

How To Write A Great Resume

Your resume is your written advertisement. Your resume and cover letter are your most important job search documents because they are the first impression you make and your ticket to the job interview.

Before you start writing:

- Know who you are and what you have to offer! Document your skills, interests, experiences and accomplishments. (Career Services can help you.)
- Learn about the requirements of the job. Talk with professionals in similar positions and read professional journals.

As you are writing:

- Write an “Employer-Centered” vs. “Me-Centered” document. Illustrate what you can do for the employer.
- Place the strongest, most relevant information first. All content should support your objective.
- Present what you did, how you did it and the outcome.

Designing:

- Expect to make several drafts and to experiment with different styles.
- Be brief. One page is desirable, two pages if necessary and well-designed. Never three.
- Proof several times, then have other people review it. Errors result in rejection.

What not to do:

- Do not abbreviate except for state.
- Never exaggerate or misrepresent facts.

The Three Types of Resumes

The information age is creating new demands for job seekers. We advise that you keep three separate versions of your resume.

1. A **traditional paper copy**, for face to face contacts - a speed readable document, highly designed with bullets, italics and other highlights.
2. A **scannable version**, for (use with) companies who utilize applicant tracking systems - a computer friendly version utilizing “keywords” and without design highlights.
3. An **Internet version**, for e-mailing as is or to cut-and-paste into an online form - a plain text document which can be sent electronically.

The next pages outline what you need to do to be successful in each format.

In addition to the information in this booklet, Career Services can aid you in developing these job search materials via workshops and appointments.

Well Written Objectives

The objective statement really is not an objective at all. It is a product description, a concise employer centered statement of what value you can add and what needs you can fulfill.

Employers prefer resumes with objectives! They also expect the objective to match the type of position they are advertising. This means that *you will probably need to produce resumes with a variety of objectives* to appeal to the type of position/employer that you are pursuing.

Components of effective objectives:

- Specific position
- Type of company or industry
- Skills/Knowledge Bases/Traits
- Experience
- Philosophy

Samples:

Entry-level sales position within the hospitality industry utilizing skills of communication, persuasion and initiative.

Specific position; industry focus; skills and trait that relate to position.

Public relations position with a focus in special events. Enjoy utilizing human relations, organizational and marketing skills.

Specific area and skills work well together.

Entry level position within a consulting firm utilizing communication and problem solving skills and a high degree of computer literacy.

No mention of position makes person appear to have no career focus. Valuable skills cited.

Human Resources management position utilizing experience in creating and evaluating training programs and projecting future needs.

Excellent description if these are the criteria for an available position.

Laboratory internship utilizing critical thinking skills, chemistry and biology knowledge bases and a dedication to quality.

Specific position; skill and knowledges relate to position; philosophy indicates excellence.

Try designing your objective:

| | |
|----------------------------------|--|
| Position/Type of Industry | |
| Related Skills/Traits/Knowledges | |
| Experience | |
| Philosophy | |

— Readable Font Styles —

Serif

Recommended for a traditional resume.
Not recommended for e-mail and scannable resumes.

Some Serif style fonts:
Times New Roman
Garamond

Notice the little hats and tails on the letters. These help to draw the reader's eye across the page from one letter to the next at a rapid rate. Computers have problems reading this type of font.

Sans-Serif

Recommended for e-mail and scannable resumes.
Not recommended for traditional resumes.

Some Sans-Serif style fonts:
Arial
Gill Sans
Lucidia

Computers have an easier time reading these fonts because the letters do not get close to one another. These letters are unadorned and therefore "jump" out at readers, often causing them to lose focus and/or lose their place in the sentence.

— Traditional Resumes —

Create this version first. It will be the basis for any other versions.

Employers expect a resume to communicate your qualifications. They also expect to initially spend 10-15 seconds reading your resume to decide if your assets deserve more thorough consideration. Follow these directives and you will be assured of that second reading.

- Utilize phrases starting with strong verbs.
- Choose a format that can be scanned in 10-15 seconds.
- Purchase high quality paper and matching envelopes in white or a very light color.
- Print your resume on a laser printer. Quality is important!
- Give your resume the Eyeball Critique! Hold the resume a few feet from yourself. Does it look visually appealing? Do the main points stand out?
- Do the main points support your objective?

Examples are on pages 6 through 10.

***The only purpose of a resume is to match your skills to the available position.
Ask yourself and others if you are accomplishing this purpose.***

— Internet Resumes —

Internet resumes are designed to be sent via e-mail or posted on the Internet. An Internet ready resume is a document that any computer can read. This is accomplished by saving your resume file to “plain text.” Most word processing programs will let you save a file to “*plain text*,” sometimes called *ASCII*, *Text Only*, or *DOS* text.

1. **Create your resume using the following formatting and display style.** Make sure it is error free.
2. **Print a copy of the resume and then make a copy of the computer file.** Name it *resume.txt*., and tell the program to save this to *text only*. This process will change the appearance of your resume by removing all formatting.
3. **Open text editor program.** Two examples are *Notepad for Windows* or *Appletext for Macintosh*.
4. **Open your document and edit the *resume.txt* file to resemble your printed resume.** Redo the spacing using the space bar. Remember that you may need to alter the margins. Count no more than 65 characters across the screen. (Yes, you may have to sit there and count each letter and space to 65.) Save this copy as text!
5. **Save all copies of the files on a diskette.** Keep your resume ready to edit, print or email on demand.

- Riley Guide on Internet

Steps to ensure your resume is ready for cyberspace:

- * Rely on white space to define sections.
- * Use only tabs and spacing - no other formatting features.
- * Use hard returns at the end of lines since wordwrap is disabled.
- * Omit borders, bold, shading, underlining, italics or script.
- * Use asterisks for bullets. (Other symbols on your keyboard will also work.)
- * Keep the font between 10-14; letters should not touch one another at any time.
- * Play it safe and use common Sans-Serif fonts (examples on page 3).
- * Read instructions: every online site has specific directions for posting.
- * NEVER assume you can attach a word-processed document to an e-mail message.
- * Before e-mailing your resume to a company, e-mail it to yourself. If text and spacing did not translate completely, now is your time to fix it.

An example of a traditional resume (page 6) changed to an Internet version is on page 11.

Advice for Sending Via E-Mail:

- Avoid HTML in the body of the e-mail, unless otherwise requested, because some e-mail systems cannot handle it.
- Make certain that your e-mail message is extremely professional. Check it thoroughly for appropriate spelling and grammar.
- When sending both a cover letter and resume, use text (ASCII) format for both. After your cover letter, add the words, “begin resume” in brackets, then insert your resume into the body of the e-mail message. At the end, add the words “end resume” in brackets.
- DO NOT SEND ATTACHMENTS. Employers want to avoid viruses and the extra time to open and convert your materials to their systems.

Scannable Resumes

Many companies (almost 100% of Fortune 1,000 companies) are using some type of “applicant tracking system.” Using scanners and Optical Character Recognition (OCR) software, your resume is read and stored electronically in a database. If your resume does not translate well, it will not be stored and you will not be a candidate. Instead of reading resumes, hiring managers use the database and conduct “*keyword*” searches to find applicants.

KEYWORDS:

- Are almost always nouns!
- Include skills, education, job titles, companies, buzz words.
- Use keywords that exactly match the words in the position description.
- Will provide a “hit” when used only once.
- Are often placed in an additional category toward the beginning of a resume.

(Note: Some companies who accept resumes via e-mail also utilize applicant tracking systems. If that is the case, follow the rules for internet AND scannable resumes)

Steps to ensure your resume is scanner friendly:

Format:

- Rely on white space to define sections.
- Use only tabs and spacing - no other formatting features.
- Do not use columns - scanners read left to right.
- Name should be one line above all other information.
- Use ONLY solid round bullets.

Type:

- Keep the font between 10-14; letters should not touch one another at any time.
- Play it safe and use a common Sans-Serif font (examples on page 3).
- Omit borders, shading, underlining, italics, bold, script, parentheses and brackets.
- Put your name on a separate line on each page.
- Computers can only read one date under education - use date degree was granted.

Other tips

- Print with a laser printer only - avoid photocopies and dot matrix printing.
- Use plain white paper with black letters. Never backgrounds (marble, shades or speckles).
- Send in a 9”x12” envelope. Do not fold or staple. Scanners have problems with creases.
- Maximize the use of industry jargon.
- Minimize the use of general abbreviations. When in doubt, spell it out. (i.e. percentage, and)

An example of a traditional resume (page 8) changed to a scannable version is on page 12.

Traditional Version - Entry Level

| | |
|---|--|
| ARMANDOMENDEZ | |
| A-mendez@carthage.edu | |
| <p><i>Until May 2007</i> 2001 Alford Park Drive, Box 567 Kenosha, WI 53140 (262) 551-1234</p> | <p><i>Permanent</i> 5321 South Fourth Street Milwaukee, WI 53215 (414) 555-6797</p> |
| Objective | An entry level marketing position in the radio and television industry utilizing promotional, research and teamwork skills and Spanish fluency. |
| Education | <p>Bachelor of Arts, cum laude May 2007 Carthage College, Kenosha, WI Majors: Communication Arts and Spanish</p> <p>Study Abroad Experience, Spring 2006 University of Wisconsin - Platteville, Seville, Spain</p> |
| Experience | <p>Admissions Office Assistant Carthage College, Kenosha, WI September 2003 to Present</p> <ul style="list-style-type: none"> • Aided the Director of Admissions with promotional projects • Represented the college and answered questions for prospective students • Conducted tours and hosted potential students on Premiere Days • Performed clerical and receptionist duties • Entered data on IBM on-line application system <p>Sales/Promotion Coordinator Intern WKLH Radio, Milwaukee, WI Summer 2003</p> <ul style="list-style-type: none"> • Designed contests and promotions • Planned and organized activities for community events • Worked collaboratively with syndicators • Wrote commercial copy <p>Broadcasting Intern Y-100 Radio, Ft. Lauderdale, FL Summer 2002</p> <ul style="list-style-type: none"> • Hosted a weekly Spanish top-40 radio show • Produced commercials and public service announcements in Spanish and English • Participated in remote broadcasts |
| Honors | <p>Presidential Scholarship Jorge Manuella Scholarship Alpha Mu Gamma</p> |
| Activities | <p>National Press Foundation, Member Pi Sigma Epsilon, Vice-President WAVE, Carthage Radio, 107.3 FM, Program Director Carthage College Immersion Weekend, Spanish Facilitator Volunteer Tutor, Spanish and Communication Courses</p> <p style="text-align: center;"><i>Professional portfolio available upon request</i></p> |

Traditional versions list experience in reverse chronological order; position, dates, employer, city and state.

Optional items: Study abroad and/or GPA if over 3.0. If over 3.5 may list as with honors after your degree. (i.e. cum laude).

Experience implies both paid and unpaid positions, while Employment or Work History headings imply paid positions

Use verbs that show you can do the job that you want (your objective).

Armando's resume is also internet ready on page 11.

List endowed scholarships which have been awarded for academic merit under honors.

“Employers want to know who you are, how you think and what you can offer. The way you organize your thoughts and lay them out in resume form is actually a sample of the kind of work you do.”

-- Joan Lloyd

Traditional Version - Entry Level

Jackson L. Delaney

Current Address:
2001 Alford Park Drive, Box 111
Kenosha, WI 53140
262-551-1111
j-delaney@carthage.edu

Permanent Address:
5522 20th Street
Racine, WI 53145
262-558-5511
delaneyjl@aol.com

Objective: Laboratory research position within the health care industry utilizing technical, analytical, leadership and communication skills.

Education: Bachelor of Arts *magna cum laude* May, 2007
Majors: Biology and Chemistry Minor: Psychology
Carthage College Kenosha, WI

Relevant Coursework:
Genetics Systemic Physiology
Behavioral Neuroscience Human Anatomical Systems
Cell and Molecular Biology Organic & Analytical Chemistry

Technical and Computer Skills:

Gel electrophoresis Chromatography Spectrometry DNA Fingerprinting
Polymerase Chain Reaction (PCR) Agarose and Polyacrylamide Gel Electrophoresis
Microsoft Excel, Access and Word SPSS Kodak Digital Science Software

Experience: **Assistant Microbiologist**
Patrick Cudahy, Cudahy, WI 2005-present

- Conduct quality control testing of product and environment for microorganisms

NSF Summer Undergraduate Chemistry Research

University of Tennessee at Knoxville 2005

- Completed organic synthesis research project
- Modeled molecules according to Sybyl Computer software on an SGI

Summer Undergraduate Research Experience

Carthage College 2004

- Conducted research project focusing on isolation of protein.
- Transformation of a mutant bacterial plasmid utilized for the over production, isolation, and purification of *lac* repressor protein.

Resident Assistant

Carthage College 2003-present

- Promote community spirit and teamwork while overseeing projects and student living.
- Regulate activities and disciplinary actions.

Activities and Honors:

American Association for the Advancement of Science
Departmental Scholarship GTE Academic All-American
Theta Chi Delta (Honorary Biology and Chemistry Fraternity)
Track and Field: Team Captain, MVP (two years), NCAA All-American

Describes the position and what he can contribute.

Note that the most relevant skills to his objective are mentioned first

New graduates should include Internships and/or Clinical experiences.

Employers hire well rounded individuals. They look for evidence of campus and community involvement.

Advice from the Experts:

No matter what your format, utilize a variety of phrases to describe your skills, responsibilities and accomplishments. To generate ideas for these phrases, list what you have accomplished in each position; then select the most important points. Include a description of customers, clients or patient populations and cooperative efforts with colleagues and team members.

Traditional Version - Transfer Student

| SONJA TESCH | | | |
|--|----------------------|-------------------------|--------------------|
| 987 Satellite Street Apt 303 | Kenosha, WI | 262-333-3344 | teschsl@execpc.com |
| OBJECTIVE An accounting position within a consulting firm incorporating organizational, analytical and teamwork skills with accounting and computer knowledge bases. | | | |
| EDUCATION | | | |
| Bachelor of Arts in Accounting with a Minor in computer Science Carthage College | Kenosha, WI | May, 2007 GPA 3.4 | |
| Associate of Science Gateway Technical College | Kenosha, WI | December, 2005 | |
| COMPUTER SKILLS | | | |
| Microsoft Access, Excel, Powerpoint and Word Visual C++ SPSS Internet search engines Quicken | | | |
| RELEVANT EXPERIENCE | | | |
| Cost Management and Finance Internship S.C. Johnson & Son, INC, Racine, WI | | | |
| <ul style="list-style-type: none"> • Interacted with cost analysis through expense budget process • Created financial reports using global costing • Maintained, organized and updated burden studies | | January, 2004 - present | |
| Accounting Intern Clifton Gunderson (CPA and Consultants), Kenosha, WI | | | |
| <ul style="list-style-type: none"> • Reconciled and entered G/L entries • Consolidated financial statements and prepared tax returns • Performed cash applications and analysis | | Summer, 2003 | |
| Assistant to Director YWCA of Racine, Racine, WI | | | |
| <ul style="list-style-type: none"> • Designed client database on Access that successfully incorporated required information • Trained employees and volunteers in the maintenance of the database • Developed small relational database to provide statistical reports for the director | | Summer, 2002 | |
| Volunteer, VITA (Voluntary Income Tax Assistance) Kenosha, WI | | | |
| <ul style="list-style-type: none"> • Assisted elderly and low income individuals with state and federal returns | | 2001 | |
| OTHER WORK HISTORY | | | |
| Mueller's Machine Shop | Pleasant Prairie, WI | Summers, 2000-01 | |
| McDonald's | Racine, WI | Summers, 1999-00 | |
| <ul style="list-style-type: none"> • Developed communication, teamwork and organizational skills | | | |
| ACTIVITIES | | | |
| Carthage College Accounting Association Christian Ministry Council | | | |

Note that degrees are listed with the most recent one first.

Work and volunteer history are included under relevant experience.

Jobs that are not related are mentioned to provide a longer work history.

"The difficulty is not to write, but to write what you mean; not to affect your reader, but to affect him precisely as you wish." - Robert Louis Stevenson

Skill Based Format - Career Changer

SANDRA MILES FOX

1234 Milwaukee Ave
Milwaukee, WI 53215

(414) 288-4536
s-milesfox@aol.com

OBJECTIVE To obtain a paralegal position applying skills and experience in:

- Research
- Human Resources
- Computers
- Administration

EDUCATION

| | |
|--|------|
| Certificate in Paralegal Studies Carthage College Kenosha, WI | 2000 |
| Bachelor of Science, Business Administration Marquette University Milwaukee, WI | 1986 |

PROFESSIONAL SKILLS AND EXPERIENCE

Research / Analytical Skills

- Conducted thorough review of legal issues involved in the hiring process
- Identified, reviewed and summarized Wisconsin court decisions concerning hiring practices in the ten year period from 1988-98
- Evaluated company practices and wrote proposals recommending changes (accepted)
- Utilized legal libraries and online sources in coursework projects.

Management / Administration

- Negotiated and monitored contracts for office related equipment and supplies
- Cut costs by 20% through effective purchasing of supplies
- Supervised daily work flow and allocated tasks to support staff of 12
- Computerized and streamlined office invoicing system
- Monitored organizational budgets of \$100,000 monthly
- Oversaw all aspects of club operations including full financial accounting of \$250,000 annual revenues

Human Resources

- Compiled and edited a comprehensive training manual which was adopted company-wide
- Developed an in-service training program for new employees
- Recruited, screened and interviewed applicants for positions
- Revised and improved benefits package, resulting in 17% cost savings
- Directly supervised restaurant staff of 25

COMPUTER EXPERIENCE

Proficient on both IBM compatible and Macintosh Systems
Have utilized: Microsoft Word, Word Perfect, Claris Works, Lotus 1-2-3, PowerPoint, Excel, Netscape

EMPLOYMENT HISTORY

| | |
|---|--------------|
| Human Resources Representative - Jeffrey's Engineering, Waukesha WI | 1997-Present |
| Office Manager - Novacorp, Milwaukee WI | 1994-1997 |
| Operations Supervisor - Fit & Fun Athletic Club, Madison WI | 1987-1988 |
| Assistant Manager - Denny's Restaurant, Hartland WI | 1985-1986 |

COMMUNITY / ASSOCIATION INVOLVEMENT

| | |
|---|--------------|
| Society for Human Resource Management, Committee Member | 1996-Present |
| Habitat for Humanity, Volunteer and Coordinator | 1990-1995 |
| Hartland Parent Teacher Association, Committee Member | 1992-1997 |

Skill based resumes are structured to emphasize broad skill areas and to deemphasize employment.

Sandra led with education because she wanted her recent degree and certification to be foremost.

She has organized her experience into skills categories that reflect her unique combination of strengths.

Notice the results and accomplishments in her phrases.

Employment is briefly listed; position, place, city, state and dates.

Sandra lists years as a volunteer to show she was active during her years when not employed.

Combined Format (Employment Based with Skill Categories)

Janeesha Jones

3410 South 37th Street
Milwaukee, WI 53215
(414) 555-4538
jano@execpc.com

OBJECTIVE

A social services director position working with children and their families utilizing counseling, administrative and crisis intervention skills.

HIGHLIGHTS OF QUALIFICATIONS

- Eight years experience working with children and their families
- Demonstrated success in reaching treatment goals, with a special focus on short-term therapy
- Sincere commitment to each family's welfare
- Skilled in working as a member of a multidisciplinary team
- Thorough familiarity with Milwaukee community resources

PROFESSIONAL EXPERIENCE

Program Coordinator

Sojourner Truth House, Milwaukee, WI

2003-Present

Administrative

- Supervised eighteen professional staff, interns and volunteers
- Arranged emergency shelter and services for battered women and their children
- Created wellness programming to increase level of esteem and self-sufficiency
- Trained new staff and interns in the areas of crisis counseling
- Designed and implemented budgeting procedures
- Collaborated with Child Protective Services and Task Force on Family Violence

Counseling / Crisis Intervention

- Provided crisis counseling to women and children
- Conducted initial needs assessments with individuals as they entered the shelter
- Educated women in the areas of abuse and legal rights
- Supervised a 24 hour domestic violence hotline
- Advocated for and referred women to appropriate agencies
- Mentored and educated college interns

Family Support Worker

Family Crisis Center, Milwaukee, WI

2000-2002

Case Management/ Group Counseling

- Taught advocacy skills and intervened with government agencies as necessary
- Referred individuals to other agencies and resources in the community
- Facilitated support groups in the areas of parenting, money management and employment

A combined format lists positions in reverse chronological order. The phrases that describe the positions are divided into categories by skills.

A summary of positive attributes helps a reader see your qualifications quickly. They should be designed to fit the objective.

Janeesha has divided her descriptive phrases into skill categories to point out her strengths and to make the long list of phrases more readable.

It is important to repeat identifying information on the second page. Two pages are only acceptable for experienced candidates.

Janeesha places her categories in order of importance. Her education is less vital than her experience.

Janeesha Jones

Page 2

PROFESSIONAL EXPERIENCE (continued)

Crisis Intervention

- Conducted an immediate assessment of risks to the child
- Collaborated with Social Services Department
- Provided one on one crisis counseling in person and via telephone
- Coordinated a 24 hour domestic violence hotline

EDUCATION

Bachelor of Arts in Social Work, May 2000
Carthage College, Kenosha, WI

Coursework in Community Counseling
University of Wisconsin - Milwaukee, WI 2005 - present

PROFESSIONAL AFFILIATIONS/COMMUNITY ACTIVITIES

Association for the Care of Children's Health Junior League of Greater Milwaukee
National Association of Social Workers Make a Wish Foundation, Volunteer

Internet Version of Resume on Page 6

ARMANDO MENDEZ
a-mendez@carthage.edu

UNTIL MAY 2000 PERMANENT
6801 North Yates Road 5321 South Fourth Street
PO Box 567 Milwaukee, WI 53215
Milwaukee, WI 53217 (414) 555-6797
(262) 551-1234

OBJECTIVE

An entry level marketing position in the radio and television industry utilizing promotional, research and teamwork skills and Spanish fluency.

EDUCATION

BACHELOR OF ARTS, cum laude, May 2000
Carthage College, Kenosha, WI
Majors: Communication Arts and Spanish

STUDY ABROAD EXPERIENCE, Spring 2000
University of Wisconsin - Platteville: Seville, Spain

WORK EXPERIENCE

ADMISSIONS OFFICE ASSISTANT, September 1996 to present
Carthage College, Kenosha, WI
* Aided the Director of Admissions with promotional projects
* Represented the college and answered questions for prospective students
* Conducted tours and hosted potential students on Premiere Days
* Performed clerical and receptionist duties
* Entered data on IBM on-line application system

SALES/PROMOTION COORDINATOR INTERN, Summer 1998
WKLH Radio, Milwaukee, WI
* Designed contests and promotions
* Planned and organized activities for community events
* Worked collaboratively with syndicators
* Wrote commercial copy

BROADCASTING INTERN, Summer 1997
Y-100 Radio, Ft. Lauderdale, FL
* Hosted a weekly Spanish top-40 radio show
* Produced commercials and public service announcements in Spanish and English

page break

Complete directions for internet resumes are on page 4.

This line is 65 characters long. Resume can be no wider.

Notice there is no bold, underlining, etc. Use capitalization for highlighting. Armando chose to use dotted lines for separation of categories.

Other formatting information: Sans-serif font
No borders, shading or italics
Bullets: keyboard symbols only

Resume is now longer than one page. Where the page break occurs does not matter.

No information was changed from Armando's traditional resume, only the format.

* Participated in remote broadcasts

HONORS

* Presidential Scholarship
* Jorge Manuella Scholarship
* Alpha Mu Gamma

ACTIVITIES

* National Press Foundation, Member
* Pi Sigma Epsilon, Vice-President
* WAVE, Carthage Radio, 107.3 FM, Program Director
* Carthage College Immersion Weekend, Spanish Facilitator
* Volunteer Tutor, Spanish and Communication Courses

Professional portfolio available upon request

Sonja Tesch

987 Satellite Street Apt 303 Kenosha, WI 53143 (262) 333-3344 teschsl@exexp.com

OBJECTIVE:: An accounting position within a consulting firm incorporating organizational, analytical and teamwork skills with accounting and computer knowledge bases.

KEYWORD SUMMARY: Entry-level, Bachelor degree, Accounting, Computer Science, self-motivated, problem solver, team member, achievement and improvement orientation, travel, relocation.

EDUCATION

| | |
|--|----------------|
| Bachelor of Arts in Accounting with a Minor in Computer Science Carthage College, Kenosha, WI | May, 2000 |
| Associate of Science Gateway Technical College, Kenosha, WI | December, 1997 |

COMPUTER SKILLS

- Microsoft Access, Excel, PowerPoint and Word
- Internet search engines
- Visual C++
- SPSS
- Quicken

RELEVANT EXPERIENCE

COST MANAGEMENT AND FINANCE INTERNSHIP

S.C. Johnson & Son, INC, Racine, WI, January, 2000 - present

- Interacted with cost analysis through expense budget process
- Created financial reports using global costing
- Maintained, organized and updated burden studies

ACCOUNTING INTERN

Clifton Gunderson (CPA and Consultants), Kenosha, WI, Summer, 2000

- Reconciled and entered G/L entries
- Consolidated financial statements and prepared tax returns
- Performed cash applications and analysis

ASSISTANT TO DIRECTOR

YWCA of Racine, WI, Summer, 1999

- Designed client database on Access that successfully incorporated required information
- Trained employees and volunteers in the maintenance of the database
- Developed small relational database to provide statistical reports for the director

VOLUNTEER

VITA (Voluntary Income Tax Assistance), Kenosha, WI, 1999

- Assisted elderly and low income individuals with state and federal returns

OTHER WORK HISTORY

| | | |
|------------------------|----------------------|------------------|
| Mueller's Machine Shop | Pleasant Prairie, WI | Summers, 1997-98 |
| McDonald's | Racine, WI | Summers, 1995-97 |

- Developed communication, teamwork and organizational skills

ACTIVITIES

- Carthage College Accounting Association
- Christian Ministry Council

Note changes from Sonja's traditional version. White space separates areas, sans serif font.

This keyword summary improves Sonja's marketability since it will increase the number of hits (or matches) during a typical keyword search.

Formatting features: round solid bullets, no italics, no underlining, no columns.

Sonja will send this resume unfolded in a large envelope.

A Word about References

Choose your references with great care, taking nothing for granted. Typically this list should consist of 3-5 individuals who can speak to your professional qualities (i.e. a current or past supervisor, a co-worker, etc.).

*Be sure to ask the individuals for permission **before** listing them on a reference sheet!* Then treat your references well! Provide each person with a current resume so he/she can refer to it while speaking to a potential employer. You may also want to schedule a visit with to discuss your career goals and strengths. As soon as you have accepted a position, inform and thank your references. Then occasionally keep them updated.

Example of a reference page:

SANDRA MILES FOX

1234 Milwaukee Avenue (414) 288-4536
Milwaukee, WI 53215 s-milesfox@aol.com

REFERENCES

Mr. Kerry Justine
Director of Human Resources (Current supervisor)
Jeffrey's Engineering
N87 W2745 Hwy J
Waukesha, WI 53188
(262) 543-9997

Mrs. Caroline Williams
Vice President
NEWPOTS Inc.
(Former Director at Novacorp and Past Supervisor)
609 West Capitol
Milwaukee, WI 53209
(414) 352-6400 x453
Williams@NEWPOTS.com

Ms. Sarah Jones
President (Colleague)
Society for Human Resource Management
606 N Washington Street
Alexandria, VA 22314
(703) 555-2615

Jasper Markovich, Ph.d
Professor
Carthage College
2001 Alford Park Drive
Kenosha, WI 53140
(262) 551-4444
j-markovich@carthage.edu

Use the first and last name. Include Mr. or Ms. if the name does not indicate gender.

Heading may match resume and cover letter.

Include the individual's present title and, if different, former title and company.

E-mail address very helpful, if person checks e-mail daily.

Be sure to ask your reference whether they would prefer to be contacted at work or at another daytime number.

“Even though Karen worked for me for four years and I know her very well, I was glad to have her updated resume in front of me when I was called for a reference. I knew she cared about doing a quality job search, which included preparing me to be an educated reference.”

Reference (Former Supervisor)

Great Words for Resumes and Letters

ANALYZED

Abstracted
Anticipated
Appraised
Assessed
Ascertained
Audited
Briefed
Calculated
Clarified
Compared
Computed
Concluded
Conceptualized
Correlated
Critiqued
Defined
Derived
Detected
Determined
Estimated
Evaluated
Examined
Extrapolated
Forecast
Identified
Inspected
Integrated
Interpreted
Inventoried
Judged
Observed
Projected
Qualified
Ranked
Researched
Reviewed
Screened
Scanned
Studied
Summarized
Surveyed
Symbolized
Synthesized
Verified
Visualized

ASSISTED/SERVED

Advised
Collaborated
Contributed
Consolidated
Consulted
Cooperated
Ensured
Facilitated
Fostered
Located

Participated
Performed
Preserved
Procured
Protected
Provided
Referred
Represented
Strengthened
Supported

COMMUNICATED

Addressed
Advertised
Articulated
Briefed
Broadcast
Canvassed
Conferred
Conveyed
Corresponded
Debated
Disseminated
Expressed
Facilitated
Illustrated
Influenced
Interpreted
Interviewed
Lectured
Listened
Marketed
Notified
Prepared
Presented
Programmed
Publicized
Quoted
Recorded
Reported
Responded
Rewrote
Theorized
Translated

CREATED/ DEVELOPED

Acted
Activated
Adapted
Authored
Built
Clarified
Composed
Conceived
Constructed
Devised
Discovered

Drafted
Eliminated
Established
Facilitated
Fashioned
Financed
Formulated
Founded
Generated
Improved
Increased
Initiated
Innovated
Instituted
Integrated
Introduced
Invented
Launched
Modeled
Modified
Navigated
Originated
Perceived
Performed
Pioneered
Planned
Prioritized
Produced
Promoted
Proposed
Recommended
Reduced
Restored
Solved
Substituted
Visualized

IMPROVED/ INCREASED

Achieved
Accomplished
Acquired
Advanced
Assured
Attained
Bolstered
Completed
Conserved
Continued
Eliminated
Encouraged
Enlarged
Expanded
Facilitated
Fostered
Inspired
Maximized
Minimized

Modified
Motivated
Obtained
Overcame
Perfected
Promoted
Reduced
Refined
Resolved
Revamped
Simplified
Stimulated
Streamlined
Strengthened
Upgraded

COUNSELED/ INSTRUCTED

Adapted
Advocated
Aided
Applied
Assessed
Assisted
Briefed
Charted
Clarified
Coached
Communicated
Conducted
Consulted
Demonstrated
Educated
Empathized
Encouraged
Established
Explained
Fostered
Guided
Implemented
Influenced
Informed
Instilled
Interpreted
Investigated
Lectured
Listened
Mentored
Motivated
Perceived
Prescribed
Programmed
Promoted
Reflected
Reinforced
Related
Saved
Shared

Solved
Stimulated
Substituted
Supported
Taught
Trained
Tutored
Validated

OPERATED/ REPAIRED/ MAINTAINED

Adjusted
Adapted
Bolstered
Changed
Clarified
Corrected
Continued
Diagnosed
Edited
Eliminated
Executed
Expedited
Facilitated
Implemented
Installed
Modified
Ordered
Performed
Prepared
Preserved
Prioritized
Produced
Programmed
Promoted
Protected
Reduced
Replaced
Served
Sustained
Transported
Utilized

NEGOTIATED

Advised
Advocated
Arbitrated
Bargained
Consolidated
Expedited
Facilitated
Handled
Lobbied
Mediated
Merged
Motivated
Persuaded

Great Words for Resumes and Letters

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| | | | | |
|------------------|-------------|--------------------|-------------|--------------|
| Promoted | Identified | Advertised | Authorized | |
| Reconciled | Inspected | Bolstered | Chaired | Mentored |
| Resolved | Inventoried | Cultivated | Coached | Mobilized |
| Solved | Located | Enlisted | Conducted | Monitored |
| Suggested | Mapped | Facilitated | Confronted | Motivated |
| ORGANIZED | Obtained | Generated | Consulted | Navigated |
| | Planned | Improved | Contracted | Ordered |
| Accumulated | Prepared | Influenced | Controlled | Organized |
| Arranged | Prioritized | Motivated | Coordinated | Oversaw |
| Assembled | Processed | Marketed | Decided | Planned |
| Balanced | Programmed | Negotiated | Delegated | Prepared |
| Budgeted | Ranked | Persuaded | Directed | Presided |
| Built | Reorganized | Promoted | Dispatched | Prioritized |
| Clarified | Reproduced | Purchased | Distributed | Promoted |
| Classified | Retrieved | Raised | Educated | Purchased |
| Collected | Revamped | Recommended | Encouraged | Regulated |
| Completed | Reviewed | Recruited | Enforced | Reinforced |
| Compiled | Revised | Stimulated | Evaluated | Responded |
| Composed | Scheduled | SUPERVISED/ | Executed | Retained |
| Coordinated | Searched | MANAGED | Exercised | Reviewed |
| Correlated | Simplified | Administered | Facilitated | Scheduled |
| Detailed | Solved | Allocated | Fostered | Selected |
| Developed | Streamlined | Approved | Hired | Solved |
| Displayed | Structured | Arranged | Implemented | Strengthened |
| Edited | Tabulated | Assigned | Instructed | Taught |
| Gathered | Updated | | Led | Trained |
| Graphed | SOLD | | Maintained | |

Excellent Adjectives and Adverbs

| | | |
|-----------------------------|-----------------------------|---------------------------|
| Wrong | Functional/Functionally | Progressive/Progressively |
| Active/Actively | High Level | Rare/Rarely |
| Adept/Adeptly | Imaginative/Imaginatively | Readily |
| Ambitious/Ambitiously | Immediate/Immediately | Reliable/Reliably |
| Appreciable/Appreciably | Incisive/Incisively | Remarkable/Remarkably |
| Astute/Astutely | Inclusive | Resourceful |
| Beneficial/Beneficially | In-depth | Responsible |
| Broad/Broadly | Industrious | Responsiveness |
| Capable/Capably | Inherent/Inherently | Rigorous/Rigorously |
| Cohesive/Cohesively | Innovative/Innovatively | Secure/Securely |
| Competent/Competently | Instructive/Instructively | Sensitive/Sensitively |
| Complete/Completely | Instrumental | Significant/Significantly |
| Comprehensive | Integral | Skillful/Skillfully |
| Conclusive/Conclusively | Intensive/Intensively | Sophisticated |
| Consistent/Consistently | Masterful/Masterfully | Strategic/Strategically |
| Constructive/Constructively | Meaningful/Meaningfully | Substantial/Substantially |
| Continuous/Continuously | Natural/Naturally | Successful/Successfully |
| Contributes toward | Notable/Notably | Tactful/Tactfully |
| Decisive/Decisively | Objective/Objectively | Thorough/Thoroughly |
| Dependable/Dependably | Open-minded | Uncommon/Uncommonly |
| Diligent/Diligently | Original/Originally | Unique/Uniquely |
| Diplomatic/Diplomatically | Outstanding | Unusual/Unusually |
| Extensive/Extensively | Perceptive/Perceptively | Urgent/Urgently |
| Extremely | Pioneering | Varied |
| Familiarity with | Practical/Practically | Vigorous/Vigorously |
| Firm/Firmly | Professional/Professionally | Virtual/Virtually |
| Foresight | Proficient/Proficiently | Vital/Vitality |
| | | With discretion |