
Motivated
Negotiated
Persuaded
Promoted
Publicized
Reconciled
Recruited
Spoke
Translated
Wrote

Technical Skills
Adapted
Assembled
Built
Calculated
Computed
Converted
Conserved
Designed
Developed
Devised
Engineered
Fabricated
Maintained
Operated
Overhauled
Programmed
Remodeled
Repaired
Replaced
Solved
Specialized
Trained
Upgraded

Teaching Skills
Adapted
Assembled
Advised
Clarified
Coached
Communicated
Coordinated
Developed
Enabled
Encouraged
Evaluated
Explained
Facilitated
Guided
Informed
Initiated
Instructed
Motivated
Persuaded
Set goals
Stimulated
Trained

Research Skills
Clarified
Collected
Critiqued
Diagnosed
Evaluated
Examined
Extracted
Identified
Inspected
Interpreted
Interviewed
Investigated
Organized
Reviewed
Summarized
Surveyed
Systematized

Creative Skills
Acted
Conceptualized
Created
Designed
Developed
Directed
Established
Fashioned
Founded
Illustrated
Instituted
Integrated
Introduced
Invented
Modeled
Originated
Performed
Planned
Revitalized

Research Skills
Clarified
Collected
Critiqued
Diagnosed
Evaluated
Examined
Extracted
Identified
Inspected
Interpreted
Interviewed
Investigated
Organized
Reviewed
Summarized
Surveyed
Systematized

Helping Skills
Assessed
Assisted
Clarified
Coached
Counseled
Demonstrated
Diagnosed
Educated
Encouraged
Expedited
Facilitated
Familiarized
Guided
Referred
Rehabilitated
Represented
Simplified
Supported
Volunteered

Adapted from Boston College:
http://www.bc.edu/offices/careers/skills/resumes/verbs.html

Pharmacy Resume Keywords

A
Accreditation
Administration
Adverse drug reaction
Alternative medicine
Ambulatory care
Aseptic technique
Audits

B
Benchmarking
Biotechnology
Budget allocation

C
Case management
Certification
Change management
Clinical decision making
Clinical research
Clinical services
Clinical studies
Community outreach
Community practice
Competitive bidding
Compounding
Computer systems
Continuity of care
Continuous quality improvement
Contract administration
Contract negotiation
Controlled substances
Curriculum development
Customer relations
Customer satisfaction
Customer service

D
Data collection
Data management program
Dispensing devices
Distribution
Documentation
Drug administration
Drug distribution
Workload
Drug distribution system
Drug evaluation
Drug information
Drug interactions
Drug metabolism
Drug therapy monitoring
Drug usage evaluation

E
Economics
Educational programming
Equipment
Errors
Ethics

F
Financial management
Formulary
Formulation
Fundraising

G
Geriatrics
Grant administration
Guidelines

H
Health maintenance organization
Health-care system
Health promotion
Home health care
Hospice care

I
Immunization
Immunology
Improving health outcomes
Incompatibilities
Industry relations
Infectious diseases
Information systems
Injections
Inpatient care
Instructional media
Internal medicine
Interventions
Intravenous therapy
Inventory control
Investigational drug

J
JCAHO
Just-in-time-inventory

L
Labeling
Leadership development
Leadership training
Legislation
Long-term care

M
Mail order services
Managed care
Manufacturing
Marketing
Market research
Materials management
Media relations
Medication errors
Medication use evaluation
Meeting planning

N
Needs assessment
Non-profit
Nuclear pharmacy
Nursing home
Nutrition
Nutrition support

O
Office management
Oncology
Operating budget
Order processing
Outcomes research
Over-the-counter-drugs

P
Pain management
Patient care
Patient counseling
Patient information
Patient relations
Peer review
Performance appraisal
Pharmaceutical care
Pharmaceutics
Pharmacodynamics
Pharmacoeconomics
Pharmacogenetics
Pharmacogenomics
Pharmacognosy
Pharmacokinetics
Pharmacology
Pharmacopeial standards
Pharmacotherapy
Pharmacy practice
Poison control
Policy and procedures
Policy development
Practice management
Prescribing
Prescription benefit management
Prescriptions
Pricing
Primary care
Procurement
Product development
Product selection
Professional competence
Project management
Project planning
Protocols
Psychiatric pharmacy
Public affairs
Public health
Public policy development

Q
Quality assurance
Quality control
Quality improvement
Quality of care
Quality of life

R
Records management
Reengineering
Research and development
Reimbursement
Resource management
Regulatory affairs
Retail sales
Risk management

S
Scheduling
Service delivery
Specialty
Speaker's bureau
Staffing
Standards
Strategic planning
Sterile products
Substance abuse

T
Team building
Team leadership
Technical support
Therapeutic efficacy
Therapeutic equivalency
Therapeutic substitution
Third party payer

U
Unit does
Utilization review

V
Vaccines
Vendor relations
Volunteer recruitment
Volunteer training

W
Wellness program

Adapted from The Pharmacy Professional's Guide to Resumes, CVs, & Interviewing

Sample Resume

JOHN D. BUCKEYE

123 Anywhere Avenue, Columbus, OH 43210 • Buckeye.1@osu.edu • (614) 555-7255

EDUCATION

The Ohio State University — Columbus, OH
Bachelor of Science in Pharmaceutical Sciences — May 20XX
Minor in Nutrition — GPA: 3.57

PHARMACY EXPERIENCE

Walgreens — Columbus, OH
Pharmacy Technician — January 20XX – Present

- Communicate with patients to gather accurate medical and drug histories
- Perform troubleshooting with clients to resolve insurance coverage issues
- Enter and fill prescriptions accorinding to appropriate storage and dosage rquirements

Charitible Pharmacy of Central Ohio — Columbus, OH
Volunteer — August 20XX – Present

- Volunteer over 30 hours at a non-profit pharmacy serving low-income and uninsured patients
- Organize, sort, and inventory donated medications and samples

North Highland Park Hospital — Sunnyville, OH
Inpatient Pharmacy Technician — August 20XX – December 20XX

- Performed IV preparations and dispense medication for a 230 bed hospital
- Maintained patient medication records and prepared billing information for discharge
- Assited pharmacist with daily inventory, ordering, and restocking of medication

ADDITIONAL EXPERIENCE

Kroger — Dayton, OH
Cashier — May 20XX-August 20XX

- Provided customer service for up to one hundred customers daily
- Restocked shelves and conducted weeking inventory checks
- Awarded employee of the month for speed and accuracy at the cash register

LEADERSHIP & INVOLVEMENT

Ohio Union Activities Board, Visual and Fine Arts Committee — January 20XX – Present

- Collaborate with a five-person committee to coordinate a free weekly movie series

September 20XX – May 20XX

Pharmacy House

- Participated in a two-year residential learning community promoting the pharmacy profession through pharmacy site visits, facility tours, lectures, and shadowing opportunities

HONORS & AWARDS

Dean's List, 4 of 5 semesters; Provost Scholarship; Buckeye Pharmaceutical Scholarship

SKILLS & CERTIFICATIONS

Certified Pharmacy Technician (CPhT), Pharmacy Technician Certification Board
Languages: Korean, Mandarin