

CAREER DEVELOPMENT CENTER

INDIANA UNIVERSITY SOUTHEAST



What is a resume?

Your resume is a summary of your personal data, your educational background and training, your business or professional experience and qualifications, and your achievement highlights. Successful job seekers invest a great deal of time and talent in developing their resume to capture the essence of who they are and to communicate their unique qualifications. Your resume should touch on all things which influence your qualifications for a particular position or type of employment.

Essentially, your resume is an advertisement to prospective employers. It should be prepared with as much care as a promotional campaign for a major new product. It should set you apart from other candidates in the job market and sell the employer on your strongest qualifications.

The Career Development Center offers several workshops and other resources on resume writing, as well as opportunities to have your resume critiqued. Start writing your resume now! Then follow the General Resume Writing Guidelines below to develop your resume, and check our resume formats and samples. Once you have completed your resume, be sure to upload it into CareerLink at www.ius.edu/career.

Still need assistance on your resume?

Upload your resume to your CareerLink account by clicking on the Documents tab and the *Add New* button. A Career Development professional will review your resume and provide feedback.

Or to schedule an appointment with a Career Development professional, you can call 812-941-2275 or email webjob@ius.edu, or you can click on the *Request an Appointment* button at www.ius.edu/career.

General Resume Writing Guidelines

- *Be concise.* A 1-page resume is appropriate. Use a 2-page resume only if you have had extensive experience.
- Use action verbs to describe your accomplishments. See page 4 for list of action verbs.
- Give specific examples of your accomplishments. Quantify when possible to strengthen the impact of your message (e.g.: "supervised 12 employees," "managed a \$2,000 budget").
- Be consistent with your format, font style and font size.
- Be consistent with verb tense and proofread for misspelled words and grammatical errors.
- Use CAPITAL LETTERS, **bold print**, or *italics* to highlight parts of your resume.
- Use simple graphics such as lines to create a border. Depending on your major, you may have the flexibility to design your resume to display your design skills or logo.
- *Print your resume on lightcolored paper* (white or ivory, for example) and use matching paper for your cover letter, especially when using a paper color other than white.

Make Your Resume Content Come Alive

Without a doubt, one of the toughest challenges that students face in creating a solid resume is in writing accomplishment-based bullet points for the 'Experience' section of their resume.

Here are some examples which illustrate how bland bullet points can be turned into ones that emphasize and highlight your achievements on the job. Note that the "Better" bullet points are *specific* about what the student did. They show not only *what* the student did but *how* the student accomplished their work assignments and took initiative and/or quantify the work the student did and the results that s/he achieved.

Bland:

Provided excellent customer service

Better:

Served telephone and counter customers while meeting shipping and delivery deadlines

Best:

 Recognized three times by supervisor for tactful dealings with difficult customers and received award for having highest customer satisfaction rating for the quarter

Bland:

Trained employees

Better:

• Developed customer service training program and provided training to new staff

Best:

 Developed customer service training program and presented it to 78 staff members over a 6-month period, resulting in a 95% increase in customer satisfaction levels

Bland:

Used accounting software

Better:

• Research and self-taught the process for using Quickbooks Pro

Best:

 Researched and taught others Quickbooks Pro successfully setting up the first computer-based bookkeeping system for small business

Bland:

Worked while attending college

Better:

Worked 20 hours per week while attending college full-time

Best:

 Maintained high GPA while working 20 hours per week and being involved in campus activities in leadership roles

Bland:

• Waited on tables, tended bar, and trained new employees.

Better:

Served as a team leader in the area of sales and customer service.

Best:

• Consistently facilitated training for each group of quarterly new hires for an average of 4 new employees each quarter.

Action Verbs

| Analytical | Communication | Creative | Leadership | Organizational |
|---------------|----------------|----------------|---------------------|----------------|
| Administered | Abstracted | Acted | Approved | Administered |
| Adjusted | Acted | Adapted | Appointed | Advised |
| Allocated | Addressed | Combined | Arranged | Analyzed |
| Analyzed | Advertised | Composed | Attained Classified | Approved |
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| Assessed | Arranged | Conceptualized | Collated | Arranged |
| Audited | Articulated | Condensed | Collected | Assigned |
| Balanced | Assessed | Created | Compared | Authorized |
| Billed | Authored | Customized | Compiled | Catalogued |
| Bought | Briefed | Designed | Dispatched | Classified |
| Budgeted | Built | Developed | Encouraged | Collated |
| Calculated | Clarified | Directed | Enforced | Collected |
| Checked | Collaborated | Discovered | Enhanced | Compiled |
| Compared | Communicated | Displayed | Established | Considered |
| Computed | Composed | Drew | Executed | Consolidated |
| Conciliated | Conceptualized | Enhanced | Facilitated | Contracted |
| Conserved | Condensed | Entertained | Followed through | Controlled |
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| Cut | Conferred | Fashioned | Influenced | Coordinated |
| Decreased | Constructed | Formulated | Initiated | Counseled |
| Detailed | Consulted | Founded | Inspected | Cultivated |
| Determined | Contacted | Illustrated | Inspired | Decided |
| Developed | Conveyed | Initiated | Judged | Delegated |
| Disbursed | Convinced | Innovated | Led | Developed |
| Dispensed | Corresponded | Instituted | Managed | Designated |
| Distinguished | Created | Integrated | Met deadlines | Determined |
| Distributed | Critiqued | Introduced | Motivated | Diagnosed |
| Doubled | Debated | Invented | Navigated | Directed |
| Downsized | Defined | Made | Negotiated | Disseminated |
| Economized | Demonstrated | Modeled | Operated | Documented |
| Eliminated | Designed | Modified | Organized | Eliminated |
| Estimated | Developed | Originated | Oversaw | Emphasized |
| Exceeded | Developed | Performed | Pioneered | Ensured |
| Factored | sensitivity | Photographed | Processed | Evaluated |
| Financed | Directed | Planned | Promoted | Examined |
| Forecasted | Discriminated | Proposed | Purchased | Executed |
| Funded | Discussed | Redesigned | Recorded | Explained |
| Gained | Drafted | Remodeled | Responded | Generated |
| Generated | Edited | Restructured | Retained | Governed |
| Increased | Elicited | Revised | Retrieved | Guided |
| Invested | Enabled | Revitalized | Supervised | Handled |
| Isolated | Enlisted | Shaped | Systematized | Hired |
| Maintained | Explained | Simplified | Tabulated | Hosted |
| Managed | Expressed | Solved | Validated | Implemented |
| Marketed | Facilitated | Suggested | | Improved |
| Measured | Fashioned | Transformed | | Incorporated |
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