

Résumé Guide

WHAT IS A RÉSUMÉ ?

Your résumé is your personalized marketing tool. It should showcase your skills and experiences in a way that will encourage employers and recruiters to invite you for an interview. Your résumé is customized to your skills and experiences with each job application. This guide will walk you through the process of writing the first draft of your résumé providing helpful tips and suggestions along the way.

FREQUENTLY ASKED QUESTIONS:

➤ ***Should I use an online résumé template?***

We encourage you NOT to use a premade résumé template. Employers and recruiters can easily spot a résumé template and they typically prefer résumés that are built from scratch. Templates also pose challenges when it comes to fine-tuning the résumé format. We recommend that you simply open a blank document and start typing. After you have written the content then you can focus on the style and format.

➤ ***Should my résumé be one page?***

Research shows that recruiters and employers spend an average of 18-60 seconds reviewing each résumé. Just think: Companies are often getting dozens of résumés for each position they post! In most cases, we recommend 1- page résumés for students to maximize the potential for the content to be reviewed.

➤ ***Can I use colors and graphics on my résumé?***

The use of bright colors on a résumé -or too much color- is commonly viewed as unprofessional. The traditional résumé is black and white; it's easy on the eyes, easy to read, and easy to follow. When you incorporate bright colors into this format, the focus is immediately shifted. Sometimes colors and graphics are appropriate given the specific job or industry (ie: graphic design), but a general rule of thumb is to keep it black and white - stick to what works!

➤ ***What about cover letters and references?***

Most employers will also ask for a cover letter and a list of references. Unless specified, these should each be a separate document. If sending electronically, make sure that the document names all correspond with each other (ie: "Jane Doe - Résumé" & "Jane Doe - Cover Letter").

THINGS TO KEEP IN MIND:

- As you're creating/editing/tweaking your résumé, remember that you will use it to apply to a specific job. Avoid trying to squeeze in every possibly qualification that you have. Instead, try to highlight experiences, qualifications, and skills that will best match the desired job and showcase why you are the right candidate. Remember, your cover letter will also let you expand on certain areas that you can't fit on your résumé.
- Research the company/organization and become familiar with the words they use to both describe themselves and their desired candidate. Then, implement and mirror this language in your résumé. Often times companies will use keyword searches on the résumés that they receive. Using similar language will ensure that your résumé matches their word search and will heighten your chance of being reviewed for consideration.
- Résumés need to look aesthetically pleasing to the eye. Watch out for large blocks of unused white spacing. Your résumé should be symmetrical and organized with everything aligned. Also, watch your punctuation – if you use a period at the end of a bullet point, be consistent and use one with every bullet point.

STARTING YOUR FIRST DRAFT:

- Sometimes getting started is the hardest part. Making your first résumé can be a little overwhelming, but if you break it down into smaller steps the process will be much more manageable.
- First, make a list of all your experiences. Try to keep them up-to-date, meaning only experiences within the last 15 years. For college students, this time period may be shorter. Experiences can include the following:
 - Education
 - Jobs
 - Internships
 - Volunteer Work
 - Community Service
 - Research Experience
 - Clubs & Organizations
 - Relevant Coursework
 - Licenses/Certifications
 - Honors/Awards
 - Publications
 - Professional Memberships
 - Personal Achievements
 - Athletic Teams
 - Study Abroad
 - Foreign Languages
 - Military Experience
 - Presentations/Projects
- Second, for each experience include the following information:
 - Name of the organization/school
 - The location of the organization (City, State)
 - Job title (ie: Server, Business Intern)
 - The dates that you had the experience(Month/Year)

- Third, write 1 – 2 sentences for each experience detailing what you did, accomplished, and learned. Try to be clear, concise, and use descriptive language. Also, avoid using the same action verbs more than once within your list; this will keep your descriptions fresh and non-repetitive. See attached “Creating Accomplishment Statements” handout for more clarification and examples.

ORGANIZING YOUR RÉSUMÉ:

- Now that you have a body of information, you’re ready to start organizing it on your résumé.
- Depending on the type of job that you are applying to, different résumé formats may work better than others. While you are not required to stick with one format, using them as a guide can help you tailor your résumé to the specific job. The most common formats are chronological and functional:
 - **Chronological résumés** are the most commonly used format. They list work history in chronological order, starting with your most recent job down to your earliest. This résumé is preferred by most employers because it provides a quick snapshot of work history, with most recent positions up front.
 - **Functional résumés** focus on your skills, qualifications, and relevant experiences first. This type of résumé de-emphasizes the dates in which you have worked. Employment history is secondary, and is listed under the details of your skills.
- What to include? At the very minimum, your résumé should include the following:
 - **Your name & contact information** (address, phone, email).
 - **Education**
 - **Work history and relevant experience**

For more detailed and encompassing résumés, consider adding the following:

- **Objective or profile statements**
- **Skills, qualifications, or coursework**

CONTACT INFORMATION: Make your name large and easily recognizable. Don’t make the employer have to search for this! Make sure that your email address is professionally appropriate. Also, use your permanent address, but a local address in the town where you are applying for work is advantageous.

EDUCATION: This is often very important. Even if you haven’t finished your degree yet, inform employers that you are working on it:

Bachelor of Arts in Christian Ministry · Expected May 2017
Warner Pacific University · Portland, Oregon

→ **Tip:** It’s not necessary to include your GPA, but if you choose to do so make sure that it’s above a 3.0.

WORK HISTORY AND RELEVANT EXPERIENCE: If you have a long list, consider breaking it up into separate categories. Keep your list in reverse chronological order with the most recent experience listed at the top. Write brief, vivid summaries - “Accomplishment Statements” - of each role creating a picture of the importance you played in the organization. Here’s an example of an accomplishment statement:

Effectively demonstrated writing competency through the creation of a district business plan which reduced expenses by 10%.

Keep each description limited to 1-2 sentences each. Either bullet points or a paragraph format will work for this.

OBJECTIVE AND PROFILE STATEMENTS: This section would serve as the introduction to your résumé. This provides a way to focus the employer's attention on your goals, skills, and areas of interest. This serves as a quick snapshot of who you are and immediately highlights what you want them to know about you. Consider including the specific job title that you are applying for, as well as your career goals.

SKILLS, QUALIFICATIONS, OR COURSEWORK: For all of these, make sure you keep everything relevant to the job you are seeking. A common mistake is to provide an exhaustive list. If you keep the list shorter and more concise it will allow more room to be descriptive. Also, if you choose to include your senior thesis or completed coursework, make absolute sure that it is relevant to the job in which you're applying.

→ **Tip:** Think outside of the box when listing skills. Avoid using clichés (ie: People Person, Responsible), but aim for creative and unique descriptions. If you lack in relevant experiences, think about transferable skills that you can apply to your desired jobs. Also consider the fact that you have attended a Liberal Arts institution. These qualities are becoming more and more desired by employers. See attached "Marketable Skills" handout for examples.

YOU HAVE YOUR FIRST DRAFT. NOW WHAT?

- **It is very important to present your résumé free of errors!** Come see any of the Academic Success Center's writing tutors to check for grammar, mechanics, and misspelled words. If you'd like to schedule an appointment with the WPC Career Services staff, contact us. We're more than happy to provide support!
- After you ensure your résumé is free of errors, save your résumé as a PDF file under an appropriate and professional file name. Always submit your résumé as a PDF unless otherwise specified. PDF files typically look more professional and will keep your format from being warped through other people's computers.
- If you're submitting a résumé and a cover letter together, make sure that your headers & font match. This will create a unified body of work and will appear very clean and professional.
- If you're printing your résumé, make sure it's on nice paper. Aim for thicker quality paper – maybe not cardstock, but something that will feel good in the employer's hands. Also, avoid colored paper, but anything off-white or light beige will help to make your résumé pop out from the company's stack of white résumés.
- Remember that companies will sometimes look at your social media. Tidy up your online presence and delete anything that might persuade companies to pass over you as a candidate. This is also typically overlooked, but make sure that your phone's voicemail is appropriate.
- Finally, start applying to jobs! See our "Job search & Interview Etiquette Guide" for more tips and suggestions as you embark to find your calling. Good luck!

Creating Accomplishment Statements

WHAT IS AN ACCOMPLISHMENT STATEMENT?

Accomplishment statements tell the story of what you did during your experiences. What did you do? How did you do it? What results did you get? The impression left by résumés determines who is invited for an interview and who is not. People who can confidently state their level of skills, interests, and attitudes stand a better chance of being selected from a group of other qualified applicants.

Accomplishment statements should be short (1-2 lines max) and to the point. Also, they will not include personal pronouns such as “I” because the overuse of these will cause your résumé to be very repetitive.

Additionally, accomplishment statements will be packed with action words. These are words that show action on your part to convey the image of a successful doer. When tied to your educational achievements, work experiences, activities, interests and plans, these action words provide strong evidence of your capabilities.

ACCOMPLISHMENT STATEMENT EXAMPLES:

- Participated in planning recreational events for children of the Boys and Girls Club, resulting in a fun relaxed environment to help children participate in productive after school programs.
- Trained as lead cashier, confidently balancing the cash drawer with 95% accuracy.
- Selected as Employee of the Month for exemplary performance and teamwork.
- Effectively insured customer satisfaction through hospitable work practices.
- Managed and implemented effective organizational strategies to ensure a successful and efficient office.
- Successfully collaborated with coworkers and department heads to streamline communication and ideas.
- Expanded business partnerships in the community by 150% through aggressive marketing calls and promotional events.
- Assisted with twice-monthly payroll activities, ensuring employees were paid accurately and on time.

ACCOMPLISHMENT STATEMENTS START WITH AN ACTION VERB:

COMMUNICATION / INTERPERSONAL SKILLS

- | | | |
|---------------|-------------|----------------|
| • Addressed | • Conferred | • Elicited |
| • Advertised | • Contacted | • Enlisted |
| • Advised | • Conveyed | • Expedited |
| • Arbitrated | • Convinced | • Expressed |
| • Articulated | • Debated | • Familiarized |
| • Assured | • Defined | • Furnished |
| • Attended | • Discussed | • Hosted |
| • Authored | • Drafted | • Influenced |
| | • Edited | • Inspired |

- Intervened
- Judged
- Listened
- Mediated
- Mentored
- Moderated
- Participated
- Persuaded
-

- Presented
- Promoted
- Proposed
- Publicized
- Recruited
- Reinforced
- Related
- Resolved

- Solicited
- Spoke
- Suggested
- Translated
- Unified
- Verbalized
- Wrote

CREATIVE SKILLS

- Abstracted
- Acted
- Adapted
- Advertised
- Began
- Composed
- Conceptualized
- Condensed
- Created
- Customized
- Designed
- Developed
- Displayed

- Drew
- Entertained
- Fashioned
- Formulated
- Founded
- Generated
- Illustrated
- Imagined
- Improvised
- Innovated
- Integrated
- Introduced
- Invented

- Modeled
- Originated
- Painted
- Performed
- Photographed
- Solved
- Restructured
- Revamped
- Revitalized
- Shaped
- Solved
- Synthesized
- Visualized

HELPING / TEACHING SKILLS

- Advocated
- Aided
- Answered
- Assisted
- Comfort
- Coached
- Collaborated
- Communicated
- Contributed
- Cooperated
- Coordinated
- Counseled
- Critiqued
- Demonstrated
- Diagnosed
- Educated
- Emphasized
- Enabled

- Encompassed
- Encouraged
- Enforced
- Enhanced
- Enlightened
- Evaluated
- Expedited
- Explained
- Facilitated
- Familiarized
- Focused
- Fostered
- Furthered
- Guided
- Helped
- Individualized
- Informed
- Instilled
- Instructed

- Insured
- Interacted
- Intervened
- Involved
- Lectured
- Prevented
- Provided
- Served
- Simulated
- Stimulated
- Stressed
- Taught
- Referred
- Rehabilitated
- Represented
- Simplified
- Supplied
- Supported
- Tested

- Trained
- Transmitted
- Tutored
- Volunteered

MANAGEMENT / LEADERSHIP SKILLS

- Achieved
- Administered
- Appointed
- Assigned
- Attained
- Authorized
- Chaired
- Considered
- Consolidated
- Consulted
- Contracted
- Controlled
- Decided
- Delegated
- Directed
- Eliminated
- Enforced
- Enhanced
- Established
- Evaluated
- Executed
- Handled
- Hired
- Improved
- Implemented
- Increased
- Initiated
- Instituted
- Led
- Managed
- Maximized
- Merged
- Motivated
- Navigated
- Negotiated
- Oversaw
- Presided
- Prioritized
- Produced
- Recommended
- Reconciled
- Regulated
- Reorganized
- Replaced
- Reported
- Restored
- Reviewed
- Scheduled
- Secured
- Selected
- Streamlined
- Strengthened
- Supervised
- Terminated
- Yielded

ORGANIZATIONAL SKILLS

- Approved
- Arranged
- Catalogue
- Categorized
- Charted
- Classified
- Compiled
- Corresponded
- Distributed
- Documented
- Executed
- Filed
- Implemented
- Incorporated
- Inspected
- Logged
- Ordered
- Organized
- Outlined
- Prepared
- Prioritized
- Processed
- Provided
- Purchased
- Recorded
- Reserved
- Responded
- Retrieved
- Revised
- Routed
- Scheduled
- Screened
- Specified
- Submitted
- Supplied
- Standardized
- Systematized
- Tabulated
- Transformed
- Updated

RESEARCH SKILLS

- Analyzed
- Ascertained
- Catalogued
- Charted
- Clarified
- Coded
- Collected
- Compared
- Conducted

- Correlated
- Detected
- Discovered
- Dissected
- Evaluated
- Examined
- Experimented
- Explored
- Extracted
- Extrapolated
- Gathered

- Identified
- Inspected
- Interpreted
- Interviewed
- Investigated
- Located
- Measured
- Monitored
- Observed
- Organized
- Researched

- Reviewed
- Searched
- Summarized
- Surveyed
- Systematized
- Tested
- Utilized
- Validated
- Verified

TECHNICAL SKILLS

- Applied
- Assembled
- Built
- Constructed
- Converted
- Debugged
- Devised
- Engineered
- Expanded
- Fabricated

- Fortified
- Installed
- Modified
- Operated
- Overhauled
- Printed
- Programmed
- Rectified
- Regulated
- Remodeled
- Repaired

- Replaced
- Restored
- Simulated
- Specialized
- Standardized
- Studied
- Trained
- Upgraded
- Utilized

Marketable Skills: The Liberal Arts

WHY IS THIS IMPORTANT?

In today's job market, students from liberal arts institutions are becoming more largely desired. Because you have attended Warner Pacific University, you have acquired many skills that are often overlooked. For example, your experience in learning how to discuss and handle topics of diversity, inclusion, and equity in group settings is very valuable to employers. Knowing how to communicate these skills to prospective employers is important and could make the difference in getting an interview.

Here are some examples of liberal arts skills that you could market to potential employers:

- ❖ Expressing one's opinions with sensitivity to others
- ❖ Defining the parameters of a problem
- ❖ Effective communication skills
- ❖ Using information creatively to solve problems
- ❖ Facilitating group discussion
- ❖ Evaluating the relevancy and accuracy of information
- ❖ Objective listening and paraphrasing skills
- ❖ Creative problem solving
- ❖ Determining pertinent questions
- ❖ Analyzing data using a variety of analytical tools
- ❖ Perceiving different aspects or sides of a problem
- ❖ Designing experiments, plans and models
- ❖ Presenting ideas using different medias
- ❖ Identifying relevant information
- ❖ Speaking clearly and effectively in public
- ❖ Assessing audiences and varying writing styles to communicate effectively

SAMPLE RÉSUMÉ – CHRONOLOGICAL:

Suzy Student

sstudent@warnerpacific.edu · 2219 SE 68th Avenue · Portland, Oregon · 97215
(555) 555-5555 · LinkedIn: linkedin.com/in/suzystudent

OBJECTIVE

Seeking to obtain the Environmental Education Internship at Camp Knight where I can utilize my strong knowledge of environmental sciences, have a positive impact on youth, and advance my professional development as an educator.

EDUCATION

Bachelor of Science in Biology · Expected May 2023
Warner Pacific University · Portland, Oregon

WORK EXPERIENCE

Orientation Adventure Coordinator, Warner Pacific University, Portland, OR Sept 2021 - Present

- Plans and leads experiential orientation trips to promote student bonding and the development of new friendships for approximately 500 students annually including itineraries and logistics.
- Designs and instructs annual five-day leader training course for 100 student trip leaders to teach leadership, first-aid, Leave-No-Trace, environmental awareness, cooking, and group facilitation skills.
- Interviews and selects student trip leaders insuring educational, safe and recreational events.

MillionTrees Intern, NYC Department of Parks & Recreation, New York, NY May 2021 - Aug 2021

- Managed four semi-annual planting events involving 8,000 volunteers planting 80,000 trees citywide.
- Expanded MillionTrees volunteer and stewardship databases to over 13,000 volunteers.
- Wrote curriculum and initiated “Train-the-Trainer” workshops to empower volunteers to educate new tree stewards through their local networks earning TreesNY Citizen Gruner Certification.
- Promoted tree education initiatives and taught tree care workshops to individuals and organizations.

Natural Resources Specialist, Peace Corps Bolivia, Camargo, Bolivia July 2019 – April 2020

- Facilitated environmental education activities on topics of water cycle, water conservation, basic botany, reforestation, trash management and hygiene focused both on Bolivia and wider world.
- Developed and maintained tree nurseries in schools, using local non-invasive species for reforestation.
- Collaborated with community leaders to plan and plant small vegetable gardens, planned fruit tree planting and irrigation projects to supplement school lunch program, and encouraged community fundraising efforts.

PROFESSIONAL SKILLS

- Mastered software application skills in Microsoft Office Suite (Word, Excel, PowerPoint, Access).
- Proficient in spoken and written Spanish, basic Quechua, and Haitian Kreyol.

SAMPLE RÉSUMÉ – FUNCTIONAL:

Joey Jobseeker

2219 SE 68th Avenue · Portland, Oregon · 97215

(555) 555-5555

jjobseeker@warnerpacific.edu

EDUCATION

Bachelor of Science in Business Administration
Warner Pacific University, Portland, Oregon

May 2021

FINANCE SKILLS

- Analyzed annual reports and relevant financial statements using key performance metrics as a student consultant for YZ Advisors
- Constructed statistical models in Microsoft Excel designed to optimize managerial decision-making
- Applied concepts such as confidence intervals, multiple regressions, forecasting, and linear programming for financial modeling predictions
- Elected team president for a business simulation and led the team to first place finish
- Analyzed pro forma financial statements, demand forecasts, and market research data
- Participated in a two-day financial modeling workshop and developed a practical understanding of financial modeling
- Constructed a dynamic model of GHI's sales information from the firm's 2018 10-K filing
- Consulted with local businesses in Nicaragua and taught a seminar on personal finances and budgeting

FINANCE EXPERIENCE

Finance Intern, GHI, Portland, OR

Summer 2019

- Advised fund executives on market research and due diligence of potential investments, resulting in informed and sound decision-making for client investments
- Analyzed submitted business plans and presented findings to fund executives
- Conducted research of relevant markets and industries proposed to the angel network increasing microfinance funding by 30%
- Selected to develop a marketing plan for a durable medical equipment business to increase sales

Summer Analyst, YZ Advisors, Portland, OR

Summer 2018

- Increased market awareness throughout the company by completing daily pre-market summaries of U.S. and Asian markets increasing staff member's market awareness by 30%
- Built a Black-Scholes option pricing model with livestock feeds in MS Excel improving revenue results by 40%
- Analyzed luxury housing market and composed a 70 page report of findings to help executives better assess the business proposal

AWARDS AND LEADERSHIP

Fluent in written and spoken Spanish
Student athlete, WPU Basketball Team 2018-21

Member, Omicron Delta Kappa 2020-21
Eagle Scout Award, April 2015

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