

Chronological Resume Format

Name

Address
City, State, Zip
Telephone Number
Email Address

Qualifications/Summary/Profile/Highlights

- _____
- _____
- _____

Work/Professional Experience

Job Title, Company, Location, Dates

- Skills
- Accomplishments
- Abilities

Job Title, Company, Location, Dates

- Skills
- Accomplishments
- Abilities

Job Title, Company, Location, Dates

- Skills
- Accomplishments
- Abilities

Education

Degree Earned, Major Field, School, City, State (year of graduation optional)
Training, Certifications

Other Qualifications/Experience

Certificates, Awards
Professional Memberships
Languages Spoken
Additional Skills

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Functional Resume Format

Name

Address
City, State, Zip
Telephone Number
Email Address

Qualifications/Summary/Profile/Highlights

- _____
- _____
- _____

Work/Professional Experience

Function (e.g., Project Management)

- Major Accomplishment/Skills/Abilities
- Major Accomplishment/Skills/Abilities
- Major Accomplishment/Skills/Abilities

Function (e.g., Construction)

- Major Accomplishment/Skills/Abilities
- Major Accomplishment/Skills/Abilities
- Major Accomplishment/Skills/Abilities

Work/Professional Experience

Title, Company, Location, Dates
Title, Company, Location, Dates
Title, Company, Location, Dates

Education

Degree Earned, Major Field, School, City, State (year of graduation optional)
Training, Certifications

Other Qualifications/Experience

Certificates, Awards
Professional Memberships
Additional Skills, e.g., Languages Spoken

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Header Examples

John Doe

123 Elm Street
Cedar City, UT 84720
410.456.7890
johndoe@provider.url

Jane Doe

6789 Maple Avenue
Oakland, CA 94602
510.987.5432
janedoe@abc.xyz

Richard Smith

1234 Pine Avenue Chicago, IL 60123 312-555-0011 richardsmith@abc.xyz

Mary Jones

299 Sixth Avenue • Cedar City, UT 84720
435.555.8765 • maryjones@abc.xyz

Al Johnson

2330 Blake Street
Berkeley, CA 94704
(510) 555-1234
aljohnson@abc.xyz

Sam Larsen

97 Foothill Lane • Cedar City, UT 84720 • 435.555.1234 • samlarsen@abc.xyz

Michelle Michaels

219 Prince Street michellemichaels@abc.xyz Home (410)555-1234
Oakland, CA 94704 Business (410)555-4321

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Writing a Qualifications/Summary/Profile Statement

This section should focus on the minimum requirements section of a job ad and is a summary statement of three to five sentences that let the prospective employer know that your strengths/abilities qualify you for the job.

If there is no minimum requirements section in the job ad or you are applying for a position where there is no ad, the major points that should be included in your summary statement are:

- What you have been doing and how long you have been doing it
- Where you got your experience (what type of organization/field)
- Specific strengths as they relate to the job for which you are applying
- Personality traits that are important to you and the job you are applying for

This is the part of the resume that will take the most time to write – usually about 60% of the time you spend on your resume will be spent on the summary statement. This statement should reflect strengths related to the position you want, so you will need to be clear on your goal/objective before you write it.

The summary statement differs from an objective because an objective states what YOU want from the employer – the summary statement should detail what skills you bring TO the employer. Spend whatever time it takes to write it well.

Examples

Over 6 years experience in inventory control with strong customer service abilities. Coordinated a department handling \$500,000 in yearly sales. Instrumental in start-up of two customer service departments. Experienced in payroll and accounts payable. Familiar with several computer systems.

- Over 6 years experience in inventory control
- Strong customer service abilities
- Coordinated department handling \$500,000 sales annually
- Instrumental in start-up of two customer service departments
- Experienced in payroll and accounts payable

Mechanical Design Engineer with excellent analytical abilities. Extensive experience in new product design and development. Reduced product cost and improved products' value to end-user. Adept at using computer systems as tools for problem solving. Proven record in quality performance.

- Excellent analytical abilities
- Extensive experience in new product design and development
- Reduced product cost and improved products' value to end-user
- Adept at using computer systems as tools for problem solving
- Proven record in quality performance

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Questions to Encourage Accomplishment Statements on Your Resume

- What did you accomplish on this job? How well did you do it?
- How did you go about doing your job? What did it take from you to do your job well? (What skills, content areas or personal qualities did it take?)
- How did you go about doing the job in more than just a mediocre way?
- What did you initiate? or develop/design? or improve? or organize for the FIRST time? RE-organize? or systematize? Did you consistently meet deadlines? or make productivity goals? Did you typically find and correct potential costly errors?
- How do you know you did a good job? Did someone tell you? Was it in a performance review? Were you “employee of the month” or ever recognized in some other way?
- What were the RESULTS or OUTCOMES of the way you did your job? (Use quantifiable or descriptive terms.) Increased efficiency? or improved operations? or a 10% increase in office productivity? or improved customer relations? or a 15% increase in collections?
- Remember to use the words and phrases appearing in the job ad as these are the skills the employer is seeking in qualified candidates.

Sample Accomplishment Statements

These examples have been selected to provide variety and to illustrate clarity. You will not that some use percentages and dollars and are rather specific, while others are more general.

- Assisted in setting up overtime reporting system which consolidated three systems into one
- Prepared and formatted payroll manual
- Calculated hourly employees' time cards for weekly payroll
- Operated a double die punch press, cut scrap 15%
- Conducted studies and negotiated contracts with outside vendors for office equipment
- Trained new employees in customer service, secretarial and telephone procedures
- Initiated procedures to increase production 10% by reducing turn-around time from 5 to 4 days
- Processed vendor and freight invoices for monthly payments
- Obtained bids and contracts from outside service companies
- Scheduled 100 employees on rotating shifts against production needs
- Packaged and shipped \$5000 worth of orders weekly
- Created form letters that reduced the amount of time spent on composing new letters
- Analyzed statistical reports to pinpoint errors and developed new procedure to improve system
- Delegated and supervised support staff overload
- Purchased \$2000 of office supplies and maintained inventory
- Conducted studies on duplicating equipment, fax machines and voice mail saving \$45,000 per year
- Improved reject rate from 50% to less than 5%

Action Verbs by Category

Avoid introductory phrases such as “my duties included:” or “I was in charge of the section which....” Start right out with the key benefits you can convey to an employer.

Planning
(to develop)

Create
Develop
Establish
Forecast
Formulate
Initiate
Organize
Plan
Write

Directing
(by position)

Administer
Approve
Authorize
Conduct
Control
Determine
Direct
Endorse
Instruct
Schedule
Supervise
Train

Executing
(to do personally)

Accumulate
Analyze
Arrange
Audit
Check
Classify
Collect
Compile
Consolidate
Establish
Evaluate
Examine
Gather
Implement
Interview
Investigate
Maintain
Negotiate
Operate
Perform
Prepare
Process
Reconcile
Review
Sell
Study
Use

Servicing
(to supply something)

Expedite
Inform
Insure
Provide
Report

Advising
(counsel or recommend)

Administer
Advise
Appraise
Confer
Consult
Contribute
Counsel
Endorse
Inform
Interpret
Participate
Recommend

Miscellaneous

Assist
Cooperate
Coordinate
Issue
Represent
Serve

Make Your Resume a “Hit”

Instead of looking through large numbers of resumes, larger organizations, recruiters and technical companies let their computers do pre-screening. When candidate selections occur, employers electronically scan the resumes/cover letters they have received for that position. Employers search for candidates based on key words identified for the particular position, generally those appearing in the job ad. The more key words found in your resume/cover letter for a particular position, the more “hits” you will get thus increasing your chances for being considered as a candidate for that position. Here are some guidelines to ensure that your resume works for you.

Do:

- Use **key words** which are found in the job ad. Scanners look for words like *writer, engineer, vice president, Spanish speaker, analyze, prepare*, etc. These words may name skills, experience, education, professional affiliations, credentials, job titles or previous employers.
- **Use industry/field-specific terminology.**
- **Use standard address format:** your name on the first line, followed by your address and phone numbers, and email address. Include your name and at least one way to contact you on the second page if your resume is two pages long.
- **Keep it simple:** use words, style of the job ad.
- **Use acronyms:** if you know the prospective employer knows the meaning(s), e.g., M.B.A. or STC (Society for Technical Communication).
- **Save in .pdf format**

Don't:

- **Use fancy lettering or graphics:** Don't use italics, underlining, shadows or reverses, icons, boxes, or horizontal or vertical lines.
- **Use two column format**
- **Faxed, folded or stapled pages**
- **Colored paper:** Use white or off-white, laser-printed copies with standard 10-14 point typefaces such as Calibri, Arial, or Times
- **Booklet-style layout:** This is usually an 11 x 17 page folded in half. Use 8 ½ x 11, printed on one side only.

You may want to consider creating a master resume – a collection of all you've done. This way you can pick and choose those things that are applicable for the position you're seeking.

Used with permission “Make Your Resume A Hit” by Tom Smith written for Directions, Inc.
3701 Algonquin Rd., Suite 390, Rolling Meadows, IL Winter 1996

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Resume Checklist

- ✓ Does your email address match your name?
- ✓ What would your English teacher say? Spelling? Grammar? Organization? Neatness?
- ✓ Spell check! Proofread! And then spell check and proofread again. Typos are deadly. Have someone proof it for you after you check it.
- ✓ What is the 10 second impression? Is it laid out nicely? Has the length made it attractive and inviting to read? Does it look squeezed and/or crowded?
- ✓ Have you limited the length to one or two pages? Could the same story be told if it were shorter? Is there any way you could improve it?
- ✓ Did you take your cues from the job ad?
- ✓ Is it honest? Can you support each claim you've made? Is anything exaggerated?
- ✓ Does the resume avoid generalities and focus on specific information about experience, projects, products, responsibilities/objectives?
- ✓ Is your qualifications/summary/profile/highlights statement clear, concise, and does it differentiate you from competitors? Have you included a statement or two that give the reader an indication of your personality or your approach to your job?
- ✓ Have you adequately emphasized your skills and your accomplishments?
 - Are accomplishments easy to read?
 - Are accomplishments measurable and specific?
 - Have you used action oriented words?
 - Have you used a bulleted list rather than paragraphs?
 - Are they relevant to the position stated in the objective?
- ✓ Have you included other skills/abilities pertinent to the position you are applying for?
- ✓ Does everything you have listed in the resume support your bid for the position you seek?
- ✓ Will the employer want to interview you after reading the resume?

Cover Letters

Seize Attention

In the very first sentence of your letter, grab the manager's full attention by telling them exactly what you want. In one, short, bold sentence tell them that you wish to apply for a certain position and refer to that specific position and where it was advertised.

Perk Interest

Grab the manager's interest by telling them how you got their name. If you have a friend, relative, or referral who knows the manager, ask if you can use their name in your letter.

Get Down To Business

Show that you are qualified to handle the job by listing a few of the skills needed to do the job. If you just graduated from school, if you have just gotten out of the service, or if you have some hands-on experience, say so.

Ask For an Interview

Tell the manager that you would like an appointment to speak with him or her. Leave a specific telephone number where you can be reached.

Always End With Your Appreciation

Be sure to thank the manager for his or her time and consideration.

Cover Letter Template

Michelle Michaels

219 Prince Street
Oakland, CA 94704

michellemichaels@abc.xyz

Home (410)555-1234
Business (410)555-4321

Date

Name of Addressee
Position of Addressee
Company Name
Street Address
City, State, Zip

Dear Mr./Ms./Mrs./Dr. Whomever or Title (*never* use To Whom It May Concern),

First paragraph: Seize attention by stating the exact position you are interested in. Perk interest by stating how you found out about the opening.

Second paragraph or more: Get down to business by explaining what you are currently doing or why the position is a good fit. This is generally a longer paragraph. If responding to an ad, use words from the ad here. Let them know what you can do for them. If keeping a copy, staple the ad to your copy of the cover letter.

Last paragraph: Ask for an interview and express appreciation. For example "Thank you for taking the time to consider my resume. I will call you in a week so we can set up a time to meet in person." If they don't call you, be sure to call them.

Sincerely,

Digitized Signature

Your Name

Enclosure (use this only when mailing a resume and cover letter, omit if attaching electronically)

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JEAN RAMSEY
123 S. Wisconsin Avenue
Oak Park, IL 60234
702-345-6789
jeanramsey@abc.xyz

Example Job Ad...

Recruiter/Counselor for the Oak Park College Management Program. Must be highly motivated, work independently toward team goals, possess strong organization skills. BS/BA degree; 2-3 yrs experience in recruiting, education, or related field. Work schedule must be flexible (some evenings, occasional Sat. am). Must provide own transportation for local travel. Mail resume and starting salary requirements to....

November 29, 2001

Ms. Linda Smith
Human Resources
Oak Park College
190 Prospect Street
Oak Park, IL 60233

Dear Ms. Smith:

...DO NOT include in Cover Letter

I am interested in the position of **Recruiter for the Oak Park College Management Program** that was advertised in a recent issue of the Chicago Tribune. Please take special notice of my following qualifications:

- As a **highly motivated** individual, I have been recognized repeatedly in performance reviews for high achievement and goal attainment. In addition, I have received excellent and outstanding ratings for overall performance.
- I have **worked independently toward team goals** as demonstrated in my current position in a business setting. My current position requires a high degree of independent practice while maintaining attention to business goals and objectives.
- I have demonstrated my **strong organizational skills** through the development and coordination of a highly successful project involving organization and a wide delivery of services.

As detailed in the enclosed resume, I have several years of experience in education. My salary requirements are competitive; providing my own transportation for local travel and working some evenings and occasional Saturday mornings would pose no problem.

I am very interested in meeting with you to discuss how my skills and experience could make a strong contribution to the Oak Park Management Program. I will call in a few days to see if we can arrange to meet.

Sincerely,

Jean Ramsey

Jean Ramsey

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Cover Letter Checklist

- ✓ Address the letter to a specific individual (department manager, personnel director, etc.) Is the name spelled correctly? Is the title correct? Call to get this information.
- ✓ If responding to a referral – name the person in the first paragraph if you have obtained permission from that individual
- ✓ Is the letter brief and to the point? Write the way you speak.
- ✓ Is the letter clear? Good margins? No typographical or spelling errors? Is it centered well on the page? Check and recheck and then have someone else check it.
- ✓ Does the letter indicate that you are positive about your skills, and abilities and emphasize how your attributes will benefit the organization? Don't rehash your resume, focus on the two or three qualities that distinguish you most and connect with the job's key requirements.
- ✓ Have you been specific about the job for which you are applying?
- ✓ Does the letter reflect your research and knowledge of the particular company, divisions, or job for which you are applying? In other words, is it tailor-made for this particular company at this particular time, rather than a canned presentation?
- ✓ Have you attempted to avoid the over-use of the word "I"?

If mailing resume and cover letter:

- ✓ Use same quality paper as your resume. Use same font and header as resume.
- ✓ Have you indicated that a resume is attached or enclosed? Have you enclosed your resume?
- ✓ Make sure you have adequate postage if mailing.

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John Doe
123 Elm Street
Cedar City, UT 84720
435.555.7890
johndoe@abc.xyz

Profile

- Compassionate, professional approach and commitment to service-oriented work
- Experienced and effective in assisting people with medical disabilities
- Interest and knowledge in the field of physical therapy
- Long-term goal to practice as a registered physical therapist
- Degree in biology; course work in human anatomy and human physiology

Employment History

Assistant Teacher Harwood Day School Cedar City, UT 1994-Present

- Assisted with speech therapy in a classroom for language-impaired children, both as a volunteer and as a paid employee
- Formulated the speech therapy program for a language-delayed student under direction of a speech therapist

Personal Care Attendant Manor Care Home St. George, UT 1992-1994

- Maintained records of medicines taken, and relevant observations of physically handicapped and frail elderly residents in retirement center
- Implemented adaptive aquatic routines with a physically handicapped adult

Instructional Assistant Public Schools Eugene OR 1990-1991

- Assisted in supervising recreation activities of mentally handicapped children and adults, as volunteer at city-sponsored recreation program
- Instructed basic academic subjects in classroom for learning-delayed kids
- Developed behavioral and academic strategies, and recorded academic performance for emotionally handicapped teens

Developmental Aide Easter Seal School Eugene OR 1988-1989

- Served as a physical therapy aid, working with seriously handicapped kids:
 - Performed basic physical therapy routines
 - Positioned children to minimize pathology

Bus Driver Pearl Buck School for Mentally Handicapped Eugene OR 1987

Education and Training

B.S., Biology – University of Oregon, Eugene, OR

- Human anatomy, human physiology, massage, psychology, abnormal psychology, language acquisition, statistics

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JANE SMITH

987 East Center Avenue
Cedar City, UT 84720
435.555.0248 (home); 435.555.8744 (office)
janesmith@provider.url

Profile

- Strong background combining business, liberal arts and community experience
- Familiar with local business, government, education and non-profits
- Extensive experience in writing and reviewing proposals
- Work effectively both as team member and independently
- Enthusiastic, sharp, and well organized.

Professional Experience

Program Planning

- Designed and directed highly successful youth volunteer program for local college, later chosen as model for other programs nationwide:
- Reconciled loan payment records between servicing company and 10 lending institutions

Communications and Public Relations

- Produced wide range of business and programming communications:
- Chaired community meetings, local/regional conferences, planning meetings of college development staff, and professional association meetings
- Trained faculty and staff in proposal writing and program planning techniques
- Addressed groups of educators, community and business leaders and students
- Promoted agency programs through networking and presentations at conferences

Research / Analysis / Evaluation

- Reviewed demographic data and labor market projections to establish program directions
- Developed theoretical knowledge of financial analysis, budgeting, forecasting, statistics and research methods and strategic planning, through MBA case studies
- Designed and monitored project budgets for community and educational projects

Employment History

<i>Resource Development Specialist</i>	Dixie State College	St. George, UT	1999-Present
<i>Staff Asst./Planning & Development</i>	Dixie State College	St. George, UT	1993-1999
<i>Project Director</i>	Volunteer Center of Iron County	Cedar City, UT	1989-1993
<i>Administrative Assistant</i>	Fidelity Mutual Life Insurance Co.	Ogden, UT	1980-1985

Education

Master of Business Administration – Executive

Southern Utah University	Cedar City, UT	2010
BA, Business Management	Weber State University	Ogden, UT

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John Q. Public

1743 Spartan Way

Cedar City, UT 84720

435.555.7385

Skills Summary

- Over 5 years resort hospitality experience
- Work well under pressure as part of the team
- Excellent organizational skills
- Adept at multi-tasking and following directions
- Outstanding customer service skills

Education

BS – Hotel , Resort & Hospitality Management
Southern Utah University – Cedar City, UT – 2010

Professional Experience

Front Office Manager The Seville, St. George, UT 2007-Present

- Supervise and train staff of 15-20
- Coordinate groups check-ins frequently exceeding 500 attendees
- Improve staff knowledge and efficiency through proper training
- Create and maintain daily checklists to ensure excellent customer services and overall functioning of front office
- Consistently follow hotel accounting procedure to maintain proper paperwork and balanced financial formalities
- Courteously and efficiently welcomed guests to the hotel and conference center
- Assume managerial responsibilities as required
- Participate in quality assurance and implementation procedures

Short Order Cook McDonald's, St. George, UT 2005-2007

- Maintained clean work areas
- Responded quickly to customer orders
- Received award as employee of the month
- Worked with manager to improve response to special orders

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Sample Thank You Letter

John Doe

97 Foothill Lane • Cedar City, UT 84720 • 435.555.4321

August 25, 2010

Ms. Susan Carson
Manager
Hamlet Mountain Resort
Hamlet, UT 84000

Dear Ms. Carson,

Thank you for the opportunity to interview with you yesterday afternoon. I am very interested in the assistant manager position you described.

My hospitality classes and work experience have prepared me well for a position such as this. I am especially interested in the expansion of the guest services area you mentioned and would welcome the opportunity to contribute to that effort.

I enjoyed meeting you and your staff and look forward to hearing from you soon. If I can provide any additional information, please call me at 847.555.4321. Thanks again for your time and consideration.

Sincerely,

John Doe

Pointers

- Copy and paste your resume header at the top of the thank you letter
- Use standard business letter format
- Spell the interviewer's/interviewers' name(s) correctly, use titles as appropriate
- Thank the interviewer, highlight your qualifications, and express interest in the job if indeed interested, if not, simply thank them
- Include and highlight something you forgot to tell them in the interview
- Place phone number near the end even though it's also at the top
- Sign both first and last name
- Proofread multiple times and then ask someone else to proofread it also

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Font Examples

10 point	11 point	12 point	13 point	14 point
Calibri Sans-serif	Sans-serif	Sans-serif	Sans-serif	Sans-serif
Arial Sans-serif	Sans-serif	Sans-serif	Sans-serif	Sans-serif
Times Seriffed	Seriffed	Seriffed	Seriffed	Seriffed

Calibri, Arial, Times, Helvetica, Courier

Career & Professional Development Center

Sharwan Smith Center Suite 204

Telephone: 435-586-5420
Email: careercenter@suu.edu

Please call for an appointment.
Walk-in appointments may be available.