

[www.bucks.edu/Careercenter](http://www.bucks.edu/Careercenter)

Resume Writing Workbook

215-968-8195

Rollins Center Room 131



## ***What is a resume?***

A resume is a 1 or 2 page summary, a concise, organized **outline** that summarizes your education, work experience, professional skills and qualifications. It is a **marketing tool** designed to introduce you to a perspective employer with the intention of getting a job interview.

## ***Why write a resume?***

Resumes are the most efficient and popular way to introduce yourself to possible employers. They are a necessary part of the job search process. Employers often use the resume to screen a pool of applicants for people who meet the requirements of available jobs.

A good resume will help you clarify your objectives, skills, experiences, document, and accomplishments in a short format.

## ***Types of resumes***

### **Chronological**

The reverse chronological format is the most **conservative** and straight forward style. It states your employment **history beginning with the most recent** in a sequence dating backward. Employers often like this type of resume because it's easy to read.

### **Functional**

The functional resume **focuses on skills and accomplishments** so that the reader can see what you can do. The emphasis is on the skills that you have and not necessarily where you learned them. It is less formal and conservative in terms of listing exact dates. This resume might be best for those with gaps or frequent changes in employment.

### **Combination**

The combination resume **uses the best of both the functional and chronological formats**. A good combination resume will tell the employer what you can do while providing them with a clear understanding of where you learned it.

## ***Who and Why?***

A few questions to answer as you begin...

Why am I writing this resume? \_\_\_\_\_  
\_\_\_\_\_

Who is going to read this? \_\_\_\_\_

Do I have a specific job or field in mind? \_\_\_\_\_

What are the skills required for this job? *The best way to find this information is to read job advertisements on the web and in newspapers.*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## ***Writing your Resume***

The following section provides step by step instructions on how to write a resume. Take time to read the material and complete the exercises. Each numbered section is a section that appears on a resume.

### ***1. Contact Information:***

This information will include:

Name/Address/City/State/Zip/Phone Numbers/Email Address/Website

This is pretty self-explanatory. Be careful about your voicemail greeting...

Is it professional? Same with email address names....

Write your contact information here:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## ***2. Objective***

Some say you need an objective, others say it is optional. If you are applying for a specific job it is best to include an objective. This will help you to focus your resume and let the employer know that you know what you want. Be as specific as possible. Here are a few examples of good objectives:

Seeking an administrative position in a medium sized non-profit organization

A position in communications that requires skills in writing, training, and public relations

**Note: the best way to write an objective is to list the exact title in the exact company that you want. For example:**

Seeking the Marketing Director position with Peabody Associates

Write your objective here:

-----  
-----

## ***3. Profile***

A profile is a qualifications summary, highlighting your abilities, personal traits, special skills that you want the employer to know. It can be your first opportunity to sell yourself. It facilitates the “high-speed resume screening” that human resources personnel have to do. Make sure it indicates what you can do for the company, rather than what the company can do for you.

Examples:

Computer Programming graduate with outstanding technical capabilities who consistently achieves in a team atmosphere. Responsible, ambitious, and determined to succeed. Consistently acknowledged for demonstrating extraordinary analytic, communications, and interpersonal skills.

Highly reliable, hardworking and flexible marketing professional with nine years of experience working in a direct mail marketing environment. Outstanding ability to anticipate client needs and address them.

Write the adjectives and traits that describe you as a worker, employee, graduate, professional, etc. here:

-----  
-----  
-----

#### ***4. Skills Summary***

Create a bulleted list of your skills.

Example:

- Customer Service
- Inventory Control
- Word for Windows
- Fluent Spanish
- Team Player
- Project Management
- Purchasing
- Microsoft Outlook
- Proofreading
- Organization

Write your list of skills here:

-----  
-----  
-----  
-----  
-----

#### ***5. Education***

This section addresses your formal training & educational background. List The name, city and state of the school or institution, the degree or certification you earned or are earning, and the date you graduated or anticipate graduating.

**Example:**

**Bucks County Community College**, Newtown, PA  
Associates of Arts - Business Administration, May 2003

**Temple University**, Philadelphia, PA  
Bachelors of Science - Accounting, anticipated May 2005

## FAQ:

**Should I include my GPA?** We suggest that you include your GPA only if it is a 3.0 or better, and if your education is your strongest area of experience

**Do I include my High School?** The rule of thumb is that you include your high school if you have not yet completed an Associates Degree.

**Should I list my courses?** List relevant coursework when it applies to the position you are seeking and if your education is your strongest experience

Write your educational background here:

---

---

---

## 6. Work Experience

List places that you have worked, your position title, and the dates you worked there. Then briefly describe your responsibilities with emphasis on **specific skills and achievements**.

Go back to the Who and Why section to determine who might read this and what skills and accomplishments they might want to see. Use action words to describe your experience and accomplishments. There is list of action words in the back of this workbook.

### Example:

Bookmakers Books, Philadelphia, PA.

Office Manager 2/03-9/03

- Managed all aspects of an online bookstore
- Developed, and maintained system for tracking inventory.
- Trained new employees in the use of relevant software programs
- Acted as customer service and sales representative

Use the following section to write about your job experiences. We have included space for 4 jobs.

1. **Company Name with city and state** \_\_\_\_\_

**Job Title**

**List in bulleted format of special skills the job required, things you did well, problems you solved, things you accomplished (refer to the action words list)**

-----  
-----  
-----  
-----

2. **Company Name, city and state** \_\_\_\_\_

**Job Title**

-----

**Dates Employed** \_\_\_\_\_

**List in bulleted format of special skills the job required, things you did well, problems you solved, things you accomplished**

-----  
-----  
-----  
-----

3. **Company Name with location** \_\_\_\_\_

**Job Title** \_\_\_\_\_

**Dates Employed** \_\_\_\_\_

**Special skills the job required, things you did well, problems you solved, things you accomplished**

-----  
-----  
-----  
-----

4. **Company Name with location** \_\_\_\_\_

**Job Title** \_\_\_\_\_

**Dates Employed** \_\_\_\_\_

**Special skills the job required, things you did well, problems you solved, things you accomplished**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### ***7. Volunteer Experience (optional)***

Type of volunteer work \_\_\_\_\_

Name of organization with location \_\_\_\_\_

Dates of experience \_\_\_\_\_

Brief Description \_\_\_\_\_

\_\_\_\_\_

### ***8. Awards and Honors (optional)***

List any special awards or honors earned

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### ***9. Interests, Extracurricular activities, committees etc.***

List names of organizations or activities in the same format as above

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## ***10. References***

At the bottom of your resume you should simply state;

**References are available upon request**

Be prepared to offer the names and contact information of three people who are willing to give you a good reference if an employer is to ask for one. Ask these people BEFORE you list them as references.

## Action Words

achieved	drafted	added	distributed
acquired	edited	originated	addressed
adapted	eliminated	oversaw	administered
planned	assembled	anticipated	enforced
prevented	audited	assisted	established
centralized	expanded	budgeted	evaluated
collaborated	explained	forecasted	changed
condensed	founded	formed	composed
constructed	guided	generated	conducted
converted	implemented	hired	contracted
created	informed	improved	coordinated
demonstrated	interpreted	insured	cultivated
developed	launched	interviewed	designed
discovered	managed	maintained	devised
publicized	minimized	marketed	doubled
recruited	negotiated	motivated	published
reported	operated	obtained	reorganized
resolved	reviewed	organized	researched
set up	simplified	selected	separated
staffed	supervised	solved	surveyed
trained	used	taught	tested
produced	calculated	developed	initiated
communicated	interacted	made	solved
collected	directed	edited	proofread
corrected	sold	utilized	wrote
balanced	assisted	participated	reported
updated	documented	advanced	enhanced
compiled	purchased	researched	gathered

## The cover letter should :

**Explain why you are sending a resume.** Always send a cover letter with your resume. Be specific about what you want-: Do you want a summer internship opportunity, or a permanent position at graduation; are you inquiring about future employment possibilities?

**Tell how you learned about the position or the organization** — a flyer posted in your department, a web site, a family friend who works at the organization. It is appropriate to mention the name of someone who suggested that you write.

**Convince the reader to look at your resume;** the cover letter will be seen first. Therefore, it must be very well written and targeted to that employer.

**Call attention to elements of your background** — education, leadership, experience — that are relevant to a position you are seeking. Be as specific as possible, using examples.

**Reflect your attitude,** personality, motivation, enthusiasm, and communication skills.

**Provide or refer to any information specifically requested** in a job advertisement that might not be covered in your resume, such as availability date, or reference to an attached writing sample.

**Indicate what you will do to follow-up.** For example, you will call them within a week to set up an interview.

**In a letter of application** — applying for an advertised opening — applicants often say something like "I look forward to hearing from you." However, it is better to take the initiative to follow-up, saying something like, "I will contact you in the next two weeks to see if you require any additional information regarding my qualifications."

**In a letter of inquiry** — asking about the possibility of an opening — don't assume the employer will contact you. Say something like, "I will contact you in two weeks to learn more about upcoming employment opportunities with (name of organization)." Then mark your calendar to make the call.

*If you need further guidance, resume writing templates can be found on Discover (ask in Career Services Office). 215-968-8195*

Your Street Address  
City, State Zip Code  
Telephone Number  
Email Address

Month Day, Year

Mr./Mrs./Dr. FirstName LastName  
Title  
Name of Organization  
Street or P.O. Box Address  
City, State Zip Code

Dear Mr./Ms./Dr. LastName:

Opening paragraph: State why you are writing; how you learned of the organization or position, and basic information about yourself.

2nd paragraph: Tell why you are interested in the employer or type of work the employer does (Simply stating that you are interested does not tell why, and can sound like a form letter). Demonstrate that you know enough about the employer or position to relate your background to the employer or position. Mention specific qualifications which make you a good fit for the employer's needs. This is an opportunity to explain in more detail relevant items in your resume. Refer to the fact that your resume is enclosed. Mention other enclosures if such are required to apply for a position.

3rd paragraph: Indicate that you would like the opportunity to interview for a position or to talk with the employer to learn more about their opportunities or hiring plans. State what you will do to follow up, such as telephone the employer within two weeks. If you will be in the employer's location and could offer to schedule a visit, indicate when. State that you would be glad to provide the employer with any additional information needed. Thank the employer for her/his consideration.

Sincerely,

(Your handwritten signature)

Your name typed

Enclosure(s) (refers to resume, etc.)