

Career Development Center

RESUME GUIDE

WHAT IS A RESUME?

- It is a professional advertisement about yourself that translates what you have done in the past into what you can accomplish in the future.
- Your resume should captivate the reader and answer the question, "Why should the employer want to interview me?"
- Think of your resume as a 30-second personal commercial.

WHAT MAKES A GOOD RESUME?

- Your resume should be visually pleasing, attention grabbing, as well as clearly and concisely written.
- Spelling, grammar, and neatness are of paramount importance. Research shows that spelling or grammatical errors in a resume can be fatal to employment chances.
- Neatness and organization are a projection of your personality on paper.
- Remember that potential employers are skimming resumes (a few seconds each!) and sorting through dozens, sometimes hundreds of resumes for one job opening!!

RESUME PLANNING & GETTING STARTED

- **Make a master list** of all your experiences:
 - Include activities, courses, all jobs, internships, and volunteer work.
 - Write as: Title, Name of the Organization, city, state, dates.
- **Identify your accomplishments** in these experiences and the skills gained:
 - Refer to the list of action verbs (included on the last page of this handout).
 - Choose action verbs that stand out when skimmed down the page by first word only.
 - If printing a hard copy, use high-quality, light-colored resume paper.
- **Refine** what you have written:
 - Be sure descriptions are very strong and very clear.
 - Do not leave out any relevant skills.
 - Keep the information visually organized and well-spaced over the entire page.
- **Proofread**, proofread, and proofread!
 - Check spelling, word usage, punctuation, address, and phone number.

HOW DO YOU PRIORITIZE YOUR RESUME CONTENT?

- Target your resume to meet the needs of the employer and/or the industry.
- Research the position and organization to determine the skills, experience, knowledge and personal attributes required to excel in the positions for which you are applying. (Do they value leadership more than technical experience? How important are communication skills?).
- Limit your resume to one page.
- Have more than one version of your resume highlighting the skills, experiences, and strengths for each field to which you will be applying for jobs.

RESUME CONTENT OVERVIEW

- **Your name:** Make it visible! Center, capitalize, or bold the letters of your name at the top of the page.
- **Your address, phone number & email address:** Place your present and permanent contact information (if different) at the top of the page.
 - Be sure to have a "professional" sounding voicemail greeting ready.
 - Your MHC email account is the most appropriate choice (but be sure your account is in good standing, especially if you have all messages forwarded to a personal account!!)
- **Education:** List all institutions you have attended for credit in reverse chronological order (most recent first). Include the name of the institution, the location, degree obtained (or expected), major(s), and GPA.
- **Honors & awards:** Identify special fellowships, honors, and awards.
- **Relevant coursework:** Present pertinent courses in columns, but be sure they are in fact RELEVANT to the fields in which you are looking for jobs.
- **Experience:**
 - Write as: Title, **Name of the Organization**, city, state (dates) and list in reverse chronological order
 - Briefly describe your accomplishments, using phrases that begin with action verbs, e.g., "administered," "coordinated," and "implemented." Use the strongest verbs possible. (see page 4)
 - Identify skills and emphasize results and accomplishments. Use concrete examples or facts and figures to quantify achievements whenever possible.
 - Include summer jobs, internships, volunteer work, work-study, extra/co-curricular activities if relevant, committee responsibilities, and project involvement. Also add in academic projects or research whenever relevant.
 - Do not use the words "I," "me," "my," "also," "feel," "because," "duties included," and "responsible for."
- **Co-curricular activities or community service:** List these if not already listed with experience (these may be combined or placed in two separate sections). Prioritize activities that highlight leadership, organizational, and interpersonal skills when feasible. Also stress your ability to work well with others across different settings (academic, social, and athletic).
- **Skills:** List special abilities such as language proficiency, computer software knowledge, laboratory techniques and equipment usage, other technical skills, etc.
- **Other accomplishments:** Categorize and list performances, exhibitions, research completed, and publications (i.e. articles, chapters, photographs), if relevant and not included elsewhere.
- **Interests:** This section is optional. Consider the relevancy to the prospective position and how this information might demonstrate your unique qualities.

RESUME LAYOUT AND ORGANIZATION

- **One page is the standard for current students and recent graduates:** Most organizations, unless nonprofit (including education) and science, will not read more than one page. On rare occasions, such as when one has an overwhelming amount of pertinent experience, a second page may be appropriate and even advantageous. This may be the case for an individual who has been out of college for several years and has had extensive experience.
- **Make sure the important information stands out on the resume:** Capitalizing, bolding, and use of white space all help to emphasize what is most important. Use these different methods to make your resume aesthetically pleasing and draw the reader's eye down the page.
- **The most recent items are listed first within each section (reverse chronological order):** Present your information so that the most important and most recent information comes first. If your most recent experience is not your most relevant, arrange your resume so that you lead with the most important experience. An example might be to break up your experience into two categories, e.g., "Relevant Experience " and "Additional Experience."
- **Category Headings should be at least one point larger** the rest of the text.
- **There are several ways to fit your content to one page** by adjusting the format of the document to maximize space. Your margins can be as small as .5 inches (narrow) and your font as small as 10pt (if using 10 point font for the text of your resume, category headings should be 11 point and your name should be no larger than 14 point)

OTHER CONSIDERATIONS

- **Be clear and accurate:** Be honest when describing your past experience. Employers realize that most students will not have had vast job experience.
- **Sell the experience and skills you have:** Emphasize roles that reveal your values, skills, leadership, etc., even if they were at a beginner-level job. Use facts and figures to quantify your achievements, such as the number of people supervised, research findings published, and dollars saved.
- **Reproduce your resume in a professional way:** Before sending your resume, proofread! proofread! Typographical mistakes, misspellings, or even a smudge can negate your job hunt efforts in a hurry! Make sure the layout is clear, consistent, and easy to read.

SAMPLE RESUMES

The following pages include a list of dynamic active and descriptive words to help you develop your resume and several sample resumes.

Remember that there is no one "right" format. Use the examples to assist you in creating an effective format for your own resume.

DYNAMIC WORDS FOR RESUME & COVER LETTER PREPARATION

Active Words

accomplished	conducted	expanded	modified	revamped
achieved	consolidated	explored	monitored	reviewed
acquired	constructed	facilitated	motivated	revised
adapted	contacted	financed	negotiated	scheduled
adjusted	controlled	forecasted	observed	searched
administered	conveyed	formulated	operated	selected
advised	coordinated	fostered	organized	served
advocated	corresponded	functioned	oversaw	shaped
allocated	counseled	generated	participated	simplified
analyzed	created	governed	performed	sold
applied	critiqued	guided	persuaded	solicited
appraised	decided	identified	planned	solved
approved	delegated	illustrated	predicted	specified
arranged	demonstrated	implemented	prepared	staged
assembled	designed	improved	presented	stimulated
assessed	determined	increased	presided	studied
assigned	developed	influenced	processed	succeeded
assisted	devised	informed	produced	suggested
attained	diagnosed	initiated	promoted	supervised
budgeted	directed	inspected	proposed	surveyed
built	discovered	instructed	proved	synthesized
calculated	displayed	interpreted	provided	systematized
catalogued	distributed	interviewed	published	taught
categorized	drafted	introduced	raised profits	tested
chaired	dramatized	investigated	recommended	trained
changed	earned	judged	recorded	translated
coached	edited	lectured	recruited	tutored
collaborated	elicited	led	reduced costs	updated
collected	eliminated	located	regulated	utilized
communicated	employed	maintained	reorganized	verified
compiled	enlarged	managed	reported	wrote
completed	equipped	marketed	researched	
composed	established	mastered	resolved	
computed	evaluated	measured	restored	
conceived	examined	mediated	retained	

Descriptive Words

adept	disciplined	increasingly	quick	trained
assertively	diverse	initiative	readily	uncommon
ambitious	dynamic	innovative	realistic	unique
analytical	effectively	instrumental	reliable	versatile
artful	efficient	logical	repeatedly	vigorous
astute	empathetic	mastery	resourceful	
broad	energetic	objective	responsible	
competent	enterprising	outgoing	responsive	
concerned	exceptional	outstanding	sensitive	
conscientious	extensively	penetrating	significantly	
creative	foresight	perceptive	sophisticated	
dependable	highly	pioneering	strong	
diplomatic	imaginative	productive	tactful	

MARY WOOLLEY LYON

Name: no larger than 14 pt. font

Mount Holyoke College, ### Blanchard Campus Center, South Hadley, MA 01075
xxxxx@mtholyoke.edu xxx-yyy-9008 (C) xxx-zzz-8009 (H)
000 Bridge Avenue, Hatfield, MA 01038

EDUCATION

Headings: 12 pt. Font

Mount Holyoke College, South Hadley, MA

B.A. in Name of Major, expected May 2011 GPA: 3.XX (if 3.5 or greater)

Courses include: Course Title Course Title (only if relevant to career field)
Course Title Course Title

Honors/Awards: ABC Prize for XYZ (describe, such as: one of three students selected by the College)

Cape Code Community College, West Barnstable, MA

A.A. in Liberal Arts, May 2007

Honors: Dean's List, four semesters

EXPERIENCE (or Related Experience -- paid/unpaid, on/off campus, reverse chronological order – most recent first, related in some way to your job search or career goals)

Title, Employer, City, State (Month, 2009 – Month, 2010)

- Researched... (name your accomplishments)
- Coordinated...
- Presented... (quantify – “reviewed 75 articles on XYZ for 120 page report...”)

Title, Employer, City, State (Month, 2008 – Month, 2009)

- Analyzed... (lead with action verbs the reader will recognize and value)
- Reported...
- Improved... (qualify – “prepared talking points for supervisor’s daily briefing...”)

Times New Roman
11pt. Font

ADDITIONAL EXPERIENCE (or Other Experience – paid/unpaid, on/off campus, but less relevant to your immediate job search or career goals)

Title, Employer, City, State (Month, Year – Month, Year)

(Very brief one line description or no description)

Title, Employer, City, State (Month, Year – Month, Year)

(Very brief one line description or no description)

SKILLS (optional, depends on career field and your experience)

Computers: Name of application, programming language, etc.

Languages: Name of language and proficiency level

Other Category Here: (Technical, Statistics, Research, Laboratory – then name skill set, procedure, etc.)

ACTIVITIES (optional, be choosy, list only a few that speak to your skills, interests, abilities)

Name of Activity, Role/Title, Name of College (Semester, Year – Semester, Year)

Name of Activity, Role/Title, Name of College (Semester, Year – Semester, Year)

Name of Activity, Role/Title, Name of College (Semester, Year – Semester, Year)

Content: A great start for anyone creating a first resume

MARY A. LYON

1837 Blanchard Student Center , Mount Holyoke College, 50 College Street, South Hadley, MA 01075
1010 Avenue Street, Oakdale, MA 00100
413-555-7890 lyon20m@mtholyoke.edu

Headings: 11 pt. Font

EDUCATION

Mount Holyoke College, South Hadley, MA
Major: Biology Minor: Chemistry
Associate Member Sigma Xi

Bachelor of Arts (anticipated May 2010)
GPA: 3.75

Kenyon College, Gambier, OH (Dean's List 2001-2002)

RELATED COURSEWORK

Endocrinology

Histology

Comparative Physiology

Cell Biology

Cell Structure and Function

Genetics

Animal and Plant Physiology

NMR Spectroscopy

SKILLS

Operations: Microtome, cryostat, autoclave, centrifuge, gamma and beta counters, microinjector, lyophilizer, NMR

Procedures: Immunohistochemical staining and lectin histochemistry staining, Radioimmuno-assay, prepare histochemical stains and other solutions, fix tissues and embed in paraffin.

Computers: Word, Excel, Dreamweaver, html

Arial
10pt. Font

RESEARCH

Honors Thesis, Mount Holyoke College, 2010

"Wheat germ agglutinin binding patterns of *Rana catesbeiana* experience dorsal skin through adult larval stages of development."

- Tested for the presence of (GlcNAc)_n in *Rana catesbeiana* skin to determine the location of glycoproteina and other glycoconjugates

Laboratory Technician, NIH, Institute of Child Health and Human Development (Summer 2009)

- Assisted Dr. Kevin Catt and Dr. Katherine Sandberg
- Designed experiments and performed Radioimmunoassays for the study of Angiotensin II's mechanism of inducing maturation of *Xenopus laevis* oocytes

Independent Study, Mount Holyoke College (Supervisor: Prof. J.C. Kaltenbach), (Spring 2009)

- Researched lectin histochemistry in frog skin, a project which led to honors thesis
- Aided in designing a poster exhibition of the research that was presented at the International Amphibian Metamorphosis Conference in Belgium, September 2009

Research Assistant, Harvard University (Supervisor: Dr. Graham Brzensky), (Summer 2008)

- Studied Frog Skin and Characterization of the Glands
- Researched TRH localization with Immunogold Silver Staining technique (IGSS)
- Aided professor in creating a poster summarizing the study; the poster was displayed at the American Zoologist Conference Boston, MA, December 2008

Laboratory Assistant, Mount Holyoke College Department of Biology, 2007-2008

- Set up equipment, made solutions, poured plates, taught students to use microtome and crystat

ACTIVITIES

Track Team, 2007-Present; **Captain**, Springs 2009 and 2010

Sign Language/Deaf Culture Club, **Treasurer**, 2008-2010

Orientation Committee, 2007-2009

Transfer Student Organization, **Twin Sister Chair**, 2007-2008

Content: Science/Research for Research Position or Graduate School

MARY B. LYON

Mount Holyoke College, 1837 Blanchard Student Center, South Hadley, MA 01075, (413) 555-1221
1010 Avenue Street, Oakdale, MA 00100, (413) 555-7890, mblyon@mtholyoke.edu

EDUCATION

Mount Holyoke College, South Hadley, MA
Bachelor of Arts, expected May 2006
Major: Economics **Minor:** Complex Organizations GPA: 3.66

Times
10pt. Font

RELATED COURSEWORK

Calculus and Statistics, Industrial Organizations, Money and Banking, Financial Accounting, Management Accounting, Organizational Behavior, Corporate Finance

SKILLS

Computer: Excel, SAS, Bloomberg
Languages: Fluent in English and Malay; familiar with basic Japanese and Spanish

RELEVANT EXPERIENCE

Knowledge Program Intern, Andersen Consulting, New York, NY (Summer 2005)

- Wrote abstracts for documents written and submitted by consultants in the Pharmaceutical and Medical Products Practice
- Expanded and maintained the Pharmaceutical Industry Library using XYZ software
- Managed the help desk and assisted consultants in obtaining documents pertinent to their projects

Excel Consultant, Economics Department, Mount Holyoke College, South Hadley, MA (April 2003 – May 2005)

- Selected to instruct groups of students in Macroeconomics Excel problem sets

Credit Analyst Intern, Sakura Global Capital, New York, NY (Summer 2004)

- Prepared and analyzed internal financial spreadsheets, and wrote credit analyses on Sakura's clients
- Instructed new employees in FrameMaker and Wingz software applications

Student Supervisor, Dining Services, Mount Holyoke College, South Hadley, MA (September 2003 - May 2004)

- Supervised fifteen student employees, resolved on-the-job problems, computed timecards, and assigned job positions and time schedules

Auditor Intern, Thiang & Company (Public Accounting Firm), Malaysia, India (Summer 2003)

- Audited dormant companies and worked at various stages of the auditing process such as statutory audits, transactions testing and verifying invoices, receipts, and other documents

COLLEGE ACTIVITIES

Co-Chair, Economics Club (April 2004 - present)

- Organize activities to increase students' awareness of and interest in economic issues.
- Create a forum whereby students and faculty may freely express their opinions on a variety of economic topics

Volunteer, Hamilton Learning Center, Holyoke, MA (December 2003 - present)

- Tutor elementary school children in math and reading, record progress, and report to tutoring coordinator

Founder and Co-Chair, Badminton Club (September 2003 - present)

- Established club to provide opportunity for badminton enthusiasts in the Five College area to practice with and compete against each other

Content: Business (Finance, Consulting, Banking, etc.)

MARY C. LYON

Mount Holyoke College
1837 Blanchard Student Center
South Hadley, MA 01075
413-555-1221

1010 Avenue Street
Oakdale, MA 00100
413-555-7890
mclyon@mtholyoke.edu

EDUCATION

Mount Holyoke College, South Hadley, MA
Bachelor of Arts, December 2010
Major: Politics Minor: History GPA: 3.54

Clark University, Worcester, MA (2006-2007)

Times New
Roman
10pt. Font

SELECTED COURSES

Policy Making in America Urban Politics and Policies
Poverty in the United States Independent Study: Social Capital in American Urban Life

EXPERIENCE

Congressman Richard Neal, *District Office Intern*, Springfield, MA (Spring 2010)

- Answered phones, responded promptly to constituent inquiries concerning social security, Head Start, veterans benefits, immigration and naturalization, and pending legislation
- Drafted over 100 e-mail replies to constituent questions, reviewed drafts with office manager, forwarded responses and followed-up as needed
- Wrote talking points used by Congressman Neal during Earth Day activities in his district

Board of Trustees Student Advisory Committee, *Co-Chair*, Mount Holyoke College (2009 – 2010)

- Conducted survey of over 1,000 students pertaining to quality of campus life
- Presented survey results to Board of Trustees Student Life Committee highlighting need for new environmental policies, transportation options for students, and extended library hours

Richard Neal for Congress, *Volunteer*, Second Congressional District, MA (February – October 2008)

- Distributed campaign flyers to over 1,500 residences in Springfield, MA
- Provided on-site support for three campaign rallies in the district

Student Government Association, *Elections Committee Member*, Mount Holyoke College (2007 – 2008)

- Monitored election to ensure candidates' compliance with Student Government regulations
- Supervised tallying and reporting of election results

EMPLOYMENT

Oakdale Public Schools, *Summer School Tutor*, Oakdale, MA (Summer 2010)

- Taught math and reading to elementary school children enrolled in program to increase test scores
- Coordinated fieldtrips to local community historic and cultural sites

Science Library, *Student Assistant*, Mount Holyoke College (Fall/Spring 2007-2010)

Heritage Bank, *Teller*, Worcester, MA (Summer 2006, 2007)

ACTIVITIES

Transfer Student Organization, Mount Holyoke College, 2007 – Present

Big Brother/Big Sister Association, Clark University, 2006 – 2007

Government Majors Association, Clark University, 2006 – 2007

COMPUTER SKILLS

Microsoft Word, Excel, Dreamweaver

Content: Non-profit/Government for internship or job search

MARY D. LYON

1837 Blanchard Student Center, Mount Holyoke College, 50 College Street, South Hadley, MA 01075
1010 Avenue Street, Oakdale, MA 00100
413-555-7890 lyon20m@mtholyoke.edu

EDUCATION

Mount Holyoke College, South Hadley, MA Bachelor of Arts (anticipated May 2011)
Major: Studio Art Minor: Mathematics GPA: 3.75

Verdana
10pt. Font

AWARDS

Sarah Williston Scholar for being in the top 15% of class of 2011, Mount Holyoke College (2010)
Mount Holyoke Global Summer Research Fellowship for independent study in Chile (2009)

RELATED EXPERIENCE

Assistant Coordinator, Arts Committee, Mount Holyoke College (April 2010-present)

- Coordinate, schedule, organize and promote important art events in the Five College area
- Design event-related materials, monthly Art Calendar; coordinate general publicity

Professional Art/Entertainment Intern, Walt Disney Company, Orlando Florida (Summer 2009)

- Integrated design components including computer graphics, scenic illustration, painting, model building, creating mood boards, mounting of artwork, etc.
- Prepared presentations for senior art directors

Marketing Intern, Infosys Technologies Ltd., Bangalore, India (Summer 2008)

- Designed, developed, and launched the website for the Diversity Office on the Infosys Extranet
- Initiated a series of visual campaigns for corporate diversity

Freelance Graphic Designer, (September 2007-present)

- Designed website for Charter School, Springfield, IL
- Created visual design logos for various business industries in the Greater Hartford area

ACTIVITIES

Co-Chair, The Lyons Network, Mount Holyoke College

- Lead a team of 24 students organizing panel discussions for annual Women's Leadership Conference
- Designed all conference-related publicity and branding materials

Curator, Art Board, Mount Holyoke College

- Curate, organize and promote students' art exhibits on campus

SKILLS

Computers: Photoshop, Illustrator, InDesign, CorelDraw, Painter, Flash, Dreamweaver, MS Office

Languages: Intermediate Spanish

Content: Art-related experience for job or internship search

FRANCES PERKINS

fperkins@mtholyoke.edu
1010 Avenue Street
Oakdale, MA 00100
413-555-7890

SUMMARY OF QUALIFICATIONS

- Ten years of consumer marketing and sales management experience
- Excellent research, writing, and communication skills
- Proven ability to direct, train, and motivate others
- Creative event planning and campaign development skills
- Computer savvy: webpage design, spreadsheet and data analysis

Times New
Roman
11pt. Font

EDUCATION

Mount Holyoke College

Bachelor of Arts, Sociology

Honors Thesis: Women and Breast Cancer: Treatment Decision-Making and Consequences

Departmental Prize: Mary B. Hedgwick Award for Writing (one of top three sociology student essays)

May 2010
South Hadley, MA

Hartford College For Women, University of Hartford

Associate of Arts, Liberal Arts

Graduation Honors: Top 10% of Class

Student Leadership Award: Margaret L. McManus Prize for Service to the College

May 2002
Hartford, CT

RESEARCH EXPERIENCE

Thesis Research

Sociology Department, Mount Holyoke College

- Developed quantitative and qualitative survey instruments; interviewed cancer specialists and patients
- Collected and analyzed data on factors effecting treatment decision making by patients
- Presented findings to faculty of the Sociology Department

2009-2010
South Hadley, MA

Survey Research

Alumnae Association of Mount Holyoke College

- Created on-line survey to assess students' attitudes about their college experiences, graduation and potential engagement with the Alumnae Association
- Developed and implemented communications campaign resulting in 70% participation rate, outstanding for an on-line survey of this type
- Analyzed results and presented report to Executive Committee of the Alumnae Association

2008-2010
South Hadley, MA

MARKETING AND ACCOUNT MANAGEMENT

Office Manager

Dr. Daniel Davis, Chiropractor

- Maintained patient charts, prepared diagnostic reports, and recorded treatment plans
- Explained insurance billing and payment procedures, making complex paperwork easy for patients to understand and complete in a timely fashion
- Contacted insurance providers to resolve billing questions and expedite payments to the practice and patients

2009-present
Wallingford, CT

Marketing Manager

Adesso Moda Hair and Skin Studio

2005-2008
Hamden, CT

- Developed advertising concepts, marketing strategies, and promotional events for full service salon
- Managed all phases of advertising campaigns, including budget planning, scheduling, creation of ad copy and negotiation of contracts with media outlets
- Directed monthly staff meetings, implemented new policies to foster client affiliation with salon
- Organized salon sponsored fundraising events for AIDS Project New Haven and Saint Francis Home for Children, New Haven, CT

Account Executive

Aveda Corporation (for Nabhan's of New England)

2002-2004
Springfield, MA

- Established and developed 220 accounts for distributor, effectively managed and expanded existing accounts
- Maintained inventory control through bi-weekly order writing
- Created and directed promotional events increasing service revenues and retail profits
- Presented product/sales training and motivational seminars

Account Coordinator

Estee Lauder, Inc. (for Sage-Allen)

1998-2001
Hartford, CT

- Coordinated sales and marketing for international cosmetic manufacturer and Connecticut retailer, safeguarding manufacturer's policies and delivering superior products to customers
- Orchestrated promotional sales events, from hiring of event staff through all details of event planning
- Directed and motivated staff for retailer's thirteen stores
- Presented monthly training seminars and conducted sales meetings
- Monitored sales figures, prepared analytical sales reports

COMPUTER SKILLS

Webpage Design: Dreamweaver, RedDot content management system

Spreadsheet: Excel

Data Analysis: SPSS

PROFESSIONAL MEMBERSHIPS

American Sociological Association, 2008-present

Marketing Research Association, 2008-present

Western Massachusetts Breast Cancer Coalition, 2005-present

Content: FP Student with extensive experience for job or internship search