

# What's Up Resume





# WHO WOULD YOU HIRE?

NAME: Angela

GPA: 3.8

ACTIVITIES: \_\_\_\_\_  
Intramural Volleyball

WORK EXPERIENCE: Library  
Work Study Aide, Summer  
Internship

NAME: Juanita

GPA: 3.2

ACTIVITIES: \_\_\_\_\_  
Red Cross Volunteer

WORK EXPERIENCE: \_\_\_\_\_  
4 yrs. Retail Experience,  
8 yrs. Administrative Assistant

NAME: MARCUS

GPA: 2.8

ACTIVITIES: CAPTAIN OF INTRAMURAL  
SOCCER, RAISED \$3,000 AS PART OF BETA  
ALPHA PSI CHARITY FUNDRAISER

WORK EXPERIENCE: \_\_\_\_\_  
WAITER AT LUIGI'S PIZZERIA



## What is a Resume?

- Brief, written, self-marketing, “sales” tool
- Summary of your background
- Used to get your “foot in the door” for an interview
- Needs to shout “Hire me!” *not* “File me!”
- Supplement to the data on your application
- Outline during job interviews



## Your First Step

- Determine your areas of interests
- Identify your qualifications
- Consider your transferable skills
  - Management, human resources, financial services, maintenance, sales, public relations, database administration, nursing, computer programming, administration



## Choose a Resume Format

- Chronological Resumes
- Functional Resumes
- Combination Resumes



## Chronological Resumes

- Easiest to prepare and read, most common
- Current, most recent position first, then previous positions follow
- Emphasizes career growth, growth in responsibilities and loyalty to company
- Highlights job experiences/titles
- Not ideal for changes in careers
- Can expose spotty work history



## Functional Resumes

- Focus on skills and qualities
- Includes a wide variety of experience
- Best suited when de-emphasizing employment record
- Gaps in employment, no work experience, pattern of short-term jobs



## Combination Resumes

- Stresses skills and capabilities, but adds positions, employers, and dates
- Shows where and when you gained the skills you highlight
- Removes suspicion that often comes from functional resumes



## Electronic/Scan-able Resumes

- Uses nouns instead of action verbs
  - Customer Service vs. Provide customer service
- “Keyword” searching for industry buzzwords
- Want to have a high rate of “hits”
- Include words directly from the job description
- Put a Keywords section under your name and contact information



## Sections of a Resume

- Header
- Objective (optional)
- Education
- Experience or Relevant Qualifications
- Relevant Courses (optional)
- Skills (optional)
- Other Optional Sections: Honors, Projects, Community Service, Associations, Activities, Leadership, Athletics—All must be relevant to the objective!



## Resume Header

- Your name
- Address
- Phone
- Email address
- Personal Website?



## Objective Statement

- Optional
- Briefly shows what you want and what you have to offer
- Specific to a particular job or career field
  - For internships, often objectives are less specific



## Objective: Examples

- Combine the Position you want with your Skills
  - *Less effective: I am seeking a challenging position with a company in my chosen field of personnel work.*
  - *More effective: Seeking a challenging position as a technical recruiter, offering skills in interviewing, occupational assessment and employee supervisor liaison.*



## Education

- School, location, and major
- Actual or expected graduation date
- Include minor, emphasis, related coursework or class projects (link school to work), and study abroad
- Overall and/or major grade point average if 3.0 or above
- Be selective in listing academic honors
- Do not list your high school information after your first/second year of college



## Experience (Chronological)

- Reverse chronological order
- For each position include: Job title; Employer, City and State; Dates of employment; 3 to 4 bullets with action verbs to describe responsibilities, skills and accomplishments
  - Trained 12 new employees.
  - Assisted customers with food orders.
- Not limited to paid work, can also include volunteer experience.



## Relevant Qualifications (Functional/Combo)

- Choose three skills that relate to the job you seek.
  - Customer Service, Technology Skills, Office Skills, Administration, Maintenance/Repair
- List three to four bullets under each explaining your history with the skill.
  - Provide assistance to customers by answering questions.
  - Maintain confidential file records.
  - Manage database using Excel spreadsheets.



## Skills

- Related to your objective position, such as:
  - Foreign language skills
  - Computer software programs
  - Laboratory skills
- Reflect the “key words” in the job/internship ad
- Includes skills acquired from:
  - On-the-job training
  - Specific trainings or certificates
  - Self-learning
  - Classes



## Resume Language (DO's)

- Use bulleted phrases, not sentences
- Start each phrase with a different action verb
- Be clear & concise with descriptions
- Choose action verbs (or nouns) of substance and power to highlight your accomplishments
- Key: To modify your resume look for “key words” in each job description and place those throughout your resume if applicable



## Do NOT Include:

- Age or date of birth
- Marital status
- Addresses of former employers
- Salary with prior employers
- Religious or political affiliations
- "I" statements



## Formatting and Other Details

- Limit to 1 page
- Use black ink and white or off-white paper
- Check verb tense (use past for previous jobs and present for current jobs)
- Don't use abbreviations
- Never use specific dates and always write dates the same
- Use an easy-to-read font, 11 pt. font size minimum
- .5 inch margins minimum
- Do not bend, staple or fold your resume



# Eye Relief Techniques

**Bold** and Center Your NAME  
and contact information

- CAPITALIZE CATEGORIES AND HEADINGS
- Bold the **Job Title**
- Indent and use bullets
- Use white space between sections



## References

- Do not list “References available upon request”
- If listing references on an application or before an interview, “check-in” with each reference first
  - Provide each reference with a copy of your current resume



## Don't Forget!

- Make sure the voicemail greeting for the phone number you list is professional.
- Use an e-mail address that conveys professionalism.
- An employer will look at your resume for less than a minute so focus on the employer's needs.
- Always re-read your resume before every interview, chances are the interviewer did.
- Spell check and review your resume carefully.
- Get feedback!



## Resume No-No's

- From actual resumes, as reported by Fortune Magazine:
  - “I have lurnt WordPerfect 6.0 computor and spreadsheat programs.”
  - “It’s best for employers that I not work with people.”
  - “Am a perfectionist and rarely if if ever forget details.”
  - “Wholly responsible for two (2) failed financial institutions.”
  - “Note: Please don’t misconstrue my 14 jobs as “job-hopping.” I have never quit a job.”
  - “Reason for leaving last job: They insisted that all employees get to work by 8:45 every morning. Could not work under those conditions.”



## Ideas for Tailoring Your Resume

- Read the job description
- Use your network
- Conduct informational interviews



# Informational Interview

- What is it?
  - A type of networking.
  - A chance to learn more about the industry, the market trends, where your skills best fit.
  - You are talking to get the person's insight, perspective and referrals, NOT to ask for a job.
  - A process of systematically researching a career field through a series of in-person, workplace visits with *people who are already employed in a similar job*.
  - One of the most valuable career development tools!



## Benefits

- Helps in choosing a major, deciding on a career field, or clarifying a job objective.
- Speak more knowledgeably about the field.
- Gives you explicit job description information that you'll need to develop a sharp and focused resume.
- Provides a source of constructive criticism if you've brought a resume *draft*.
- Contributes valuable personal contacts for your job search networking.
- Gain insight to environment at on-site interviews.



## Preparing for the Informational Interview

- List ALL your contacts, using categories to help you brainstorm: personal, professional and organizational
- Prioritize your contacts: proximity, perspective, power
- Know your product: your assets (skills, accomplishments, knowledge areas)
- Know your target function, target industry



## Make Contact

- Ask your friend, relative, etc. for permission to mention their name.
- Use telephone, email or “snail” mail.
- Explain the reason for your call and your interest in their career (30 second commercial).
- Request 15-20 minutes of their time.
- Remind them you’re not looking for a job, just information about the job.



## Before the Interview

- Do your homework!
  - Research the career.
  - Develop a list of questions.
- Practice conversational techniques and listening skills.
- Get directions to the interview site.



## During the Interview

- Ask all of your questions.
- Take brief notes.
- Be aware of your time.
- Maintain eye contact and enthusiasm.
- Ask for two or three other references.



## After the Interview/Follow-up

- Send a Thank-You note right away!
  - This is important!
  - Continues to build the relationship/impression
- Tell them what you plan to do with the resources, introductions, and information they have provided
- Advanced follow-up: write again after you've read that article, attended the meeting, or met that person (they may hit "reply"...) )
- Keep well organized records/notes.



## Evaluating the Interview

- Ask yourself:
  - What did I learn from this interview (both positive and negative impressions)?
  - How does what I learned fit with my own interests, abilities, goals, values, etc.?
  - What do I still need to know?
  - What plan of action can I make?



## A Few Helpful Hints

- Show up right on time.
- Dress professionally.
- Be enthusiastic, passionate, respectful!
- Show confidence!
- Wrap up the meeting on time.