**RESUME WORKBOOK**

Office of Career Services

Nielsen Library – Student Success Center

(719) 587-8336

career.adams.edu

**How to start:**

* Write or type up your personal information for each category
* Do not use a template resume on Word or Publisher (these formats make it difficult to make changes)
* There are many types and styles of resumes – most use chronological, some use functional
  + You will develop your particular type and style as you gain experience, make your career choice, and match it to your personality
* Once you have filled in the information, transfer it into a resume format that you feel confident represents you best

**The basic elements of your resume:**

Contact Information:

* The heading should consist of:
  + Your name (bold and capitalized – largest font size on the page)
  + Your address, one phone number and one professional e-mail address
    - Address and phone number where you can receive correspondence or message
    - Avoid personal email addresses (NO [startrek99@gmail.com](mailto:startrek99@gmail.com) or [butterflygirl@yahoo.com](mailto:butterflygirl@yahoo.com))
* *In a transitional period or living on campus?* List a current *and* a permanent address

Career or Job Objective (optional):

* A brief statement indicating what type of position you are seeking & what you have to offer
  + Write this from the employer’s perspective as well as your own (i.e. What you can contribute, and what you want to learn from that employer)
  + You may need a few variations of your resume with different objectives that are customized to a particular job. Do not use a generic or vague objective

Summary of Qualifications or Overview or Profile (optional):

* + This section can quickly tell an employer why you should be hired, and how you meet the minimum qualifications
  + Consider using four to seven bullet points, and customize them for each application

Education:

* List the institutions you have attended after high school; you only need to list colleges from which you have graduated
  + Include names of degrees, special certifications, and majors/minors received
  + Graduation date (Month, Year) or anticipated graduation date (Month, Year)
  + Grade point average (GPA) is helpful if it is 3.0 or higher

Professional or Related Experience:

This is the most important part of the resume and usually the longest

* In this section, start with present or most recent position and work backwards
* Detail only the last four or five positions or employment covering the years in college, unless earlier information is relevant
* Within each position listed include:
  + Your job title, company name, city, state and dates position was held (start & end date - year and month are sufficient)
  + Describe your accomplishments, responsibilities and transferable skills
  + Begin each bullet point with a third person, past tense action verb – see next page
* Be sure to list all substantial experiences, whether paid or unpaid. Employers like to see volunteer and community work
* Be careful about listing multiple short term experiences (less than 6 months)

Computer or Technical Skills (optional):

* Include computer programs you know how to operate (i.e., Microsoft Office Suite or list individually: Microsoft Word, PowerPoint, Excel, Access)

Certifications (optional):

* This section would include any certifications (i.e., CPR, First Aid)
* Include expiration dates, where appropriate

References:

*Separate page titled “References” with the same heading on it*

* **Do not** list “References Available Upon Request” on your resume. This is understood, and it’s better to just include them with your résumé so that the employer doesn’t have to ask
* See the last page of this packet for a reference page sample, as well as additional information on how to choose and display your reference list

Other Headings or Section titles:

List relevant activities which demonstrate your accomplishments; these can be personalized to fit your individual needs. Use caution when including religious or political affiliations.

* Volunteer Experience/Activities
* Extracurricular/Leadership Activities
* Presentations/Workshops Presented
* Honors and Awards

Be sure to:

* Tailor your resume for the position
* Include a cover letter & list of references
* Use resume paper – white or off-white color
* All three documents (cover letter, résumé, references) should appear on same type of paper with same font
* Professional font is important
  + Arial, Times Roman, or Garamond
  + 10, 11, or 12 size, with a larger name heading
* Proof-read (don’t rely on spellcheck)

Common Mistakes:

* Including materials not asked for by the organization such as copies of work, reference letters, etc.
* Spelling errors/typos
* Improper word usage/inconsistent tense
* Leaving out specific computer skills
* Including personal traits/pictures
* The use of “I”
* Overselling and exaggerating

### Action Verbs

|  |  |  |
| --- | --- | --- |
| **Management skills** | **Communication skills** | **Clerical or detailed skills** |
| administered  analyzed  assigned  consolidated  coordinated  delegated  developed  directed  evaluated  executed  improved  organized  oversaw  planned  prioritized  produced  recommended  reviewed  strengthened  supervised | addressed  authored  corresponded  developed  directed  drafted  edited  enlisted  formulated  influenced  interpreted  mediated  moderated  motivated  negotiated  persuaded  promoted  publicized  recruited  wrote | approved  arranged  cataloged  classified  collected  compiled  dispatched  inspected  monitored  operated  organized  prepared  processed  purchased  recorded  retrieved  screened  specified  validated |

|  |  |  |
| --- | --- | --- |
| **Research skills** | **Technical skills** | **Teaching skills** |
| clarified  collected  critiqued  diagnosed  evaluated  examined  extracted  identified  inspected  interpreted  interviewed  investigated  organized  reviewed  summarized  surveyed  systematized | assembled  built  calculated  computed  designed  devised  engineered  fabricated  maintained  operated  overhauled  programmed  remodeled  repair  solved  trained  upgraded | adapted  advised  coached  communicated  coordinated  developed  enabled  encouraged  evaluated  explained  facilitated  guided  informed  initiated  instructed  persuaded  stimulated |

|  |  |  |
| --- | --- | --- |
| **Financial skills** | **Creative skills** | **Helping skills** |
| administered  allocated  analyzed  appraised  audited  balanced  budgeted  calculated  computed  developed  forecasted  managed  planned  projected  researched | acted  conceptualized  created  designed  developed  established  illustrated  instituted  integrated  introduced  originated  performed  planned  revitalized  shaped | assessed  assisted  clarified  coached  counseled  demonstrated  diagnosed  educated  expedited  facilitated  familiarized  guided  referred  rehabilitated  represented |

**Choosing a Resume Style**



Choose a style of resume that represents you—your talents,

abilities, and experience. Avoid using a template from Microsoft

Word or other software. Be creative, and make your own.

**When to use a Chronological Resume (MORE COMMON):**

CHRONOLOGICAL- (Focus on JOB EXPERIENCE)

* If you have a clear job target
* The next job is the logical progression in your career
* Current job is in healthcare, finance, science, or the business sector
* Time-oriented and lists employment experiences in reverse order starting with most recent
* Works well for candidates with continuous employment showing career progression in their field

**When to use a Functional Resume:**

FUNCTIONAL - (Focus on SKILLS)

* Desire to focus on transferable skills
* To downplay work gaps
* Reflect the type of work actually done
* Are changing careers
* Skills have been acquired through volunteer activities
* Re-entering the work force or changing careers
* New college graduate /entry level candidates without much work history

**When to use a Combination Resume:**

COMBINATION (Highlight your SKILLS & JOB EXPERIENCES)

* Emphasizes skills and competencies; including dates of employment
* How the resume is combined depends on specific experience and career field
* Combines the best elements of the chronological and functional formats

Chronological Resume Template

**Full Name**

Street Address

City, State Zip

[email@grizzlies.adams.edu](mailto:email@grizzlies.adams.edu) – phone number

**Objective** (optional): Seeking X job at Y company where I can contribute my A skill and B experience.

**Summary of Qualifications** (optional)

* These should be specific summaries or highlights of your academic and professional career
* Major awards or accomplishments can be included
* Foreign language or computer skills are ideal in this section
* Years of experience can be combined to highlight overall time in industry
* Tailor this section to show how you meet the qualifications of the specific job description

**Education**

*Adams State University* Alamosa, CO

Bachelor of Arts, Major Expected Graduation Month, Year

* GPA if over 3.0 – can also use Major GPA
* Include minors, major course projects, honor roll, scholarships here
* Relevant coursework is optional and usually unnecessary
* Do not put your high school or a transfer college in this section, but do include other degrees or certificates you have earned

**Experience**

*Company Name* City, State

Job Title Month/Year to Month/Year

* Include major paid and unpaid experiences, starting with the most recent or current
* Use 3-7 bullets per experience to describe the skills and accomplishments achieved
* Start each statement with a 3rd person, past-tense action verb - avoid phrases like “responsible for” or “duties were”

*Organization Name* City, State

Job Title Dates of Employment

* Add numbers when possible, as it helps quantify your skills (ages worked with, number of customers or students, sales generated, etc)
* Multiple positions held at the same organization can be included under the same heading
* Keep the bullet statement to one or two lines each – no paragraphs!

**Activities & Awards** (optional)

* List organizations or clubs you belong to that relate to your career
* Consistent volunteer experiences can go here
* Just list the experience or award – don’t go into details
* No “References available upon request” on your resume – it should be a separate page

Chronological Resume Sample

**Jessica C Sanchez**

123 Main St.

Aurora, CO 80022

[jsanchez@hotmail.com](mailto:jsanchez@hotmail.com) – (719) 580-5555

**OBJECTIVE**

Seeking a full-time stock broker position at Morgan Stanley where I can contribute my strong communication skills and experience in investment advising.

**PROFILE**

* Over three years of customer service experience in a variety of business environments
* Fluent in written and spoken Spanish
* Broad understanding of both investment and marketing principles
* Named “Employee of the Month” at two different organizations

**EDUCATION**

**Adams State University** Alamosa, CO

Bachelor of Science, Business Administration May 2015

* Emphasis areas in Marketing and Advertising
* 3.23 GPA

**Pueblo Community College** Pueblo, CO

Associate of Arts, Social Science Emphasis December 2012

* 3.44 GPA

**EXPERIENCE**

**Charles Schwab & Co.**  Denver, CO

Investment Associate July 2015 – present

* Provided clients with timely financial information to make informed investment decisions
* Researched specific retirement-related investment queries from clients in a timely and efficient manner, ensuring high customer satisfaction
* Trained new colleagues on international stock market overviews and trends
* Earned Series 7 and Series 63 broker licenses in under six months

**Community Banks of Colorado**  Alamosa, CO

Teller March 2013 – May 2015

* Accurately handled an average of over $35,000 on a daily basis
* Communicated with a wide range of customers on the phone and in person
* Participated in Quality Improvement Committee, enabling a 10% increase in customer service satisfaction surveys for the branch

**ACTIVITIES & AWARDS**

* Denver Area Homeless Shelter Volunteer, 2013-present
* RMAC Softball Player of the Week, 2012
* Phi Beta Lambda, Business Club Member, 2011-2013

Chronological Resume Sample

**Jessica C. Martinez**

123 Main St.

Aurora, CO 80022

(719) 580-5555

[jmartinez@hotmail.com](mailto:jmartinez@hotmail.com)

**Objective**: To obtain a caseworker position at the Rio Grande County Department of Social Services where I can apply my knowledge of human behavior and the social environment.

**EDUCATION**

**ADAMS STATE UNIVERSITY** Alamosa, CO

Bachelor of Arts, Sociology Expected May 2016

* Concentration in Social Welfare
* 3.5 GPA
* Senior Research Project: ASU Students’ Attitudes about TANF

**EXPERIENCE**

**Tu Casa, Inc.**  Alamosa, CO

Intern Aug to Dec 2015

* Provide 120 hours of supervised volunteer work
* Participate in hotline crisis training and advocacy training
* Assist with assessing and evaluating cases of sexual assault and domestic violence
* Compile statistics and enter them into agency database
* Assist in grant writing
* Adapt client intake form to improve agency response

**Chili’s Restaurant**  Alamosa, CO

Server Aug 2014 to present

* Take orders, serve tables
* Provide excellent customer service
* Earned Company Award for Best Employee of the Month, October 2013

**Timberlane Girl Scout Camp** Woodland Park, CO Girl Scout Leader Summers 2011-2014

* Guided groups of 15 campers in physical activities
* Encouraged the development of outdoor skills in archery, canoeing, horseback riding
* Coordinated camp overnight trips

**LEADERSHIP ACTIVITIES**

* Grizzly Activity Board, Adams State University, Treasurer, 2014 to present
* La Puente Homeless Shelter Volunteer, Alamosa CO, 2014 to present

Functional Resume Sample

**Mark Allen Smith**

88 Market Ave. – Alamosa, CO 81101

(719) 937-4444 – [smithma@grizzlies.adams.edu](mailto:smithma@grizzlies.adams.edu)

**Objective**

Seeking an internship at SLV Mental Health Center, where I can contribute my strong foundation in human development theory and multiple years of working with the public.

**Education**

*Adams State University* Alamosa, CO

Bachelor of Arts, Sociology Expected December 2015

* Minor in Creative Writing
* 3.58 GPA
* Model UN Club Participant

**Communication Skills**

* Ability to lead groups ranging in size from three to sixteen members in both academic and professional environments
* Basic knowledge of written and spoken Spanish, with four academic years of coursework completed
* Independently staffed front desk of Sociology Department, answering phones, responding to emails, and addressing walk-in questions from students, faculty, and staff
* Provided quality customer service to a diverse range of clientele in a fast-paced corporate restaurant
* Presented to audiences of over 100 on topics ranging from international politics to high school commencement activities

**Technical Skills**

* Proficient in MS Office software, including Word, PowerPoint, Excel, and Outlook
* Experienced in using Banner, a student information system, to query and enter data on groups of Sociology students
* Working knowledge of DreamWeaver and Bricolage web design programs, with personal and professional experience in editing and creating websites

**Experience**

*Adams State University Sociology Department*  Alamosa, CO

Work-Study Administrative Assistant August 2013 - present

*Chili’s Restaurant* Alamosa, CO

Server April 2012 - present

*Great Sand Dunes National Park* Mosca, CO

Volunteer Tour Guide Summers 2011-2014

Reference Page Sample

**Jessica C Sanchez**

123 Main St.

Aurora, CO 80022

[jsanchez@hotmail.com](file:///C:\Users\geyoung\AppData\Local\Temp\jsanchez@hotmail.com) – (719) 580-5555

**REFERENCES**

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Alamosa, CO 81102

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Lisa Chu

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Charles Schwab & Co.

555 Main St.

Denver, CO 80011

(303) 867-5309

[lisac@schwab.com](mailto:lisac@schwab.com)

**Guidelines:**

• Use the same heading for your references as you have on your resume.

• Employers typically ask for 3-5 references, so try getting at least 5 when you start your job search. If the employer only wants 3 or 4, choose the 3 or 4 most relevant to the position and industry.

• Do not include personal references unless the employer specifically requests them.

• Bring this sheet with you to the interview, but do not submit it with the initial application unless it is requested.

• Be aware that some organizations will only give out basic information such as the dates you were employed. Do your best to avoid these references.

• Contact your references as soon as you have handed out the reference list. You may want to send them a recent copy of your resume, as well as a description of the position for which you’ve interviewed.

• If a reference is no longer with the organization where you worked with them, list their current information, as well as the previous title and company.

Pre-Professional Seminar Fall 2019 Professor Grace Young

**Rubric for Resume**

Worth: 30 points

Assignment #4 Due: Monday, Nov 4th by 4 p.m. to Envelope on Professor’s Door

I will use this rubric for grading your resume. Please read through it to make sure that you are submitting work that meets the rubric guidelines.

Your Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Points \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(3 points each)

\_\_\_\_\_ Provided clear contact information of self

\_\_\_\_\_ Provided your name in capitalized letters, larger font and in bold

\_\_\_\_\_ Provided a clear objective

\_\_\_\_\_ Provided education section in a clear and concise manner

\_\_\_\_\_ Provided a document that did not include the use of first person “I” except possibly in the Objective

\_\_\_\_\_ Provided an experience section in a clear and concise manner; for example, employment dates, job titles, and company names in correct format

\_\_\_\_\_ Provided an experience section with use of action words to describe your work responsibilities and correct verb tenses

\_\_\_\_\_ Provided a resume that was visually appealing with straight margins

\_\_\_\_\_ Provided a document with no spelling or grammar errors

\_\_\_\_\_ Submitted on time to the envelope on my door

Comments: