



Resource Center

Résumé Guidelines

About Résumé

A résumé is your “promotional brochure.” Its function is to get you in for an interview. Your résumé should be tailored for the position for which you are applying. You should keep your résumé up-to-date.

First Step: Brainstorm

Assess your interests, skills, abilities, experiences, and personal characteristics. Envision what the employer wants—Are they looking for people with a lot of experience in one area or those who have general experience in many areas? Are they looking for people who are willing to work their way up the ladder? Do they want someone who is willing to travel? Consider and list competencies and/or career-related skills to be used on your résumé. Skills can be acquired through any activities and/or jobs you’ve been involved in. If you are having difficulty, think about a job you have had and recall your day-to-day activities. Are those skills relevant to the job you are applying for? If so, list them.

Formatting Your Résumé

There are three types of résumés most used, each of these target different strengths. You should use the format that best exhibits your strengths.

- Chronological
 - Traditional format that starts with listing most recent experiences
 - Most effective for individuals who have quality work and employment
 - Shows past employers and titles that are notable
 - Draws attention to promotions and other elevations in your work history
- Functional
 - Skills and qualifications are categorized by function
 - Most effective in stressing skills established in non-work experiences
 - Easier to navigate around overlapping work
 - Can use experiences gained in classroom
 - Used when applying for a position in which you have no direct experience
- Combination
 - Merges the two prior formats, catering to your skills
 - Used when the employer needs your work history and related skills
 - Good when your most recent work is not your most relevant



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Résumé Checklist

Appearance and Format

- Is your résumé neatly printed on good quality paper (8 1/2" x 11")?
- Are there any errors?
- Is the copy neatly centered and balanced on the page?
- Is it appealing to the eye?
- Are your experiences highlighted by headings (centered or underlined)?
- If copies were made, is the type sharp, clean and the paper spotless?

Organization

- Are your name, address (home and school), telephone number, and e-mail address included?
- Does the organization of the résumé emphasize the points you want to stress?
- Have you listed your most recent "Education" and "Experiences" first?
- Have you included "Interests" to highlight additional information reflective of your desirable traits or attitudes you will bring to the job?

Content

- In the "Experiences" section, does your description cover all your work experiences relevant to the position you are applying for?
- Have you given emphasis to awards, accomplishments or activities in school and community that reflect your ability to act responsibly?
- Have you included foreign languages that you speak and/or read?
- Have you carefully phrased your résumé to stress your ability to perform successfully as a potential employee?
- Have you included all of your technical knowledge in the "Computer" section?
- Have you listed all systems and languages that you have worked with?

Writing Style

- Have you used concise phrases in short paragraphs or bullets?
- Is the grammar, punctuation and spelling correct?
- Were you careful not to be repetitive or excessive in your description?
- Do most of the phrases in your résumé start with action verbs?
- Have you avoided using "I" or "Me" in your text?

Overview

- Have you contacted your references and received permission to use them as such?
- Have you produced a typed reference list?



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Chronological Résumé Sample

John H. Doe

123 Success Drive • Careersville, IL 12345 • (123) 987-4560 • johndoe@sci.edu

Objective

To obtain the CEO position at XYZ Industries, Inc.

Profile or Summary

- Exceptionally reliable; proven ability to set and meet goals
- Extremely sharp at quickly assessing needs and priorities
- Highly skilled in effective leadership techniques
- 2 years of professional business experience

Education

Bachelor of Business Administration • Springfield College-Benedictine University • Springfield, Illinois
GPA: 3.5 May 2005

Relevant Experience and Accomplishments

Project Manager

- Established and maintained cooperative working relations with media resulting in free air time
- Designed and produced flyers to advertise benefits
- Implemented marketing strategies to bolster sales at unprofitable store locations

Accounting

- Serviced client accounts
- Maintained and responded quickly to resolve clients' problems
- Calculated and formatted data on firm's investment performance for marketing use
- Developed auto-calculating spreadsheets

Community and Staff Communication

- Set priorities for community development projects, incorporating community input
- Wrote and presented informational briefings to peer officers to maximize use of resources
- Upgraded quality of training and orientation of both new and old staff

Work Experience

Director of Communications ABC, Inc., Pleasantville, IL August 2005 to present

Marketing Intern Market Co., Springfield, IL May-August 2005

Professional Development

Marketing to Challenging Clients Association for Best Marketers September 2006

Volunteer Activities

Project Coordinator Habitat for Humanity June 2006

Professional Affiliations

Student Association for Best Marketers Member August 2003-May 2005



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Chronological Résumé Sample

Name _____

Current Address _____

Street _____

City, State, Zip _____

Phone _____

E-mail _____

Objective (*Optional, short and concise*) _____

Profile or Summary (*Summarizes the most important skills, qualifications, accomplishments, and years of experience and personality traits you have to offer the prospective employer; tailor to specific position*)

- _____
- _____
- _____
- _____

Education

Degree, University/College, City State _____

Date _____

GPA (only if 3.0 or greater) _____

Relevant Experience and Accomplishments (*Accomplishments highlight skills, abilities and competencies rather than duties; have 3 or more main skill/categories and quantify your experience*)

Heading (skill/category) _____

- _____
- _____
- _____

Heading (skill/category) _____

- _____
- _____
- _____
- _____

Heading (skill/category) _____

- _____
- _____
- _____

Work Experience

Job Title _____

Employer's Name, Location _____

Date Worked _____

Job Title _____

Employer's Name, Location _____

Date Worked _____

Professional Development

 (*Include workshops, conferences, trainings, ect. . .*)

Event Title _____

Event Sponsor _____

Date Attended _____

Volunteer Activities

Role _____

Organization _____

Dates _____

Professional Affiliations

 (*Include clubs, associations and organizations*)

Organization _____

Role _____

Date _____



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Functional Résumé Sample

John H. Doe

123 Success Drive • Careersville, IL 12345 • (123) 987-4560 • johndoe@sci.edu

Objective

To obtain the CEO position at XYZ Industries, Inc.

Profile or Summary

- Exceptionally reliable; proven ability to set and meet goals
- Extremely sharp at quickly assessing needs and priorities
- Highly skilled in effective leadership techniques
- 2 years of professional business experience

Education

Bachelor of Communications • Springfield College-Benedictine University • Springfield, Illinois
GPA: 3.5 May 2005

Relevant Experience and Accomplishments

Project Manager, Flourish and Blotts, Inc., London, England January 2007-Present

- Established and maintained cooperative working relations with media resulting in free air time
- Designed and produced flyers to advertise benefits
- Implemented marketing strategies to bolster sales at unprofitable store locations

Accountant, ABC, Inc., Pleasantville, Illinois March 2006-January 2007

- Serviced client accounts
- Maintained and responded quickly to resolve clients' problems
- Calculated and formatted data on firm's investment performance for marketing use
- Developed auto-calculating spreadsheets

Communications Representative, Market Co., Springfield, Illinois May 2005-March 2006

- Set priorities for community development projects, incorporating community input
- Wrote and presented informational briefings to peer officers to maximize use of resources
- Upgraded quality of training and orientation of both new and old staff

Professional Development

Marketing to Challenging Clients Association for Best Marketers September 2006

Volunteer Activities

Project Coordinator Habitat for Humanity June 2006

Professional Affiliations

Student Association for Best Marketers Member August 2003-May 2005



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Functional Résumé Sample

Name _____

Current Address

Street _____ City, State, Zip _____

Phone _____ E-mail _____

Objective (*Optional, short and concise*) _____

Profile or Summary (*Summarizes the most important skills, qualifications, accomplishments, and years of experience and personality traits you have to offer the prospective employer; tailor to specific position*)

- _____
- _____
- _____
- _____

Education

Degree, University/College, City State _____ Date _____

GPA (only if 3.0 or greater) _____

Relevant Experience and Accomplishments (*Accomplishments highlight skills, abilities and competencies rather than duties; have 3 or more main skill/categories and quantify your experience*)

Position Title, Company Name, Location _____ Date _____

- _____
- _____
- _____

Position Title, Company Name, Location _____ Date _____

- _____
- _____
- _____
- _____

Position Title, Company Name, Location _____ Date _____

- _____
- _____
- _____

Professional Development (*Include workshops, conferences, trainings, ect. . .*)

Event Title _____ Event Sponsor _____ Date Attended _____

Volunteer Activities

Role _____ Organization _____ Dates _____

Professional Affiliations (*Include clubs, associations and organizations*)

Organization _____ Role _____ Date _____



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Cover Letter Guidelines

What is a Cover Letter

- A cover letter introduces you and your résumé to an employer, and you should send a cover letter with every résumé you submit.
- A cover letter is also important because it provides a sample of your written communication skills. Showing you can write well will demonstrate your intelligence and help to establish your credibility. Always write cover letters with care, because, like résumés, cover letters create an image of who you are as a professional.
- You should plan to write a new cover letter for every position you apply for, because cover letters should be tailored to the needs of your reader. Always bear in mind that the content of your cover letter should change from job to job.
- Your cover letter should always be addressed to a specific person, by name. This will grab the reader's attention and show that you have done your research.

What Should Your Cover Letter Include

- The **opening paragraph** should state **why you are writing** and why you are interested in the organization. If you are writing a letter of application, you should name the specific position for which you are applying. Also, tell the employer how you became aware of the vacancy. If a former employer or someone else referred you to the employer, this is the best place to drop that person's name and mention that he or she suggested you write.
- The **second paragraph** is where you draw attention to your résumé and highlight specific skills relevant to the potential employer. This paragraph is devoted to explaining **how you are qualified**. Cite achievement and qualifications related to the position desired.
- The **third paragraph** states **why you are right for this job**. Use this paragraph to demonstrate your knowledge of the employer and their goals. Tell them why you should be considered for the position to which you are applying.
- The **closing paragraph** states **what you will do next** (such as calling to arrange an appointment at the employer's convenience) or what you would like the recipient of the letter to do next. Request action. Inform the employer when you will make contact with them again.

Formatting Your Cover Letter

- A sample cover letter is provided on the back.
- For personal assistance with creating your cover letter or résumé, please contact the Resource Center.

May 1, 2006

123 Success Drive
Careersville, IL 12345

Ms. Jane Doe
Manager
Department of Human Resources
XYZ Industries, Inc.
654 On Your Way
Perfect, IL 98765

Dear Ms. Jane Doe,

I am responding to your posting for the CEO position at XYZ Industries, Inc. I learned of the position through the Resource Center at Springfield College-Benedictine University.

I am confident that you will find my experience to be exceptional. I have more than five years of experience in all the levels of a corporation. I began my career as Communications Representative with Market Co. My responsibilities included setting priorities for community development projects, writing and presenting to large audiences during staff training. My abilities to undertake a large array of projects resulted in my promotion to Account Executive. Through extensive problem-solving and reaching goals set by the company, I obtained the skills necessary for my most current position as a Project Manager. I believe all of these skills and experiences will enable me to successfully manage this position.

Through research I have conducted at XYZ Industries, Inc., I believe I possess many skills that would contribute to the continued success of your company. I am accustomed to the fast-paced environment of a leading corporation in your industry and thrive in high-pressure situations in order to contribute to the overall success of our industry.

I am looking forward to contacting you and participating in the next step in the application process. When we have the chance to meet in person, I am positive that you will find my leadership abilities highly valuable to your continued success. Should you require any additional information, please contact me at (123) 456-7890.

Sincerely,

John H. Doe

Enclosure or Enclosures



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Types of Skills

Mathematical Skills

Can you:

- Add?
- Subtract?
- Multiply?
- Divide?
- Do fractions?
- Do story problems?
- Figure out sales tax?
- Split a check in a restaurant?
- Balance a checkbook?
- Find bargains?
- Pay bills on time?
- Use a budget?
- Prepare a budget?
- Project costs and revenues?
- Calculate future budget needs?
- Figure out whether actual costs and revenues differ from the estimated budget?
- Take action to adjust the budget?

Are you able to do math problems:

- While talking it out with others?
- In your head?
- Only on paper?
- Quickly? Accurately?
- With a lot of numbers?

Technology Skills

Can you:

- Use data and other information by entering it into the computer?
- By modifying it?
- By storing it?
- Put information in a chosen format?
- Read and follow instructions for repairing relevant equipment?
- Choose the best format for display?
- For line graphs?
- For bar graphs?
- For tables?
- For pie charts?
- For written descriptions

Research Skills

Can you:

- Collect information from various sources?
- Analyze questions to determine what information is needed?
- Select information most helpful to answering your question?
- Evaluate that information?



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Types of Skills

- Use a card catalog?
- Use computerized programs to conduct word searches for your research topic?
- Find three different sources on the same subject?
- Speak to a reference librarian?
- obstacles?
- Encourage others to meet deadlines with that kind of dedication?
- Spontaneously develop solutions as problems arise?
- Keep a commitment?

Teamwork Skills

Can you:

- Share tasks necessary to complete a project?
- Encourage others by listening and responding to their ideas?
- Recognize/build others' strengths?
- Resolve differences for the benefit of the group as a whole?
- Take responsibility to accomplish the goals set up by your team?

Initiative/Follow-Through

Can you:

- Develop a plan?
- Create a process for making the plan work?
- Involve others?
- Delegate responsibilities?
- Meet deadlines, regardless of

Administrative Skills

Can you:

- Answer telephones politely?
- Manage more than one phone at a time?
- Copy large volumes of paper
- Collate and organize many copies of the same document?
- Develop a plan on how to staff a project?
- Use a filing system?
- Create a filing system?
- Make charts or spreadsheets?
- Organize information to place in charts or spreadsheets?

Source:

Izumo, G., Carter, C., & Ozee, C. (2002). *Keys to career success: How to achieve your goals* (2d. ed.). New Jersey: Prentice Hall.