The resume is a marketing tool that will determine whether or not an employer will consider you a strong candidate for a position. There is no one correct resume format; your choice of presentation will depend on the targeted industry and your experience. This handout focuses on a chronological resume where the writer starts with the most recent material in each section and moves backwards.

Employers expect a polished resume, which is graphically easy to read. Given the competitiveness of the job market, employers receive a multitude of responses for each advertised position. Preparing your resume in a professional, well written, and concise manner is critical toward achieving a positive response from an employer. Recruiters are seeking individuals who can contribute new ideas, execute the desired job requirements, and demonstrate leadership skills. Your resume needs to make a strong impact, communicating to an employer that you have skills and experience which will meet the employer's needs. Here are some suggestions to consider while writing your resume:

TIPS
- Consider your reader and remember that a resume is not a background check. You do not have to include your entire work history.
- A one page resume is *preferable*. To keep your resume to one page, list the experiences that match the needs expressed in the job description. If you must go to two pages, place the least important information on your second page and make sure it is a complete page.
- The top 1/3 of your resume should have the most pertinent information.
- Create your resume in a logical, concise, and readable format.
- Always proofread your resume carefully; *don't rely solely on spell check as it does not always capture errors.*
- Do not use personal pronouns (I, me, my, we), instead, lead descriptions with action verbs.
- Limit your use of abbreviations (*Massachusetts = MA*).
- Don't list the names of your references anywhere on the resume.
- Always update your resume and save on a thumbdrive for easy access.
- Select white or off-white heavy weight resume paper (bond) if you are mailing a hard copy. It is preferable to save your resume as a pdf and attach your resume if you are sending the document via e-mail.

SAMPLE SECTIONS
- *Personal Data (Heading)*
  - List your name, address, telephone number, and e-mail address (do not hyperlink). If possible, use an e-mail address which includes a clue to who you are (first initial. last name@yahoo.com). Your email and voicemail should always maintain a professional image.

- *Objective (Optional)*
  - An objective identifies the specific position, industry and skills you wish to utilize. Use an objective if you're attending a job fair or if you are forwarding your resume to a specific person. In many instances, an objective statement is not necessary. A statement that focuses on what you are specifically looking for and how you can help the organization can be conveyed in a cover letter. Make sure your objective matches the position for which you are applying.

- *Education*
  - Your educational background should be listed in reverse chronological order beginning with your highest degree. Do not list high school experience unless this is the extent of your education. Other optional categories that can be included in this section are relevant course work, research projects, Dean's List, awards, and GPA.

- *Experience*
  - Employers value experience and specific skills regardless of whether you were paid or not. In addition to paid employment, be sure to include internships and volunteer experiences that relate to the position. Each position should include job title, company name, location of employment (city & state), dates and a brief description of your responsibilities. This section can be left as one or divided (i.e. Related Experience, Additional Experience, Internship/Field/Clinical Experience).

SECTIONS *Continued*
- *Skills (Computer/Technical)*
  - Share your knowledge of hardware (PC, Macintosh), and software (Microsoft Excel, PowerPoint, Word). Avoid use of Microsoft Office, many employers will scan resumes into a database and use key words to search for appropriate candidates.
  - *Languages* can be added if you speak more than one language.
  - *Certifications* may also be added, especially if you are in a field that requires certain certifications. Make sure to list all since employers may scan resume into a database and search by key words.

- *Extracurricular Activities*
  - Employers are often interested in any activities, groups, clubs and/or organizations you are currently involved in or were involved in as a student. List any applicable activities, whether industry/major related or not.

- *Volunteer or Community Service*
  - List any recent volunteer work or community service. Be sure to include the name of the organization in which you volunteered, location of the work and dates attended. Keep any description of your experience brief.

Hint: Start each phrase or short sentence with an action verb and include an accomplishment to bring your resume alive. Also remember, **current position = present tense, past position = past tense**.

- **Passive voice** describes basic duties and responsibilities.
  Worked within the customer service department.
- **Active voice** changes the passive phrases into active statements using action verbs.
  Provided customer service to new bank customers.
- **Active voice with accomplishment** includes accomplishment oriented results.
  Provided customer service through effective resolution of concerns, explanation of bank services and policies and knowledge of financial planning, resulting in greater customer satisfaction.

ADVANCED TIPS
While creating your job descriptions, look for productive ways to include **#**, **$**, progression of responsibility and any training or supervision you have done.

- **#** = You can include the number of people you supervise, the number of customers you serve per shift, the number of items you sell or any other quantification of a significant amount.
  Supervise 6 employees. Manage 12 accounts.

- **$** = If you helped to land a deal worth a significant amount to an organization, handle a large amount of cash in your register or any other activity associated with a large amount of money.
  Reconcile receipts totaling $5,000 daily.

- **Progression of responsibility** = If you started out as a stockroom clerk and advanced to floor manager in a short period of time, it is worth including on your resume.
  Promoted from Social Worker I to Assistant Director in 6 months.

- **Training or supervision** = If you had direct responsibility managing other employees, it should be included on your resume. In addition, you should describe if you trained other employees in any aspect of your job. This indicates a higher level of competence in those tasks.
  Train all new employees in opening and closing procedures.

SAMPLE RESUME

<div align="center">

Sample Student Name
352 Lafayette Street
Salem, MA 01970
978-555-1234
sstudent@salemstate.edu

</div>

EDUCATION
Salem State University, Salem, MA
Bachelor of Science in Business Administration   May 20XX
Concentration: Accounting
Cumulative GPA: 3.8

North Shore Community College, Lynn, MA
Associate Degree in Business Administration   May 20XX
Cumulative GPA: 3.6

COURSES
Federal Taxation	Forensic Accounting
Auditing Theory and Practice	Managerial Accounting
Advanced Accounting	Accounting Information Systems

WORK EXPERIENCE
Cambridge Credit Union, Cambridge, MA
Internship/Customer Service Representative   January 20XX – Present
- Transfer funds for customers, provide customer service, and train personnel.
- Utilize IBM/PC/ATS for inquiries and on-line transactions.
- Provide assistance in developing training manual.

Somerville Public Library, Somerville, MA
Tax Volunteer   January 20XX – May 20XX
- Met with elderly clients concerning tax return preparation.
- Assisted individuals with 1040 tax forms and provided referrals as needed.

First Commerce, Lynn, MA
Administrative Assistant   May 20XX – October 20XX
- Answered customer inquiries.
- Handled billing process, coordinated office payroll and bulk mailings.

COMPUTER SKILLS
PC, Mac; QuickBooks, Peachtree, FileMaker Pro, Microsoft Excel, Access, Word

LANGUAGES
Spanish (fluent), French (working knowledge)

HONORS
Who's Who in American Universities and Colleges Award   May 20XX
Student Services Scholarship   December 20XX
Volunteers of America Award   June 20XX