**Resume How-To for Current Students & Recent Graduates**

**Two Kinds of Resumes**

* A general resume with everything on it
* A specific resume with only the information that is relevant to the specific job you are applying for
* This handout is for a specific resume; for a general resume, follow the same process but put all your information on it. This could take several pages and that is ok. It’s like a bank of information stored away so you can access only what you need as you need it.

**Step One: Collect Information and Brainstorm**

* A good resume shows the hiring manager why you are the best applicant for the job, how you have everything the hiring manager needs
* In order to do that, you need to know:
  1. What the hiring manager wants
  2. How you well you meet those requirements
  3. How you stand out from other applicants
* Print out a copy of the job announcement and highlight the “Minimum Requirements” and the “Desired Qualifications”
  1. Minimum requirements mean you MUST have these to get the job
  2. Desired qualifications are things that they WANT applicants to have
* Brainstorm how you fit the requirements, desired qualifications, and anything else that makes you a good, or stand-out, applicant for this job.
  1. At a loss for words?
     + Read the sample resume on the last page of this handout. Browse through the *Resume Genius* website for their many [sample resumes](https://resumegenius.com/resume-samples) and their [“Longest Action Verb List in the Universe.”](https://resumegenius.com/longest-action-verb-list-universe)

* 1. Still at a loss for words? Try this exercise.
     + Take a blank piece of paper and number it from one to 10. Then, list in the most important things you’ve done in your life. What have you achieved, and what are your goals? Think of jobs, classes, clubs, and activities you’ve participated in and what roles you’ve served in each. Focus on the most interesting or memorable facts—the ones that really make you stand out from others. For example: do you always have to translate for your mom when you go shopping? Guess who’s bilingual and expert in translation! Are you in a dance club? Guess who’s good at performance and project-based collaboration and teamwork! You probably also perform well under pressure and to an audience…

**Step Two: Format the Basics**

* Formatting isn’t as scary or as important as it seems.
* The document only needs to be clean-looking and easy to read, so your skills and education can shine through. The best format for you is called functional; it’s best for you at this stage in your life because it will highlight your skills and education rather than your work experience.
* You need these basic sections:
  1. **Career Objective**—always listed first. The others are listed in the order in which they are most impressive. I know the sample resume at the end has a Qualifications Summary, but at this point in your career, you should use a Career Objective section instead.
  2. **Relevant Experience AND/OR Skills Summary**
  3. **Education**
* Follow these tips, look at the example on the last page, and create your own or use our free template:
  1. Put your name at the top in 20-24 size font. All caps is ok.
  2. List address, phone number, email and professional website/ portfolio/ LinkedIn information below in 10 point font—no hyperlinks or unprofessional addresses (69sofine@yahoo.com). A thick underline after this section looks nice.
  3. List regular text in 10 point font.
  4. Section headers in 12 point font and bold. All caps is ok too.
  5. If you need them, use sub-headings and put them in italics. All caps is ok too.
  6. Use an easy to read font:

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| **Serif fonts look best on paper** | **San Serif fonts look best on a computer** |
| Times New Roman  Georgia  Bookman Old Style  Century Gothic | Arial  Helvetica  Tahoma  Calibri |

**Step Three: Add the Essentials**

* This is the tricky part, so spend lots of time on this.
* Complete the four sections of your resume.
* Be honest and specific
* Remember that you want to highlight skills and accomplishments that prove to THIS hiring manager that you have what they need.
* Career Objective is always first; the other section should be in the order of most impressive to the least impressive for THIS specific job.
  1. **Career Objective:** 2-4 sentences which convey three main points about yourself that you want THIS hiring manager to know about you
     + What your skills are
     + What motivates you
     + What sets you apart from other applicants

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| **Career Objective**  I’m a hard-working college student with five years positive work experience with diverse customers in retail and cashiering. As a business student, I have a flair for sales, an eye for creative marketing, and a passion for technological business applications. Motivated by my goal of corporate sales management, I am eager, intuitive, and precise. |

* 1. **Relevant experience** is anything you’ve done (outside of school) that has given you the “Minimum Requirements” and, hopefully, some of the “Desired Qualifications” for this job. This can be anything from actual job experience, internships, volunteering, extra-curricular activities, work for family and friends…go back to your brainstorming list from step one for material; then, follow this format for each job/ activity:
     + Company/ organization, city and state, and month and year of employment
     + Official job title
     + Bullet point (s) that begin with an action verb followed by a specific and relevant job duty with numbers/ statistics if possible
     + Limit your bullet points to what shows your skills and accomplishments that THIS hiring manager is seeking. Be honest and specific.

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| **Relevant Experience**  *Albertsons*  Paso Robles, CAMay 2012- Dec 2014  Cashier   * Processed 75 + customers per shift * Ensured quick, friendly check-out * Resolved customer complaints independently and quickly * Awarded certificate and raise for 20 perfect balance end-of-shift registers in a row |

**Relevant Experience or Skills Summary?**

* If you have *multiple jobs that have given you different skills*, use a Relevant Experience section
* If you have *0-1 job or multiple jobs where you did the same kind of work*, use a Skills Summary. In this case, you probably want a very long Skills Summary that is broken into sub-sections as in the sample resume on the last page of this handout.
* Remember, it’s all about the best way to show your skills and accomplishments that THIS hiring manager is seeking.
  1. **Skills Summary** should list all relevant, specific skills that you know well enough to train others. Consider the following:
     + Any computer skills or systems (Microsoft Word, Excel, PowerPoint, Outlook)
     + Any language skills (Bilingual in English and Tagolog)
     + Any self-learned skills. (Did you teach yourself Photoshop, AutoCAD?)
     + Any social media skills (Twitter, FaceBook, YouTube channels, Blogging…older workers may not have these skills)

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| **Skills Summary**   * Cash register and customer service protocol * Microsoft Office Suite, Adobe, Google Docs, Gmail, Photoshop * Trilingual (English, Spanish, and Portuguese) * Content creation: YouTube and Blogger * Twitter, FaceBook, Pintrest and Instagram |

* 1. **Education** should include the following
     + The name, city and state of your school
     + Degree(s) or Certificate(s) you already have AND/ OR are working toward
     + Month and year of graduation OR expected graduation
     + GPA should only be listed if 3.0 or above and list as 3.0/ 4.0
     + Any clubs you belong to, honors awarded, scholarships received and dates or time spent in each
     + Any relevant leadership positions or projects/ events done for school that shows your skills and accomplishments that THIS hiring manager is seeking. Be honest and specific.

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| **Education**  *The College of San Mateo San Mateo, CA Expected Graduation Date May 2017*   * Current transfer student, majoring in business * Treasurer of Associated Student Government since Aug 2016 * Dean’s List 2 semesters in a row, current GPA 3.5/ 4.0 * Created and taught MakerSpace event at library on 3-D printing |

**Step Four: Prepare Cover Letter or Email**

* Cover letters are no longer standard, which means you only need to write an actual cover letter if the job posting asks for one—see Cover Letter How-To handout.
* If a cover letter is NOT asked for and the resume is requested in an email, consider the email your cover letter and make sure it does these things:
  + - Contains your resume—attach it first so you don’t forget!
    - Has an informative subject line
    - Has a greeting with the hiring manager’s actual name; do research to find it if you don’t know who you are emailing (Google or just call and ask who’s in charge of hiring)
    - Creates a professional and friendly impression of you
    - Explains who you are and what you are sending them
    - Explains where you heard about the job and expresses interest in a response or interview

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| Subject Line: Resume for Customer Service Representative of South San Francisco  Dear Ms. Torrez,  My name is Autumn Newman, and I am writing to apply for the Customer Service Representative Job at Avis of South San Francisco. The Career Center at College of San Mateo, where I am a current business student, made me aware of this position. Please find my resume attached as requested. I look forward to meeting you in person.  Thank you so much for your time!  Autumn Newman |

**Step Five: Sleep on It and Proofread**

* Mistakes are easier to see once we’ve let it sit for a while, so don’t edit immediately after you’ve written it
* Review the job posting one more time and make sure your resume shows the hiring manager that you have the skills that they need.
* When you proofread, read it out loud and you will catch more mistakes
* Have another person read it and/ or read it out loud to another person
* Now you can send it off with confidence!

**Template & Example on next page**

AUTUMN NEWMAN

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**Career Objective**

I’m a hard-working college student with positive work experience with diverse customers in cashiering. As a business student, I have a flair for sales, an eye for creative marketing, and a passion for technological business applications. Motivated by my goal of corporate sales management, I am eager, intuitive, and precise.

**Relevant Experience**

*Albertsons*  *Palo Alto, CA May 2012- Dec 2014*

Cashier

* Processed 75 + customers per shift
* Ensured quick, friendly check-out
* Resolved customer complaints independently and quickly
* Awarded certificate and raise for 20 perfect balance end-of-shift registers in a row

**Skills Summary**

* Cash register and customer service protocol
* Microsoft Office Suite, Adobe, Google Docs, Gmail, Photoshop
* Trilingual (English, Spanish, and Portuguese)
* Content creation: YouTube and Blogger
* Twitter, FaceBook, Pintrest and Instagram

**Education**

*The College of San Mateo San Mateo, CA Expected Graduation Date May 2017*

* Current transfer student, majoring in business
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