

# *RESUME WRITING GUIDE*

The University of Akron



The University of Akron  
**Career Center**

Student Union 211  
(330) 972-7747  
<http://www.uakron.edu/career>

## Connecting You to Your Career Success

The University of Akron is an equal education and employment institution

# What is a Resume?

When you apply for a job, internship, or scholarship, you will often be asked for a resume. A resume is a summary of your work and educational experiences.

## What is an Effective Resume?

An effective resume does more than convey a summary of your experiences. A well crafted resume will also be tailored for every job application to show how your experiences, skills, knowledge, and abilities are a good fit for that particular position at that particular organization. Your resume needs to stand out from other well-qualified candidates, demonstrating how you:

- fit the job description;
- have the skills, abilities, knowledge, and qualities the employer needs, and;
- can potentially contribute to the overall success of the organization.

Always keep the employer's point of view in mind. You are most likely to stand out from other applicants if you convey what you can do for that potential employer's organization.

## What is a C.V.?

If you have a graduate degree (Master, Ph.D., J.D., or M.D.), you may be asked to send a "C.V." instead of a resume. C.V. is an abbreviation for the Latin phrase "*curriculum vitae*," which means "course of one's life." A C.V. is very similar to a resume, but it includes more details and additional headings not found on most resumes. For additional details on C.V. formats for your career field, please contact the Career Center, see our "Graduate and Professional School Guide," and/or your faculty advisor.

## Where Do I Start?

Before you begin to write your resume, pull together all of your "stuff" -- your files, certificates, old resumes, calendars, and whatever else will help you remember all of your achievements.

What life experiences helped you develop those skills? Consider your education, volunteer or community service, leadership, work experience, class projects, or other life experiences. Take a moment and for each strength describe in one or two sentences how you gained those skills or put those skills/abilities into practice:

Strength #1: \_\_\_\_\_

Strength #2: \_\_\_\_\_

Strength #3: \_\_\_\_\_

This exercise helps you begin to see the connection between your skills and abilities, and your experiences. These are the items you need to convey in your resume, cover letter, and interviews.

# What is Included on a Resume?

Once you have all of your information together, you will need to begin placing your information into categories. The following categories appear on all resumes, regardless of what style you choose to use to display your information (see examples on pages 8-11):

## Personal Information

At the top of your resume should be your name, address, one best phone number to reach you, E-mail address, and if applicable, your web page address.

## Professional Summary (optional)

This is a one to two sentence statement highlighting key characteristics that sell you as the best candidate.

## Education

Your degree(s), major(s), minor(s), graduation date (month/year), institution, city, and state for every college degree. Do not include high school information, unless you are in your first or second year of college. Include either your major or overall GPA, whichever one is higher. Keep in mind that some employers will only interview students with at least a 3.0 GPA. Some employers will assume you have a low GPA if no GPA is listed. So, what to do? If your overall or major GPA is greater than 3.0, include it on your resume. If it is 2.5 or below, leave it off. In the middle? Ask for advice.

## Honors or Awards

Provide the names of the awards, scholarships, fellowships, and special recognitions. Include year(s).

## Related Courses or Projects

Include courses or course projects that aren't basic courses the employer can assume you took, but directly relate to the job or career field to which you are applying. If you include this information under Education, do not repeat it within this separate category.

## Work or Related Experience

Provide your job title, name of organization, city and state, and inclusive dates of employment (month/year you began to month/year you ended) for each job.

Under that information, include your achievements – what you accomplished that was unique to you. Focus on measurable, quantifiable accomplishments, and the skills and knowledge you used in that experience. Your related experience may include any experiences that relate to your career (cooperative education, internships, student teaching, student organizations, part-time or full-time work, or volunteer positions).

## Leadership Experiences

List your leadership positions, organizational membership, community involvement (if not listed under separate Community/Volunteer Service heading), athletic team membership, and any other leadership experiences you want to showcase.

## Campus/Community or Volunteer Service

Your role, name of the organization, city, state, dates, and achievements. Do not list separately if already included in your “Related Experience” section.

## Professional Affiliations

List your memberships in student or professional organizations, but do not repeat information under your “leadership experiences” section. Include year(s).

## Technical Competencies/Computer Skills

Provide a simple list of computer programs, hardware, software, laboratory/research skills, or other technical expertise.

## Licensures and Certifications

Include all current licensure or certifications you have and expiration dates.

## Languages

List the languages you can speak, read, write and understand and include your level of proficiency for each language (fluent, conversational, novice).

# Write, Write, and Write Again

Typically, it takes three drafts to get your resume to a point that it is ready to be sent out as a shining example of your professional potential for employment.

## **Draft #1: Include everything.**

Don't worry about format at this point. Focus on writing. Your resume might be too long but that is fine for your first draft ... put it aside, and come back to it the next day.

## **Draft #2: Pare down to the essentials.**

Remember those three words that described your strengths? When you read over your resume, would someone who does not know you pick up those three strengths from your resume? If not, you are missing something ... go back to your "stuff," and make sure you have included everything. As you write descriptions on your resume, do not use "I" statements. Since a resume is a summary of your accomplishments, you will use summary language where the "I" is inferred. Start with the action verb for your descriptions (see page 7 for a list of action verbs to help you best describe your achievements). Once you have your second draft, have someone critique your resume (the Career Center offers free resume critiques).

## **Draft #3: Final edit to one (or if you have earned it, two) page(s).**

The general rule is you will have one page for every 10 years of experience. All employers prefer more succinct resumes over longer ones. Compare the job description to what you have on your resume; are you clearly conveying how well you meet that employer's needs? If not, you may need another draft. If so, you are ready to apply for a job!

As you write your resume, and share your drafts with others, two things are true:

1. *You will hear conflicting advice about the content and style of your resume.* When you receive conflicting advice, listen to those who are up-to-date on resume formats in your chosen profession.
2. *The more critically you and others read your resume, the better your resume will become.* Have you clearly demonstrated your top three skills, abilities, or experiences? Do your skills, abilities, and experience match well with the type of job you are hoping to obtain?

## **SIMPLE RULES FOR A GOOD RESUME**

- Font:** Use 10-12 point font, in a simple "universal" (standard on most computer systems) font style, such as Arial, Century Schoolbook, Garamond, Tahoma, Times New Roman, or Verdana. Use bold, italics, capitalization to highlight important information and to convey an easy to read, attractive document.
- Margins:** Set your page margins between .5 – 1.0 inch, and make the margins equal on all four sides.
- Length:** One page is the goal. If you have extensive life or work experiences (more than 10 years), or an advanced degree, you may have earned two pages.
- Paper:** Hardcopies of your resume should be printed on good quality resume paper in a neutral (beige, ivory, white, light grey) shade. Buy matching envelopes; you can use the same paper for your cover and thank you letters.
- Printer:** Use a laser quality printer.
- Ink:** Black ink, no colors.

## **Watch Out for These Resume Errors**

- Spelling errors, or incorrect words spelled correctly (e.g.: complement or compliment).
- Hiding pertinent facts or related work/ internship experience towards the end of the resume.
- Factual errors.
- Obviously overstated accomplishments.
- Abbreviations.
- Using personal pronoun ("I").
- Using full, grammatically complete sentences on your resume.
- Failing to demonstrate the required qualifications for the job.
- Showing a pattern of leaving jobs.
- Repeating the same information.
- Using past-tense for current information or current-tense for past information.
- Conveying a sloppy or unprofessional image.

## Is it Done Yet???

After you have your resume in a final, polished form, keep an electronic file of your resume that can be updated at least every six months or whenever you have new achievements, jobs, or information. Always keep your resume updated for whatever career or professional opportunities may come your way.

### What Are the Most Common Formats for Resumes?

Every career field differs in terms of resume format, order of content, and creativity. Some career fields expect more traditional resumes (e.g.: accounting, finance, business), some career fields welcome more creativity (arts, advertising, graphic design). Ask the Career Center and/or your faculty adviser for guidance on what style would work best for your career field. Regardless of your career field, keep this simple rule in mind: “Hit them with the good stuff first.” What is “the good stuff?” It would be the information on your resume that is most directly related to the job or career.

*There are three most common formats for résumés; one will best fit where you are now on your career journey:*

**Chronological:** A chronological format is a “traditional” resume, and the format preferred by most employers. The information is presented in reverse chronological order, with the most recent item first in each category. Use this format if you are writing a resume for the first time (see Zippy Mascot’s resume, pg. 8).

**Combined/Functional:** A combined resume format focuses attention on the key skills or abilities you have that are related to a specific career. The combined format is non-traditional, but it can help the employer see that you have the transferable skills related to a career. If you have limited or no experience in a career field, changing careers, returning to the work place after raising a family, or have moved frequently from job-to-job, a combined resume format is a better choice for you (see Ima Writer’s resume, Page 10).

**Scannable Version:** Many employers will ask you to send/upload a resume that is a version that can be scanned and downloaded into their human resource or applicant database. A “scannable” version of a resume can be a plain text or ASCII version of your resume, with no boxes, lines, underlining, bold, unusual font, etc. (see Anne ReTurne’s resume, Page 11).

### To Template or Not to Template, That is the Question ...

Word processing programs all contain resume templates. The template tools can be helpful for those who are not comfortable with computers, or simply need to throw together a resume quickly. Two drawbacks to templates are that the finished resume may look like many other resumes, and the templates get a bit “fussy” when you try to change things.

### A Word About References

When you apply for a job, you may be asked to include a list of references with your resume. Who should you ask to be a reference? References should be able to provide employers positive and excellent information about your abilities, skills, accomplishments, and potential as a future employee. Select three to five individuals who can speak to your professional abilities, such as:

- Employers or supervisors (past or present)
- Faculty or academic advisers (past or present)
- Internship or volunteer experience supervisors (past or present)

## When should you provide references to an employer?

When requested, give a potential employer a Reference Page in addition to your resume. A reference page is a list of reference names, job titles, mailing addresses, phone numbers, E-mail addresses, and if not obvious, in what role that person knows or knew you (for example, supervisor). Include your name and the word “References” on the top of the page. List the references in alphabetical order, including their complete contact information. An example reference page is included in this handout (see page 9).

## How do you get references?

1. In person, ask the individuals if they would be willing to be a good reference for you in your job search. If you cannot meet with the person, you can phone or email. Always ask first before listing someone as a reference.
2. Give your references a copy of your resume, and let them know the type of jobs or graduate schools you are applying to and looking for in your career search.
3. Verify each reference’s job title, address, phone number, and e-mail to include on your reference list.
4. Send each reference a thank you note for agreeing to serve as a reference for you.

## Go Forth and Get That Job...

Your resume is one part of your job search process. Do you need more information on cover letters, job search techniques, interviewing, informational interviewing, graduate school or anything else related to your career search? Stop by the Career Center -- we are here to help connect you to your career goals!

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### Free Resume Critiques!

The Career Center staff will critique your resume for free. All you need to do is either:

- Contact the Career Center at 330-972-7747 to make an appointment to meet with a career advisor to critique your resume, and also discuss your job or cooperative education and internship search.

#### OR

- Drop by the Career Center, Student Union 211, during our walk-in hours for a brief (10 minute) resume critique. Walk-in hours vary by academic term, so please check the website for our current walk-in hours (<http://www.uakron.edu/career>).

*“To be what we are, and to become what we are capable of becoming, is the only end of life.”*

**~Robert Louis Stevenson**

## What Words Best Convey Your Skills, Abilities, and Accomplishments?

Use positive action verbs to explain the skills you possess in your resume and cover letter.

*For example:*

### ADVERB

Actively	Effectively	Overwhelmingly	Rapidly	Sufficiently
Completely	Efficiently	Partially	Regularly	Systematically
Consistently	Enthusiastically	Permanently	Responsively	Uniformly
Creatively	Entirely	Professionally	Selectively	Vigorously
Distinctly	Extremely	Properly	Significantly	Wisely
Eagerly	Gradually	Quarterly	Skillfully	
Economically	Independently	Quickly	Solidly	

### VERB

Accomplished	Continued	Excelled	Mastered	Proved
Accumulated	Convinced	Expanded	Motivated	Reduced
Achieved	Created	Fulfilled	Negotiated	Secured
Acted	Designed	Hired	Offered	Sold
Analyzed	Developed	Implemented	Organized	Strengthened
Assured	Discovered	Improved	Overcame	Succeeded
Attained	Displayed	Increased	Participated	Supervised
Combined	Earned	Innovated	Performed	Trained
Completed	Encouraged	Insured	Planned	
Composed	Enhanced	Invented	Practiced	
Conducted	Established	Managed	Prepared	

### MORE ACTION WORDS

Adapt	Control	Generate	Order	Review
Administer	Cooperate	Govern	Originate	Revise
Advertise	Coordinate	Guide	Persuade	Scan
Advise	Counsel	Handle	Present	Schedule
Affect	Decide	Identify	Preside	Screen
Anticipate	Define	Index	Problem-solve	Serve
Apply	Delegate	Influence	Process	Speak
Approach	Demonstrate	Inform	Produce	Staff
Approve	Detail	Initiate	Promote	Standardize
Arrange	Devise	Inspect	Propose	Summarize
Assemble	Direct	Install	Provide	Support
Assess	Distribute	Institute	Publicize	Survey
Assign	Draft	Instruct	Publish	Synthesize
Assist	Edit	Integrate	Qualify	Teach
Author	Educate	Interpret	Recommend	Team-build
Build	Enlarge	Interview	Reconcile	Transmit
Calculate	Enlist	Investigate	Record	Update
Catalog	Estimate	Lead	Recruit	Utilize
Chair	Evaluate	Maintain	Rectify	Write
Clarify	Examine	Market	Re-design	
Collaborate	Execute	Mediate	Renew	
Compare	Expedite	Merchandise	Report	
Conceive	Facilitate	Moderate	Represent	
Conceptualize	Familiarize	Modify	Reorganize	
Consult	Forecast	Monitor	Research	
Contact	Formulate	Obtain	Resolve	
Contract	Fund-raise	Operate	Responsible	

**Chronological Format****Zippy Mascot**

111 Spirit Lane  
Akron, Ohio 44325  
(330) 972- 1111, zmascot@uakron.edu

**OBJECTIVE**

To obtain a secondary education, language arts teaching position in an urban setting assisting students in learning and applying the effective language skills they will use throughout their lifetimes.

**EDUCATION**

The University of Akron, Akron, Ohio

**Bachelor of Science, Secondary Education, anticipated May 2014**

Concentration: Language Arts; Minor: Spanish

**Licensure: Secondary Education, Language Arts and Spanish**

Praxis: 187; GPA: 3.45/4.00 (overall)

**TEACHING EXPERIENCES**

**Student Teacher, AP English**, Harris High School, Akron, Ohio October 2013–December 2013

- Created an integrated unit on Shakespeare’s impact on modern English.
- Published a parent/caretaker newspaper and participated in parent-teacher conferences.
- Implemented a variety of instructional strategies to include cooperative and active learning.
- Coordinated an after school academic tutoring program with student volunteers.

**Student Teacher, Language Arts**, Robinson High School, Akron, Ohio August 2013–October 2013

- Utilized motivational teaching strategies to empower at-risk students.
- Designed a thematic unit on Roman Gods and Goddesses.
- Conducted a service learning project on conversation with the elderly.
- Incorporated educational technology into developmentally appropriate lessons.

**Field Experience Student**, Manchester High School, Manchester, Ohio January 2013–May 2013

- Created an interactive bulletin board on themes of self-esteem in literature.
- Assisted teacher with whole language activities and reading remediation.

**RELATED EXPERIENCE**

**Orientation Leader**, New Student Orientation, The University of Akron, Akron, Ohio Summers 2011-2013

- Assisted a diverse population of students with scheduling and registration.
- Conducted presentations on academic and social adjustment to hundreds of students and parents.
- Addressed parental concerns related to learning environment, campus safety and financial issues.

**LANGUAGES**

Fluent in English and Spanish

**COMPUTER SKILLS**

MAC and PC operating systems, Microsoft Office Suite (Excel, Word, PowerPoint), Dreamweaver

**LEADERSHIP ACTIVITIES**

Golden Key National Honor Society, Secretary; Paul E. Martin Scholar; Mortar Board; Omicron Delta Kappa, Vice President; Akron Council of Education Students; Homecoming Committee; Habitat for Humanity.

**REFERENCES**

Please see attached page

## References for Zippy Mascot

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**Dr. Andrea Andreavich**

Professor, College of Education  
Zook Hall 301  
The University of Akron  
Akron, OH 44325-4208  
330-972-2452  
[Andreavich@uakron.edu](mailto:Andreavich@uakron.edu)

**Mr. Hilbert Hufnagel**

Principal  
Robinson High School  
Akron, OH 44320  
330-555-2393  
[Hh@rhs.edu](mailto:Hh@rhs.edu)

**Mrs. Rowena Thornton**

Department Chair, Language Arts  
Beyer High School  
Akron, OH 44324  
330-555-4444  
[Rowena.thornton@gmail.com](mailto:Rowena.thornton@gmail.com)

**Combined/Functional Format****IMA WRITER**

2020 South Benton St.

North Canton, OH 44720

(330)777-8888

E-mail: iwriter@aol.com

**Career Focus**

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Seeking a Writer/Editorial position with a magazine, PR firm, book publisher, or newspaper. Willing to relocate.

**Education**

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Bachelor of Arts, **English**, The University of Akron, Akron, OH

12/12

- o Graduated *cum laude*; Member, Creative Writing Club; Member, University Yearbook
- o Provided 100% financing for all educational expenses

**Summary of Qualifications**

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**Writing/Editing/Proofreading Skills**

- Experienced in writing feature articles, short stories, and editorial pieces
- Created, designed, and wrote copy for brochures, flyers, and display ads
- Designed interactive web page site that provided pertinent information to clients

**Public Relations/Marketing and Oral Communication Skills**

- Skilled in motivating and interacting with the public
- Established contacts with producers and editors; made follow-up calls
- Designed interactive web page site that provided pertinent information to clients

**Computer Skills**

- Word-processing/Desktop Publishing: WordPerfect, Microsoft Word, Publisher, Adobe, Java.
- Operating Systems: MAC and PC

**Professional Attributes**

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- Team-spirited, yet able to work independently
- Communicate effectively with colleagues, clients, and community
- Capable and flexible self-starter with an aptitude for learning new tasks quickly
- Strong work ethic and know-how to undertake most challenging situations

**Employment**

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Business and Industry On-line News, San Francisco, CA

1/10-Present

Assistant Editor: Edit, rewrite, and proofread all articles for leading business periodical

WZIP Radio, Akron, OH

12/09-12/11

Writer, Newsroom: Wrote newscasts as intern for The University of Akron's FM radio station

The Buchtelite, The University of Akron, Akron, OH

8/08-12/11

**Editorial Staff:** Developed contacts with PR firms, authored several front page articles, and covered a variety of assignments**References** Available Upon Request

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**Scannable Resume Format**

Anne ReTurne  
909 Hireme Lane  
Akron, Ohio 44326  
330-555-3636  
At1@uakron.edu

**CAREER SUMMARY**

Organized, motivated individual with strong critical thinking and communication skills that have proven valuable in working alone and in groups. (still need to state the type of opportunity you are seeking)

**EDUCATION**

The University of Akron, Akron, Ohio  
- Bachelor of Science in Accountancy, anticipated May 2014  
Major: Accounting  
GPA: 3.79/4.00 (overall); 4.00/4.00 (major)  
150 hours will be earned upon graduation  
  
- Associate of Arts, May 2001  
Major: Business Management Technology  
Accounting Option

**RELEVANT COURSE PROJECTS**

“Cost-benefit analysis of Sarbanes-Oxley compliance in a world market economy.”

**RELATED EXPERIENCE**

Tax Intern, 415Group, Canton, Ohio January 2013 – present  
- Prepare individual, corporate, trust, and payroll returns, W2s, 1099s  
- Utilize Ultra Tax and GoSystems software  
- Assist with compliance documentation  
  
Our Lady of Perpetual Help, Fairlawn, Ohio March 2007 – present  
Budget Committee Member March 2012 - present  
- Created database to track forty budget categories more efficiently  
- Implemented check and balance procedures for church expenditures  
- Provide monthly reports to the congregation in newsletter  
Treasurer, Parent-Teacher Association June 2007 – present  
- Established budget and expenditure procedures  
- Gave oral presentations on budgets at bi-monthly meetings  
- Assisted in organizing annual “Care Carnival for Kids”  
  
Accounting Association, The University of Akron, Akron, Ohio 2012-present  
- Treasurer (2011-present)  
- Created “Akron Accountant Network” mentorship program (2010)

**COMPUTER SKILLS**

- Quick books, Peachtree, Ultra Tax, GoSystems, Microsoft Office Suite, 10 key

**REFERENCE LIST**

- Provided upon request

# Zippy Mascot

133 College Street, Akron, Ohio 44325

(330) 972-7747

career@uakron.edu

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## **EDUCATION**

The University of Akron, Akron, Ohio

**Bachelor of Science in Accounting**

Expected May 2015

Majors: Accounting

150 hours will be earned upon graduation

- Overall GPA: 3.7/4.0
- Dean's List
- Beta Alpha Psi National Accounting Fraternity
- Accounting Association

## **RELATED COURSEWORK**

Auditing

Accounting Concepts and Principles

Accounting Information Systems

Taxation I & II

Intermediate Accounting I & II

Business Entity Taxation

## **COMPUTER SKILLS**

MS Word, Excel, PowerPoint, Access, familiar with Visio, Quickbooks

## **RELEVANT EXPERIENCE**

*Staff Accountant intern*, Meaden & Moore, Cleveland, Ohio

Summer 2014

- Assisted in auditing accounts for local firms
- Prepared taxes
- Prepared financial statements concerning assets and liabilities
- Executed plans in a very technical and detail-oriented manner

*Part-time Employee*, Summit County Internal Audit Department, Akron, Ohio

November 2012-May 2014

- Provided technical support for auditors and performed testing
- Assisted with evaluating the county's system of internal control and quality of performance
- Conducted benchmark research of programs that may be beneficial to the county

## **COMMUNITY INVOLVEMENT**

After-school Math Tutor, YMCA, Akron, Ohio

2012-present

Volunteer, Make A Difference Day, Akron, Ohio

2011-present

Volunteer, Tax Preparation Service for the Elderly, Akron, Ohio

2013

# Zippy Mascot

133 College Street, Akron, Ohio 44325

(330) 972-7747

career@uakron.edu

## EDUCATION

**Bachelor of Science in Nursing**, The University of Akron, Akron, Ohio

Expected May 2013

- Dean's List (4 semesters)
- Overall GPA: 3.5/4.0

## RELATED COURSEWORK

Nursing Care of Childbearing Families

Cultural Dimensions in Nursing

Science of Nutrition

Mental Health Nursing

Nursing Care for Older Adults

Nursing of Families with Children

## CERTIFICATIONS

Registered Nurse, State of Ohio

June 2012

Red Cross CPR/AED Certified

Expires June 2014

Red Cross First Aid Certified

Expires June 2014

## RELEVANT EXPERIENCE

### Student Clinician

September 2012-December 2012

Adolescent Health Center, Akron Children's Hospital, Akron, Ohio

- Displayed competence in general nursing practices such as injections, blood draws, skin tests, vision/hearing screenings, and monitoring vitals
- Maintained confidentiality of patient files and medical history
- Communicated doctor recommendations to patients and parents in a professional, caring manner

### School Health Nurse

January 2010-May 2012

Akron Public School, Akron, Ohio

- Provided basic first-aid to children in a calm safe environment
- Administered medications to children according to parents' instructions
- Reported shift summaries to nursing supervisor

## OTHER EXPERIENCE

**Administrative Assistant**, Cleveland Clinic, Cleveland, Ohio

2007-present

- Plan regular interdepartmental meetings to synchronize company efforts and troubleshoot organizational concerns.
- Train office staff on appropriate software applications
- Coordinate schedules of doctors and nurses to maximize hospital efficiency

## COMPUTER SKILLS

PeopleSoft, MS Word, Excel, PowerPoint, Harvard Graphics, Lotus 1 -2 -3, NetWare 2.2