

Resume Guide

A worksheet and sample resumes for
the job applicant

For more information, please contact Career Services:

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Resume Worksheet

This worksheet is designed to help you gather useful information to include in your resume.

- We have used a “chronological” format since it is preferred by most employers
- We recommend using a blank Word document (not a template—because these are usually difficult to edit)
- Resumes have a language and style all their own—no long paragraphs or “I” language

Your Name

Address (optional)

Telephone number

Email address

*Make sure you **bold** your name so it stands out!*

Objective (optional) Since objectives tend to state what you want rather than what the employer wants, we recommend starting with a Qualifications Summary instead (see below). If you choose to utilize an objective, it should give focus to the resume and let the employer know what sort of position you are seeking.

(e.g.)

“Seeking an administrative assistant position utilizing my organizational, customer service and technical skills”

“To obtain an entry-level position in psychology with a counseling focus”

“To obtain an internship position in the journalism field”

Objective _____

Summary of Qualifications (optional, but highly recommended)

A summary spotlights your most impressive and relevant accomplishments, skills, and experience.

This is an effective way to let the employer know that your skills and qualifications match their needs.

These statements also answer the interview question “**Why should we hire you?**” Be genuine, and if possible, use language that matches the job announcement.

(e.g.)

- B.S. degree in business with over eight years successful management experience
 - Highly organized, with the ability to efficiently balance many projects at once
 - Excellent interpersonal, written and verbal communication skills
 - Honest, reliable and hard working
 - Bilingual teaching experience: Spanish/English
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Education

If you have attended more than one college, list the most relevant/recent degree or training first.

College/Institution name City, State
Degree (or certificate) Graduation date (or “expected” or “currently enrolled”)

Honors and awards (academic scholarships, leadership awards, GPA (if over 3.0)
Relevant Coursework (specific courses or programs relevant to the position).

- _____
- _____
- _____
- _____
- _____

**In most cases, omit high school information if you have attended college. It is acceptable to include high school information that is relevant or gives you a competitive advantage (e.g. four years of welding).

Work Experience

List employment in reverse chronological order (present or most recent position first). Internships may also be included in this section.

Employer/Organization City/ State
Job title Dates (month and year)

Job duties/ responsibilities—Begin phrases with strong action words (see Resume Language and Action Verbs list, pages 5 and 6). **Use present tense for current job duties (e.g. “Design”) and past tense for past job duties (e.g. “Designed”!**

Include promotions, accomplishments, knowledge or skills acquired

Employer/Organization City/ State
Job title Dates (month and year)

Job duties/ responsibilities
Promotions, accomplishments, etc.

**Continue to list employment--include experience within the last ten years or your last 4-5 jobs

(Other possible headings)

Community Service

(e.g. volunteer experience, PTA, coaching, committee work)

Activities/Accomplishments

(e.g. student government, clubs, scholarships, awards)

Professional Organizations

Professional Development/ Workshops

Additional Tips

- As a general rule, use a font size between 10 and 12 points
- Use an email address that is professional and reliable
- If you have a web portfolio or a profile on a professional networking site such as LinkedIn, include the URL as part of your contact information
- If you are a new graduate, strive for a one page resume
- Load your resume with keywords and language used in your career field
- Make sure your college name and degree program are stated correctly!
- Be sure to SAVE your resume!

Sample Reference List

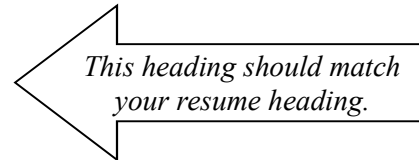
- References are not usually included in your resume. However, it is a good idea to have a reference list available in case you are asked
- Use professional references only (work or education related)
- Make sure you ask permission before including someone as your reference!

Your Name

Address (optional)

Telephone number

Email address



Dr. Linda Kunce
Assistant Professor of Psychology
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Resume Language

Employers generally scan resumes quickly, therefore job duties should be listed starting with strong action verbs. Examples might be “Supervised five employees” or “Analyzed research reports.” Numbers also strengthen your resume. For example, “Served an average of 30 customers per hour,” “Wrote and edited reports of over 12,000 words,” and “Handled average cash sales of \$2000.00 per day.”

Resume Action Words

Accelerate	Edit	Perform
Accomplish	Educate	Persuade
Achieve	Encourage	Plan
Administer	Engage	Present
Advise	Establish	Produce
Analyze	Evaluate	Program
Approve	Examine	Provide
Arrange	Explain	Purchase
Assist	Facilitate	Recommend
Budget	Generate	Reduce
Build	Guide	Reinforce
Calculate	Implement	Reorganize
Chair	Improve	Repair
Collaborate	Increase	Represent
Communicate	Influence	Responsible for
Complete	Initiate	Review
Conduct	Instruct	Revise
Construct	Insure	Schedule
Consult	Integrate	Solve
Contribute	Interpret	Sponsor
Control	Interview	Streamline
Coordinate	Investigate	Summarize
Counsel	Lecture	Supervise
Create	Lead	Teach
Deliver	Manage	Train
Demonstrate	Monitor	Translate
Design	Motivate	Troubleshoot
Develop	Order	Update
Diagnose	Organize	
Direct	Oversee	
Distribute	Participate	

Resume Action Words/Phrases

<i>If you are thinking of using these Word(s)/Phrase(s)</i>	<i>You might consider:</i>
Set up/Start up	Arrange, Engineer, Establish, Found, Initiate, Introduce, Invent, Launch, Organize, Spearhead
Put together	Accumulate, Arrange, Assemble, Collect, Compile, Construct, Coordinate, Organize
Write	Compose, Draft, Formulate
Keep track	Monitor, Record
Keep up	Maintain
Help	Assist, Support
Watch over	Oversee, Supervise
Lead	Conduct, Direct, Guide, Head
Make	Create, Design, Develop, Devise, Establish, Formulate, Invent, Produce
Make better	Improve, Overhaul, Remodel, Restructure, Revise, Revitalize, Streamline, Strengthen, Transform, Upgrade
Make bigger	Enlarge, Expand, Increase
Check or Check over	Analyze, Examine, Inspect, Monitor, Review, Verify
Make sure	Assure, Ensure
Give	Present, Provide, Supply
Give out	Distribute
Show	Demonstrate, Display
Show how	Instruct
Fill out	Complete
Get	Acquire, Obtain, Secure

Jessica Ortega

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Seattle, WA 98105

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SUMMARY OF QUALIFICATIONS:

- 3 years experience in computer lab and network administration
- Demonstrated customer service experience in various settings
- Work well independently and in team projects
- Japanese: fluent reading and listening; basic conversational skills
- Computer Skills: Proficient in C/C++, HTML, HML, Microsoft Office, Windows NT, LAN, web design (<http://students.washington.edu/ggute>)

EDUCATION:

University of Washington, Seattle, WA
BS in Informatics, GPA: 3.5/4.0, June 20XX

Coursework includes study of information systems and technology with a human-centered approach: *Informatics Fundamentals, Database Management, Information Retrieval, Information Systems Analysis and Design, Research in Informatics, Compute Networks, Distributed Applications*

Study Abroad: Keio University, Tokyo, Japan, Spring 20XX – Winter 20XX
One-year exchange program, resided with host-family

RELATED WORK EXPERIENCE:

Computer Lab Assistant, *University of Washington*, Winter 20XX to present

- Provide instructional assistance in an ultra-modern computer lab.

Network Administrator, *Crescent High School*, Crescent, WA, January 20XX – June 20XX

- Aided teachers and students on proper use of computers.
- Worked with administration to help design and maintain school's computer network.
- LAN installation and maintenance using Microsoft NT.
- Web design (www.crescent.edu).

OTHER WORK EXPERIENCE:

Customer Service Specialist, ComUSA, Seattle, WA, Summer 20XX
Shift Leader, Video Update, Seattle, WA, May 20XX – January 20XX
Waiter, Family Kitchen, Bothell, WA, Summer 20XX

ACTIVITIES AND AWARDS:

Member, *National Society of Collegiate Scholars*, University of Washington, 20XX – present
ASUW *Crime Prevention Committee*, UW, 20XX – 20XX
Varsity Football Team, *East Japan Conference Champions*, Keio University, 20XX
Valedictorian, Crescent High School, 20XX

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Summary of Qualifications

- Reliable, Persistent, and Organized
- Exceptional written and oral communication skills
- Proficient in Microsoft Office (PowerPoint, Excel, Word)
- Vice-President of Parkland College Student Education Association

Education

Parkland College

A.S. in Elementary Education

GPA: 3.8/4.0

Dean's List: Fall 2013, Spring 2014

Related Coursework: *Introduction to Education; Introduction to Educational Technology; Introduction to Psychology*

Champaign, IL

Currently enrolled

Fieldwork Experience

Bottenfield Elementary

2nd grade classroom of 25 students

- Completed 30 hours of observation
- Assisted teacher with daily prep work
- Supervised 2-3 students daily on individual tasks

Champaign, IL

January 2015-May 2015

Work Experience

Red Lobster

Server

- Provide friendly customer service
- Ensure safe handling of food
- Complete cash/credit transactions

Champaign, IL

August 2013-present

Monical's Pizza

Server/Front Staff

- Trained kitchen staff on proper equipment use
- Cleaned and organized eating, service, and kitchen areas
- Portioned, arranged, and garnished food

Tolono, IL

April 2012-August 2013

Volunteer Experience/Organizations

Parkland College Student Education Association (PCSEA)

Vice-President

- Attend meetings and participate in conferences
- Develop agenda items

Champaign, IL

January 2015-present

Champaign County Humane Society

Volunteer

- Assist supervisor with animal care

Urbana, IL

April 2012-present

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Objective

To obtain an internship position in the computer science field

Qualifications

Dedicated individual with the ability to identify problems, provide solutions, plan and organize tasks, and work in groups.

Education

Hudson Community College
Associate in Science: Computer Science

Jersey City, NJ
September 2012-present

Related Coursework: C/C++, Java, Cisco, Linux, Web Design: Dreamweaver/XHTML/CSS,
Microsoft Network Operating Systems (PowerPoint, Excel, MS Word, Access)

Internship Experience

Hudson Community College
Computer Lab Assistant

Jersey City, NJ
August 2014-present

- Assist students with their computer problems
- Maintain the computer stations by updating software programs
- Provide an organized learning environment
- Label and displayed materials and information related to the lab

Work Experience

Import/Export Clover Company
Secretary

Jersey City, NJ
August 2010-December 2012

- Answered telephone calls
- Assisted the manager with correspondence
- Managed filing, faxing, copying, and other clerical tasks
- Used Outlook calendar function to make appointments and organize events
- Maintained the database

Honors/Awards

Member, *National Society of Collegiate Scholars*, Hudson Community College 2015
Hudson Community College Board of Trustee Scholarship Recipient 2012

References

Available upon request

Jessica Ortega

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EDUCATION

Bachelor of Science in Social Work
University of Mary, Bismarck, ND
Minor: Psychology
GPA: 3.8

Anticipated April 20XX

LICENSES/CERTIFICATIONS

Licensed Social Work
Crisis Intervention
CPR/First Aid

Anticipated July 20XX

INTERNSHIPS

Social Work & Guidance Counselor Intern
Bismarck Public Schools, Bismarck, ND

January - April 20XX

- Facilitated counseling groups of 3-5 students covering topics such as social, training, and study skills
- Promoted individual programming and behavior modification for children who are challenged behaviorally and emotionally
- Observed students in the classroom setting to count and chart behaviors
- Used clinical skills to draw conclusions from all the testing and evaluation tools

Residence Counselor Intern
ND Youth Correctional Center, Mandan, ND

January - August 20XX

- Implemented services for youth with behavioral challenges
- Promoted individual programming and behavior modifications
- Instructed life skills training for youth and implemented individual counseling and assessment services

RELATED WORK EXPERIENCE

Personal Care Attendant
Youthworks, Bismarck, ND

September 20XX - Present

OTHER EXPERIENCE

Tutor
U-Mary Student Support Services, Bismarck, ND
Fitness Instructor
YMCA, Bismarck, ND

August 20XX - Present

June 20XX - August 20XX

PROFESSIONAL DEVELOPMENT

National Council Against Violence of Women and Children state conference participant
Bismarck-Mandan Drug-Alcohol Summit Participant
Attended Grant Writing for Dummies seminar

ACTIVITIES/ORGANIZATIONS

Student Social Work Organization-elected President
• Organized fund raising initiative that raised \$2,000

20XX – 20XX

SPURS (Community Service Organization)

20XX – 20XX

- Performed nearly 100 hours of campus and local service

Peer Mentor/Ambassador

20XX – 20XX

Meals on Wheels Volunteer

20XX – 20XX

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EDUCATION

Northeastern Illinois University, Chicago, Illinois
Bachelor of Science in Management, May 20XX
G.P.A. 3.2/4.0

- Financed 90 percent of education through part-time employment and student loans.

PROFESSIONAL PROFILE

Management

- Supervised various youth recreational activities.
- Trained new employees in effective sales and direct mail techniques.
- Frequently served as store supervisor in the manager's absence.

Interpersonal

- Demonstrated effective persuasive skills in retail sales.
- Provided excellent customer service by phone and in person.
- Resolved customer complaints effectively and efficiently.
- Served as new student orientation facilitator and group leader.

Organizational

- Provided administrative support in producing all forms of office communications.
- Designed and developed a coding system for a university research project.
- Organized and recorded data as a research assistant.
- Recognized by supervisors as being efficient and detail-oriented.

LANGUAGES

Speak, read, and write Spanish/English fluently.
Basic conversational ability in Italian.

COMPUTER SKILLS

IBM PC and Mac formats, Microsoft Word, Excel, PowerPoint, Printshop, several e-mail formats, and the Internet.

EMPLOYMENT HISTORY

Good Luck Rent-A-Car
Customer Service Representative

Park Ridge, Illinois
20XX to present

Northeastern Illinois University
Research Assistant

Chicago, Illinois
20XX – 20XX

Chakotay Gift Emporium, Ltd.
Sales Associate/Cashier

La Forge, Illinois
20XX – 20XX

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Objective

To obtain an entry level position as a Certified Occupational Therapy Assistant

Education

Associate in Applied Science in Occupational Therapy Assistant
Parkland College
GPA: 3.6

Anticipated May 20XX
Champaign, IL

Licenses/Certifications

Licensed Occupational Therapy Assistant
CPR/First Aid
Certified Nurse Assistant

Anticipated July 20XX
May 20XX

Field Work Experience

Carle Foundation Hospital-Inpatient Rehab, Champaign, IL
January - May 20XX

- Planned & implemented treatments for knee & hip replacements, CVA's & TBI's
- Utilized FIM scoring, Manual Muscle Testing & ROM testing

Circle of Friends Adult Day Center, Champaign, IL
September - December 20XX

- Administered Allen Cognitive Level Screening Tool, physical abilities screenings, & ADL assessments
- Led therapeutic groups for Allen levels 3-5 & exercise groups
- Provided lunchtime interventions for clients with eating difficulties

Related Work Experience

Alpha-Care Health Professionals, Champaign, IL
Administrative Assistant/On Call Scheduler
August 20XX - Present

- Office duties including filing, sorting, mailings, and answering phones
- Scheduled staff for shift call-offs during non-business hours

Assistant Case Manager
April 20XX - August 20XX

- Assisted nurse case managers with various tasks and projects
- Trained and completed competency evaluations on new employees
- Co-led new staff orientations

Certified Nurse Assistant
November 20XX - April 20XX

- Assisted clients in their home with ADL's & IADL's

Clark-Lindsey Village, Urbana, IL
Level II Certified Nurse Assistant
July 20XX - July 20XX

- Assisted 7-10 residents per day with bathing, dressing, hygiene, & meals
- Utilized hoier lifts, sit to stand lifts, slide boards & gait belts
- Mentored new Certified Nurse Assistants
- Completed staff/residents assignments by rotation

References available upon request