

Resume Writing Guide

Amica Center for Career Education

BRYANT UNIVERSITY

www.bryant.edu/career

THE PURPOSE OF A RESUME

A resume is a personal advertisement or marketing tool that should demonstrate how qualified you are and how your *skills, experience, and personal achievements* will meet the requirements of the positions for which you are applying. The resume serves as: a screening device for employers in deciding whether or not to grant you an interview, a conversation starter and guide during the interview, and/or a “calling card” while you explore your contacts and develop a network via informational interviewing.

GUIDELINES

FORMAT:

Resumes must be well organized and clearly laid out. Employers devote about 30 seconds to the first screening of a resume, so you want yours to be easy to read and highlight your strengths and accomplishments. Your resume should be word processed in a traditional style font, such as Arial, Times New Roman, or Verdana and be error free. Select paper of good quality (acid-free 100% cotton 20lb.-24 lb.) This same paper should be used for your cover letters, along with matching envelopes for mailing. Keep paper color conservative: white, beige, gray or other muted colors. Your resume should be one page in length. A full second page is acceptable if you have a significant amount of related job experience. There is no standard format in resume writing. Review the samples that are in this guidebook and resources in our Career Resource Library and combine what you believe are the best features of each.

CONTENT:

Your resume is not an exhaustive autobiographical sketch - it focuses on how and why you meet the qualifications of the job. Include only relevant information. Your resume should be visually appealing to the reader, highly professional and targeted to a particular career field. Do not use personal pronouns or abbreviations. The exception to this rule is that Post Office abbreviations for states are acceptable, i.e., RI, MA, CT or NY. Do not include information that will not work to your advantage. For instance, do not include a GPA of less than 3.0. However, include your concentration GPA, if it is 3.0 or higher. Be certain that the information on your resume is accurate. Describe your skills and accomplishments in an action-oriented manner. See the attached list of action verbs.

GETTING STARTED

First, assess yourself. You must come to know your marketability to employers. Do a thorough and honest appraisal of your *skills, interests* and *values*. Knowing your strengths and how they will benefit an employer is the key to writing a solid resume. If you are in need of assistance with regard to this matter, meet with a member of the Career Center staff.

Prepare a rough draft. Read the information below regarding the content of the resume and take the time to analyze your experiences and background information for each section. Get your thoughts on paper. Later, you can go back to determine if any of this information is irrelevant or unnecessary.

RESUME CONTENT

HEADER

Includes your name, permanent and college addresses, telephone number (s), and e-mail address.

CAREER OBJECTIVE

This is strictly an optional section on a resume. If you are reasonably focused on a particular type of position and/or industry, then include a targeted objective in your resume. Be sure what you write is specific and unique. Avoid pronouns and flowery phrases or clichés. A clearly, simply stated objective will serve as a confident statement of your interests. For example:

Specific and Unique: to obtain a financial analyst position within the Banking Industry in Boston

Too General: to obtain a position in the Finance Industry that will utilize my skills and education

If you are not certain about your career focus, then do not include an objective on your resume. You will undoubtedly struggle to draft a statement that fails to enhance your resume or increase your chances of securing an interview. Narrowing your career focus to a manageable number of career options is very desirable. If you are in need of assistance with this, meet with a member of the Career Center staff.

EDUCATION

Include the following: college name, city, state, degree, concentration, date of graduation, overall GPA (if 3.0 or higher), concentration GPA (if 3.0 or higher). If you contribute to the expenses of your college education, make a statement indicating the percentage you contribute. Do not include information pertaining to your high school years if you are beyond your sophomore year.

Example: **Bryant University**, Smithfield, RI
Bachelor of Science in Business Administration, May 2012
Concentration: **Management** Minor: **Applied Psychology** GPA: 3.3
Finance 75% of college expenses through part-time employment

RELEVANT COURSE WORK (Related Course Work)

Include courses which highlight your major concentration, show a specific skill or that you know will be of value to the employer

HONORS/AWARDS (Achievements)

If you have several honors or awards, a separate category may be used. This category may include academic honors (Dean's list), leadership awards, scholarships, athletic awards, community service recognition or anything you view as appropriate for this category. If your honors are specifically academic (Dean's List, scholarship, etc), you may place them in the Education Section of your resume. Do not include high school information after Sophomore Year.

COMPUTER SKILLS (Computer Knowledge, Computer Experience, Computer)

Indicate the names of software that you are proficient in or reasonably familiar with. Also indicate your ability to work in an IBM windows environment and/or Macintosh environment. CIS or IT majors will sometimes break this section down by: Software, Hardware, Languages.

EXPERIENCE (This section may be broken down by: Professional Experience, Internship, Related Experience, Volunteer Experience, and Work History or Employment depending on how you wish to highlight a particular experience and in what order you wish experiences to be presented).

This section should include the following elements: company/organization's name, city and state; employment dates (month & year, to and from); job title; and job description. Be sure to list all relevant experiences that will support your career objective. Include internships and/or unpaid positions. Experiences are usually listed from most recent to least recent for each category listed.

In describing your experiences, highlight work tasks that are relevant to the position you are seeking. Emphasize major responsibilities and eliminate minor details. Use numbers whenever possible to describe the magnitude of your achievements. Use action verbs to begin your bulleted statements. See list of action verbs in this booklet. Below are sample formats:

- A. Operations Manager, September 2009 - present**
Bryant Center Operations, Bryant University, Smithfield , RI
 - Supervise and evaluate 7 employees
 - Handle daily deposits
 - Manage opening and closing of facility

- B. Marketing Assistant – Intern, Minneapolis, MN May – August 2012**
Cray Research Inc., Minneapolis, MN, May-August 2009
 - Developed sales packages designed to solve problems requiring real-time computer simulations
 - Analyzed and calculated pricing strategy of a \$5 million super computer package
 - Collected information about competitors' hardware prices and services

LEADERSHIP

Leadership is a skill that is valued highly by employers. If you have had the opportunity to develop your leadership abilities on or off campus, use this category to highlight those opportunities. List campus positions you have been elected to or selected for such as Secretary, President, Chair.

Describe responsibilities by focusing in on experiences in which you were singled out as an achiever. If you designed a program, motivated people to attend an event or raised \$1,000 for a charitable organization, these are all results and demonstrate qualities that employers find desirable. If you have had the opportunity to show your leadership ability within the community or in the classroom, these should be mentioned as well.

SPECIAL PROJECTS

For this optional category, list semester-long, in-class projects conducted with a team or individually that demonstrate academic expertise related to your concentration. Name the class and give a brief summary of accomplishments. Examples follow:

Marketing Policy and Problems, Fall 2004

Conducted case analysis of General Motors: Analyzed company; extrapolated problems; and developed solutions to problems.

Marketing Research, Spring 2005

Semester long project to develop qualitative and quantitative research skills:

Researched Bryant University Post Office. Based on research, developed hypothesis for problems facing post office; collected data to confirm/denounce hypothesis via surveys; analyzed data and developed recommendations.

Consumer Behavior, Fall 2006

Analyzed consumer purchasing habits and trends: Studied various segments of society i.e. lower middle, working class, upper class.

ACTIVITIES

This section may include clubs, professional organizations, sports, community groups or committees that you are a member of or have been involved with in some way. Sample format follows:

Writer for Archway student newspaper, intramurals, Habitat for Humanity Volunteer, Bryant Football Team Member, enjoy hiking and swimming

Do not include high school information after Sophomore Year.

ADDITIONAL CATEGORIES

You may include information on professional affiliations, community service, international travel, research, or fluency in other languages. For international travel, list the different countries you have visited. For languages, indicate your level of proficiency. Sample formats follow:

Professional Affiliations: Member of the American Marketing Association

Community Service: Volunteer for Special Olympics, Coordinator for Bryant Campus Ministry

International Travel: China, Italy, Spain

Research: Assisted faculty in Bryant University's Legal Studies Department with Research Project designed to....

Languages: Spanish (fluent), Italian (read and write)

REFERENCES (Placing “References Available Upon Request” on your resume is optional)

Do not list references on your resume.

Prepare a separate sheet entitled “References of (your name)” and have it available upon request. Select 3 to 5 people to serve as your references. These people should represent faculty, supervisors, coaches, college administrators or previous employers who have knowledge of your abilities and goals. Always obtain permission before listing references. Include: name, title, organization, address and telephone numbers. See sample reference sheet at the end of this booklet.

TYPES OF RESUMES

CHRONOLOGICAL RESUME

This format arranges job experience and personal history from most recent to least recent. Job history is described in detail, with the most recent job being given the greatest amount of detail. Job titles and organizations are emphasized. Duties and accomplishments are described within each of these entries. This is the most popular format for college students. See attached samples.

FUNCTIONAL RESUME

This format highlights accomplishments under targeted skill groups, such as, *Analytical Skills*, *Communication Skills*, and/or *Management Skills*. The skill groups are targeted to the qualifications of the position you are pursuing. The functional resume is especially useful for those who want to emphasize particular abilities and de-emphasize work experience or lack of related professional experience. **This format is most popular with career changers or individuals who have a large time gap between work experiences, but still have required skills for a position they are seeking.**

COMBINATION RESUME

This format is simply a combination of the chronological and functional formats

ACTION VERBS

Management Skills

administered
analyzed
assigned
attained
chaired
contracted
consolidated
coordinated
delegated
developed
directed
evaluated
executed
improved
increased
organized
oversaw
planned
prioritized
produced
recommended
reviewed
scheduled
strengthened
supervised

Communication Skills

addressed
arbitrated
arranged
authored
corresponded
developed
directed
drafted
edited
enlisted
formulated
influenced
interpreted
lectured

mediated
moderated
motivated
negotiated
persuaded
promoted
publicized
reconciled
recruited
spoke
translated
wrote

Research Skills

clarified
collected
critiqued
diagnosed
evaluated
examined
extracted
identified
inspected
interpreted
interviewed
investigated
organized
reviewed
summarized
surveyed
systematized

Technical Skills

assembled
built
calculated
computed
designed
devised
engineered
fabricated
maintained
operated

overhauled
programmed
remodeled
repaired
solved
trained
upgraded

Teaching Skills

adapted
advised
clarified
coached
communicated
coordinated
developed
enabled
encouraged
evaluated
explained
facilitated
guided
informed
initiated
instructed
persuaded
set goals
stimulated

Financial Skills

administered
allocated
analyzed
appraised
audited
balanced
budgeted
calculated
computed
developed
forecasted
managed
marketed

planned
projected
researched

Creative Skills

acted
conceptualized
created
designed
developed
directed
established
fashioned
founded
illustrated
instituted
integrated
introduced
invented
originated
performed
planned
revitalized
shaped

Helping Skills

assessed
assisted
clarified
coached
counseled
demonstrated
diagnosed
educated
expedited
facilitated
familiarized
guided
referred
rehabilitated
represented

Clerical or Detailed Skills

approved
arranged
catalogued
classified
collected
compiled
dispatched
executed
generated
implemented
inspected
monitored
operated
organized
prepared
processed
purchased
recorded
retrieved
screened
specified
systematized
tabulated
validated

SYNONYMS TO CONSIDER WHEN PREPARING A RESUME

Carry Out

discharge
execute
pursue
fulfill
perform
practice
exercise
undertake
transact
assume
accomplish
achieve
attain

Manage

handle
deal with
represent
operate
oversee
designate
engineer
execute
supervise
conduct
engage in
regulate
check
direct
administer
take charge

Authorize

entitle
delegate
empower
qualify
invest
endow

Important

significant
distinct
essential

Succeed

accomplish
achieve
resist

Develop

originate
create
derive
cause
effect
generate
bring about
result in
give rise to
design
devise
make
build
construct
synthesize
form
prepare
organize
sponsor
prompt

Point Out

indicate
exhibit
display
reveal
demonstrate
show
credit with
assign to

Earn

merit
exceed
excel
surpass
better
progress
advance

Cooperate

collaborate
contribute to
support
sustain
maintain
effect

Participate

share
collaborate
coordinate
synchronize
combine
pool
take part in
contribute

Continue

keep
remain
resume
preserve
persist
adhere to

Job

situation
position
post
status
appointment
capacity
occupation
calling
profession
career

Business

undertaking
pursuit
affair
concern
interest
matter
negotiation
transaction
venture
method
operation
procedure

Achieve

execute
fulfill
put into effect
produce
realize
resolve

Effective

forceful
potent
valid
strong
vigorous
productive
influential
dynamic

Responsible

liable
accountable
answerable
account for

Plan

design
project
proposal
scheme
outline
map
model
program

Way

method
means
system
policy
procedure

Promoted

elevated
raised

Ability

aptitude
capability
competence
proficiency
qualifications
knowledge
skillfulness

Implement

execute
enforce
administer
perform

SHERISA YOCHER

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Bryant University
P.O. Box 170
1150 Douglas Pike
Smithfield, RI 02917

OBJECTIVE Seeking an opportunity to begin a career within the field of human resources.

EDUCATION *Bryant University*, Smithfield, RI
Bachelor of Science in Business Administration, May 2010
Concentration: **Management**
Dean's Scholarship Overall GPA: 3.56 Concentration GPA: 3.82

SKILLS *Computer:* Microsoft Word, Excel, Publisher, PowerPoint, FrontPage, Access, Outlook
Language: Proficient in French.

PROFESSIONAL EXPERIENCE **Twin River, Lincoln, RI**
Human Resources Intern, January 2009 – Present

- Assist in the implementation of a new HRIS system including the gathering of data, preparation of spreadsheets, and data entry.
- Aid the department in the goal of conforming to a new standard of employee file maintenance. Review existing files and comply with the company's new filing system in compliance with Federal and State law.
- Conduct recruitment effort for exempt and nonexempt personnel, students, and temporary employees; assist in presentation of new-employee orientations; write and place advertisements.

A.T. Cross Company, Lincoln, RI
Human Resources Intern, September – December 2008

- Created job descriptions for new positions and completed job description database maintenance and enhancements.
- Aided in A.T. Cross Pension plan including calculating, running and checking employees' pension benefits, and assisting with the Pension Plan Valuation.
- Researched and coordinated internal promotional activities for various HR sponsored events such as the American Cancer Society's Great American Smokeout®, the United Way Campaign, and a Benefits Fair.
- Assisted in the process of terminating employees.

LEADERSHIP & ACTIVITIES **CEO – Collegiate Entrepreneurs' Organization**
Vice President of Finance

- Create, present, and maintain the group's budget.
- Attended CEO National Conference in Orlando, FL (2005) and Chicago, IL (2006).
- Volunteered to raise money for Camp Sunshine at the Life Is Good Pumpkin Festival.
- Moderated on campus Elevator Pitch Competition.

SHRM – Society for Human Resource Management

- Participate in general meetings as well as HR Games (Jeopardy style game) which helps to prepare students to take the PHR exam.

Daniel K. Walker

201 Garden Street, Cheshire, CT 06410
Bryant University, 1150 Douglas Pike, Smithfield, RI 02917
203.915.2378 | dwalker@bryant.edu

PROFILE

Highly motivated college senior with experience in PR, marketing and customer service interested in joining a dynamic public relations and communications firm

EDUCATION

BRYANT UNIVERSITY, Smithfield, RI
Bachelor of Arts in **Communication**, *May 2011*

- Minor in **Marketing**
- GPA – 3.4; Dean’s List

University of Madrid, Madrid, Spain, *Spring 2009*

- Completed courses in Spanish Language, Art & Culture
- Traveled throughout Europe; expanded global awareness and language competencies

RELEVANT COURSEWORK

Writing for New Media, Print Journalism, Public Relations, Advanced Public Speaking, Video Mediated Communication, e-Marketing, Advertising Management

EXPERIENCE

PR AND INTERACTIVE MEDIA INTERN, Duffy & Shanley, Inc., Providence, RI, *Fall 2008*

Assisted the interactive team with website and multimedia initiatives for clients. Developed content to support brand building and social media projects. Conducted industry research for clients and wrote press releases. Gained an understanding of electronic technologies and communications.

MARKETING INTERN, McLaughlin & Moran, Cranston, RI, *Summer 2008*

Promoted and marketed Anheuser-Busch products for RI distributor as part of the contemporary market team. Conducted market analysis: reviewed and assessed success of new products according to market demographics.

ASSISTANT MANAGER/BARRISTA, Kafe International, Cheshire, CT, *2007-2008*

Responsible for customer service in a fast-paced setting. Trained new employees.

RELATED ACTIVITIES

Writer, The Archway, 2007-2009

Wrote weekly features on a variety of topics for Bryant student newspaper. Assisted staff with outreach to area businesses to sell ads.

Communications Society, 2007-2009

Worked with a team to plan a professional speaker series designed to further educate students on career paths within the field of communications. Developed online and hard copy marketing collateral to successfully promote events.

Co-Host, Midnight Madness, *October 2008*

Assisted in planning a popular student event to kick-off the varsity basketball season.

COMPUTER SKILLS

Microsoft PowerPoint, Excel, and Word; Basic HTML and Web Design

Maria Altiz

18 Wood Street, Bridgewater, MA 02375
508-833-1234 ▪ maltiz@bryant.edu

OBJECTIVE

Applied psychology major seeks position as case manager within a community mental health agency

EDUCATION

Bryant University, Smithfield, RI

- Bachelor of Arts, **Applied Psychology**, May 2011
- Minor: Management
- GPA: 3.6

Course Highlights & Research

- Cross Cultural Psychology, Drugs and Behavior, Adolescent Psychology, Health Psychology, Counseling Theory & Practice, Social Psychology, Statistics, Research Methods
- *Independent Study*: current research on parental mental health and its effects on childhood development

HONORS & ACHIEVEMENTS

Scholarship for Academic Merit, Bryant University

Psi Chi, National Psychology Honor Society, 2007-Present

Academic All Star, 2007-2009

EXPERIENCE

Psychology Intern, Butler Hospital, Providence, RI, Fall 2009

- Worked as part of an interdisciplinary team; assisted with group activities in an adolescent inpatient unit
- Reviewed cases to understand the clinical presentation of various diagnoses
- Completed a research paper on current practices in the treatment of adolescents with eating disorders

Residential Support Staff/Counselor, Care Community Center, Bridgewater, MA, Summers 2008-2009

- Provided supervision and care for 4 women with developmental disabilities
- Worked as a team with case managers to assist clients in developing independent living skills.

ACTIVITIES & LEADERSHIP

Bryant University Women's Varsity Soccer Team, 2007-2009

- Selected to Team Captain, 2008-09
- Dedicated approximately 20 hours/weekly including training, travel, and games
- Demonstrated leaderships, strong work ethic, competitiveness, and effective teamwork

Student Athletic Advisory Council President, 2008-2009

- Planned and conducted meetings for 30 student-athlete leaders
- Led the Council in coordination of a successful fundraiser to benefit a local charity generating \$4,200
- Recruited and coordinated volunteers to mentor children at Bradley Hospital

COMPUTER & LANGUAGE SKILLS

- Word, Access, Excel, PowerPoint; familiar with SPSS (statistical research software)
- Intermediate level Spanish

MICHAEL B. DONATELLA

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1 Ferris Court, Mansfield, NJ 07423

OBJECTIVE

To obtain a summer internship that strengthens knowledge in the field of finance.

EDUCATION

Bryant University, Smithfield, RI
Bachelor of Science in Business Administration
Concentration: **Finance** Minor: **Psychology** May 2012
GPA: **3.34** - Dean's List

RELATED COURSE WORK & PROJECTS

- Financial Management, Managerial Accounting, Financial Accounting, Micro Economics, Macro Economics, Statistics
- Business 101 Group Project: Responsible for financial and accounting functions; prepared all financial statements for the project and kept the group informed on financial information; participated in e-pitch of business plan.

EXPERIENCE

Quality Cooling, River Edge, NJ May-August 2009
Installer's Assistant

- Assisted in the installation of heating and cooling applications
- Ordered products from suppliers
- Assisted in processing bills to customers
- Interacted with customers to resolve problems and ensure satisfaction

P.C. Richard & Son, Paramus, NJ 2007-2008, seasonal
ACE Salesperson

- Promoted sales and assisted clients
- Trained new employees on computer software
- Managed stockroom and inventory levels
- Set-up displays and designed in-store promotional advertisements

ACTIVITIES

Bryant Finance Association

- Participate in meetings on current topics in finance
- Attended "Walk Down Wall Street" program in New York city

Helping Hands

- Active participate in campus-wide community service initiatives

Bryant Intramurals

COMPUTER SKILLS

Excel, Access, PowerPoint, Word

ELISSA P. GRODEN

epg12@bryant.edu

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Smithfield, RI 02917
401-555-5555

9 Clifford Street
North Adams, MA
413-555-5555

EDUCATION

Bryant University, Smithfield, RI
Bachelor of Science in Business Administration, May 2010
Concentration: **Finance** Minor: **Communication**

Overall GPA, 3.29; Dean's List

Personally finance 40% of college expenses through summer employment

COMPUTER SKILLS

Software Applications: Microsoft: Word, Excel, PowerPoint, Access; ProQuest Direct, Lexis Nexis, Quicken Basic 99, Portfolio Asset Classifier, E-Views

PROFESSIONAL EXPERIENCE

Merrill Lynch, Pittsfield, MA
Summer Internship, May 2009 to August 2009

- Determined mutual fund types that fit clients' objectives
- Used Portfolio Asset Classifier to determine clients' asset classes
- Provided clients with information on stocks

Hoosac Savings Bank, North Adams, MA

Operations Department Assistant, June 2007 to present (summers)

- Provide administrative assistance to a professional staff of 7
- Responsible for endorsing checks and preparing documents
- Assist departments including: Mortgage and Loans and Customer Service

ADDITIONAL EXPERIENCE

The Douglas and Judith Krupp Memorial Library, Bryant University, Smithfield, RI
Reference Assistant, September 2007 to present

- Familiarize individuals with library applications
- Edit documents, file tax pages, and update resources

LEADERSHIP

Special Olympics Medical Chair, January 2007 to May 2007

- Planned and organized Special Olympics events with management team
- Provided medical services to participants
- Designed first aid stations
- Arranged emergency transportation
- Recruited volunteer medical personnel

Bryant Experience Leader, September 2006

- Organized events for incoming students
- Provided information to students about college
- Created posters and fliers for freshman move in day

2003 Leadership Institute, February 2006 to April 2006

- Strengthened leadership skills
- Developed recruitment, motivation, and program planning techniques

Special Olympics Program Chairperson, January 2006 to May 2006

- Designed the annual Northern Rhode Island area program
- Sent out letters and visited local businesses to get advertisements

ACTIVITIES

Delta Zeta Sorority

Ronald McDonald Spring Cleanup Volunteer

Intramural Sports: Softball

Order of Omega- Greek Honor Society

References of James Terrien

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