

RESUMES

WHAT IS A RESUME? A resume is a custom designed, written summary of your background. It provides a thumbnail sketch of your education, experience, and qualifications to a prospective employer. An effective resume targets a specific type of position and relates your skills and experience to that position.

WHO WRITES A RESUME? A resume is written by anyone seeking employment, both part-time and full-time. Although there are companies that provide resume-writing services, the most effective resumes are written by the job seeker--after all, who else knows you, your qualifications, and your experiences better--someone you just met, or you?

WHAT IS THE PURPOSE OF A RESUME? A good resume (in combination with a cover letter) will provide you with an interview. The employer will select applicants on the basis of how well their skills match up with the job requirements. Sometimes, the difference between getting an interview and being placed in the “no” pile is a well put-together resume.

GENERAL RESUME GUIDELINES:

Length:

- A one-page resume works for the recent graduate. If you have extensive work history, two pages are reasonable. Remember to limit pertinent to what is important to the current job objective.

Appearance:

- Developing a well organized, readable layout determines if it gets read! Direct the reader’s eyes to the format.
- Avoid dense text appearance, which is difficult to read.
- Use high-quality white or off-white paper--stay conservative.
- Check for typographical, spelling, or grammatical errors.
- Do not cross out or handwrite information.

Content:

- Target your resume towards the position you are seeking.
- Present information important to the objective first.
- List information in descending order of importance.
- Don’t falsify or exaggerate information.
- Sell yourself and your abilities.
- Concentrate on the positive and use action verbs to describe your background.

NECESSARY CATEGORIES OF A RESUME:

Heading/Personal Data: Make sure your name is the most obvious piece of information on your resume. Also, include present (local or campus) address and/or permanent (home) address. Include apartment number and zip code, and phone numbers with area codes. A daytime phone number is a must. Also, if you have an electronic mail (e-mail) address, include it in the heading. **Don’t** include personal information such as age, marital status, or health.

Objective: You should only use an objective if you are very clear about the job you seek; otherwise do not include one. State your objective clearly and specifically in a phrase such as “seeking a drafting position in a supervisory capacity with a manufacturer of mechanical or electrical products.” It is possible to have two or more resumes with different job objectives, or you may use the cover letter accompanying your resume to state your career goals.

Education: List educational background in reverse chronological order, starting with your highest degree. Do not include high school unless it is the extent of your formal education. For each degree give the following:

- | | |
|--|--|
| • Degree and (expected) date of graduation | • Research/thesis topic (if applicable) |
| • Name and location of school attended | • Relevant courses (optional) |
| • Major, minor if relevant | • Scholarship, honors, awards (optional) |
| • Grade point average (optional) | • Extracurricular activities (optional) -- more appropriate in a section on additional awards and activities if numerous |

Remember that if you include your G.P.A. for one degree, you must include it for all degrees. Even if you just started your degree, it is still appropriate to include it on your resume.

Experience: Depending upon which format you choose (see pages), organize your work experience in reverse chronological order or by functions and skills. Should you have many years of relevant work experience, you may want to consider

entering this section before your education.

Additional Information: Computer skills, activities, honors, awards, language skills, or affiliations can be placed under this category.

Remember.... REFERENCES belong on their own sheet with name, title, business mailing address, and phone number of three to five academic or business references. Using the phrase, “Available upon request” at the bottom of your resume is optional, as it is understood that an employer can ask you for references.

ADDITIONAL CATEGORIES OF A RESUME:

Summary of Qualifications or Technical Skills Statement: This is a popular section to use if you have transferable skills from several positions. List skills you have acquired that are relevant to your résumé’s objective.

Language Ability: This can be listed separately, as a part of the qualification statement, or in the additional information. Specify the language(s) you read, write, and/or speak.

Publications: List articles published and those accepted for publication.

Extracurricular Activities: Employers may look at these to evaluate how you develop your interests and leadership abilities in college. Information should include organizations you are a member and offices held. Awards, activities, and honors can also fall under this category.

Other Possible Sections:

- Professional Certificates or Licenses
- Special Skills and Abilities
- Additional Training
- Military Experience (if applicable)
- Memberships/Affiliations
- Volunteer Experience
- Major Accomplishments
- Related Coursework

STYLES OF RESUMES:

Chronological: List your employment in reverse chronological order. Give position held, employer, and dates of employment. Describe each position according to job duties: list tasks performed, emphasizing those requiring the highest level of skill, responsibility and judgment. Begin each phrase with action verbs (see page 3). Quantify and qualify your accomplishments, i.e. “Surpassed sales quota by 15%”, trained and supervised 5 employees”, maintained average caseload of 85”.

Functional: Group your work accomplishments, responsibilities, and duties into 2 to 5 categories according to functional skill areas such as “Teaching and Training”, “Managerial Skills”, or “Sales”. Choose your skill headings according to your job objective and briefly describe, using action statements, the work you did in each of the broad categories you identify. For example, if you did financial analysis and planning in your previous positions, describe these responsibilities under the heading “Financial Planning” and treat your experience in this area as one complete unit.

Combined: Both functional and chronological features appear in a combined resume. Functional skills should be highlighted at the top. Work experience should be described briefly in reverse chronological order.



**Don't wait to prepare for your future....Help is just a phone call away!!
Contact Career Services for more information about resumes.
(954) 262-7201**

(Information provided by Career Development Guide-2000)

RESUME WRITING ACTION VERB LIST

Remember: always use action verbs, not “duties included” or “responsible for.” Do not misrepresent your duties -- describe them as professionally and accurately as possible.

COMMUNICATIONS

acted as liaison	corresponded	instructed	negotiated	referred
advised	counseled	interpreted	notified	sold
advocated	demonstrated	interviewed	presented	trained
arbitrated	displayed	lectured	promoted	translated
authored	edited	marketed	publicized	wrote
commented	guided	mediated	published	
consulted	informed	moderated	recommended	

ADMINISTRATION

administered	determined	implemented	ordered	regulated
appointed	directed	initiated	organized	represented
arranged	dispatched	instituted	overhauled	revamped
completed	dispensed	issued	oversaw	reviewed
conducted	distributed	launched	prescribed	routed
consolidated	eliminated	managed	presided	selected
contracted	executed	motivated	provided	supervised
controlled	founded	obtained	recruited	supplied
coordinated	governed	offered	rectified	terminated
delegated	headed	opened	referred	

PLANNING AND DEVELOPMENT

broadened	developed	drafted	initiated	planned
created	devised	estimated	invented	prepared
designed	discovered	improved	modified	produced
				proposed

ANALYSIS

amplified	computed	evaluated	identified(needs)	solved
analyzed	detected	examined	investigated	studied
calculated	diagnosed	forecasted	programmed	systemized
compiled	disapproved	formulated	researched	tested

FINANCIAL/RECORDS MANAGEMENT

audited	collected	invested	minimized	recorded
allocated	condensed	inventoried	monitored	scheduled
balanced	documented	listed	processed	tallied
catalogued	expedited	logged	procured	traced
charted	guaranteed	maximized	purchased	updated
classified				

MANUAL

assembled	delivered	modernized	repaired	rewired
built	installed	navigated	replaced	trimmed
constructed	maintained	operated	restored	

GENERAL

accomplished	contributed	increased	provided	strengthened
achieved	delivered	initiated	served	transformed

CHRIS SMITH

(CHRONOLOGICAL)

123 Broward Boulevard ~ Ft. Lauderdale, FL 12345

954-555-5555 ~ smith@aol.com

SUMMARY OF QUALIFICATIONS

- Eight years experience in the marketing and advertising industry
- Excellent interpersonal and professional skills with clients, management, and media
- Successfully developed marketing research for consumer needs and demands
- Development and participation in presentations and marketing plans

EDUCATION

Master of Science in Business Administration May 2000
Nova Southeastern University; Ft. Lauderdale, FL

Bachelor of Science in Business Administration May 1994
Nova Southeastern University, Ft. Lauderdale, FL

- Deans List 1992-1994

PROFESSIONAL EXPERIENCE

Bradford Department Stores, Ft. Lauderdale, FL

Marketing Coordinator 9/97-Present

- Develop and supervise implementation of all marketing plans with the sales and marketing departments
- Prepare and manage the annual marketing budget of \$2 million
- Manage scheduling and production of all sales and marketing material
- Provide marketing information at biannual sales conferences and coordinate presentations

Market Researcher 7/94-8/97

- Wrote and presented reports to management to address market and consumer needs
- Identified target markets and constructed questionnaires for consumer reports
- Organized and conducted focus groups for promotion of new products and analyzed results of study

Murrow Design Company, Sunrise, FL

Advertising Intern 9/93-5/94

- Compiled market research for expanding and developing businesses
- Worked closely with marketing staff to develop promotional events for clients
- Actively participated in sales presentations for prospective clients

WKRP-Cincinnati, Cincinnati, Ohio

Summer Intern 5/93-8/93

- Wrote hard news and feature stories for upcoming segments
- Scheduled, interviewed, and prepared guests for round-table discussions

SKILLS

Computer Skills: Microsoft Office, Lotus 1-2-3, Publisher, and the Internet

Language Skills: Fluent in English and Spanish

JUDITH BROWNELLE

(FUNCTIONAL)

8686 Shellmound ~ Emeryville, CA 94608

(510) 644-2989 (home) ~ (510) 421-8744 (office)

PROFILE OF QUALIFICATIONS

- Strong background combining business, liberal arts and community experience.
- Familiar with Bay Area business, government, education and non-profits.
- Extensive experience in writing and reviewing proposals.
- Work effectively both as team member and independently.
- Enthusiastic, sharp, and well organized.

PROFESSIONAL EXPERIENCE

Program Planning

- Designed and directed a highly successful youth volunteer program for the Peralta Community College District, later chosen as model for other programs nationwide:
- Persuaded school district to provide critical financial and staffing support
- Coordinated joint sponsorship of City, Volunteer Bureau, and community agencies and businesses
- Reconciled loan payment records between servicing company and 100 lending institutions.

Communications & PR

- Produced wide range of business and programming communications:
- Edited Teletrends, international newsletter on telecommunications trends in higher education
- Wrote program proposals, summaries, evaluations and recommendations
- Authored business plans, annual reports and status reports
- Chaired community meetings, local/regional conferences, planning meetings of college development staff, and professional association meetings.
- Trained faculty and staff proposal writing and program planning techniques.
- Addressed groups of educators, community and business leaders and students.
- Promoted agency programs through networking and presentations at major conferences.

Research / Analysis / Evaluation

- Reviewed demographic data and labor market projections to establish program directions.
- Developed theoretical knowledge of financial analysis, budgeting, forecasting, statistics and research methods and strategic planning, through MBA case studies.
- Designed and monitored project budgets for community and educational projects.

EMPLOYMENT HISTORY

1994-present	Resource Development Specialist	PERALTA COMM. COLLEGE DIST., Oakland, CA
1989-93	Planning Assistant	PERALTA COMM. COLLEGE DIST., Oakland, CA
1986-89	Project Director	VOLUNTEER CENTER OF ALAMED, Oakland, CA
1985-86	Program Coordinator	VOLUNTEER CENTER OF ALAMED, Oakland, CA
1980-84	Administrative Assistant	FIDELITY MUTUAL LIFE INS., Philadelphia, PA

EDUCATION

Master of Business Administration, Executive Program ~ St. Mary's College, Moraga, CA, ~ 1994
Bachelor of Arts in Geography / Urban Studies ~ University of Pennsylvania, Millersville, PA ~ 1983

Joan Osborne

(CHRONOLOGICAL)

12345 S.W. 6th Ave.

Apartment #78

Davie, FL 33328

(954)123-4567

osbornej@cps.acast.nova.edu

Education: **MASTER OF SCIENCE IN MENTAL HEALTH CONSELING**, July, 2001
Nova Southeastern University, Ft. Lauderdale, FL G.P.A. 3.9/4.0

BACHELOR OF SCIENCE IN PSYCHOLOGY, May, 1998
Minored in Child Development
Florida State University, Tallahassee, FL G.P.A. 3.3/4.0

Certification: Certified in Child Care Training, 1998

Counseling Experience:

08/99-Present **CHILD ADVOCATE**, *Guardian Ad Litem Program*, Broward County, FL

- Act as court appointed advocate for children adjudicated dependent by HRS.
- Serve as representative for children in court hearings.
- Investigate placement options and other services for children.

01/99-05/99 **INTERN**, *Child Care Connection*, Ft. Lauderdale, FL

- Provided group and individual counseling to children, ages 5 and under.
- Created treatment plans and coordinated with parents.

03/97-12/98 **STAFF MEMBER IN CHARGE**, *Manchester Academy*, Tallahassee, FL

- Attended to administrative duties in the absence of the Director.
- Acted in the capacity of pre-school teacher of 3 year-olds.
- Created and implemented lesson plans.

10/96-02/97 **CHILD ADVOCATE**, *Treehouse Shelter*, Leon County, FL

- Provided supervision and support for abused children.

01/96-06/96 **RESEARCH ASSISTANT**, *Developmental Center*, Tallahassee, FL

- Observed subjects and recorded data.
- Administered and scored psychological tests.
- Entered data into computer for statistical analysis and maintained subject files.
- Aided other assistants in implementation of experiments.

Other Experience:

Summer 1997 **PRE-SCHOOL TEACHER**, *Hollywood Hills Private School*, Hollywood, FL

- Created and implemented lesson plans for 2 year-old children.
- Attended to various personal care needs of the children.
- Aided other assistants in implementation of experiments.

Summer 1995 **CLAIMS ASSISTANT**, *Allergy and Asthma Center*, Ft. Lauderdale, FL

- Submitted insurance claims to participating companies and posted payments to computer.
- Greeted and assisted patients.
- Answered telephones, made appointments, and filed records.

REBECCA CALDERWOOD

714 East 9th Street ~ Astoria, New York ~ 11222
Phone: (718) 434-7872 ~ E-mail: RCalderwood@msn.com

HEALTHCARE ADMINSTRATOR / PROGRAM DIRECTOR

Experienced administrator with a proven ability to run successful programs. Proficient at setting, expecting, and achieving high standards of quality. Currently direct a facility regarded as a model program. Respected leader with excellent team building, communication, and interpersonal skills.

EDUCATION

Master of Science in Health Administration, Hunter College, New York, NY 1990

Bachelor of Arts in Psychology, Union College, Schenectady, NY, 1984

EMPLOYMENT

Heartland Agency, Woodside, NY

Director, 1990 to present

Administer program that serves adults with disabilities. Manage \$5 million in funding. Oversee more than 50 management, clinical, and direct care staff members. Devise systems for admission, discharge, organization, and staffing. Monitor all facets of the 20,000 square foot plant and comply with OSHA standards. Ensure compliance with NYS OMRDD Part 690, 633, 635, and 624 policies.

Key Accomplishments:

- Fostered an environment of teamwork and cooperation that boosted staff morale.
- Initiated a recruitment campaign that increased consumer enrollment from 73 to 129.
- Undertook a classroom reorganization project that improved quality services and increased consumer independence.
- Developed a positive relationship with other departments so that all programs work toward common goals.
- Set-up and chair the interagency Human Rights and Informed Consent committees.
- Selected to direct a satellite program for geriatric consumers.

United Samaritans, Flushing, NY

Program Coordinator, 1985 to 1990

Managed department that received more than \$2 million in funding. Hired, supervised, and evaluated professional and support staff. Supervised the work activities of 350 consumers in the Extended Rehabilitation Department. Acted as Director of Rehabilitation in her absence.

Key Accomplishments:

- Secured three new agency programs by responding to Request for Proposals.
- Prepared statistical reports and handled external audits for all programs.
- Devised consumer satisfaction survey that sparked improvements in programming.
- Promoted from Case manager and maintained a large caseload as Coordinator.

COMPUTERS

Advanced user of WordPerfect, Microsoft Word, R&R Relational Report Writer, Lotus 1-2-3, SPSS, and Microsoft Publisher. Train colleagues on how to use a computer and provide technical guidance. Experience with installing network systems and computer hardware.

MICHAEL LOWE

555 West 52nd Terrace
Fort Lauderdale, FL 33333

(COMBINATION)
(954) 555-5555
lowe@aol.com

Education

Master of Science in Public Health, June 2001
Bachelor of Science in Physician Assistant Studies, June 2001
Nova Southeastern University, Fort Lauderdale, FL

Certifications

- National Commission on Certification of Physician Assistants, Expected 2001
- State of Florida, Physician Assistant License, Expected 2001

Clinical Rotations

Emergency Medicine	University Of Miami, Jackson Memorial Hospital, Miami, FL
Family Medicine	Dr. Suzanne Jones, Pembroke Pines, FL
Surgery	Memorial West Regional Hospital, Pembroke Pines FL
Pediatrics	The Family Health Center, Ft. Lauderdale, FL
Rural Medicine	Central Walk-in Clinic, Palooka, FL
Obstetrics/Gynecology	All Women's Health Center, Miami, FL
Infectious Disease	WE CARE, Brooklyn, NY
Internal Medicine	Dr. Jose Garcia, Miami, FL
Dermatology	Dr. Stuart Roth, Boca Raton, FL

Workshops

- Assessing the Needs of Adults with Infectious Diseases
- PA's and Women's Health Issues
- Casting Techniques
- Enhancing Patient Provider Communication
- Evaluating Common Skin Lesions

Presentations

“Contemporary Issues In Rural Medicine: Implications for Today and Tomorrow”, Co-presenter with Dr. John Brown, American Academy of Physician Assistants National Conference, 1999.

“Medical Team Work: A Multidisciplinary Approach”, Broward County Medical Association Meeting, 1998

Organizations

- Florida Academy of Physician Assistants, 1999
- American Academy of Physician Assistants, 1999
- Student Physician Assistants in Rural Medicine, 1999

Work Experience

Emergency Room Intern	New York Hospital, Brooklyn, NY, Summer 1999
Laboratory Assistant	Dr. Theresa Bouze, Fort Lauderdale, FL, 1996-1998

Community Service

- Volunteer, Medical Mobile Van of Broward County 1998- Present
- Volunteer Speaker, Health Education Network of South Florida, 1998- Present
- Intake Coordinator, Health Crisis Network, Fort Lauderdale, FL, 1997-1998

Edna Krabbapal
5555 Homer Simpson Pkwy
Springfield, IL 5555
(555) 555-5555

Education

BACHELOR OF SCIENCE IN ELEMENTARY EDUCATION DEC. 2000
Nova Southeastern University; Ft. Lauderdale, FL

Teaching Experience

FOURTH GRADE TEACHER Jan. 2000-Present
Springfield Elementary School; Springfield, IL

- Planned and implemented lesson plans and assured those lessons met or exceeded the curriculum standards
- Organized materials in a way that students would find lessons fun and exciting
- Communicated with teaching professionals, administrators, and parents
- Assisted and helped organize field trips, science fairs, and holiday entertainment shows

THIRD GRADE STUDENT INTERN Sept-Dec. 2000
Nova Elementary School; Davie, FL

- Assisted in the development of lesson plans for a third grade class
- Instructed a third grade class consisting of 32 students
- Used creative teaching methods to interact and successfully educate students

AMERICA READS TUTOR 1998 - 2000
Driftwood Elementary School, Nova Southeastern University; Davie, FL

- Tutored 2nd and 3rd grade students in reading and phonics
- Encouraged students in their efforts and stressed the importance of after school practice

AWARDS AND ACTIVITIES

Vice President, Student Government Association, Nova Southeastern University 1999-2000
Member, Student Government Association, Nova Southeastern University 1998-1999
Member, Education Club, Nova Southeastern University 1998-1999
Dean's List 1999-2000

WORK EXPERIENCE

WAITRESS 2000-Present
Moe's Tavern; Springfield, IL

- Voted Employee of the year in 2001
- Led a staff of 12 servers in sales for two consecutive years