

Helpful Hints for Résumé Writing



- **Parts of a Résumé**
- **The Three Types of Résumés**
- **Sample of a Cover Letter**
- **Sample of a Reference Page**
- **Action Verbs for Résumé's**
- **Résumé Worksheet**
- **Checklist**

Career Services Office

Nashville State Community College • 120 White Bridge Road • Nashville, TN 37209
Phone: 615-353-3230 • Fax: 615-353-3254 • Email: CareerServices@nscc.edu

Anatomy of a Résumé

Heading in bold, 14pt.

Chris Jobseeker
1235 Cherokee Street
Nashville, TN 37200-5432
(615) 555-9876 chrisjobseeker@mail.com

Be sure they can find you!

↓ Give it a focus!

Objective: An entry-level position as a widget facilitator in a growing marketing firm.

↓ Here is the “hot spot”

Put your “grabbers” here:
Whatever you want to feature about yourself:

- Your skills and abilities, OR
- Your work experience, OR
- Your education

Depending on what style of résumé you are using.

- Your qualifications
- Whatever will appeal to the employer
- Maybe your education (if this is your best “feature”)
- This is your best shot
- Faster than a speeding bullet

Here’s where you start it out.

↓ Put your supporting data down here

Universal Flan Corporation, Nashville, TN 1993-2003
Accounts Specialist

- Compiled and maintained business and distribution records
- Performed basic bookkeeping functions
- Developed and managed financial reports; calculated and posted financial data

Education

Nashville State Community College, Nashville, TN 1990
Associate of Applied Science, Computer Technology
National Honor Society

References will be gladly provided upon request.

Résumé Formats: Which One is Best for You?

1. Chronological Résumé

PROs:

- Good for people with a strong work history
- Many employers prefer it
- Logical, easy to read

CONs:

- It displays problems like job-hopping and gaps
- Not good for career-changers and those with little work experience

2. Functional (also called “Skills”) Résumé

PROs

- Can present life experiences (not just jobs)
- Good for those with limited paid working experience
- Prevents repeating job duties
- Disguises gaps in work record or series of short-term jobs

CONs

- Harder to prepare
- De-emphasizes job tasks and responsibilities

3. Combination (or “Hybrid”) Résumé

PROs

- Highlights most relevant skills and accomplishments
- Highlights both skills and work history

CONs:

- De-emphasizes job tasks and responsibilities
- Can sound repetitive

Frances L. Smith
1234 South Main Street
(615) 987-6543 Francesmith@mail.com

**Work
Experience**

Rancho Bernardo Inn San Diego, California
Catering Administrative Assistant 2013-2015

- Worked directly with vendors to ensure accuracy and completeness
- Coordinated with clients on final requirements for their functions
- Produced and distributed daily activity reports, function sheets, memos, etc.
- Distributed weekly prospectus packets to clients and internal departments

Showtime Networks, Inc. New York, New York
Secretary / Sales Recording and Analysis 2010-2013

- Collected data from regional offices for national distribution
- Located, researched, and resolved discrepancies
- Assisted in preparing weekly and monthly reports
- Tracked distribution of national monthly report
- Maintained departmental report library
- Provided secretarial, word processing, and administrative support services

America Savings Bank East Meadow, New York
New Business Assistant 2005-2010

- Acted as liaison between life insurance agents and Savings Bank Life Insurance Fund
- Provided administrative assistance to senior executives
- Contacted agents regarding application status
- Reviewed, investigated, and resolved related problems
- Prepared periodic sales reports

Education

Spencer Business College Dickson, TN
A.A.S (Associate of Applied Science) in Office Administration
2015
GPA 3.9/4.0

References will be gladly provided upon request.

Sample Functional Resume

Fred Jobsearcher
8500 West Cactus Street

Nashville, TN 37219-8898
(615) 806-5432 Fred@mail.com

Summary Over nine-years of experience in industrial electrical maintenance, including 4-years as a Journeyman electrician. Additional skills include carpentry, plumbing, HVAC, roofing, laying floors, and masonry repair.

Highlights of Qualifications

- Detail and profit-oriented, with proven ability to identify, analyze, repair, and solve problems
- Perform effectively even under strict deadlines and changing priorities
- Highly reliable self-starter; complete assignments with little or no supervision
- Strong planning, organizing, and estimating skills; keep a sharp-eye on cost
- Possess effective communication and interpersonal skills
- Able to motivate, supervise, train, and increase productivity of subordinates and coworkers

Summary of Experience

- Solid experience maintaining all electrical apparatus to support a 440,000 square-foot office and warehouse facility
- Additional electrical experience includes 115V, 227V, and 480V lighting systems, 480V 3-phase motors, motor controllers (manual and computer operated), power control centers, installing power systems for computer equipment
- Replaced ICs utilizing proper soldering techniques
- Used troubleshooting reference resources to solve problems; interpret blueprints, manuals, and specification requirements
- Used CD-ROM reader for reference
- Planned and scheduled work to be performed and determined completion time; inspected jobs after completion
- Schedules and performed preventative maintenance service (PMS) when needed
- Ensured all work met accepted standards and safety codes (OSHA, UBC, NEC, UPC)
- Acted as liaison between labor and management

Employment History

Eastman, Inc., Signal, California	2004 to present
<i>Facilities Maintenance Supervisor</i>	2010 to 2015
<i>Journeyman Senior Electrician</i>	2008 to 2010
<i>Maintenance Mechanic</i>	2006 to 2008
<i>Warehouse worker/Stockler, Conveyor Mechanic Technician</i>	2004 to 2006

Sample Combination Résumé

Rachel Washburn

3215 Northlake Court

Nashville, TN 37211-6529

(615) 332-3750 Rwashu@netzero.net

Skills and Training

- Windows NT Core Technology
- Windows NT Installation
- Introduction to Cisco Routers
- Advanced SAS programming
- SQL server 6.5 Administration
- Network Administration
- Netware Service and Support
- TCP/IP
- NDS design and implementation
- ADSM installation and Administration

Professional Experience

Ingram Book Company

La Vergne, Tennessee

Microsoft SQL Server Database Administrator

2013-2015

- Installed, configured, and maintained SQL Server 6.5 and 7.0 database servers
- Created and maintained structures, plans, stored procedures, and alerts
- Developed Disaster Recovery Plan for SQL Servers
- Worked LAN (Local Area Network) support group and applications
- Assisted with creating departmental cross-training classes on SQL Server
- Set up and maintained replication from DB to Oracle

LAN Administrator

- Oversaw all aspects of Novell and Windows NT server administration
- Project manager on implementing and maintaining LAN Server
- Trained users on Microsoft Office applications

International Comfort Products

Lewisburg, Tennessee

Network Administrator

2000-2013

- Sole administered all aspects of Novell and Windows NT servers and support
- Installed/configured hardware and software from server to workstation
- Developed solution to dual protocols by recommending and implementing TCP
- Trained users on new software, basic window, and MS office applications

Marketing Analyst

- *Assisted with setup and administration of DEC network*
- *Engineered network cabling from workstation to backbone server*
- *Wrote Dbase applications for departmental use*

Positions held before moving into computer technologies were *Marketing Analysis Clerk, Marketing Administration Clerk, Warranty Clerk, A/P Clerk, Distribution Clerk and Secretary.*

References upon Request

Your Name Here
Address line
City, State Zip Code
(615) 555-5555 e-mail address

Use a standard business letter style

January 19, 2003

Mr. Larry Stanford
ACE Business Company
1234 Harding Whatever
Nashville, TN 37200-9999

Re: Manager Trainee position ← **Good to name an objective**

Dear Mr. Stanford:

Enclosed you will find my resume in response to your advertisement in the current issue of *Nashville Employment Today* ← **Italicize newspaper name**

As you will see on my resume, I have solid experience in retail sales and management. I communicate well with customers and have learned to work well under pressure. I have worked in positions of responsibility for handling money as well, with zero error rate. I have basic computer familiarity, learn new tasks quickly, and work well with supervisors and customers alike. **Because of this, I believe that I would be the perfect candidate for this position.** **Target those skills**

If you need any further information, please call me at 615-555-5555. I will call you next week to confirm you received my resume. ← **Defines what you plan to do next**

Sincerely,

Your handwritten signature

Your name typed here

Encl.: Resume

Your Name Here

Address line

City, State Zip Code

(615) 555-5555 e-mail address

References

Thomas Hendrix

Transportation Manager
TRS Transport
542 Allen Drive
Nashville, TN 37222
(615) 333-3333

Offer between 3 & 6 references

Should be someone who will speak highly of you

Jody Alexander

Director of Development
Freemont University
444 College Drive
Freemont, TN 31210
(615) 456-7890

Get his or her permission first

Give him or her a copy of your resume

Brad McCall

President
The McCall Group
569 South 24th Avenue
Nashville, TN 37209
(615) 765-8989

Use current job title

Avoid using elected officials as references

Susan Smith

(Former Supervisor)
Accounting Representative
First Union Company
222 New Orleans Street
Nashville, TN 35689
(615) 679-7638

Use former supervisors

Daytime phone numbers

Your Name Here
Address line
City, State Zip Code
(615) 555-5555 e-mail address

Objective: To obtain a(n) _____ position with _____ (company)

**Skills/Qualifications/
Highlights**

- <how many> years' experience as a <what>
- A <what> with more than <how many> years in <what>
- Skilled in <what>
- Broad experience as <what>
- <how many> years proven accomplishments in <what>
- <title> with extensive experience in <what>
- Talented in <what>
- Working knowledge of <what>
- Consistently successful in <what>
- Effective interaction with <who> and <who>

Experience

Employer's Name (Most present employer) City, State
Job Title Year Began to Year Ended

- Consistently met or exceeded <what> goals
- Served as <function> for <organization>, including <tasks>
- Applied knowledge of <what> in <what>
- Established a successful <what>

Employer's Name City, State
Job Title Year Began to Year Ended

- Doubled <what>
- Contributed to all aspects of <what>
- Facilitated <what> by doing <what>
- Assisted <whom> in planning and execution of <what>

Employer's Name City, State
Job Title Year Began to Year Ended

- Was instrumental in <what>
- Responsible for <what>
- Excellent track record for <what>
- Maintained <what> providing <key benefits>

Education

School's Name City, State
Degree Earned Year Acquired (**IF IN LAST 5 YEARS**)

References

Available upon request

Name

Address _____

City, State, Zip _____

Phone and Email Address _____

Objective: To obtain a(n) _____ position with _____ (Company)

Highlights

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Experience

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_____, _____

_____ to _____

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_____, _____

_____ to _____

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_____, _____

_____ to _____

Education

_____, _____

_____ to _____

Resume Checklist

The following check list is designed to help you look at your resume with an objective and critical eye. That is how employers and recruiters will be looking at it.

GENERAL APPEARANCE

Is your resume neat, clean, and unwrinkled?	YES	NO
Does it appear balanced with adequate margins and “white space”?	YES	NO
Are there any misspelled words or typographical errors?	YES	NO
As first glance, are the reader’s eyes drawn to the most important information?	YES	NO
Is the resume easy to read?	YES	NO

FORMAT

Have you chosen the best format or type of resume for you?	YES	NO
Does the heading contain current and adequate contact information?	YES	NO
Does your resume have an objective?	YES	NO
Does the objective clearly state what type of work you are seeking?	YES	NO

BODY OF RESUME

Does your resume support the ability to do the type of work stated in your objective?	YES	NO
Does your resume adequately convey your qualifications and skills?	YES	NO
Is your resume current and up to date?	YES	NO
Does the first half of the first page grab the reader’s attention and make him or her want to read the rest of the resume?	YES	NO
Is your resume accurate and truthful?	YES	NO
Does your resume show off your strengths, achievements, and/or accomplishments?	YES	NO
Does your resume make you feel good about you?	YES	NO
<u>IS YOUR RESUME GETTING YOU INTERVIEWS?</u>	YES	NO

100 Great Resume Action Words

Use action words and active voice in your resume to help grab the reader's attention.

The words you choose for your resume can help you catch the attention of a potential employer. It is important to use action words and to write in the "active voice" instead of "passive voice."

For instance:

•Passive voice:

"Monthly financial reports were generated by me." — **BAD!**

•Active voice:

"Generated monthly financial reports focusing on accuracy and efficiency" — **GOOD!**

Here are some words you can use to make your resume more attention grabbing and dynamic:

Assist	Distinguished	Influenced	Pioneered	Selected
Able	Encourage	Launched	Planned	Specified
Action	Earned	Lobbied	Prepared	Spearheaded
Analysis	Enhance	Maintained	Presented	Standardized
Achievement	Evaluate	Managed	Promoted	Strengthened
Accomplished	Examined	Marketed	Provided	Structured
Advanced	Facilitate	Maximized	Published	Suggested
Conduct	Formulate	Mediated	Pursued	Superseded
Consult	Fulfilled	Modernized	Quantified	Supervised
Committed	Forecasted	Motivated	Ranked	Targeted
Conducted	Generated	Negotiated	Received	Taught
Contributed	Gained	Observed	Recommended	Tested
Coordinated	Gathered	Obtained	Redesigned	Trained
Delegated	Gave	Operated	Reengineered	Transcended
Develop	Headed	Organized	Reorganized	Unified
Deliver	Hosted	Originated	Represented	Upgraded
Design	Identified	Overhauled	Restructured	Utilized
Defined	Implemented	Oversaw	Revised	Validated
Diversified	Improved	Participated	Safeguarded	Valued
Devoted	Improvised	Performed	Secured	Wrote