



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
Appraised	Arbitrated	Conceived	Chaired	Archived
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
Corrected	Conducted	Established	Implemented	Converted
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
Netted	Formulated			Increased
Observed	Furnished			Inspected
Planned	Generated			Installed
Prepare	Helped			Instituted
	Imagined			Instructed

Analytical

Programmed
Projected
Purchased
Quadrupled
Qualified
Reasoned
Reconciled
Reduced
Reported
Reshaped
Researched
Retailed
Retrieved
Saved
Secured
Sold
Solicited
Sorted
Sourced
Specified
Supplemented
Systematized
Tabulated
Tested
Tripled
Underwrote
Upgraded
Upsized

Communication

Incorporated
Influenced
Initiated
Innovated
Integrated
Interacted
Interpreted
Interviewed
Introduced
Invented
Invited
Involved
Joined
Judged
Launched
Lectured
Led
Listened
Marketed
Mediated
Memorized
Merged
Moderated
Modernized
Motivated
Negotiated
Observed
Obtained
Outlined
Participated
Perceived
Performed
Persuaded
Planned
Presented
Produced
Projected
Promoted
Proofread
Proposed
Publicized
Published
Read
Reasoned
Reconciled
Rectified
Recruited
Referred
Reinforced
Remodeled
Reported
Represented
Resolved
Responded
Revitalized
Scheduled

Creative**Leadership****Organizational**

Integrated
Inventoried
Judged
Launched
Lectured
Listened
Lobbied
Logged
Maintained
Mentored
Merged
Moderated
Monitored
Operated
Orchestrated
Ordered
Organized
Originated
Overhauled
Performed
Planned
Prepared
Presided
Prioritized
Processed
Produced
Provided
Purchased
Recommended
Recorded
Recruited
Redirected
Referred
Regulated
Reorganized
Replaced
Represented
Responded
Restored
Retrieved
Reviewed
Routed
Scheduled
Screened
Secured
Selected
Served as
Served on
Set-up
Specified
Sponsored
Streamlined
Strengthened
Taught
Trained