



CAREER SERVICES



*Together we are Better!*

# Resume Writing

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## YOU AND YOUR RESUME

You're *anxious, frustrated, and fearful!* You're also *procrastinating*, aren't you? Your resume is either really old, or you've never written a resume before! You know you need to write your resume, but where do you begin? Whether you're writing a resume for a class assignment, for a specific job opening, for a college interview, or simply for yourself, it can be a challenging and scary venture...at least that is what *you* think.

*Think again.* Resume writing can be interesting and exciting! Developing a resume gives you the opportunity to know yourself better. Enjoy learning about who you are and what you're all about. This booklet is designed to give you general information about writing a resume. *Take your time and read this booklet carefully.* Remember, however, that this booklet is simply a *guide* to resume writing.

There is no magical resume to land you a job offer, so if you need additional help developing your resume, the services available to you through the Career Planning and Job Placement Department, along with other local and regional services, can help you. Simply make an appointment to see a career counselor. With regard to writing your resume, we at JCC provide assistance to help you:

- Refine a Resume
- Explore Occupations
- Identify Your Skills
- Seek Employment
- Critique a Resume
- Assess Your Interests
- Set Your Goals
- Prepare You For Job Seeking Or College Transfer

Remember to always have your *dictionary* and your *thesaurus* on hand when you write your resume. Never begin this process without them. *Do not rely on spell-check alone!*

***Above all, remember that there is a good deal of subjectivity in resume writing.*** One reader may like your resume, and another may not. Write a resume that matches all of the elements that a prospective reader may need. Write your resume according to your comfort level. If it looks and feels good to you, then chances are it will work.

## WHAT IS A RESUME?

In the words of Michael Bryant, as revealed by Richard Nelson Bolles in his best-selling job-hunting book, What Color Is Your Parachute? the definition of a resume is:

***'An ingenious device that turns a human being into an object (an eight and a half by eleven inches piece of paper). This transformation device is then often used to try and convince people we have never met to invest thousands of dollars in us, by hiring us for a job we have not yet specifically identified.'***

Interesting, right! Put more simply, **a resume is your first impression on a prospective employer. It is a paper document, which outlines who you are.** Though you may be intelligent, kind, charming, and funny in person, a poor resume may prevent you from ever having the opportunity to demonstrate your interpersonal skills. A poor resume may prevent you from ever being called for an interview.

Gary Burnison, Author of Lose the Resume Land the Job, your resume "...serves as a concise summary that showcases your competencies, experience, and accomplishments."

Very simply, **the purpose of the resume is to get you an interview!** The rest is up to you and the employer. There needs to be a match...if there is one, then chances are you may be hired.

## WHAT IS THE PURPOSE OF THE RESUME?

Whether you are a current student, a new graduate, or an experienced candidate, before you can write a persuasive resume, *you need to know yourself!* Identify for yourself what makes you happy and keeps you fulfilled. What are your personal and professional *motivators*? What are your *skills and abilities*? Where do your *interests* lie? You will not be able to articulate on paper what you can offer an employer if you don't know yourself.

If you do not feel that you know yourself well...*don't panic!* Engage in a **career assessment** or a **personality inventory** that will help you explore who you are. The Career Planning and Placement Department at JCC can help you by providing individual, personalized, and confidential career counseling and assessment.

When you believe that you know yourself well enough, you need to know what employers are looking for and match that with what you have to offer. Only then can you start thinking about writing a persuasive resume. ***There are three important steps in planning a persuasive resume.***

## WRITING A PERSUASIVE RESUME

### **1<sup>ST</sup> Identify one (or several) specific job targets--your Objective.**

Today's job market is competitive, and the most effective resume is one written with a specific job target in mind. Since different jobs require different abilities, you need to be able to emphasize the most appropriate experiences which support your qualifications for the position you apply for. Your career objective will lend focus and commitment to your resume. Employers want to see immediately how your skills and experiences relate directly to their needs.

### **2<sup>ND</sup> Research qualifications that employers in your target job fields look for.**

How do you do this? **READ!** Read career information materials and organization recruiting brochures available at respective businesses. Having this specific job information will enable you to prioritize and organize your job search so that it is more thorough. **Review** online want ads and professional journals so that you can clearly assess the qualifications that employers are looking for and to identify those you have.

### **3<sup>rd</sup> Show Focus and Commitment to your specific job target or Objective.**

**Show your interest and your motivation!** You need to give the task of resume writing its due time. Don't rush yourself. Write and re-write, for you are creating a reflection of who you are.

Now, in which **Format** do you choose to write your resume???

# RESUME FORMATS

There are **THREE** basic resume formats.

Choose the format which works best with your personality, past and present work experiences, your current career objective, and the objectives of your prospective employer(s). No one format will guarantee you a job over another; however, there may be one format that is better for *you* based on your personal and professional circumstances.

## Format #1

### Chronological Resume

- This resume is appropriate for someone who has very steady work experiences, and job titles which are related to a specific career objective with appropriate skills and experiences.
- It is a *chronology* of work history listed by employment titles, dates, and places of employment.

## Format #2

### Functional Resume

- This resume is appropriate for someone who has gaps in their employment history, for an individual who is changing careers after a period of time, or for someone who has irrelevant work experience related to their current employment objective.
- This format is often used by individuals who care not to reveal employment or education dates, i.e. dislocated workers
- Job titles, places, and dates of employment are not required in this format.

## Format #3

### Combination Resume

- This resume is generally a *combination* of work history and professional skills.
- This format is also appropriate for individuals who have limited work experience and therefore would like to focus more specifically on their *transferable skills* rather than a chronology of work history.
- It is also used for those who have a consistent work history and specific skills and accomplishments to compliment that work history.
- Generally dates of employment and education are identified in this resume format, but not every job held needs to be included.

**Remember to tailor your resume to match your own personal and professional career objective, your education, training, skills, and experiences.**

This brings us to the Content of your resume. What *words* do you use to tell about yourself do you say about yourself?

## RESUME CONTENT

The **Content** of the resume is your text; the prose, or the words you write in your resume. Choose your words carefully to reflect your personality. Be sure that your content is relevant to your current objective. Insure that your content is concise, clear, and informative. Keep the information short and sweet, “KISS!”

Keep your information to the point. Above all, make sure that your resume is “**letter-perfect.**” That means no spelling errors, or inconsistencies with grammar or punctuation.

Now that you know what to write, how do you make it look professional? That is what **Style** is all about.

## RESUME STYLE

The **Style** of the resume relates to the *look* of the resume. Is it appealing to the eye? Does it grab your attention, and more importantly, will it grab the reader’s attention? There are several elements which contribute to the resume’s style:

- **A Readable Font** – A font is a “typeface,” (Calibri, Times New Roman, Arial, etc.). Choose a font that is easy to read. Keep your font consistent throughout the resume.
- **Graphic Designs** – Graphics are borders, clip-art, colors, pictures, etc. Keep graphics to a minimum. You want a resume that is appealing to the eye, but not too flowery. Employers generally prefer a “traditional” looking resume written in black ink. You do not want to include a professional portrait of yourself unless you are required to do so.
- **Highlights** – Style highlights bring attention to something. By using bullets, bolded letters, underlining words, or writing in prose, or paragraph-style, contributes to a highlighted style. Generally, you will want to highlight information that you choose to prioritize, or wish to bring to attention.
- **Consistency** – Whatever elements you choose to incorporate into the resume should incorporate a consistent theme. If you bold and underline one major heading, bold and underline all major headings. You want the resume to “flow” well and achieve a balanced look.
- **Length** – Brief and focused resumes are preferred. A one-page is preferred, but a two-page resume is acceptable. ***Never go beyond two pages.*** No longer do employers have the time, or patience to review several pages of solid type. However, some individuals with varied work experiences may need to articulately and concisely devise a two-page resume. Prioritize information accordingly. The resume that is straightforward will generally get noticed.
- **Paper** – Resumes that don’t feel good give a bad first impression. Use 8 ½ by 11-size paper, 60 lb. stock, in white, ivory, or light gray. Bond papers with some texture are appealing. Try to match the paper for the cover letter with the resume itself.

## SECTIONS WITHIN YOUR RESUME

The following **Sections** add appeal to your resume and are often those elements that employers are most interested in seeing when reviewing a job applicant. Some of these sections are essential, while some are *optional*. Once you have gathered information about yourself, you will need to prioritize within which section that information fits. After that, determine the order in which you would like to lay out those sections. The order of your sections is not as important as the content within each section.

- **Header (essential)** – Placed at the top of the resume, the header, or heading, is essential information which identifies who you are. Your header should include your name, address, e-mail addresses, LinkedIn web address (optional), and telephone numbers. Your name in the header should be the largest font of the resume. The header should be on all pages of your resume.
- **Objective (optional)** – Listing a career objective suggests that you are a goal-oriented person. The objective will vary depending upon the type of person you are, the academic major, or career field you are pursuing, and the goals you have. The objective gives the reader of your resume a sense of direction related to your goals. Although the objective is optional, if you can tailor your objective to the respective job for which you are applying, that is key. Try to be as specific as possible and ensure the objective is useful for the employer to read. Very general objectives are not useful to the employer.
- **Work Experience/History (essential for the Chronological and Combination Resumes)**  
List your most recent work experience first, then continue to list others in descending order (reverse chronological). Volunteer and other work experiences, whether paid, or unpaid, can be listed here as well. Depending on which resume format you choose, you will display your work history differently:
  - **Chronological Resume:** Provide a brief summary of your duties under each respective job title. You can display this information using bullets or in the form of a paragraph. You should list all the positions you have had in the last 10 years. Typically, there is a ten year window to list work history for the chronological format.
  - **Combination Resume:** Simply list your job titles, places, and dates of employment. You need not list every job you have ever had. Prioritize which jobs relate most to your objective. Others need not be included. In this format, you will ***not*** list the summary of your position under the job titles.
- **Professional Skills (essential for the Combination and Functional Resumes)** – Particularly in a “Functional” or “Combination” resume, listing your professional skills is important. In most instances, you will not have a professional skills section in a chronological resume. There are two different types of skills that you will present in each resume; Technical and Transferable. It is very important to emphasize both during the employment recruitment process.
  - **Technical Skills:** Teachable abilities or skill sets that are easy to quantify; you can learn in the classroom, through books or other training materials, or on the job. These skills can be proven or measured; Discipline-related, and Content-specific. Skills that are tied directly to work experience or degrees and education.

- **Professional/Transferrable Skills:** Subjective skills that are much harder to quantify and relate more to the way one relates to, and interacts with, other people. Character traits, attitudes, and behaviors that appeal universally to personality and values. These skills can be used in a variety of settings; be it the workplace, classroom, soccer field or grocery store.
- **Please see the skills booklet for more information about developing skills for your resume.**
- **Education (essential)** – List your highest education first, then continue to list others in that order. If you have completed high school, listing grade school is not necessary. You do not need to list your high school education if you graduated ten years prior to the present time. You do not need to list your high school education if you have a college degree. Trade schools, GED’s, and college coursework, versus receipt of a college degree, are all acceptable to list. Co-op’s and Internships can be listed in the *Activities* section or the *Education* section.
  - The most important component for this section is to identify your degree designation (A.S., A.A., A.A.S, or Certificate). Next list the major, or program of study in which you earned your degree, and include a respective emphasis or option. You then proceed to name the college or university you attended, along with the city, state, and zip code.
  - If you are in the process of completing your college degree you give the end date only. The date will speak for itself. If you attended a school and completed coursework, but did not earn a degree, you indicate that beginning with, “Coursework Completed.”
  - If you plan to add your grade point average (GPA) to your resume, you will want to add it as a bullet point under your education. As a general rule, only include your GPA if it is above a 3.0.
- **References (essential)** – Always end your resume with a reference section. If you have room on a one, or two-page resume to list the names, addresses, phone numbers, and emails of each of your references, do so. If not, indicate that your references are attached to the resume and provide on a separate reference page. Do not indicate that references will be provided “upon request.” It will work to your advantage to provide reference information at the time you submit your resume for its initial review. A minimum of three references should be listed in the resume, however, up to six additional references are acceptable. Secure the permission of each of your references. Choose references who can speak or write on your behalf (past/present employers, faculty members, counselors, clergy, coaches, or community members).
- **Honors (optional)** – List important honors or achievements which are relevant to your employment pursuits. For example, receipt of a scholarship, or award designations are appropriate fillers for the resume. Be sure to include the respective affiliation, i.e. “Honoree,” or “Recipient,” for example.
- **Activities (optional)** – Community and college activities in clubs or civic organizations are appropriate to list. This includes volunteer or paid activities. “Cooperative Education” programs and “Internships” are specialized activities which are essential to list on the resume, especially as they relate to the *Education* section of the resume. Co-op’s and Internships can be listed in the *Activities* section or the *Education* section. Again, be sure to include affiliations such as “Member,” “Volunteer,” etc . . .



- **Certificates and Licenses (optional)** – Certification, licensing, or specialized training related to an academic program or a particular employment experience should be listed. These opportunities enhance the resume. Although listing licensing and certification is not required on the resume, it may be essential to document in some way when applying for various employment opportunities. Ensure certifications are current if listing them.
- **Professional Memberships (optional)** – Memberships, and offices held within various organizations related to a professional association should be highlighted. Generally professional memberships reinforce educational, and professional achievements, i.e. “President,” “Secretary,” etc . . .
- **Personal Highlights (optional)** – Employers are divided about including personal data (height, weight, age, health, marital status) in the resume. Most large companies insist that it not be included, and will not consider a resume that has it. Personal data that could be included, however, relates more to your character and personality rather than vital statistics. For example, indicating in a special, highlighted section that you are a Team Player, a Critical Thinker, a Communicator, and that you are Trustworthy, Dependable, and Reliable, is a welcome addition to the resume. (See “Personal Highlights” section of the sample resumes).
- **Professional Summaries (optional)** – Professional summaries are not necessary to include in your resume. These summaries can be used to briefly describe expertise that directly relates to the position, several years of experience and valuable technical skills. If you feel a summary is necessary, remember to keep it very short, simple and straight to the point.



“The one thing on your resume that concerns me is you misspelled your last name.”

## A RESUME REVIEW - THE EIGHT STEP PROCESS

Try to remember the points you have just reviewed. The beginning step to this process is “Knowing Yourself!” Now that you are ready to write the resume, the following steps will make this adventure much more fulfilling!

1. **Collect Information.** Write information about yourself, your work experiences, your education, your goals and your accomplishments. Remember key names, places, and dates.
2. **Write Detailed Descriptions.** Compile a brief summary describing each of your work (volunteer or paid) experiences, accomplishments, skills, and other related information. This should be clearly written, easy to understand, and honest.
3. **Condense.** Consider that you have limited space on your resume. Therefore, select the information that relates particularly to the type of job that you are seeking, prioritize the information, and leave out the information that does not match.
4. **Choose a Trial Format.** Consider a format that will best present who you are. Select from a Chronological, Functional, or Combination format.
5. **Write a Rough Draft.** Organize your information, choose your format, and write your resume.
6. **Look Over Your Rough Draft.** Gather suggestions for improvements from family members, faculty, friends, and other professionals. Be sure to check spelling, grammar, content, style, and the overall “look” of the resume.
7. **Rewrite.** Make any necessary changes. Continue to rewrite until you are ready to write your final draft. Don’t rush yourself.
8. **Double Check and Print.** Your final draft can be typed on your computer, or printed by a printing shop (see us for suggestions). Check it completely for mistakes of any kind. Remember that your resume must be close to *perfect*. Be thorough.

“Remember your resume should concisely and compellingly illustrate one major message point: This is how I made things better for my employer while I was there.” – Gary Burnison, Lose The Resume, Land the Job, 2017

## WORDS FOR RESUMES AND COVER LETTERS

When writing a resume or cover letter and preparing for an interview, one can often forget the “right” words to use! The following list of **action verbs** that can help you more clearly articulate your thoughts and ideas. Following the action verbs is a list of **adjectives** and **adverbs**. These words may give greater meaning to your work skills and a better description of your activities and achievements.

### List of Action Verbs

accelerated	built	critiqued	expanded
accomplished	calculated	customized	expedited
accounted for	cataloged	dealt	explained
achieved	catalogued	debated	explored
acquired	caught	decided	extracted
acted	caused	defined	fabricated
adapted	chaired	delegated	facilitated
added	changed	delivered	familiarized
addressed	checked	demonstrated	fashioned
adjusted	chopped	demystified	filed
administered	chose	designed	financed
advised	clarified	determined	forecast
aided	classified	developed	forecasted
allocated	cleared up	devised	foresaw
alphabetized	closed	diagnosed	formulated
analyzed	coached	did	forwarded
anticipated	collaborated	digested	fostered
applied	collected	directed	found
appointed	combined	discovered	founded
appraised	communicated	dispatched	gained
approved	compared	drafted	gathered
arbitrated	compiled	dramatized	gave
argued	completed	drew up	generated
arranged	composed	dropped	grabbed
assembled	computed	earned	graded
assessed	conceived	edited	greeted
assigned	conceptualized	educated	grossed
assisted	concluded	elected	guided
assumed	conditioned	employed	handled
assured	conducted	enabled	hastened
attained	consolidated	encouraged	heightened
attended	constructed	engineered	helped
audited	continued	enjoyed	highlighted
authored	contracted	enlarged	hiked
authorized	controlled	enlisted	housed
awarded	convinced	ensured	hunted
balanced	coordinated	entered	identified
began	copied	established	illustrated
bolstered	corrected	estimated	implement
boosted	corresponded	evaluated	implemented
bought	counseled	examined	improved
briefed	counted	excelled	included
brought	crafted	executed	incorporated
budgeted	created	exercised	increased

indicated  
influenced  
informed  
initiated  
innovative  
inspected  
instituted  
instructed  
insured  
interpreted  
interviewed  
introduced  
invented  
investigated  
joined  
kept  
labored  
launched  
lectured  
led  
licensed  
located  
looked  
made  
maintained  
managed  
mapped out  
marketed  
maximized  
mediated  
met  
modified  
monitored  
motivated  
moved  
named  
neatened  
negotiated  
netted  
observed  
opened  
operated  
ordered

organized  
originated  
overcame  
overhauled  
oversaw  
paid  
painted  
participated  
perceived  
performed  
persuaded  
pioneered  
placed  
planned  
played  
policed  
prepared  
presented  
prevailed  
prioritized  
processed  
produced  
profited  
programmed  
prohibited  
projected  
promoted  
proofed  
proved  
publicized  
purchased  
put  
qualified  
ran  
rated  
realized  
received  
recognized  
recommended  
reconciled  
recorded  
recruited  
reduced

referred  
rehabilitated  
related  
remodeled  
renovated  
repaired  
reported  
represented  
rescued  
researched  
resulted in  
retrieved  
returned  
revealed  
reviewed  
revised  
revitalized  
said  
saved  
saw  
scheduled  
scouted  
screened  
scrutinized  
selected  
sent  
served  
set  
set goals  
shaped  
shipped  
shored up  
showed  
sifted  
simplified  
smoothed  
solved  
sought  
spearheaded  
specified  
spoke  
started  
stated

stimulated  
stopped  
straightened  
streamlined  
strengthened  
stripped  
studied  
submitted  
suggested  
summarized  
supervised  
supported  
surmounted  
surveyed  
targeted  
taught  
tested  
tightened  
took  
took over  
totaled  
toured  
tracked  
trained  
transferred  
transformed  
translated  
traveled  
treated  
tutored  
typed  
uncovered  
unearthed  
unfurled  
updated  
upgraded  
upped  
welcomed  
won  
worked  
wrote

### List of Horn-Tooting Adjectives and Adverbs

academical(ly)  
accurate(ly)  
active(ly)  
adventurous(ly)  
aggressive(ly)  
alert(ly)  
ambitious(ly)  
analytical(ly)

artistic(ly)  
assertive(ly)  
attractive(ly)  
bold(ly)  
broad-minded(ly)  
businesslike  
calm(ly)  
capable(ably)

careful(ly)  
cautious(ly)  
challenging  
cheerful(ly)  
clever(ly)  
competent(ly)  
competitive(ly)  
confident(ly)

conscientious(ly)  
conservative(ly)  
considerate(ly)  
consistent(ly)  
cooperative(ly)  
courageous(ly)  
creative(ly)  
curious(ly)

deliberate(ly)	independent(ly)	outgoing	significant(ly)
determined	individualistic	painstaking(ly)	sincere(ly)
dignified	industrious(ly)	patient(ly)	sociable(ly)
discreet(ly)	informal(ly)	persevering	spontaneous(ly)
dominant(ly)	intellectual(ly)	pleasant(ly)	stable
eager(ly)	intelligent(ly)	poised	steady(ily)
easygoing	inventive	polite(ly)	strong(ly)
efficient(ly)	kind	practical(ly)	strong-minded
energetic(ly)	large	precise(ly)	successful(ly)
enormous(ly)	leisurely	progressive(ly)	supportive
fair-minded(ly)	liberal(ly)	prudent(ly)	tactful(ly)
far-sighted	likable	purposeful(ly)	teachable
firm(ly)	logical(ly)	quick(ly)	tenacious(ly)
flexible(ibly)	loyal(ly)	quiet(ly)	thorough(ly)
forceful(ly)	mammoth	rational(ly)	thoughtful(ly)
formal(ly)	mature(ly)	realistic(ly)	tolerant(ly)
frank(ly)	methodical(ly)	reflective(ly)	tough
friendly	meticulous(ly)	relaxed	trustworthy
generous(ly)	mild(ly)	reliable(ably)	unaffected
good-natured(ly)	moderate(ly)	reserved	understanding(ly)
healthy	modest(ly)	resourceful(ly)	unexcitable(ably)
helpful(ly)	motivated	responsible(ibly)	uninhibited(ly)
high(ly)	natural(ly)	robust(ly)	verbal(ly)
honest(ly)	obliging(ly)	self-confident(ly)	versatile
huge	opportunistic(ly)	self-controlled(ly)	warm(ly)
humorous(ly)	optimistic(ly)	sensible(ibly)	wise(ly)
imaginative(ly)	organized	sensitive(ly)	witty(ily)
imposing	original	serious(ly)	zany(ily)

### Overused words in resumes:

Creative  
 Driven  
 Energetic  
 Enthusiastic  
 Go-getter  
 Good communicator  
 Hard worker  
 Innovative  
 Motivated  
 Passionate  
 Self-starter  
 Successful  
 Team player  
 Track record

These words are typically overused in all resumes. Try finding a synonym above and using that in your resume. Though these words are typically overused, you can still use them in your resume if you feel they are the right fit for what you are saying.

# Sending Your Documents

## Emailing Your Cover Letter & Resume

**STEP 1:** Save your resume and cover letter as PDF documents, unless otherwise specified by the job listing. Use your name as the file name, so the employer knows whose resume and cover letter it is. Examples: johnsmithresume; johnsmithcoverletter

**STEP 2:** Your email subject line should explain who are, and what job you're applying for. Do this first before writing your email so you do not forget.  
Examples: Job Title-Your Name; Referred by First Name Last Name; ABC College Informational Interview Request; Social Media Expert Seeking New Opportunity.

**STEP 3:** Decide whether your cover letter will be placed directly in the body of your email, or if it will be attached. Attaching your cover letter as a separate document is the safer of the two options. Copying and pasting or retyping the cover letter may cause formatting errors, or may appear as less professional. Always follow the instructions of the job listing.

Do not send a blank email with your documents attached. You may choose to write a short statement such as the following:

*Please accept the attached resume and cover letter as my application to the JOB TITLE with TITLE OF COMPANY. Please contact me at EMAIL ADDRESS or PHONE NUMBER if you need additional information or materials.*

*Sincerely,*

*YOUR NAME*

**STEP 4:** Develop an email signature. This should include your full name, email address, phone number, so the Hiring Manager can at a glance contact you. Do not use your work email to send your resume and cover letter. Use an appropriate and professional sounding email address.

**STEP 5:** Attach all requested documents. Double check/open all attachments to ensure they are correct and accessible.

**STEP 6:** BCC yourself to have a copy for your own records.

**STEP 7:** Send your email!

**STEP 8:** Even if you applied electronically, you can follow up by mailing hard copies. This is a personal judgment call, but it could be well received by the employer, and demonstrate your interest in the position. You can even state in your cover letter you will be following up with hard copies of your resume or cover letter.

## **Mailing Your Cover Letter & Resume**

- STEP 1:** Print your cover letter and resume on white, ivory, or light gray paper, 60 lb stock paper.
- STEP 2:** Complete a three-fold for a business letter and place in a business envelope, or mail flat in an 9" X 12" envelope. Do not staple or paper clip your resume and cover letter together.
- STEP 3:** Properly address the envelope to the correct recipient. Otherwise, address to the appropriate department with a sticky note inside that says "Please forward to hiring manager for \_\_\_\_ position."
- STEP 4:** Attach appropriate postage, and mail!

## **Hand-Delivering Your Cover Letter & Resume**

- STEP 1:** Always follow the instructions of the employer when submitting your resume and cover letter. Dropping off your materials in person may not be a good idea, you have to use good judgment and "read" the company. You might have better luck with this approach at smaller organizations, than larger organizations.
- STEP 2:** Follow "Mailing your Resume & Cover Letter" steps, but do not attach postage or mail.
- STEP 3:** Dress in business casual attire.
- STEP 4:** Respect the employee's time and privacy. Do not ask to see the hiring manager or make an appointment. Identify who you are, the job you're interested in, and that you're dropping of a copy (or extra copy) of your resume and cover letter. Say "Thank you."

The key to remember is to follow the directions very closely to ensure that you are sending the correct documents and information. Not following the directions could result in your elimination from the application pool.

Here we are again! No doubt you will have additional questions and you may need more information about this adventure we call **“Resume Writing!”** Again, this booklet is designed as a general *guide* for writing your resume. If you need further assistance, stop by and see us:

**The Career Planning and Job Placement Department**

**Collaborative Learning Center**

**Phone 315-786-2288**

**Appointments can be made for resume development/critique and career counseling!**  
Resume workshops and programs provided each semester!

## **RESUME REVIEW**

Here are a few **DO’s** to resume writing to remember:

- **DO** put your header on ALL pages of your resume.
- **DO** spell everything out – no abbreviations!
- **DO** use action verbs for skills and job descriptions.
- **DO** tell quantifiable details to describe your skills.
- **DO** include activities, clubs and volunteer work – It shows well roundedness.
- **DO** use keywords from the job description in your resume.
- **DO** tell the truth in all parts of your resume.
- **DO** get someone else to critique your resume before you submit it.
- **DO** remain consistent in all parts of your resume.
- **DO** keep your resume short, simple and to the point.
- **DO enjoy writing your resume and seeing all of your amazing accomplishments!**

**“EMPHASIZE YOUR STRENGTHS ON YOUR RESUME, IN YOUR COVER LETTERS AND IN YOUR INTERVIEWS. IT MAY SOUND OBVIOUS, BUT YOU’D BE SURPRISED HOW MANY PEOPLE SIMPLY LIST EVERYTHING THEY’VE EVER DONE. CONVEY YOUR PASSION AND LINK YOUR STRENGTHS TO MEASURABLE RESULTS. EMPLOYERS AND INTERVIEWS LOVE CONCRETE DATA.”**

**-MARCUS BUCKINGHAM**



# RESUME AND WORKSHEET SAMPLES

- Remember, some sections in the resume examples are optional, and are included to demonstrate how you might incorporate or format different sections. There are also various style (**bold**, *italics*, underline) elements in each resume. Always build your resume according to your needs and wants.
- Also included are each of the resume formats (Chronological, Functional, and Combination), for some of the majors at JCC. There are also resume worksheets in each of the three respective formats for you to devise your own resume. Simply pick the format you desire and revise it to meet your own needs.

# JOHN P. SMITH

124 Main Street | Watertown, New York 13601 | 315-123-1234 | jsmith@gmail.com | linkedin/jsmith

## Objective

Pursue an *Accountant* position at Henley and Jinx Accounting Firm in Watertown, New York 13601

## Work History

### *Accounting Assistant*

Allen & Musick Construction, Syracuse, New York 13202 April 2004- Present

- Perform account payable functions for construction expenses
- Ensure compliance with accounting deadlines, with a zero late submission rate
- Coordinate monthly payroll functions for 200+ employees
- Revamped the manual accounting system of the company by introducing accounting databases and software

### *Administrative Assistant*

Biltmore Industries, Rome, New York 13440 January 2000- March 2004

- Prepared weekly confidential sales reports for presentation to management
- Managed the internal and external mail functions
- Scheduled client appointments and maintained up-to-date confidential client files
- Developed administrative staff by providing information, educational opportunities, and experiential growth opportunities

### *Customer Service Associate*

Sarah Anderson's Personalized Gifts, Watertown, New York 13601 July 1999- June 2000

- Prepared product or service reports by collecting and analyzing customer information
- Attracted potential customers by answering product and service questions; suggesting information about other products and services.
- Opened customer accounts by recording account information
- Recorded customer inquiries by documenting inquiry and response in customers' accounts

## Education

*Associate in Science Degree*, Accounting May 2015  
Jefferson Community College, Watertown, New York 13601

## Honors/Awards

*Recipient*, Dean's List Jefferson Community College Watertown, New York 13601 May 2014

## References

### *Mary Cook*

Accountant, James & James Inc.  
123 Main Street  
Rome, New York 13440  
234-456-7899  
mcook@gmail.com

### *David Hall*

Professor, Accounting  
Jefferson Community College  
1220 Coffeen Street  
Watertown, New York 13601  
dhall@jefferson.edu

### *Tim Zow*

Manager, Burger King  
145 Arsenal Street  
Watertown, New York  
13601  
315-098-7865

# JOHN P. SMITH

124 Main Street | Watertown, New York 13601 | 315-123-1234 | jsmith@gmail.com | linkedin/jsmith

## Objective

Pursue a *Registered Nurse* position at Samaritan Medical Center in Watertown, New York 13601

## Personal Highlights

- Responsible and compassionate; relate well to others
- Demonstrate areas of responsibility; maintain ethical and legal responsibilities
- Flexible; work with diverse situations and individuals

## Work History

### *School Nurse*

Watertown City School District, Watertown, New York 13601

*August 2014- Present*

- Incorporate concepts of basic needs in practice to maintain optimum wellness of patients at all developmental levels
- Utilize the nursing process to meet the basic needs of individuals of all ages experiencing common and/or complex health needs
- Record, review and monitor vital signs, medication details, plans of care, outcomes, pain management and other pertinent findings/information in patients' charts or in computer and communicate regularly with other shifts

### *Pediatric Associate*

Kaiser Permanente, San Diego, California, 92093

*August 2013- July 2014*

- Articulated care plans for patients and their families
- Provided supportive mentoring/counseling for family members
- Communicated pre-and-post health care instructions for patients

### *Clinical Instructor*

Samaritan Medical Center, Watertown, New York 13601

*July 2012- June 2013*

- Utilized theories and concepts of bio-psycho-social sciences and liberal arts in the application of the nursing process
- Identified quickly and accurately the critical health issues when making of decision
- Created innovative solutions to complex problems within the global perspective of healthcare

## Education

*Associate in Applied Science Degree, Nursing*

*May 2013*

Jefferson Community College, Watertown, New York 13601

## Licensure

Registrant, NCLEX-RN Exam, Syracuse, New York, 13201

*June 2012*

## Activities

*Member, New York Student Nurses Association, JCC*

*May 2013*

## References

See Attached Reference Page

# JOHN P. SMITH

124 Main Street | Watertown, New York 13601 | 315-123-1234 | [jsmith@gmail.com](mailto:jsmith@gmail.com) | [linkedin/jsmith](https://www.linkedin.com/in/jsmith)

## **References**

*Ms. Jenny Bookman*, Director YMCA, 1458 Central Street, Grover, Pennsylvania 19019, 888-888-8888

*Mr. Jim Cook*, Retired School Counselor, South High School, 852 South Main Street, Denver, Colorado, 78541, 456-987-123, [cook@cs.com](mailto:cook@cs.com)

*Mrs. Rebecca Newman*, Retired Principal, Watertown High School, 789 Washington Street, Watertown, New York 13601, 315-555-9999, [rebecca@gmail.com](mailto:rebecca@gmail.com)

*Mr. Robert Rice*, Professor of Biology, Jefferson Community College, 1220 Coffeen Street, Watertown, New York 13601, 315-987-6541, [rrice@sunyjefferson.edu](mailto:rrice@sunyjefferson.edu)

# JOHN P. SMITH

124 Main Street | Watertown, New York 13601 | 315-123-1234 | jsmith@gmail.com | linkedin/jsmith

## Objective

Pursue a Zookeeper position at Thompson Park Zoo in Watertown, New York 13601

## Professional Skills

### Zookeeper Skills

- Feed and water animals according to schedules and feeding instructions
- Examine and observe animals to detect signs of illness, disease, or injury
- Respond to questions from patrons, and provide information about animals
- Transfer animals between enclosures to facilitate breeding, birthing, shipping, or rearrangement of exhibits

### Customer Service Skills

- Responded to questions from zoo patrons, and provide information about animals
- Attracted potential customers by answering product and service questions; suggesting information about other products and services.
- Created customer files by recording and updating information
- Recorded customer inquiries by documenting inquiry and response in customers' accounts

### Administrative Skills

- Scheduled appointments, maintained, and updated appointment calendars
- Filed and maintain records
- Received payment and recorded receipts for services
- Managed orders for merchandise or materials

## Education

Associate in Applied Science Degree, Zoo Technology May 2015  
Jefferson Community College, Watertown, New York 13601

Internship, Thompson Park Zoo April 2015  
Watertown, New York 13601

## Honors/Awards

Recipient, Dean's List Jefferson Community College Watertown, New York 13601 May 2014

## References

Mary Cook  
Accountant  
James & James Inc.  
124 Main Street  
Rome, New York 13440  
234-456-7899  
mcook@gmail.com

David Hall  
Professor, Accounting  
Jefferson Community College  
1220 Coffeen Street  
Watertown, New York 13601  
315-897-3456  
dhall@jefferson.edu

Tim Zow  
Manager  
Burger King  
145 Arsenal Street  
Watertown, New York 13601  
315-098-7865  
tzow@burgerking.com

# JOHN P. SMITH

124 Main Street | Watertown, New York 13601 | 315-123-1234 | jsmith@gmail.com | linkedin/jsmith

## **Professional Skills**

### ***Accounting Skills***

- Perform account payable functions for construction expenses
- Coordinate monthly payroll functions for 200+ employees
- Revamped the manual accounting system of the company by introducing accounting databases and software
- Ensure that statements and records comply with laws and regulations

### ***Administrative Skills***

- Formulated daily worksheets for easy transaction recording purposes thereby reducing verification time
- Prepared weekly confidential sales reports for presentation to management
- Scheduled client appointments and maintained up-to-date confidential client files
- Managed the internal and external mail functions

### ***Customer Service Skills***

- Prepared product or service reports by collecting and analyzing customer information
- Attracted potential customers by answering product and service questions; suggesting information about other products and services.
- Opened customer accounts by recording account information
- Recorded customer inquiries by documenting inquiry and response in customers' accounts

## **Work History**

Allen & Musick Construction, Syracuse, New York 13202

*Accounting Assistant*

April 2004- Present

*Administrative Assistant*

March 1998- June 1998

Biltmore Industries, Rome, New York 13440

*Administrative Assistant*

January 2000- March 2004

Sarah Anderson's Personalized Gifts, Watertown, New York 13601

*Customer Service Associate*

July 1999- June 2000

## **Education**

*Associate in Science Degree, Accounting*

May 2015

Jefferson Community College, Watertown, New York 13601

*Completed coursework, Business*

August 1999- December 1999

Virginia Tech, Blacksburg, Virginia 24060

## **References**

See attached reference page

# JOHN P. SMITH

124 Main Street | Watertown, New York 13601 | 315-123-1234 | jsmith@gmail.com | linkedin/jsmith

## References

### **Mary Cook**

Accountant

James & James Inc.

123 Main Street

Rome, New York 13440

234-456-7899

mcook@gmail.com

### **David Hall**

Professor, Accounting

Jefferson Community College

1220 Coffeen Street

Watertown, New York 13601

315-897-3456

dhall@jefferson.edu

### **Tim Zow**

Manager

Burger King

145 Arsenal Street

Watertown, New York 13601

315-098-7865

tzow@burgerking.com

## Stephanie Williams

32 Bridge Street, Watertown, New York 13601 • Stephanie.Williams123@google.com • (315) 785-6148

### **Professional Skills**

#### **Nursing Skills**

- Monitor vital signs, cardiac arrhythmias, patient edema, capillary refills and signs and symptoms of medication side effects for patients
- Administer prescribed medications, IV therapy, blood products, and treatments to patients in need
- Review patient medical charts, lab values and physician orders as needed
- Ensure patient safety, comfort, pain management and quality of care during their treatment and provide basic needs for patients of all ages

#### **Communication Skills**

- Collaborate care with providers, nurses, nursing aids, case managers, ancillary staff and family members in accordance with patient care plan
- Educate individuals and families on health maintenance, disease processes, immunizations, procedures, and medication side effects
- Provide comfort, emotional support, and respect in every interaction with patients and team members by maintaining a positive and optimistic attitude
- Record and document all pertinent information regarding the patients progress including signs and symptoms, medication effectiveness, treatments, and vital signs

#### **Administrative Skills**

- Provide clerical assistance to team members and clients
- Organize team meetings, document minutes as requested, distribute mail, order and maintain office supplies
- Manage receptionist area including greeting visitors and patients, answering telephone and in-person requests for information
- Utilize Microsoft Office Suite (Word, Excel, Outlook, PowerPoint) proficiently

### **Education**

*Associate of Applied Science Degree*, Nursing

May 2018

Jefferson Community College, Watertown, New York

- *Certified*, Basic Life Support
- *Certified*, Health Insurance Portability and Accountability Act (HIPAA)
- *Certified*, NYSNA Child Abuse Prevention
- *Certified*, Infection Prevention
- *Certified*, NYSDOH Opioid Overdose Prevention



# Stephanie Williams

32 Bridge Street, Watertown, New York 13601 • Stephanie.Williams123@google.com • (315) 785-6148

## Internships and Experiences

### *Student Clinician*

January 2016 – May 2018

Samaritan Medical Center, Watertown, New York

### *Student Intern*

January 2018

Neonatal Intensive Care Unit, Samaritan Medical Center, Watertown, New York

### *Director Assistant Intern*

February 2015 – May 2015

Director of Cardiopulmonary Services, Northridge Hospital, San Diego, California

## Work History

### *Client Service Representative II*

October 2015 – Present

Samaritan Medical Center, Watertown, New York

### *Medical Scribe*

August 2015 – October 2015

Five Star Urgent Care, Watertown, New York

### *Administrative Assistant*

August 2010 – June 2015

Macy's, San Diego, California

### *Medical Scribe*

April 2014 – October 2014

Warner Plaza Medical Center, Woodland Hills, California

### *Laboratory Assistant Volunteer*

May 2007 – October 2009

St. Mary's Medical Center, Apple Valley, California

## Licensure

*Registrant*, NCLEX-RN Exam, Syracuse, New York

June 2018

## References

*Erin Phinney*, MSN, RN, Adjunct Instructor, Nursing, Jefferson Community College, 1220 Coffeen Street  
Watertown, New York 13601, 315-481-4606, ephinney@sunyjefferson.edu

*Kelly Smith*, Assistant Director of Health Information Management, River Hospital, 830 Washington Street,  
Watertown, New York 13601, 315-717-8697, Ksmith@river.com

*Linda Thompson*, Director of Health Information Management, River Hospital, 830 Washington Street,  
Watertown, New York 13601, 315-785-4645, LThompson@river.com

## HEADER

**OBJECTIVE:** (optional/be specific if using an objective, and list the job title, name, and address of employer as appropriate).

**PERSONAL HIGHLIGHTS:** (optional)

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**WORK EXPERIENCE:** (paid, volunteer)

(List Job Title, Place of Employment, City, State, and Zip Code, Date of Employment and Specific Job Tasks per respective job. List most recent job first and work your way back.)

**Job Title, Place of Employment, Date of Employment**

• List activities/skills related to this job

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**Job Title, Place of Employment, Date of Employment**

• List activities/skills related to this job

- 
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**EDUCATION:** (appropriate degree designation; then college major/program of study/name of school, address, and date of degree completion).

List related information (internships, awards, honors, GPA) can go here or in a separate section entitled "Honors/Activities/Achievements."

**ACTIVITIES:** (school, home, community)

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**HONORS/ACHIEVEMENTS:**

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**REFERENCES:** See Attached Reference Page.

(If using a separate Reference Page, use your Header at the top and then list the reference page-list names, titles, address, and phone numbers of each of a minimum of three references on the page.)

## HEADER

**OBJECTIVE:** (optional/be specific if using an objective, and list the job title, name, and address of employer as appropriate).

**PERSONAL HIGHLIGHTS:** (optional/these should be personality and character traits, not skills).

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## PROFESSIONAL SKILLS:

### *Skill Set #1*

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### *Skill Set #2*

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### *Skill Set #3*

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**EDUCATION:** (appropriate degree designation; then college major/program of study/name of school, address, and date of degree completion).

List related information (internships, awards, honors, GPA) can go here or in a separate section entitled "Honors or Activities."

**ACTIVITIES:** (school, home, community)

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## HONORS/ACHIEVEMENTS:

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- 

**REFERENCES:** See Attached Reference Page.

(If using a separate Reference Page, use your Header at the top and then list the reference page-list names, titles, addresses, and phone numbers of each of a minimum of three references on the page.)

## HEADER

**OBJECTIVE:** (Optional/be specific if using an objective, and list the job title, name, and address of employer as appropriate).

**PERSONAL HIGHLIGHTS:** (Optional/these should be personality and character traits, not skills).

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### PROFESSIONAL SKILLS:

#### *Skill Set #1*

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#### *Skill Set #2*

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#### *Skill Set #3*

- 
- 
- 

### WORK EXPERIENCE:

(List Job Title, Place of Employment, City, State, and Zip Code, Date of Employment and Specific Job Tasks per respective job. List most recent job first and work your way back.)

**EDUCATION:** (Appropriate degree designation; then college major/program of study/name of school, address, and date of degree completion). List related information (internships, awards, honors, GPA) can go here or in a separate section entitled "Honors or Activities."

**ACTIVITIES:** (School, home, community)

- 
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- 

### HONORS/ACHIEVEMENTS:

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**REFERENCES:** See Attached Reference Page.

(If using a separate Reference Page, use your Header at the top and then list the reference page-list names, titles, addresses, and phone numbers of each of a minimum of three references on the page.)

## Format

- My resume is consistent with one format (Chronological, Functional, or Combination).
- My resume is clear, concise, and makes a positive impression in 30 seconds or less.
- My resume is organized, easy to read, and has a balance between content and white space.
- My resume begins with a Header and ends with a Reference Section or page.

## Content

- My resume has no spelling, grammar, or punctuation errors.
- My resume presents skills and accomplishments that match employer requirements.
- My resume accurately summarizes my qualifications.
- My resume has accomplishment statements that start with action verbs.
- My resume uses no abbreviations.
- My resume is not written in 1<sup>st</sup> person, no I's, Me's, and My's.

## Style

- My resume has type font that is Times New Roman, Arial, Helvetica, or Verdana.
- My resume uses bold, italics, all caps consistently to distinguish levels and types of information.
- My resume has all dates listed consistently.
- My resume is no more than two pages.
- My resume is printed on 8 ½ x 11 high quality 60 lb. stock, white, ivory, or light gray paper.

## Additional Notes

- When emailing your resume, always attach as a PDF file, not a Word document, unless otherwise specified.
- Do not forget to write a personalized cover letter.

Please see our Cover Letter booklet for tips on creating yours!

## FREQUENTLY ASKED QUESTIONS

- Do I have to list my high school education?
  - No, you do not need to list your high school education if you graduated ten years prior to the present time, you have a college degree, or are completing college level coursework.
- How far back can I list for past employment?
  - Ten years for a Chronological format. Combination resumes are an exception to this rule, because you do not have to list every job, even if you have listed skills from that job.
- Is it true I should only have a one-page resume for an entry level job opening?
  - No, just do not go over two pages.
- Is my reference page considered a third page to my resume?
  - No, it is acceptable to have a two page resume, plus a separate reference page.
- What if I am submitting an online application, and I cannot attach my resume?
  - Always follow up, by sending a hard copy in an 9" x 12" envelope.
- What if I have expired certifications and licensures, can I list them?
  - No, do not list expired certifications and licensures. You may want to better use them as talking points in your cover letter.
- Should I list my education as Jefferson Community College or State University of New York at Jefferson?
  - You can list as either. It might be more important to consider where you are applying for jobs. If it is out of the area, it *might* be better to list as State University of New York at Jefferson.
- Can I list hobbies on my resume?
  - No, you should not list your hobbies on your resume. They may be better suited for talking points in your cover letter.
- How do I list multiple jobs with the same employer?
  - See the *Combination Resume* example for one option in listing multiple jobs.
- Do I have to follow the “rules” in this booklet?
  - No, resumes are expressions of yourself. Your preference, style, and comfort level should always come first. You should consider who your audience will be when creating a resume. A more colorful, graphic resume may be *appropriate* for one audience, and undesired for another. It is about knowing and understanding who will be reading your resume, while being authentic and true to yourself, and your personal style. Subjectivity will always exist in resume writing. We created these booklets based on standards and recommendations from the *National Association for Colleges and Employers*, *SUNY Career Development Organization*, and feedback from local, regional, and national employers. We do recommend that you at least pick one format and follow it consistently.

# PROOFREAD YOUR DOCUMENTS!

**The number ONE reason applicants are denied interviews is because of spelling and grammar mistakes in their resumes and cover letters.**

The Career Planning & Job Placement Department is here to help you. You can *always* make an appointment or email your cover letter and resume to have it critiqued.

Attend one of our cover letter and resume development and/or critique workshops!  
Workshops are offered every semester!

