

CREATING A RESUME FROM SCRATCH

WORK EXPERIENCE

1. Create a list of work experience and list most recent job first. For each job, make certain you have a:
 - Name of the company
 - Job title
 - Location – (city and state only)
 - Dates you workedYou don't need the manager's name, the address or phone number for this part of the resume.

2. For each job, list at least 3 bullet points or key responsibilities. For example, if you were waitstaff, you waited on tables, trained new staff, and worked the cash register. Don't worry about refining it yet, just get at least 3 key responsibilities/tasks nailed down. If you end up with more than 3 bullet points, we will edit later.

3. Now, let's start refining the action phrases for your jobs. For example, which says it better:
 - Waited tables
 - Provided friendly and efficient customer service

How about:

- Supervised children
- Provided encouragement and leadership to 15 children

Now, tips on editing and refining.

- a. First, review **Appendix A: Action Words for Your Resume**. Make certain every phrase has one of these action words—whether dealing with people, things or information.
- b. Review **Appendix B: Action Phrases for Your Resume**. This lists several phrases you might apply to your job.

4. Continue refining, focusing on skills and knowledge.
A great resume should include accomplishments and achievements that you have been instrumental in making happen. Increased sales by 65% in 6 months, improved efficiency by 20%, recognized as employee of the year.

What is key is that you describe HOW you did things – use adjectives like: efficiently, effectively, and accurately.

- Outline accomplishments in concise phrases. Include standards, numbers, changes you made, awards received, results produced. Do not use “I” or “me” and minimize use of articles such as “the” or “a”
 - Use present tense for current, past for all others
 - Think about incorporating keywords, buzzwords (review portion on scannable resumes)
 - Industry jargon – TQM, HTML
 - Titles – Project director, shift leader
5. Classify – Now that you have all of your work experience nailed down and described well, and each has at least 3 key points, classify. Options include:

- a. Place everything under Work Experience, including unpaid work, such as intern or volunteer activity
 - b. If you are an athlete at Tech and have very limited or no work experience, you may want to described that as a job, even though you weren't paid
6. You are done with the hardest part. Now let's move on with the basics of all resumes.

Overview

1. Sell yourself
2. Recommended length is one page, but the key – ask yourself – “Will this statement help me land an interview?”
3. Demonstrate how you made a difference where you worked –
 - a. Perform job better
 - b. Problems or challenges met
 - c. Awards, special recognition
4. Advice on style varies – some prefer bullets, some paragraphs. Keep in mind that they will view it for 15 to 30 seconds – that's why I recommend bullets.
5. Presentation considerations
 - a. Can it easily be scanned or faxed
 - b. Be careful of paper too dramatic
 - c. Fonts no smaller than 10 point – **NOT TOO DRAMATIC**Formatting – make it interesting – break it up but make it flow
6. **Must be perfect!**

PARTS OF A RESUME

There are two types of resumes – chronological and achievement. We will be working with a chronological – basically all of the jobs you have had, listed beginning with the most recent. See the Jane Doak example, Appendix C.

An achievement resume summarizes the skills you possess, and then verifies that listing using examples from jobs. It really is appropriate only for those with a great deal of experience, even then it is not always recommended. See the John Dough example, Appendix D.

Parts:

- Heading
- Education
- Experience
- Activities

Optional:

- Career Objective
- Relevant Coursework
- Skills/Summary of Qualifications
- Honors/Awards
- Certifications/Licenses

HEADING – required

- Name is 14 to 16 point font
- E-mail address
- Permanent address: where you can always be reached
- Think about putting a line to separate the heading from the rest of the resume

CAREER OBJECTIVE – optional

Objectives are not necessary if you have a cover letter. Objectives can be used in lieu of a cover letter if the resume will be forwarded by a staffing agency, friends, or recruiters. I typically do not recommend having a career objective because there are often weak and non-specific. Even when good objectives, they don't often create an advantage.

However, if you choose to use one, it must have a direct relationship to the employer's needs, meaning it needs to be rewritten each time you submit a resume to an employer. Do keep in mind that you may want to use **KEYWORDS**, words that employers might be looking for if they search an electronic or scanned document for certain skills.

Use when:

- Targeted job in mind
- Particular position you seek

Do not use:

- When there are several potential positions
- For a job fair

Samples:

- Seek position as counselor with special interest in Drug & Alcohol Rehabilitation Services.
- Utilize skills as a nutritionist as part of the support team for a professional sports organization.
- Teach Family and Consumer Sciences in a large high school, with an emphasis in Child Development.

EDUCATION – required

List only those institutions from which you received a degree, but NOT high school. For example, if you earned an associate's degree from a community college list it, but don't list that school if you simply attended. Your latest degree comes first in the list. For purposes of this resume, list your degree from Tech, even though not yet accomplished.

If you studied overseas or under special circumstances, you may list that here also.

- University, (college is optional, such as Texas Tech University, College of Human Sciences) & location
- Degree – get the name of the degree right! In most schools, everything other than Interior Design is a Bachelor of Science in...
- Date of Graduation
- GPA if over 3.0-
- Honors – if President's Honors List or Dean's Honors List, you may want to place it here
- If primarily self-supporting, you might include it here

Samples:

Texas Tech University Lubbock, Texas

Bachelor of Science in Dietetics

Minor: Restaurant, Hotel & Institutional Management

Graduation: December 2001 Cum Laude, GPA 3.55

President's Honor List

75% Self-Supporting

Texas Tech University, College of Human Sciences, Lubbock, Texas

***Bachelor of Science in Dietetics*, December 2001**

Minor: Restaurant, Hotel & Institutional Management

Overall GPA 3.6, Major GPA 3.8

President's Honor List, Dean's Honor List

RELEVANT COURSEWORK – optional

There are a couple of reasons you may want to do this.

1. You may simply not have much to put in your resume and want to use this as a filler
2. You have no work experience relevant to the jobs you seek. You may be able to show relevance through your coursework.

If you chose to list it, list the titles of **relevant** courses. List the titles, not the names. For example (and I'm just making up a name, ok?), list a class as:

Challenges in Adolescent Development, not HDFS 3302

These probably look best as a bulleted list.

WORK EXPERIENCE

What skills do you have to offer?

Job Title

Organization

Location (City/State)

Dates

Skills & knowledge you acquired (2 to 4 bullet points)

Sample Headings:

Student Assistant

Texas Tech Fitness/Wellness Center, Lubbock, Texas

Jan 00 – Present

Jan 00 – Present *Student Assistant, Texas Tech Fitness/Wellness Center, Lubbock, Texas*

Samples: Not the weaknesses of the first sample and compare that to the impact of the second.

Student Assistant, Texas Tech Fitness/Wellness Center, Lubbock, Texas

Duties Included:

- Nutritional Counseling
- Education regarding physical fitness
- Blood pressure screening

Student Assistant, Texas Tech Fitness/Wellness Center, Lubbock, Texas

- Performed nutritional assessments and counseled university students in skills and steps necessary to creating a fulfilling and healthy diet
- Provided encouragement and motivation to over 140 students as the result of providing expertise in exercise plan design and implementation
- Performed blood pressure screenings and monitored client progress in meeting goals for reduction.

ACTIVITIES & HONORS

Should reflect:

- Balance in your life
- Leadership
- Teamwork
- Commitment
- Self-starting

Sit down and think about every type of volunteer activity you have been involved in while at Tech. It is not limited to work at Tech – it could be any kind of community work. However, usually no high school activity is included.

For honors, what is every honor you have earned, of any kind, during your time at Tech? Again, high school usually doesn't count, even if you were valedictorian

It is up to you whether you include dates. Put them by order of the most important position first, the ones most significant to the positions for which you apply.

Samples:

Student Dietetic Association, Vice-President, 2001-present, Member 1998-present

Student Member, Chancellor's Round Table, 2001

Phi Theta Kappa, Honor Fraternity, 1998-present

Phi Upsilon Omicron, Honor Fraternity, 2000-present

Texas Tech Varsity Women's Golf, 1998-2000

Project Leader – Habitat for Humanity, 2001

Student Dietetic Association, Vice-President

Student Member, Chancellor's Round Table

Phi Theta Kappa, Honor Fraternity

Phi Upsilon Omicron, Honor Fraternity

Texas Tech Varsity Women's Golf

Project Leader – Habitat for Humanity

SUMMARY OF SKILLS

- Optional. Some place it at the beginning, some at the end
- Make certain it is directly related to the position for which you apply. You should now the competencies and skills for the position and summary should demonstrate skill level and experiences directly related

Sample:

Over 600 hours in nutritional design

Over 7 years experience in exercise instruction

Strong skills in leadership, management and project initiation and completion

CERTIFICATION

- If necessary to your job, you want to include it as part of education
- If not complete, note intended date of completion
- Do not include if it has no relation to your desired job

PERSONAL INFORMATION

Don't include it! Do not put them in a position where they would make a decision based on your marital status, your age, your race.

REFERENCES

Some suggest including with resume, perhaps on back.

POF, FOP, Employers, Professors

SUMMARY

DO:

- Try to keep it one page
- Use bullets, underlining, bolding and caps to highlight
- Be concise, have some white space
- Use neutral paper
- Proofread carefully

DON'T

- Include personal info
- Lie
- Include negative info
- Have someone else write it for you

FORMATTING

I usually format resumes using Word and using the TABLE menu.

Here's an example of how to create a portion of Work Experience. Open a new document in Word and click on Table. Click on INSERT TABLE. Let's create a table using 2 columns and 3 rows for the moment.

| | |
|--|--|
| | |
| | |
| | |

You will see columns like this above. On the top row, type in WORK EXPERIENCE.

Now, from your other document, cope the work experience and put it the lowest cell. Let's say I wanted to show a job with the dates to the left, job title, name of company and location on top, and the skills bullet points.

Copy the skill descriptions and paste them into the last cell. Type in your Job Title, Company Name, and Location into the top right-hand cell. Type the dates into the left. It will all look like this.

| | |
|------------------------------|---|
| WORK EXPERIENCE | |
| December, 2000 to July, 2002 | Waitstaff, Joe's Restaurant, Lubbock, Texas |
| | <p>Promoted to Program Director in the second year of employment</p> <p>Created and managed activity schedules for 30 camp counselors at a camp serving more than 150 children each 2 week camp session</p> <p>Offered motivation and encouragement to 30 children as cabin supervisor.</p> |

Now, you can make the column larger by grabbing the middle vertical line with your mouse and pulling it to the left. After you have done that, highlight that information and either click on the bullet point icon on the computer or click on FORMAT, then BULLETS AND NUMBERING, then on the bulleting you want.

Your document should look something like this.

| | |
|------------------------------|--|
| WORK EXPERIENCE | |
| December, 2000 to July, 2002 | Waitstaff, Joe's Restaurant, Lubbock, Texas |
| | <ul style="list-style-type: none"> • Promoted to Program Director in the second year of employment • Created and managed activity schedules for 30 camp counselors at a camp serving more than 150 children each 2 week camp session • Offered motivation and encouragement to 30 children as cabin supervisor. |

Notice that the Work Experience and the dates are crowded. I can MERGE the cells they are in. First, let's make it so that Work Experience is centered above. Highlight both cells in the tops rows, click TABLE and click on MERGE CELLS. On the justification icon, click the one to center it or go to FORMAT, click on PARAGRAPHS, and center the text. Hit ENTER to create an additional space below Work Experience.

For the dates, highlight the cell the dates are in and the one below, click on TABLE and click on MERGE CELLS. Your document will look like this:

| WORK EXPERIENCE | |
|---------------------------------|--|
| December, 2000 to July, 2002 | <p><i>Waitstaff, Joe's Restaurant, Lubbock, Texas</i></p> <ul style="list-style-type: none"> • Promoted to Program Director in the second year of employment • Created and managed activity schedules for 30 camp counselors at a camp serving more than 150 children each 2 week camp session • Offered motivation and encouragement to 30 children as cabin supervisor. |

Finally, let's do some font formatting. Let's change it all to Arial, make the job title in italics, the name of the company and location in bold. Also, let's abbreviate the dates.

| WORK EXPERIENCE | |
|--------------------|---|
| Dec '00 to Jul '02 | <p><i>Waitstaff, Joe's Restaurant, Lubbock, Texas</i></p> <ul style="list-style-type: none"> • Promoted to Program Director in the second year of employment • Created and managed activity schedules for 30 camp counselors at a camp serving more than 150 children each 2 week camp session • Offered motivation and encouragement to 30 children as cabin supervisor. |

SCANNABLE & INTERNET RESUMES

Much of this material comes from a pamphlet from Southwest Airlines entitled "Preparing the Ideal Scannable Resume".

The key to scannable and/or internet resumes. If a printed resume, a company may scan it into their database. Software called OCR (optical character recognition) converts the scanned image back into text – making a clean crisp, and not too complex resume critical.

Once a company has your resume, either scanned or sent in electronic format, they then store it in a database. They can, of course, search for your resume by name. But it is also not uncommon that they search looking for specific skills, titles – KEYWORDS. Keywords are often nouns, such as titles and jargon. Keep the idea of KEYWORDS in mind.

Your standard resume and a scannable/internet resume do not have to be dramatically different. However, you may want to have two versions of your resume:

- One for the computer to read – with a scannable format and detailed information. Send this one to be scanned.
- One for people to read – possible with a creative layout, enhanced typography, and summarized information. Carry this one to the interview.

CONTENT

- The computer extracts information from your resume. You can use your current resume; however, once you understand what the computer searches for, you may decide to add a few key words to increase your opportunities for matching requirements.
- Describe your experience with concrete words rather than vague descriptions. For example, it's better to use "managed a team of waitstaff" rather than "responsible for managing, training".
- When searching for specific experience, they'll search for key words, usually nouns such as: writer, BA, marketing collateral, Society of Technical Communications, Spanish (language fluency), San Diego, etc.
- Whenever possible, indicate the specific job and location in which you are interested in your objective statement.
- Use enough words to define your skills, experience, education, professional, affiliations, etc.
- Use more than one page if necessary. The computer can easily handle multiple-page resumes, and it uses all of the information it extracts from your resume to determine if your skills match available positions. It allows you to provide more information than you would for a human reader.
- Use jargon and acronyms specific to your industry (spell out the acronyms for human readers)
- Increase your list of key words by including specifics; for example, list the names of software you use such as *Microsoft Word and Lotus 1-2-3*.
- If you have extra space, describe your interpersonal traits and attitude. Key words could include skilled in time management, dependable, high energy, leadership, responsible, good memory

FORMAT

- To maximize the computer's ability to read your resume, provide the cleanest possible original, and use a standard style resume
- The most difficult resume for the computer to read is a poor quality copy with an unusual format such as a newsletter layout, adjusted spacing, large font sizes, graphics or lines, type that is too light, or paper that is too dark.
- Use white or light-colored 8-1/2 x paper, printed on one side only. Provide a laser printed original
- Use standard typefaces such as Helvetica, Futura, Optima, Universe, Times New Roman, Palatino, New Century, Schoolbook, and Courier. Use a font size of 10 to 14 points. (Avoid Times 10 point.)
- Use boldface and/or all capital letters for section headings as long as the letters don't touch each other. Use common headings such as: *Objective, Experience, Employment, Work History, Positions Held, Summary of Qualifications, Accomplishments, Education, Professional, Affiliations, Publications, Licenses, Certifications, Honors, References, etc.*
- **Avoid:** Fancy treatments such as shadows and reverse (white letters on black background). Avoid resumes that look like newspaper or newsletters.
- Place your name at the top of the page on its own line. (Your name can also be the first text on pages two and three). Use standard address format below your name. List each phone number on its own line.
- **Do not fold or staple**
- When faxing, set the fax to "fine mode"; the recipient will get a better quality copy.

APPENDIX A – ACTION WORDS FOR YOUR RESUMES

| PEOPLE | THINGS | INFORMATION |
|---------------------|---------------------|---------------------|
| Administered | Used | Advertised |
| Conducted | Built | Wrote |
| Motivated | Constructed | Proposed |
| Promoted | Compiled | Coordinated |
| Directed | Specified | Illustrated |
| Supervised | Designed | Modified |
| Advised | Changed | Analyzed |
| Explained | Improved | Adapted |
| Coordinated | Prepared | Investigated |
| Managed | Calculated | Explained |
| Taught | Completed | Defined |
| Educated | Created | Compiled |
| Programmed | Programmed | Implemented |
| Organized | Revised | Created |
| Conducted | Expedited | Collected |
| Stimulated | Drafted | Synthesized |
| Accomplished | Assembled | Initiated |
| Adapted | Arranged | Integrated |
| Guided | Distributed | Hired |
| Hired | Established | Interviewed |
| Interviewed | Evaluated | |
| Negotiated | Examined | |
| Persuaded | Expanded | |
| Recruited | Facilitated | |
| Influenced | Sold | |
| Collaborated | Demonstrated | |
| Evaluated | Modified | |
| Consulted | Governed | |
| Informed | Monitored | |
| Delegated | Obtained | |
| Demonstrated | Identified | |
| Scheduled | Installed | |
| Headed | Purchased | |
| Trained | Collected | |
| | Estimated | |
| | Generated | |

APPENDIX B – ACTION PHRASES FOR YOUR RESUME

CHILDCARE

- Ensured well-being of 15 children
- Responsibly maintained a safe atmosphere
- Maintained a positive and secure environment
- Provided stimulating and rewarding activities for learning and growth
- Efficiently met personal needs of children and parents
- Promoted growth and abilities in children
- Developed and implemented educational lesson plans
- Created developmentally appropriate play environments
- Consulted daily with parents regarding child's progress and activities
- Instilled primary skills required for the transition to kindergarten

WAITSTAFF

- Effectively trained new employees
- Provided friendly and efficient customer service
- Facilitated monetary transactions
- Demonstrated excellent communication skills
- Efficiently performed all opening and closing procedures
- Motivated waitstaff to boost sales
- Successfully collaborated in teamwork efforts
- Effectively guided new employees through training
- Developed strong teamwork and leadership skills

RETAIL

- Fulfilled daily sales goals by providing excellent customer service
- Enthusiastically trained newly hire employees
- Created visual displays and dressed and posed mannequins for windows
- Replenished merchandise throughout the store
- Provided exemplary customer service
- Organized information for sales
- Efficiently performed inventory control functions
- Merchandised and coordinated the sales floor for visual appeal

MANAGER

- Implements a successful budget
- Trained effective team workers
- Maintained sufficient, just-in-time inventories
- Developed inter-departmental communication system
- Effectively supervised 15 staff
- Enthusiastically conducted weekly meetings
- Fairly evaluated team staff every 6 months
- Competently interviewed new employees
- Accurately prepared documents for sales and employee taxes

TEACHING

- Provided encouragement and leadership
- Taught and educated children for advanced growth and development
- Supervised and served as a positive role model

Guided children and provided a safe and fun atmosphere
Practiced effective classroom management
Prepared a comprehensive schedule of activities for the classroom
Provided children with extra help in their areas of scholastic difficulties
Exhibited excellent organizational skills
Energetically taught lesson plans
Consulted with parents on individual needs of students
Positively collaborated with faculty to create an effective learning environment
Creatively stimulate children's minds
Integrated the theme of the week into each lesson plan
Designed bulletin boards to further enrich the learning experience
Implemented various curriculum and programs

SECRETARY

Coordinated daily meetings and activities
Professionally interacted with upper level management (external customers)
Consolidated and implemented new filing system
Interacted with patients (external/internal customers) in courteous and friendly manner
Effectively complied procedure and diagnosis codes for insurance
Complied strategic plan for entire business unit

KITCHEN

Evaluate employees in proper techniques in food production
Organized cooking line for utmost speed and efficiency
Facilitated productive working environment
Demonstrated thorough knowledge of food sanitation principles
Maintained the highest standards of food quality

CLINICAL

Evaluated organized all clinical charts
Worked efficiently to accomplish the mission of the hospital
Completed jobs in a timely fashion to better meet patient's needs
Administered friendly service to those in need

GUEST SERVICES

Utilized computer software to facilitate guest services
Monitored and controlled reservation status
Prompt and courteous response to guest's needs
Effectively serve as liaison between guest and all departments within the hotel
Effective and efficient communication skills

AGENCY/CHURCH WORK

Coordinated referral services based upon assessments
Trained volunteers to disseminate information among their peers
Conducted education lectures
Provided necessary and accurate documentation
Facilitated group discussions

CAMP COUNSELOR

Efficiently coordinated special events and activities for youths

Encouraged children to take part and experience every activity
Served as cabin supervision that motivated and communicated well with children
Served as role model for youth

Kumabe 
human resources and staffing

POWER VERBS FOR YOUR RESUME

| | | | | |
|-----------------------|----------------|--------------|---------------------|---------------|
| Accelerated | Computed | Explained | Mobilized | Restored |
| Accommodated | Conceptualized | Extended | Modeled | Retrieved |
| Accomplished | Concluded | Extracted | Moderated | Revamped |
| Achieved | Confirmed | | Modernized | Reviewed |
| Acquired | Consented | Fabricated | Modified | Revised |
| Acted | Consolidated | Facilitated | Monitored | Revitalized |
| Activated | Constructed | Fashioned | Motivated | Revived |
| Adapted | Contracted | Figured | Multiplied | |
| Added | Contributed | Finalized | | Sanctioned |
| Addressed | Convinced | Forecasted | Negotiated | Satisfied |
| Adjusted | Cooperated | Formulated | | Scheduled |
| Administered | Coordinated | Fostered | Officiated | Screened |
| Admitted | Correlated | Founded | Operated | Scrutinized |
| Advanced | Corresponded | Fulfilled | Orchestrated | Secured |
| Advised | Counseled | | Organized | Served |
| Aided | Created | Generated | Originated | Set goals |
| Alleviated | Critiqued | Grew | Overhauled | Settled |
| Allocated | Customized | Guaranteed | | Shaped |
| Allowed | | Guided | Performed | Smoothed |
| Altered | Debugged | | Persuaded | Solicited |
| Ameliorated | Deciphered | Hired | Pioneered | Solved |
| Amended | Dedicated | | Planned | Sought |
| Analyzed | Delegated | Identified | Polished | Spearheaded |
| Appointed | Deliberated | Illustrated | Prepared | Specified |
| Apportioned | Demonstrated | Implemented | Prescribed | Spoke |
| Appraised | Designated | Improved | Prioritized | Stimulated |
| Approved | Designed | Improvised | Processed | Streamlined |
| Approximated | Determined | Increased | Procured | Strengthened |
| Arbitrated | Devaluated | Indexed | Produced | Studied |
| Arranged | Developed | Indicated | Programmed | Submitted |
| Ascertained | Devised | Inferred | Projected | Substantiated |
| Assembled | Diagnosed | Influenced | Promoted | Suggested |
| Assessed | Directed | Informed | Publicized | Summarized |
| Assigned | Disbursed | Initiated | Purchased | Supervised |
| Assisted | Dispatched | Innovated | | Supplemented |
| Attained | Displayed | Inspected | Queried | Surveyed |
| Attested | Drafted | Inspired | Questioned | Synthesized |
| Audited | | Instituted | | Systematized |
| Authored | Eased | Instructed | Raised | |
| Authorized | Eclipsed | Integrated | Rated | |
| | Edited | Interceded | Realized | Tabulated |
| Balanced | Educated | Interpreted | Recommended | Tailored |
| Bolstered | Elevated | Interviewed | Reconciled | Traced |
| Boosted | Elicited | Introduced | Recorded | Trained |
| Brainstormed | Employed | Invented | Recruited | Transacted |
| Budgeted | Empowered | Investigated | Reduced (losses) | Transformed |
| Built | Enabled | Involved | Refined | Translated |
| | Encouraged | Issued | Referred | Transmitted |
| Calculated | Endorsed | | Reformed | |
| Catalogued | Engineered | Judged | Regarded | Updated |
| Centralized certified | Enhanced | Justified | Regulated | Upgraded |
| Chaired | Enlarged | | Rehabilitated | |
| Charted | Enlisted | Launched | Reinforced | Validated |
| Clarified | Enriched | Lectured | Rejuvenated | Valued |
| Classified | Envisioned | Led | Related | Verified |
| Coached | Established | Licensed | Relieved | Visualized |
| Collaborated | Estimated | Lightened | Remedied | |
| Collected | Evaluated | Linked | Remodeled | Wrote |
| Commissioned | Examined | | Repaired | |
| Committed | Excelled | Maintained | Reported | |
| Communicated | Executed | Marketed | Represented | |
| Compared | Exercised | Measured | Researched | |
| Compiled | Expanded | Mediated | Reserved | |
| Composed | Expedited | Minimized | Resolved (problems) | |