

GUIDELINES (GETTING STARTED)

FORMAT:

- **Avoid using templates** • **Margins:** ½" – 1"
- **Font Size: *Heading*; 12 pts *Body*: 10 or 11 pts** • **Font:** *Times; Arial; Verdana; Tahoma; etc*
- **Consistent** fonts, spacing and alignment • **Dates:** *Bold & align on right*
- **Distribute word placement evenly** for balanced look; List current information first; Limit to 1 page (exceptions may apply) • **Single line spacing**

SECTIONS:

- **Heading** • **Objective (optional)** • **Education** • **Work Experience:** *Internship; Research; Full & Part-Time Work*
- **Campus Involvement:** *Fraternities/Sororities (Social, Professional, Honors)* • **Community Engagement:** *Volunteer*
- **Skills:** *Computer hardware & software; Technical; Languages; Certifications; Interpersonal; Leadership*

CONTACT INFORMATION:

- Name: 20 – 25 pts
- Phone
- Professional Email
- Optional:*
- Address; LinkedIn; Website URL

EDUCATION:

- Name of institution
- City/State
- Month/Year Graduation
- Degree; major/minor
- GPA (if higher than 3.0 on 4.0 scale)
- Study abroad, licenses, certifications, may be included
- Optional:*
- Class projects, research, student athlete status, or other information supporting educational goals

CARRIE R. SERVICES		
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EDUCATION		
Southeast Missouri State University	Cape Girardeau, MO	May 20XX
Bachelor of Science in Business Administration: Marketing Management		<i>G.P.A. 3.2/4.00</i>
Related Projects:		
• Advertising & Promotions: Collaborated with 4 person team to create advertising campaign for Missouri Department of Conservation		
• Consumer Behavior: Researched Southeast students' use of social media, with an emphasis on Twitter usage		
• Internet Marketing: Generated social media marketing campaign to boost attendance at Women's Soccer games		
WORK EXPERIENCE		
XYZ Travel Agency	Cape Girardeau, MO	Summer 20XX
Customer Care Intern		
• Designed company mailers distributed to 20,000+ local residents with focus to attract new customers		
• Produced company's social media presence via Facebook gaining 1,000+ "likes" in first month of operation		
• Created and designed client tracking system to allow all agents to share files/information, which improved ability to quickly communicate and record client interactions		
Applebees	Cape Girardeau, MO	August 20XX - present
Server/Hostess		
• Greeted and directed patrons according to seating preference and seating availability		
• Assessed customer needs by observing verbal and non-verbal clues to determine the appropriate level of service to deliver a satisfying experience		
• Processed customer transactions, verified order and delivery of meal in a timely manner		
CAMPUS ENGAGEMENT		
Collegiate DECA, Marketing Organization		January 20XX- present
• Competed in Advertising Campaign at regional competition		
Alpha Beta Omega (Social Sorority)		August 20XX - present
Social Chair (Spring 20XX)		
• Organized and planned spring social event for 150 members, including venue, meal, and entertainment selections; came in under budget and exceeded attendance goal by 20% over prior year		
COMMUNITY INVOLVEMENT/VOLUNTEER		
Boys & Girls Club	Cape Girardeau, MO	August 20XX - present
Volunteer – After School Tutor		
• Mentored youth ages 8 – 12 with fundamental social, academic (reading, math and writing skills) and age appropriate outings and events		
• Organized inaugural 'family fun' showcase for 60+ individuals, connecting family members, youth and youth mentors to strengthen awareness of goals and role of each member in organization		
SKILLS		
Computer - PC	MSWord-tables, design/layout, text merge; Excel-spreadsheet, formulas, graphs; Access-create database, report writing, organize tables; PowerPoint-slides, animations, PowerPoint presentations	
Computer – MAC	In-Design-create ads, collateral materials, t-shirt design	
Certifications & Specialized Skills	CPR/AED; First Aid; Fluent speaking, reading, writing Spanish as second language; Sales, customer focused, responsive to verbal/non-verbal feedback	

OBJECTIVE:

Objective statements are rarely used – but can be useful under certain circumstances. Ask us when to use

EXPERIENCE:

- **Related Experience**
- *Internships, practicums, student teaching, clinical, research, etc.*
- **Work Experience**
- *Full & part-time paid jobs*
- **Volunteer Experience**

Format:

- Company name
- Job title (bold)
- City/state
- Dates (right margin and bold)
- Bullet points (see details)

BULLET-POINTS:

- *Bulleted style of descriptions is preferred by reviewers*
- *Are CHALLENGING and IMPORTANT part of the resume*
- *Provide insight showcasing your TRANSFERABLE SKILLS*

RESUME WRITING



HOW TO CREATE STRONG BULLET POINTS:

SKILLS (ACTION VERB)	+	WHAT YOU DID (DESCRIPTION)	+	RESULT (How/Why)	=	VALUE YOU OFFER
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EXAMPLE:

GOOD: Tutored students
BETTER: Tutored undergraduate students in math
BEST: Tutored undergraduate students in grant funded program to provide peer-to-peer support in math including Pre-Calculus and Statistical Reasoning

Teamwork & Interpersonal	Analytical Skills	Organizing Skills	Teaching & Service
Advised	Adjusted	Arranged	Assessed
Arranged	Aligned	Categorized	Contracted
Collaborated	Assembled	Classified	Collaborated
Communicated	Calculated	Collaborated	Coordinated
Conducted	Catalogued	Collected	Corrected
Consulted	Clarified	Compiled	Counseled
Contributed	Computed	Coordinated	Demonstrated
Conveyed	Created	Developed	Designed
Convinced	Critiqued	Filed	Developed
Coordinated	Detailed	Generated	Encouraged
Created	Devised	Implemented	Evaluated
Demonstrated	Drafted	Improved	Facilitated
Developed	Engineered	Incorporated	Fostered
Directed	Financed	Maintained	Guided
Adapted	Endorsed	Organized	Placed
Adjusted	Entertained	Programmed	Planned
Allocated	Hosted	Refined	Processed
Analyzed	Influenced	Restructured	Proposed
Assessed	Informed	Reviewed	Sorted
Clarified	Mediated	Revised	Systemized
Collaborated	Motivated	Solved	Listened
Completed	Negotiated	Structured	Mediated
Consulted	Performed	Summarized	Moderated
Created	Planned	Synthesized	Monitored
Decided	Promoted	Systemized	Planned
Delegated	Recommended	Updated	Presented
Devised	Recruited	Audited	Responded
Diagnosed	Represented	Balanced	Taught
Endorsed	Sponsored	Budgeted	
Ensured	Supported	Adjusted	Calculated
Established	Assembled	Compared	Compared
Examined	Examined	Built	Compiled
Executed	Executed	Cleaned	Computed
Expedited	Advised	Constructed	Correlated
Finalized	Asked	Controlled	Examined
Identified	Calculated	Created	Forecasted
Implemented	Closed	Cut	Formulated
Improved	Communicated	Demonstrated	Leveraged
Improvised	Compared	Devised	Managed
Incorporated	Contacted	Dismantled	Maximized
Initiated	Contracted	Drafted	Planned
Innovated	Convinced	Drew	Processed
Instituted	Differentiated	Estimated	Projected
Invented	Influenced	Evaluated	Recognized
Managed	Informed	Fixed	Reconciled
Mediated	Inspected	Inspected	Recorded
Negotiated	Negotiated	Maintained	Reduced
Recognized	Persuaded	Monitored	Reported
Restructured	Promoted	Operated	Verified
Solved	Recommended	Programmed	Planned
Streamlined	Represented	Repaired	Revitalized
Suggested	Reviewed	Scheduled	Shaped
Troubleshoot		Tabulated	Translated

ACTION VERBS:

Research Skills	Leadership & Management	Communication Skills	Problem-Solving Skills
Analyzed	Administered	Addressed	Adapted
Assembled	Administered	Advised	Adjusted
Collaborated	Analyzed	Arbitrated	Allocated
Collected	Anticipated	Articulated	Analyzed
Communicated	Assessed	Clarified	Assessed
Compiled	Assigned	Collaborated	Clarified
Conducted	Attained	Completed	Collaborated
Demonstrated	Chaired	Consulted	Completed
Designed	Consolidated	Created	Consulted
Devised	Contracted	Decided	Created
Diagnosed	Coordinated	Delegated	Decided
Equated	Delegated	Devised	Delegated
Evaluated	Developed	Diagnosed	Devised
Examined	Directed	Endorsed	Diagnosed
Extracted	Empowered	Ensured	Diagnosed
Formulated	Evaluated	Established	Diagnosed
Identified	Executed	Examined	Diagnosed
Inspected	Improved	Executed	Diagnosed
Interviewed	Increased	Expedited	Diagnosed
Investigated	Initiated	Finalized	Diagnosed
Maintained	Maintained	Identified	Diagnosed
Measured	Monitored	Implemented	Diagnosed
Observed	Obtained	Improved	Diagnosed
Operated	Organized	Improvised	Diagnosed
Questioned	Overhauled	Incorporated	Diagnosed
Recognized	Oversaw	Initiated	Diagnosed
Refined	Planned	Innovated	Diagnosed
Surveyed	Prioritized	Instituted	Diagnosed
Synthesized	Produced	Invented	Diagnosed
Tabulated	Recommended	Managed	Diagnosed
Tested	Restructured	Mediated	Diagnosed
Theorized	Strengthened	Negotiated	Diagnosed
Verified	Supervised	Recognized	Diagnosed
Wrote	Supported	Restructured	Diagnosed
		Spoke	Diagnosed
		Summarized	Diagnosed
		Synthesized	Diagnosed
		Translated	Diagnosed