

RESUME GUIDELINES

A resume is a concisely written **marketing tool** that promotes your qualifications and accomplishments. It should present you and your skills in the most positive light and minimize any negative information. A resume is different from an application form, which is considered a legal document. A well-written resume may elicit a phone call or interview from an employer.

Content

First, develop a “master” list of all of your work, education, accomplishments, awards, etc. Select from this list when writing each resume. Refer to your Accomplishment Statements from Section 1.

Your resume should be written for the work you seek. It should answer an employer's questions about what qualifications you offer. Generic resumes, with broad experiences, are not effective.

Objective – should be at the top of the page so the reader is clear about the type of work you seek.

Highlights of qualifications – under the job objective section, list 4 or 5 of your most appealing qualifications so that, at a glance, employers can learn about your qualifications.

Know what employers in your field are looking for. Look at the Internet ads for skills and industry key words to describe your qualifications. Employers feel comfortable with terms that sound familiar.

Accomplishment statements – describe the **Situation** where the accomplishment occurred. Describe the **Task** to perform, **Action** you took and **Result** that occurred. Convert college class assignments/projects, volunteer work, languages, and internships into experience statements that employers recognize. Such as: “greeted clients and performed 20 daily intake interviews for county mental health agency.” “Using QuickBooks, set up financial records for retail glass company achieving accounting accuracy level of 98%.”

Employers remember numbers and percentages:

quantify your experiences – “1.5 years of experience and education in graphic arts”
show increases in sales, speed, membership – “increased membership by 30%”
show time or money saved – “new database increased billing turnaround by 50%.”

List work history and education dates from the **last 10 years**. Listing older dates may reveal your age and eliminate you from consideration.

Do not include personal information – your age, marital status, ethnicity, religion, references, disability or medical conditions. Exclude salary information, reasons for leaving jobs, or references, too.

Do not mass email or mail resumes. Unsolicited resumes usually receive little if any consideration. For best response, **submit a resume first by hand delivery** and secondly by e-mailing or faxing. The least desirable method for getting an employer's attention is mailing it.

Update your resume, when you start a new job. Include new skills/accomplishments you are acquiring. You never know when you'll need to provide a resume.

Be honest, yet positive.

