

Effective Resume Writing

Your résumé should show a potential employer that you are qualified for a position by listing your relevant experiences, training, skills, and accomplishments. Since employers spend as little as 8 seconds on a résumé, it's important that you make yours informative and memorable. Your resume should include the following:

Personal Information: Name, Phone, Email, Current address or permanent address if you might move before the employer can contact you.

Education: Degree is usually all that is necessary although you may include GPA only if it is mentioned in the job description, related research or class projects, educational honors or special courses.

Experience: Use relevant categorical titles where possible. Describe duties with skill/action words and highlight accomplishments, populations, numbers, etc.

Consider additional relevant categories on your resume: Remember to tailor all of your bullet point descriptions to the job description!

- **Special Qualifications:** Emphasize skills, activities or interests that might appeal to your targeted employers
- **Professional Development, Community Service, Memberships, International Travel, Etc.**
- **Activities:** Highlight honors, leadership, school activities, volunteer, service, and relevant hobbies, etc.

References: Prepare a separate document with reference information. Only provide reference if asked. Have the same header as your resume and cover letter. Always bring copies of your references (and resume, too!) just in case.

Include at least 3: List name, job title, employer, address, phone number, and email. *Always seek proposed reference permission first.*

Make an **appointment** with CD&C through **Handshake** for resume help/reviews

TIP: Consider taking one of the assessments through Career Development, and use the words and descriptions from your results in your resume and cover letter!

Your skills + interests= individualized career possibilities!

Financial Skills

administered
allocated
analyzed
appraised
audited
balanced
budgeted
calculated
computed
developed
forecasted
invested
managed
marketed
planned
projected
reduced
researched
simplified

Creative Skills

acted
authored
conceived
conceptualized
created
demonstrated
developed
directed
discovered
established
explored
founded
illustrated
inspired
instituted
integrated
observed
originated
performed

Helping Skills

advised
assisted
coached
consulted
counseled
demonstrated
diagnosed
educated
equipped
expedited
facilitated
familiarized
guided
led
referred
represented
supported
taught
trained

Technical Skills

assembled
built
calculated
computed
designed
engineered
experimented
installed
investigated
maintained
operated
overhauled
programmed
remodeled
repaired
solved

Teaching Skills

adapted
advised
clarified
communicated
coordinated
developed
enabled
encouraged
evaluated
initiated
persuaded
set goals
stimulated
informed
explained
facilitated
guided

Research Skills

clarified
collected
critiqued
diagnosed
evaluated
examined
extracted
identified
inspected
interpreted
inspected
interviewed
investigated
organized
reviewed
summarized

Management skills

achieved
acted as liaison
administered
analyzed
assigned
contracted
consolidated
delegate
developed
established
evaluated
executed
improved
managed
organized
prepared
produced
recommended
reviewed
scheduled
supervised

Communication skills

addressed
arranged
authored
communicated
clarified
edited
facilitated
formulated
influenced
interpreted
mediated
motivated
negotiated
promoted
reconciled
recruited
spoke
taught
trained
translated
wrote

Clerical / detailed skills

approved
catalogued
classified
compiled
correlated
dispatched
expedited
generated
integrated
maintained
operated
prepared
processed
recorded
researched
revised
screened
specified
standardized
structured
validated

Self-Descriptive

active
adaptable
assertive
alert
ambitious
analytical
broadminded
conscientious
consistent
constructive
creative
dependable
detailed
determined
discrete

enterprising
enthusiastic
fair
flexible
forceful
imaginative
independent
learn quickly
logical
mature
methodical
objective
optimistic
organized
perceptive
personable
practical

productive
perceptive
personable
practical
productive
realistic
reflective
reliable
resourceful
responsible
self reliant
sincere
tactful
talented
will travel
will relocate

Transferable Skills List *(put in resume & cover letter!)*

Act as a Liaison- Represent, serve as a link between individuals/ groups.
Adapt to Change- Easily and quickly respond to changing assignments, work settings, and priorities.
Analyze- Break down and figure out problems logically.
Budget- Economize, save, stretch money or other resources.
Classify- Group, categorize, systemize data, people or things.
Computer Literate- Develop, organize, and complete tasks and projects using software.
Conceptualize- Conceive and internally develop concepts and ideas.
Counsel- Facilitate insight and personal growth, guide, advise, coach students, employees, or clients.
Customer Service- Effectively solve problems and challenges that satisfy customers.
Deal with Ambiguity- Be comfortable and effective with issues that lack clarity, structure, or certainty.
Deal with Feelings- Listen, accept, empathize, express, diffuse, calm, inject humor, and appreciate.
Delegate- Achieve effective results by assigning tasks to others.
Design- Structure new or innovative practices, programs, products, or environments.
Entertain/Perform- Amuse, sing, dance, art, play, give a demonstration to, speak to an audience.
Estimate- Appraise value or cost.
Evaluate- Assess, review, critique feasibility or quality.
Expedite- Speed up production or services, trouble-shoot problems, streamline procedures.
Generate Ideas- Reflect upon, conceive of, dream up, brainstorm ideas.
Implement- Provide detailed follow-through of policies and plans.
Improvise- To effectively think, speak, and act without preparation.
Initiate Change- Exert influence on changing the status quo, exercise leadership, bring new directions.
Innovate/Invent- Create unique ideas or combine existing ideas to obtain a new or unique result.
Interview for Information- Draw out subjects through incisive questioning.
Maintain Records- keep accurate and up-to-date records, log, record, itemize, collate, and tabulate data.
Make Arrangements- Coordinate events and handle logistics.
Make Decisions- Make major, complex or frequent decisions.
Manage Time- Ability to prioritize, structure and schedule tasks to maximize effort and meet deadlines.
Mediate- Manage conflict, reconcile differences
Mentor- Educate, guide, coach or counsel a less accomplished or junior colleague.
Monitor- Keep track of the movement of data, people, or things.
Motivate- Recruit involvement, mobilize energy, stimulate peak performance.
Multi-task- To effectively manage a variety of tasks and projects simultaneously.
Negotiate - Bargain for rights or advantages.
Observe- Study, scrutinize, examine data, people or things scientifically.
Perceive Intuitively- Sense/show insight and foresight.
Plan, Organize- Define goals and objectives, schedule and develop projects or programs.
Portray Images- sketch, draw, illustrate, paint or photograph.
Proofread, Edit- Check writings for proper usage and stylistic flair and make improvements.
Read for Information- Research written resources efficiently and exhaustively.
Research Online- Use search engines and online resources to gather and organize information and data.
Sell - promote a person, company, goods or services, convince of merits, raise money.
Strategize- Effectively plan and develop long-range strategies that successfully accomplish objectives.
Supervise- Oversee, direct the work of others.
Synthesize- Integrate ideas and information, combine diverse elements into a coherent whole.
Teach, Train- Inform, explain, and give instruction to students, employees or customers.
Team Work- Easily and effectively work with others to obtain results.
Test- Measure proficiency, quality, or validity, check and double check.

Marisol Matthews

955 La Paz Road | Santa Barbara, CA 93108
805-962-3993 mmatthews@westmont.edu

Objectives are needed only if education + experience ≠ job you are applying to.

Objective

To obtain an internship in Events Planning

Education

Bachelor of Arts, Communication Studies
Westmont College | Santa Barbara, CA

*List dates in chronological order.
Start chronological order over for each new category.*

May 2014

Related Experience

Sales and Catering Intern

Fess Parker's Doubletree Resort | Santa Barbara, CA

- Initiate projects with the Sales, Catering, and Convention Services departments
- Participate in client meetings, Pre-Convention meetings and site tours
- Gain a working knowledge of the hotel computer system (Delphi and Word) through creating letters and mail merges
- Liaison with vendors and guests over the phone to remedy potential complications
- Assist in servicing and programming a convention

January 2013 - Present

Administrative Assistant

Alpha Property Management | Downey, CA

- Complete various computer related tasks in Excel and Windows programs, including data entry, word processing, and chart making
- Compile quarterly reports of financial records for the U.S. Department of Housing
- Transcribe minutes at the Property Supervisors' weekly meetings
- Work flexibly with schedules of multiple Property Supervisors to assist in various capacities

May 2012 – December 2012

Start each bullet point with an action verb

Director of Service Organization

Westmont College | Santa Barbara, CA

- Successfully act as liaison between students and administration
- Present updates to the college's Parents Council, Alumni Council and Board of Trustees
- Write informative letters to prospective students and faculty members
- Work closely with a co-director and faculty advisor to assist a staff in decision making and troubleshooting
- Supervise over 30 service groups which attended the needs of students on campus, members of the local community, and people around the world
- Interview and selected staff members

May 2011 - May 2012

Child Care Program Coordinator

Anaheim Hilton and Towers, "Vacation Station" | Anaheim, CA

- Assist Public Relations Director in organizing informational packets and publicity for summer "Vacation Station" program
- Write informative memorandums to various departments within the hotel
- Train and supervise child care staff and enforced the Hilton Corporations service standards

May, 2010 - May 2010

SPECIAL HONORS AND AWARDS

- Dean's List. August 2009 – December 2009, January 2012 - May 2012
- Westmont Presidential Scholarship August 2011 - Present
- Omicron Delta Kappa Society Member January 2010 – May 2010
- Leadership Scholarship August 2009 – May 2010

Jane Smithⁱ

123 Main Street
Valencia, CA 91381
Cell: (555) 555--1212
studentname@westmont.edu

Educationⁱⁱ

Bachelor of Arts, Theater Arts
Westmont College, Santa Barbara, CA

May 2018ⁱⁱⁱ

Professional and Related Experience

Writing Tutor^{iv}

Aug 2017 – Nov 2017

Westmont College, Santa Barbara, CA

- Utilized my writing competencies to assist fellow students. Focused on building student competencies rather than just editing individual papers
- Completed related job training class and applied strategies during in-person student appointments
- Worked in concert with Supervisor to review and edit handouts on best practices
- Outcome: Demonstrated consistency in work ethic and the application of writing principles to actual student work

Job/Experience #2

Dates Worked

Employer Name, Employer City State

- Describe how your work helped you understand and interact with customers or the public^v
- Describe how your work helped you work well with others in the company
- Describe how your work helped you understand organization and business practices and processes
- Outcome: This is a roll-up sentence of either A) what skills you developed or other things learned, or B) what your employer gained from your work

Job/Experience #3

Dates Worked

Employer Name, Employer City State

- Describe how your work helped you understand and interact with customers or the public
- Describe how your work helped you work well with others in the company
- Describe how your work helped you understand organization and business practices and processes
- Outcome: This is a roll-up sentence of either A) what skills you developed or other things learned, or B) what your employer gained from your work

Awards and Recognitions^{vi}

- Award or recognition here (ideally do not include high school awards/recognitions)

Volunteer and Other

- List things that speak to your character and community involvement

RESUME DESIGN NOTES (stick to one page):

ⁱ **Anchor the Eye:** The eye wants to start at the top left of the page. Help the reader “anchor” the eye (make it easy to see your name). Then, get everything else (address, objectives, etc.) out of the way to allow the reader to quickly flow to the things you bring to the table.

ⁱⁱ **Lead with Your Degree:** At this stage in your career, your degree is the first thing you should highlight. Unless you have a near perfect GPA don't list it. Most employers aren't interested in high school graduation information, so don't waste space on that.

ⁱⁱⁱ **Right Justify Using Tab Function:** Use Word (or other software) to create “Tabs” so that your dates are crisply lined up and justified on the right border.

^{iv} **Job Title First:** State the job title first and place the employer underneath. Jobs should be listed chronologically starting with the most current job.

^v **Strategic Bullet Points:** Don't just list the tasks you performed. Have a strategic objective with each bullet point and state the bullet point content in the context of a transferrable skill.

^{vi} **Awards, Recognitions, Volunteer and Other:** Use these sections to list other items. Section header titles can be edited to suit your need.

Cover Letters

TIP: A Resume never travels alone; it is either with you or with a cover letter



Types of Cover Letters:

- a “cold-call” letter
- letters resulting from a referral or other contact
- letters responding to a job posting

Purpose of a Cover Letter:

- to sell your qualifications to the reader
- introduce yourself to an organization
- create the **first impression** of your ability to communicate
- motivate the employer to review your resume

Important facts:

- Cover letters are brief yet informative; **no more than one page.**
- 3 parts: **1) opening** explains who you are and why you’re writing **2) main body** lists two to three relevant major accomplishments, experiences, skills, etc. that gives the reader good reason to interview you **3) closing** expresses a desire for future communication
- Reflect **some evidence of your knowledge regarding the business or organization;** research, informational interviews, LinkedIn....
- Address the letter **to a person** (double check spelling and title), unless absolutely impossible. Try calling Human Resources or receptionist for information, too.
- Brag **about yourself and your achievements.** You can be confident when sharing your qualifications, skills, interests, and personal attributes.
 - The job description and website will let you know what skills and key words they are looking for, so use them!
- Demonstrate **writing ability** and **communication skills** (thank you, liberal arts)!
- In most cases, let the employer know you **will contact them** (unless otherwise specified)

Cover Letter Examples

Put your Resume Header here

To Whom It May Concern:

I am enthusiastic about applying for the Program Development Specialist position with Patagonia. I hold a Bachelor's degree in Economics and Business from Westmont College, which complements my personal and professional experience with organizational development, innovative resourcefulness, and partner collaboration **(use keywords from job description)*. I believe that I am an exceptional candidate to contribute to Patagonia's dedication to improving and developing each created product by finding and utilizing all resources available **(include/integrate their mission, values, etc., with your experience and values)*.

As a Relations Specialist **(list work position/title)* at Montecito Bank **(company name)*, I build rapport with clients and colleagues that fosters trustworthy relationships. Cultivating and implementing critical thinking allows me to continually improve projects and our district's initiatives. While maintaining client affiliate channels, I utilize resources and strategy to develop the affiliate channel long term. I am constantly expanding my role and daily tasks with a growth mindset **(use keywords from job description)* and proactive research by gathering data, developing presentations, and creating timelines. By leveraging cooperative and collaborative communication, I have obtained additional placements, volume, and approvals that have developed the affiliate network, as well as target a new audience. Furthermore, my professional experience enables me to utilize data analysis and diverse relationships to enhance growth, which will directly contribute to this position.

As an innovative, eager learner, and team player, I hope to contribute to Patagonia and learn from the Learning and Development team, as well. I would appreciate the opportunity to further discuss my interests and qualifications for this position, can be contacted at **(email)* and **(#)*. Thank you for your time and consideration, and I look forward to future correspondence.

Best, **(sincerely, gratefully...choose your signature)*

Layla

Layla L. Jackson

Put your Resume Header here

January 24, 2016
Mosaic Network
Support Team

As a graduating music major at Westmont College, I believe I would be a good fit for the Client Support Associate position at Mosaic Network. I am confident that the liberal arts education I have received at Westmont College has given me the necessary critical thinking and communication skills that this job demands.

The liberal arts have required me to thoughtfully solve problems in a variety of contexts and to do so with clear and concise, written and verbal communication. As a music student, I am a strong team leader with experience in both co-leading and leading groups and ensembles. Music, in an academic context, is field in which success comes through extreme organization and the ability to collaborate. Through leading and participating in a variety of music events at the college, in the Santa Barbara community, nationally and internationally, I have been faced with tasks that have required quick thinking and troubleshooting under the pressure of both time and audience. I believe that my motivation for excellence would make me an asset to Mosaic Network.

I have submitted my resume and will be attentive to all opportunities for a personal interview or further application process. Both personal and professional references are available upon request.

Thank you for your time,

Jesse Cruz

References

A list of references is a list of the people whom the employer might contact to learn more information about you. These people should be able to speak to your qualifications for a job. Sometimes an employer will contact only one person on the list, and other times an employer will contact everyone. A list of strong references can be a great way to demonstrate your qualifications for a position.

Creating your list of References:

- Your name and contact information should be listed at the top of your reference sheet in the same header as your resume.
- Include 3 references, listed in the order you would like them to be contacted.
- Ask for permission; it's important that you let references/ recommendations know that an employer may be contacting the.
- Ask for the appropriate contact information. Be sure to provide them your cover letter, resume and any other information so they can represent you in the best way possible when speaking with a potential employer.
- Be sure to list names in BOLD font, including the following:
 - Position title (e.g. Director of Human Resources, Public Relations Manager, etc.)
 - The name of the company/organization at which they are employed.
 - The company address (or at least city and state)
 - Work phone number, or one's preferred phone number
 - Preferred email address

Example:

William Warrior 955 Rocky Road, Santa Barbara, CA 93110 805.565.6031 william@yourschool.edu	
REFERENCES	
Name	
Job Title	
Company	
Phone Address	
Email	
Name	
Job Title	
Company	
Phone Address	
Email	

Preparing a Curriculum Vitae

Though a curriculum vitae, or CV, is a type of resume typically used by professionals in the fields of academia, medicine, teaching, and research, it can also be asked for when applying to graduate programs.

Differences between a resume and a CV

- Education is always listed first. Most candidates who use a CV have an educational background directly related to the positions they seek.
- CV's almost never list an objective and seldom have a long narrative profile. If you want to make a more elaborate argument for your application, do it in a cover letter.
- CV's should be understated. Self-congratulation is likely to backfire on the author so keep your CV looking simple.
- Name-dropping is more common in CV's than resumes. For example, if you performed research under a certain professor, you would probably include her name and title. Science and academia are small worlds, and it is likely that a prospective employer will have heard of a given specialist in her own field.
- CV's can run on for pages and pages. This is different from resumes, which need to be one to two pages, maximum. CV's should, however, be very neatly organized with clear headings and distinct conceptual divisions.
- CV's often contain many more categories of information than resumes. Experience may be divided between headings for TEACHING and RESEARCH; education may be divided between DEGREES and CONTINUING EDUCATION or ADVANCED TRAINING. How you organize this material determines its impact on your reader.

Information to include on a CV

The organization and presentation of your CV is extremely important. It will be judged largely on the number and nature of listings. Review your material before deciding what to include, what to feature, and what to omit. Review all potential data in the following categories:

Degrees	Study Abroad	Volunteer Experience	Consulting	Clinics
Dissertations	Teaching	Technical Skills	Service	Sports
Theses	Workshops	Laboratory Skills	Symposia	Papers
Licenses	Grants	Computer Skills	Expertise	Seminars
Awards	Practica	Continuing Education	Credentials	Honors
Languages	Translations	Conferences	Exhibitions	Specialization
Research	Publications	Scholarships	Employment	Committee Training
Workshops	Affiliation	Fellowships	Presentations	Interests

*After compiling this information, organize it on your CV in accordance with your desired impact on the reader. All information should be listed in reverse chronological order.
