



# Resume Writing

## PURPOSE OF A RESUME

The resume is one of the most important components in the job, internship, and graduate school application process and can help you secure an interview. The resume is a marketing device that highlights your qualifications to prospective employers. A quality resume is accurate, descriptive, easy to read, and engaging. An employer will typically not spend more than 60 seconds reviewing your resume so it is important to create a resume that is professional and well organized.

## EMPLOYERS' PERSPECTIVE

Employers receive many resumes for each position and, therefore, cannot read each one thoroughly. They will usually scan a resume for key words and credentials that match those found in the position description. They are also looking for resumes that are free of spelling and grammatical errors.

## GETTING STARTED

**Self-Assessment** is a very useful tool in brainstorming what to include on your resume. While thinking about what should go on your resume it may be helpful to collect information by categories.

- *What is my educational background?*
- *What are my accomplishments?*
- *What work, leadership, co-curricular, athletic experiences have I had?*
- *What is my career objective?*
- *What are my interests and abilities?*

At this point do not limit anything. You want to list as much as possible and refine it later. You should list all work experiences, volunteer opportunities, co-curricular activities, internships, coursework, and any special skills.

## ORGANIZE YOUR THOUGHTS

Now that you have collected a list of information, it's time to eliminate, and elaborate. The best resumes are targeted toward the specific position you are seeking. Eliminate items from your list that may not be valid for your targeted position. You only want to keep the items that are going to best showcase why you are right for the job. You also want to keep the most significant and recent items. Remove experiences from high school unless you are a first-year student or if they are relevant.

Once you have the items that you want to keep you need to give them each a description. When elaborating on your experience you want to sell your strengths while being honest and genuine. It may also be helpful to write out your descriptions for each item in paragraph form that can later be changed to bullet format. Use a list of action verbs to help you write dynamic descriptions of your positions.

## SOME QUESTIONS TO ASK YOURSELF:

- *What were my responsibilities?*
- *What skills did I utilize?*
- *What did I accomplish?*
- *What was I recognized for?*
- *What did I learn?*

## CHOOSING YOUR RESUME FORMAT

There is no “right” resume style or format. The right format for you is one that works and gains you an interview. A format that works for someone else may be totally ineffective for you.

**Remember that the goal of a resume is to obtain an interview.** Please examine the following sample resumes to determine which format will clearly present key information about you. It needs to capture your skills, abilities, and accomplishments.

## RESUME FORMATS

The three most common resume formats are chronological, functional, and a style that combines aspects of both. A fourth, highly specialized format, is the curriculum vitae which is only used in academia and pure research situations.

### CHRONOLOGICAL

A chronological (or reverse chronological) resume presents your most recent education/job/internship/experience first. It is the most commonly used format and allows you to demonstrate a steady history of employment and growth/advancement in your field. Within each section, items are listed in reverse chronological order, i.e., starting with the most recent and working back through the years.

### FUNCTIONAL

The focus of a functional resume is on the skills you’ve acquired from the jobs you’ve held. This is done by creating skill categories specific to the position you seek. The functional resume is ideal for those who have had gaps in their employment or those targeting a career in which they do not have direct experience.

### COMBINATION/HYBRID

This may be a preferred format for applicants with a long work history who want to group their experiences into categories chronologically.

### CURRICULUM VITAE

This format is highly specialized and used only for positions in academia or academic research.

## LAYOUT/KEY DESIGN POINTS

The most important characteristic of a resume’s layout is that it presents your credentials in a clear, easy to read manner. Some guidelines to help you create a well-designed, professional resume:

- *A one page resume is recommended for most majors*
- *Print on light colored résumé quality paper*
- *Font should be a minimum of size 10*
- *Margins should be maximum of 1 inch all around*
- *Don’t use a template to create your resume. You will find it frustrating and limiting.*

- *Headings can be tailored to highlight your targeted strengths, e.g., “Coaching Experience”, “Clinical Experience”, “Marketing Experience”*
- *Begin each bullet with an action verb to describe responsibilities and avoid using pronouns*
- *The text of your resume should be visibly balanced on the page; avoid leaving blank space*
- *Everyone reads left to right, top to bottom. You want the employer to see the most important information at the left of the page such as where you’ve worked or what your title was. Less important information, like dates, can go on the right side of the page*
- *Absolutely no spelling or grammar mistakes. Proofread!*
- *Spell out all acronyms or abbreviations*
- *Do not use images*
- *Tailor each resume to the position you’re applying for; include skills/qualifications that are relevant to the position*
- *Be consistent in formatting and font from section to section; use consistent indentation, underlining, capitalization, bolding, and spacing*
- *Write with integrity; don’t misrepresent yourself*

## **THE CONTENT**

The content of each resume will vary depending on each person’s individual experience. It is important that you don’t just copy another person’s resume.

Resumes are organized by headings. Divide your experiences and skills so they are listed under the appropriate heading. Then use the list of action verbs to write dynamic descriptions of each experience. Listed below are standard headings that are typically found on resumes followed by examples of ways to format each section. These headings/sections are moveable depending on what you want to highlight.

### **CONTACT INFORMATION**

- *Name*
- *Address (School and Home)*
- *Telephone Number (Including area code)*
- *Email Address*
- *Website (Optional)*
- *LinkedIn Profile (Optional)*

This information should be at the very beginning of your resume. Do not include any other personal information other than that listed above (i.e., social security number, age, marital status, national origin, etc.)

### **OBJECTIVE**

An objective should be a short, clear, and concise statement identifying the position that you are applying for or the type of position you are seeking; *entry level, summer job, internship, part-time, and full-time*. This gives the reader an idea of your focus area(s).

## EDUCATION

For most students, education is the next section. It includes the name of the school, city, state, degree earned, major, and minor, concentration, and date of graduation. If you did not graduate yet, simply indicate expected month and year of your graduation. In addition, any concentration of course work in subjects outside of your major (minors) or concentration in your field of study should be mentioned. It is not necessary to include your high school information after your sophomore year of college. You may also want to include GPA (if above 3.0), honor societies, academic awards, thesis topic, and research in this section. If you are a graduate student list Springfield College first, then your undergraduate school/information. If you are a transfer student, include transfer information especially if you earned a degree. You should also include Study Abroad information (institution and dates), or relevant courses in this section.

## RELATED COURSE WORK

This is an optional section you may want to include. List 6-8 courses that you have taken that are relevant to your target position. Only include if it will enhance your candidacy (appropriate for fieldwork, internship resumes, and technical majors).

## EXPERIENCE

The experience section is the most important part of your resume. Employers want to know what kind of work experience you have even if it is not directly related to your career objective. Experience can be formatted in many ways, but consider these tips:

- *Reverse-chronological order within each section*
- *Demonstrate skills, accomplishments, achievements by using action verbs. For example: Created, Designed, Implemented, Achieved, Taught, Initiated*
- *Can be paid, volunteer, related, not related*
- *Include summer, co-op, part-time, work-study*
- *Consider separating related practicums, internships, and fieldwork experiences*

For each experience on your resume, include job title, company name, location, dates, and a description of what you did.

- *List duties according to importance and include achievements and results of your efforts*
- *Provide a thorough description*
- *Use jargon of your profession*
- *Avoid using pronouns in your descriptions and phrases such as duties included, responsibilities included*

## HONORS AND AWARDS

You may opt to include Dean's List, academic awards, and honor societies in this section if you have lengthy distinctions.

## ACTIVITIES

Include all of the things you are involved in that are not academic or work related, especially any activities that support your career objective and exemplify your ability to lead others. Examples of activities are professional affiliations, sports teams (collegiate or intramural), clubs and organizations on campus, significant projects, and community or volunteer experience. Be sure to highlight any leadership roles that you have held such as serving as an officer or on a committee.

## SKILLS AND CERTIFICATIONS

List significant computer skills, language skills, lab techniques, or other special skills that might enhance your candidacy. You can also indicate any certification you hold.

## OTHER POSSIBLE SECTIONS

Listed below are some additional sections that you may consider using in your resume, if applicable.

- *Military Service*
- *Research*
- *Publications*
- *Certifications/Licensure*
- *Coaching Experience*
- *International Experience*
- *Summary of Qualifications*
- *Professional Development*
- *Professional Memberships*
- *Volunteer/Community Service*

## REFERENCES

Do not include "References available upon request" on your resume. List 3-5 references on a separate document that you will include when submitting your resume. Be sure to ask your references if they are willing to be contacted to provide a reference for you and keep them informed about your job search.

### REFERENCES FOR JANE SMITH

Mr. John Johnson  
Executive Director  
YMCA of Lexington  
111 Spruce Street  
Lexington, KY 12345  
(333) 123-4567  
[jjohnson@lexingtony.org](mailto:jjohnson@lexingtony.org)

Dr. Joseph Daniels  
Professor of Psychology  
Springfield College  
263 Alden Street  
Springfield, MA 01109  
(413) 748-1111  
[jdaniels@springfieldcollege.edu](mailto:jdaniels@springfieldcollege.edu)

Ms. Laura Lewis  
Senior Accountant  
Lewis Accounting Associates  
222 Ocean Avenue  
Wells, ME 34567  
(207) 555-6789  
[lauralewis@gmail.com](mailto:lauralewis@gmail.com)

## Sample first year student resume:

### Sue Student

Phone

Email

Home address:

School address:

### Objective

To obtain a summer job/internship to gain experience in a recreation setting.

### Education

**Springfield College**, Springfield, MA

Bachelor of Science in Psychology

Expected graduation: May 2023

**Cumberland High School**, Cumberland, RI

Diploma

June 2019

### Work Experience

**Pasquale's Restaurant**, Providence, RI

May 2017-August 2019

#### **Kitchen Assistant**

- Assisted chefs with food prep and maintained supplies; washed dishes; cleaned kitchen
- Exhibited excellent time management skillsets and worked in harmony with a team in a fast paced environment

**Cumberland Recreation Department**, Cumberland, RI

April 2017-July 2018

#### **Youth Soccer Official**

- Officiated games for youth league (ages 5-13)
- Provided explanation of rules to younger players; enforced sportsmanship with players and spectators

### Activities/Leadership Experience

**Springfield College**, Springfield, MA

#### **Partner's Program**

September 2019-Present

- Serve as tutor and mentor to inner city elementary students; provide guidance and serve as role model
- Introduce students to the college campus by providing activities and dinner

#### **YMCA Club**

September 2019-Present

- Attend regular meetings and special events hosted by the YMCA Office and at local YMCAs; gain knowledge about the history and mission of the YMCA and the programs and services provided to communities

**Cumberland High School**, Cumberland, RI

#### **Student Council President**

2017-2019

- Served as class president for three years; ran meetings, planned activities, and raised money for Class of 2018

#### **Performing Arts Club**

2015-2016

- Performed in annual musicals; performed at local elementary school and nursing home

## Sample resume for full time job:

**Jane Doe**

Address

Phone

Email

**Objective:** To obtain an entry-level Client Services position at MassMutual Insurance Company.

### Education:

Springfield College, Springfield, MA  
Bachelor of Science in Accounting  
Minor: Economics  
GPA: 3.62 Major GPA: 3.90

May 2019

### Relevant Coursework:

Managerial Accounting	Intermediate Accounting I & II	Business Ethics
Business Communications	Research & Business Statistics	Business Law

### Related Experience:

Vulcan Industries, East Longmeadow, MA

November 2016-Present

#### *Assistant Manager*

- Manage accounts payable and receivables
- Conduct profit and loss analysis, sales comparisons, and monthly sales analysis
- Perform all duties in QuickBooks including payroll for the company

Moriarty and Primack, LLC., Springfield, MA

January 2018-May 2018

#### *Tax Intern*

- Conducted profit and loss analysis, sales comparisons, and monthly sales analysis
- Analyzed client finances to create plan to achieve comprehensive estate planning goals
- Participated in business formation, choice of entity, accounting methods, and year ends

H & R Block, Enfield, CT

December 2016-April 2017

#### *Client Service Personnel, Seasonal*

- Researched presenting tax issues
- Worked as a team to provide up-to-date tax answers for clients
- Ensured clients had appropriate documentations for appointments

### Co-curricular Involvement:

New Student Orientation Leader (NSO), Springfield College

August-September 2017

- Acclimated and mentored 16 incoming first-year students to Springfield College
- Improved campus retention by educating freshmen about the transition to college life

Humanics in Action Day, Springfield College

2016 and 2017

- Participated in college-wide day of service-learning and volunteering in the community; worked with at-risk elementary students to improve literacy skills



## Sample resume for full time job:

### **JOHN DOE**

**Address**

**Email**

**Phone**

### **OBJECTIVE**

To obtain a Facility Operations position at Gillette Stadium.

### **EDUCATION**

**Springfield College**, Springfield, MA

Bachelor of Science in Sport Management, May 2019

Minor: Business Management

**Edinburgh Napier University**, Edinburgh, Scotland (Study Abroad), Spring semester 2018

- Attended lecture by Chief Executive of the Glasgow 2017 Commonwealth Games: David Grevenberg
- Traveled throughout Europe visiting professional and community-based sports venues and compared similarities and differences to American stadiums for Facilities Management course

### **EXPERIENCE**

Operations Intern, **Connecticut Sports Management Group**, New Britain, CT, June-July 2018

- Collaborated with other interns to manage the set up and break down of sporting events including figure skating, softball, archery, baseball, rugby, and judo
- Worked Nutmeg State Games in event management including registration, scoring, supervising fan decorum, assisting with rules disputes, and communicating schedule changes to coaches

Operations Intern, **DC United**, Washington, DC, January 2017-May 2018

- Managed set up and break down of training field for first team as well as maintained the training fields for first team and academy teams; kept area cleaned and well maintained
- Assisted Equipment Manager and Team Administrator in occasional first team tasks including setting up new goals on training field and depositing player paychecks
- Kept maintenance log tracking daily, weekly, and monthly tasks necessary to keep locker rooms and office areas in pristine condition
- Worked with staff to manage game day operations to increase efficiency of operational tasks before, during, and after home matches at RFK Stadium

Intramural Official, **Springfield College, Campus Recreation**, Springfield, MA, September 2016-May 2017

- Officiated intramural events including softball, flag football, indoor and outdoor soccer, floor hockey, basketball, and volleyball
- Supervised participant behavior before, during, and after events to ensure fair play and safety of officials and participants
- Selected by Director of Intramurals to be a Field Supervisor for 2016 NIRSA Regional Flag Football Tournament hosted by Springfield College

Event Management Staff, **Springfield College**, Springfield, MA September-December 2016

- Worked multiple athletic events as part of Event Management and Promotions class
- Served as ball boy, usher, scoreboard operator, and public address announcer
- Assisted with set up and break down of fields and courts
- Gained valuable knowledge through working with experienced event management staff on running high quality athletic events

**RELATED EXPERIENCE**

Senior Archery Counselor, **Camp Eagle Feather**, Rocky Hill, CT, June 2016-Present

- Teach children ages 9-13 the sport of archery
- Assist Camp Director with set up and break down of tents, cleaning, and properly storing equipment

Standard Bearer and Laser Operator, **Travelers Championship**, Cromwell, CT, August 2015-Present

- Escort PGA Tour Professionals; update scores through rounds
- Track and plot players' shots via laser and transmit distances back to headquarters
- Work with operations team during week prior to tournament to set up course

Student Team Manager, **Springfield College Men's Soccer Team**, September 2015-May 2016

- Assisted coaches in setting up and breaking down drills during practice
- Filmed home and away games for coaches to be used for team meetings

Sample resume for graduate school:

## **JOHN DOE**

**Address**

**Phone**

**Email**

### **OBJECTIVE**

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To become accepted to the Kinesiology Master's degree program at the University of Connecticut.

### **EDUCATION**

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**Springfield College**, Springfield, MA

Bachelor of Science in Applied Exercise Science, May 2019

Minor: Nutrition

GPA: 3.59, Dean's List

### **CERTIFICATIONS**

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AAAI/ISMA Certified Personal Trainer

CPR & AED, American Red Cross

### **EXPERIENCE**

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**University of Massachusetts**, Amherst, MA

Spring 2019

Strength & Conditioning Intern, 450 hours

- Assisted Strength Coaches with implementing strength and agility programs for teams and individual athletes
- Designed a twelve-week strength, agility, plyometrics, and speed program
- Provided support for injured athletes; implemented modified routines based on rehabilitation progress
- Communicated with professional staff and coaches

**Springfield College**, Springfield, MA

Research Assistant for Dr. Elizabeth O'Neill & Dr. Jasmin Hutchinson

Fall 2018

#### **EMG Study**

- Conducted protocol development, data collection, and data analysis

Doe, Pg. 2

Research Assistant for Dr. Elizabeth O'Neill

May-December 2017

### **Bone Health Study**

- Collected and analyzed data

**Powerhouse Training**, East Longmeadow, MA

Fall 2016

Intern, 90+ hours

- Program design for case studies, critiqued and corrected technique/form, worked individually with athletes, and facilitated group circuit training
- Maintained weight room and facility

### **PROFESSIONAL DEVELOPMENT**

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Attended Tom Bowler seminar, Springfield College

2018

“Liability Issues in Exercise Science”

Olympic Weight Lifting Movement Volunteer, Springfield College

2017, 2018

New England American College of Sports Medicine, Providence, RI

2015-2017

Regional conference participant

### **WORK EXPERIENCE**

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**Springfield College, Media Services Department**, Springfield, MA

May 2016-present

**Coughlin’s Restaurant**, East Longmeadow, MA

April 2013-August 2017

### **ACTIVITIES/ATHLETICS**

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**Exercise Science Club**, member

2015-Present

**Springfield College Varsity Football**

2015-2017

**Partner’s Program**, Springfield College

2015-2018

After school tutor and mentor for elementary school student

### **COMMUNITY VOLUNTEER EXPERIENCE**

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**Humanics in Action Day**, Springfield College

2015-Present

Participated in annual day-long community service event

**St. Paul’s Church**, Springfield, MA

2013-2018

Assisted with annual fundraising dinners

**East Longmeadow Recreation Department**

2013-2018

Assistant Football Coach

Sample resume for graduate student:

**Michael A. Student**  
263 Alden Street  
Springfield, MA 01109  
(413) 999 - 9999  
*mstudent@springfieldcollege.edu*

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**OBJECTIVE:** To obtain the position of Clinical Mental Health Counselor at Park West

## **EDUCATION**

Springfield College, Springfield, MA  
*Master of Education in Psychology* May 2019  
*Concentration: Clinical Mental Health Counseling*

Central Connecticut State University, New Britain, CT  
*Bachelor of Science in Psychology* May 2014

## **SUMMARY OF QUALIFICATIONS**

- Two years counseling individuals, couples, and families
- Outstanding skills assessing clients' needs for services
- Effective in developing and reaching documented project goals
- Committed to bringing about real, practical results in people's lives
- Authored curriculum and training manuals for health and safety

## **COUNSELING EXPERIENCE**

Prime Family Care Services, Westfield, MA May 2019-Present  
*Clinical Mental Health Counselor*

- Facilitate couple, group, and family therapy sessions using Systems Approach providing for client's maximum growth potential
- Process diagnostic assessments, intake interviews, and family assessments
- Develop and implement treatment plans, complete relevant case documentation including outcome measures
- Refer families to additional community based services for job training and medical care
- Conduct psycho-educational domestic violence groups

Guardian Angels Home Health Care, Enfield, CT November 2017-March 2019  
*Counselor*

- Counseled voluntary and involuntary clients, using a range of therapy modes: Psychodynamic, social rehabilitative, gestalt, humanistic, and behavior modification
- Developed group therapy format for developmentally disabled adults; increased enthusiasm, involvement and sense of empowerment by incorporating opportunities for choice and recognition

## RELATED EXPERIENCE

ABC School, New Haven, CT

May 2015-November 2017

### *Teacher*

- Organized a parent support group for families of developmentally disabled/mentally disturbed clients
- Coordinated with mental health and social service agencies to develop individualized program plans for kindergarten through fifth graders

## LEADERSHIP/COMMUNITY VOLUNTEER EXPERIENCE

*Youth Services Commission Volunteer*, Westfield, MA

2015-2016

- Assisted and held open monthly dialogues with a multitude of youth organizations in the county including the Division of Youth Services, Division of Mental Health, and the Youth Detention Center
- Updated Commission monthly on the progress of volunteer endeavors

*Gang Task Force Volunteer*, New Haven, CT

2013-2015

- Partnered with the corporate sector to develop employment and career opportunities for youth to prevent future gang association

## PROFESSIONAL DEVELOPMENT/AFFILIATIONS

- American Mental Health Counselors Association – Member 2019-Present
- Recognizing and Changing Self-Defeating Behavior, Westfield State University February 2019
- Transforming Vicarious Traumatization, ABC Medical Center November 2017
- Group Approaches to Treatment of Addiction and Co-Occurring Disorders, CPD June 2016

## CERTIFICATIONS

Mass CANS Certified

CPR Certification

First Responder/AED Certified

Suicide Prevention Certified

## Action Verbs

<p><b>Management Skills</b>            administered            analyzed            assigned            attained            chaired            contracted            coordinated            delegated            developed            directed            evaluated            improved            increased            organized            oversaw            planned            prioritized            produced            reviewed            scheduled            strengthened</p> <p><b>Technical Skills</b>            assembled            built            computed            designed            devised            engineered            fabricated            maintained            operated            overhauled            programmed            remodeled            solved            upgraded</p>	<p><b>Research Skills</b>            clarified            collected            critiqued            diagnosed            evaluated            examined            extracted            identified            inspected            interviewed investigated            organized            reviewed            summarized            surveyed            systematized</p> <p><b>Communication skills</b>            addressed            arbitrated            arranged            authored            collaborated            convinced corresponded            developed            directed            drafted            edited            formulated            influenced            interpreted            lectured            mediated            negotiated            persuaded            promoted            publicized            reconciled            recruited            spoke            translated            wrote</p>	<p><b>Creative Skills</b>            conceptualized            created            customized            designed            developed            directed            established            fashioned            founded            illustrated            initiated            instituted            integrated            introduced            invented            originated            performed            planned            revitalized            shaped</p> <p><b>Helping Skills</b>            assessed            assisted            clarified            coached            counseled            demonstrated            diagnosed            educated            expedited            facilitated            familiarized            guided            motivated            referred            rehabilitated            represented</p>	<p><b>Organizational Skills</b>            approved            arranged            catalogued            classified            collated            collected            compiled            dispatched            executed            generated            implemented            inspected            monitored            operated            organized            prepared            processed            purchased            recorded            retrieved            screened            specified            systematized            tabulated</p> <p><b>Financial Skills</b>            administered            allocated            analyzed            appraised            audited            budgeted            calculated            computed            developed            forecasted            managed            marketed            planned            projected            researched</p>	<p><b>Teaching Skills</b>            adapted            advised            clarified            coached            communicated            coordinated            demystified            developed            enabled            encouraged            evaluated            explained            facilitated            guided            informed            instructed            persuaded            set goals            stimulated            trained            motivated</p> <p><b>More Verbs</b>            achieved            expanded            improved            pioneered            reduced (losses)            resolved            (problems)            restored            spearheaded            transformed</p>
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