



RESUME INFORMATION

WHAT IS A RESUME?

A resume is an important tool in searching for employment. Your resume should highlight relevant skills and qualifications related to a position of interest. This document provides employers a written summation of your skills and abilities. The purpose of the resume is to get you the interview. Employers scan resumes in seconds, so make it count!

PREPARATION

Before writing your resume, review your educational and professional history. Make lists of all schools attended, jobs held (paid and volunteer), duties performed, extracurricular activities, honors received, skills acquired, and any appropriate additional information. These lists will form the basis of the content of your resume, and will help you identify which accomplishments are relevant and should be included. As you narrow your career options and identify skills in demand for your targeted industries, you will want to emphasize those on your resume.

GETTING STARTED:

Margins: Use “normal” (i.e. one inch) margins on the top, bottom, left and right sides of the page. Margins may be decreased to ½ inch to fit all information on one page, but make sure the resume is easy to read and not too crowded. Keep a balance of white space and text.

Fonts: We recommend using 11- or 12-point font, and no smaller than 10-point font. Most resumes use either Calibri or Times New Roman for font type, but you may use any professional style font. Be consistent with font style throughout the resume. **Indentations, Italics, Underlining:** Thoughtful use of indentations, italics, underlining and bold can make your resume more visually appealing and easier to read. However, overuse of those styles can be distracting.

Be Consistent: Be consistent throughout the resume regarding abbreviations, dates and how you present information. Make sure that each work, volunteer and internship experiences are in the same format. Always list the organization, job title, location, and dates of employment/experience in the same order, style and font. Being consistent gives the employer an indication of your attention to detail.

RESUME STRUCTURE

- A one-page resume is always best! However, if you have a great deal of experience and skills, a two-page document may be more desirable. In most cases, your resume should not exceed two-pages.
- Start by listing the most relevant information first and be sure to tailor your resume to the position and employer of interest.
- Use bullet points. Bullet format starting with a **strong action verb** is the best way to deliver your duties and responsibilities to employers. See pages seven and eight for example action verbs to use on your resume.
- Focus on the employers’ needs, not yours. Highlight the qualifications that best match the “ideal” candidate.

- Think about how your skills are transferable to a new environment and keep this in mind as you write descriptions of your past experiences. For example, customer service skills that you gained in retail could be transferable to other client-based work.
- List your GPA if it is over 3.0 and important in the field to which you are applying.
- Never talk in first person. Save subjective thoughts about yourself for the cover letter.
- Be consistent with capitalization, punctuation, tense usage, abbreviations, font size, bold, italicized, and underlined wordings. Consistency is key!
- Always proofread your resume as a misspelled word can take you out of the candidate list.

CHOOSING THE BEST RESUME FORMAT

There are three main types of resumes: Chronological, Functional and Combination. The format you choose will depend on your experience, education, and the type of position you are seeking.

Chronological resume is the most common resume. It documents your work experience and education in reverse chronological order (most recent events listed first). This format is generally used by candidates applying for jobs in their current field of study/experience as well as someone who has consistent work history.

Functional resume is a skills-based document and is primarily used for job seekers who have transferrable skills, but limited experience in the area in which they are applying. This format is best for seekers who are making a career change, have gaps in their work history, limited career growth, or lack direct experience. When developing the qualification and experience section on a functional style resume, one should choose three strong skills that are transferrable to the chosen field of study/occupation they are seeking. Next, make sure that there are three or more bullets that support each skill. Then, list your jobs under work history or employment history.

Combination resume is used by candidates to highlight special accomplishments while providing employment history in reverse chronological order. A combination resume displays a header for qualifications/ skills/ or accomplishments. When developing this section, review the job announcement and try to get an understanding of what the employer is looking for from a candidate. As you begin to develop this section, make sure the qualification/skills list is applicable to the job for which you are applying.

RESUME LAYOUT

Most resumes include several standard sections. You may decide to customize your section headings depending on your background and desired position.

Heading/Personal Contact Information: List your name, address, phone number, and e-mail. Your e-mail address should be professional and include your name. Your voice message should be appropriate for potential employers to hear.

John M. Smith
1234 Park Street, St. Louis, MO 63141
314-555-5555 (mobile)
jsmith@live.maryville.edu

Professional Summary/Career Objective (*optional*): This statement is optional and included only if you have made a career change and your past experience does not reflect your current interests. If included, this concise and specific statement serves as a thesis statement to communicate your interests and qualifications directly related to the position.

Education: Begin with the most recent degree you are pursuing or have earned. Include institution, city and state, degree you will earn, major(s) and minor(s), and month and year of completion. List any additional degrees in reverse chronological order. Study abroad and other summer or academic programs may also be listed in this section. Transfer students who attended another institution for more than one year may also list that institution on their resumes. Dual degree students should list both institutions. ***High school details should be omitted after two years of college.***

Maryville University, *St. Louis, MO*
Bachelor of Science in Actuarial Science, May 2018
Relevant Coursework: Insurance and Risk; Risk Theory

Honors, Awards & Activities: List honors, awards and/or activities in a separate section or as a heading under the education section.

Experience: The experience category may be titled "Work Experience" or "Relevant Experience". This section includes work, internship, leadership, research, and volunteer experiences. Employers consider experience, paid or unpaid, an integral part of your resume. Highlight your accomplishments and skills related to each specific experience. As your resume expands, you may break your experience into different sections (e.g., teaching experience, clinical experience). **Computer/Technical/Language Skills:** Indicate your knowledge of technical, international language, research, computer (software, hardware, platforms, programming languages, operating systems, applications), and other specialized skills. Be accurate and explain your knowledge or proficiency level by using appropriate wording to describe your ability (fluent, proficient, or basic knowledge).

Additional Possible Headings for Resume Sections

Academic Honors	Endorsements	Professional Affiliations
Achievements	Extracurricular Activities	Professional Seminars
Areas of Expertise	Field Experience	Publications
Awards	Global Experience	Related Coursework
Campus Involvement	Honorary Societies	Scholarships
Certifications (or Licenses)	Honors and Awards	Seminar Presentations
Civic Engagement	Internship Experience	Skills and
Committee Assignments	Language Competencies	Competencies
Community Service	Military Service	Student Teaching
Computer Literacy	Papers Presented	Study Abroad
Conferences (Workshops) Attended	Practicum Experience	Technical Skills
		Volunteer Activities

References

DON'T: Write "References available upon request" at the bottom of your resume.

DO:

- Prepare a list of references on a separate page so you are ready if an employer asks for them.
- Copy and paste your heading (name and contact information on your resume) onto a second page and list the name, title, address, phone and e-mail of three to four people (professors, student group advisors, internship supervisors).
- Contact all references BEFORE you list them to ensure they will provide a positive reference.
- Contact all references AGAIN after you have provided the reference list to your potential employer and provide them with the job title, description, company name, and the name of the person who will be in contact.

CHRONOLOGICAL RESUME SAMPLE

Joe Student

123 Study Lane
St. Louis, MO 63141
(314) 555-5555
jstudent@live.maryville.edu

OBJECTIVE:

To obtain a position in the area of business that will utilize my skills, education and experience as well as enhance my professional growth.

EDUCATION:

Maryville University

Bachelor of Arts, Business Administration

GPA: 3.87/4.0; Dean's List

St. Louis, MO
Month 20xx
Fall 20xx & Spring 20xx

SKILLS:

- Proven track record of providing excellent client service
- Proficient in Microsoft Office Suite, Peachtree, and Windows Operating System
- Strong oral, written and interpersonal communication skills

EXPERIENCE:

ABC Bank

Commercial Loan Processor

St. Louis, MO
September 20xx-Present

- Consult with clients to obtain information for loan applications
- Provide excellent customer service, answer questions and address client concerns regarding the loan process
- Assist new employees with creating bills and setting up loans
- Review loan agreements for completion and accuracy according to policy
- Maintain accurate and up-to-date knowledge of new and existing products, financial services, rates, and loans

AAA Retail Store

Sales Associate

St. Louis, MO
July 20xx-May 20xx

- Assisted customers with merchandise selections
- Generated and logged daily sales reports
- Provided excellent customer service to all shoppers
- Managed, tagged and organized inventory on sales floor

Maryville University

Student Assistant

St. Louis, MO
August 20xx-March 20xx

- Typed memos, general correspondence and other documents
- Processed students, faculty and staff identification badges
- Assisted students with general inquiries regarding campus/department
- Answered questions about student identification process

FUNCTIONAL RESUME SAMPLE

Jane Student

123 Study Lane
St. Louis, MO 63141
(314) 555-5555

jstudent@live.maryville.edu

OBJECTIVE:

To obtain an internship with a non-profit organization where I can utilize my skills in communication and organization.

EDUCATION:

Maryville University

Bachelor's in Communication

GPA: 3.5/4.0; Dean's List

St. Louis, MO

Month 20xx

Fall 20xx & Spring 20xx

SUMMARY OF SKILLS

Communication

- Accepted leadership roles to ensure successful and timely completion of group assignments
- Trained new employees on policies and procedures as it pertains to serving customers
- Interacted effectively with customers and exceeded their expectations
- Related well to customers, co-workers, and management

Organization

- Scheduled monthly educational and social events for approximately 100 organizations on student activity roster
- Coordinated volunteers for "Saints for a Day" through Maryville University Student Life Office
- Prioritized work in order to expedite service in a fast-paced environment
- Managed inventory as well as ordered supplies via computerized database system

Administration

- Maintained accurate billing and shipping records
- Provided support for office staff utilizing all major office machines
- Created and implemented new customer evaluation system
- Proficiently utilized Word, Excel, PowerPoint, and Internet

EXPERIENCE

Student Assistant, Student Life, Maryville University, St. Louis, MO

August 20xx – Present

Server, Applebee's Neighborhood Bar & Grill, St. Louis, MO

June 20xx – Present

Clerical Assistant, Montgomery Printing Co., Springfield, MO

Summer 20xx

VOLUNTEER EXPERIENCE

Student Life Leadership Development Program

Speech Communication Alliance of Greater St. Louis

Communication Association of America

COMBINATION RESUME SAMPLE

Jane Student

123 Study Lane
St. Louis, MO 63141

(314) 555-5555

jstudent@live.maryville.edu

QUALIFICATIONS:

- Experience in marketing research; familiar with financial principles
- Detail-oriented with administrative skills commonly needed in an office environment
- Self-assured when delivering presentations
- Developed new distribution outlets for a special marketing project
- Increased revenue by 30% through marketing research and promotion
- Proficient in Microsoft Word, Excel, PowerPoint and Internet research

PROFESSIONAL EXPERIENCE:

Marketing Co-op; Marketing Magic, St. Louis, MO

Fall 20xx & Spring 20xx

- Interviewed consumers and summarized findings in a report to be submitted to Director of Marketing
- Gathered data on competitors and researched their prices, sales, and marketing methods
- Presented marketing ideas to supervisors and peers
- Created and designed fliers and newsletters for fundraising
- Evaluated the financial aspects of product development

Salesperson; Borders, Manchester, MO

May 20xx – June 20xx

- Arranged book displays to attract customer attention
- Processed sales and assisted customers with locating materials
- Maintained accurate inventory records in computerized database

OTHER EXPERIENCE

Student Ambassador; Maryville University, Solutions Squad, St. Louis, MO

May 20xx- Present

- Provide clear and concise information to faculty, students, staff, and the public
- Compile data from student evaluations and type into report form
- Greet potential students and parents and provide them with information about the University

EDUCATION:

Maryville University

Bachelor's in Business Administration

St. Louis, MO

Month 20xx

CAREER READINESS AND YOUR RESUME

WHAT IS A CAREER READINESS?

The National Association of Colleges and Employers (NACE) defines career readiness as the attainment and demonstration of requisite competencies that broadly prepare college graduates for a successful transition into the workplace.

NACE CAREER COMPETENCIES:

- **Critical Thinking/Problem Solving:** Exercise sound reasoning to analyze issues, make decisions, and overcome problems. The individual is able to obtain, interpret, and use knowledge, facts, and data in this process, and may demonstrate originality and inventiveness.
Action Verbs for Resume: Acted, Communicated, Conceptualized, Deduced, Defined, Distinguished, Estimated, Examined, Formulated, Gathered, Identified, Inferred, Leveraged, Measured, Monitored, Negotiated, Observed, Persisted, Persuaded, Reasoned, Recognized, Reflected, Resolved, Synthesized
- **Oral/Written Communications:** Articulate thoughts and ideas clearly and effectively in written and oral forms to persons inside and outside of the organization. The individual has public speaking skills; is able to express ideas to others; and can write/edit memos, letters, and complex technical reports clearly and effectively.
Action Verbs for Resume: Advised, Briefed, Clarified, Cooperated, Counseled, Directed, Documented, Drafted, Edited, Influenced, Informed, Interpreted, Lectured, Mediated, Moderated, Negotiated, Presented, Printed, Published Recruited, Reported, Translated
- **Teamwork/Collaboration:** Build collaborative relationships with colleagues and customers representing diverse cultures, races, ages, genders, religions, lifestyles, and viewpoints. The individual is able to work within a team structure and can negotiate and manage conflict.
Action Verbs for Resume: Adapted, Collaborated, Contributed, Corresponded, Helped, Interacted, Involved, Mediated, Participated, Partnered, Provided, Recommended, Restored, Revamped, Solved, Streamlined, Strengthened, Structured, Submitted, Supported, Transferred
- **Digital Technology:** Leverage existing digital technologies ethically and efficiently to solve problems, complete tasks, and accomplish goals. The individual demonstrates effective adaptability to new and emerging technologies.
Action Verbs for Resume: Adjusted, Applied, Assembled, Augmented, Calculated, Calibrated, Converted, Designed, Digitized, Engineered, Fabricated, Installed, Manufactured, Mapped, Modified, Navigated, Overhauled, Programmed, Remodeled, Repaired, Simulated, Standardized, Upgraded, Utilized
- **Leadership:** Leverage the strengths of others to achieve common goals and use interpersonal skills to coach and develop others. The individual is able to assess and manage his/her emotions and those of others; use empathetic skills to guide and motivate; and organize, prioritize, and delegate work.
Action Verbs for Resume: Administered, Chaired, Conducted, Consolidated, Delegated, Directed, Designated, Established, Executed, Facilitated, Hired, Implemented, Initiated, Led, Managed, Motivated, Oversaw, Planned, Prioritized, Projected, Reorganized, Spearheaded, Structured
- **Professionalism/Work Ethic:** Demonstrate personal accountability and effective work habits, e.g., punctuality, working productively with others, and time workload management, and understand the impact of non-verbal communication on professional work image. The individual demonstrates integrity and ethical behavior, acts responsibly with the interests of the larger community in mind, and is able to learn from his/her mistakes.
Action Verbs for Resume: Advised, Arranged, Assigned, Assisted, Coached, Created, Developed, Encouraged, Enhanced, Guided, Improved, Increased, Maintained, Organized, Provided, Recommended, Resolved, Reviewed, Supported
- **Career Management:** Identify and articulate one's skills, strengths, knowledge, and experiences relevant to the position desired and career goals and identify areas necessary for professional growth. The individual is able to navigate and explore job options, understands and can take the steps necessary to pursue opportunities, and understands how to self-advocate for opportunities in the workplace.

Action Verbs for Resume: *Achieved, Acquired, Advocated, Attained, Built, Customized, Designed, Instituted, Learned, Produced, Ensured, Evaluated, Modeled, Progressed, Promoted, Recognized, Represented, Secured, Served*

- **Global/Intercultural Fluency:** Value, respect, and learn from diverse cultures, races, ages, genders, sexual orientations, and religions. The individual demonstrates, openness, inclusiveness, sensitivity, and the ability to interact respectfully with all people and understand individuals' differences.

Action Verbs for Resume: *Accompanied, Adapted, Bridged, Conversed, Discovered, Diversified, Expatriated, Explored, Harmonized, Interconnected, Internationalized, Listened, Observed, Programmed, Restored, Specialized, Strengthened, Sustained, Transnationalized, Traveled, Unified, Volunteered*

COVER LETTER INFORMATION

Each resume you send to an employer should be accompanied by a cover letter. A cover letter is your opportunity to create a personal statement to the employer about why you would be a good fit for a particular position. Letters must be individually typed, focused on what you can offer an employer (instead of what you think you should be receiving from your future employer) and addressed, when possible, to the correct hiring party.

FIRST PARAGRAPH [INTRODUCTORY]

Explain who you are, state why you are writing, and state why you think the employer is a great/good fit.

SAMPLE TEXT: I am writing to express interest in the [position title] opportunity as posted on [source]. Your company is great because [blank]; your [blank] is especially impressive. My background/experience in [blank] makes me an excellent candidate for the position.

MIDDLE PARAGRAPH(S) [BODY]

Prove why your experience and/or education qualifies you for the position. Go in depth to tell a story of growth or accomplishment about a single position or course project. Address the employer's needs (should relate to the core demands of the position). Be sure to tie in a brief description about your related employment/education/experience, highlight your successes, and share relevant soft skills and personal characteristics.

SAMPLE TEXT: The [position title] requires skills in [blank] in order to be successful. In my past experience as a [previous position title], I did very similar work [etc.]. I am currently pursuing a [degree/program] at Maryville University. Through the completion of coursework in my program, I have gained vast knowledge in [key concepts/subject matter knowledge]. With this knowledge and my past experience, I will be able to [list a specific achievement relevant to the employer and the position]. In addition, I possess several personal characteristics including [list two or three characteristics] that will allow me to work effectively with your team.

LAST PARAGRAPH [CLOSING]

Thank the reader for taking time to read this letter, describe your follow-up plan and state how you can be reached.

SAMPLE TEXT: My resume is enclosed for your review. I would appreciate the opportunity for a personal interview to share my skills and qualifications in greater detail. Should you need any additional information, I can be reached at [phone] or by e-mail [email address]. I look forward to the opportunity to join your team to support your mission of [mission statement]. Thank you for your time and consideration.