



CAREER SERVICES



Together we are Better!

Resume Writing

John W. Deans Collaborative Learning Center

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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.

If you need additional help developing your resume, the services available to you through the Career Planning and Job Placement Service, 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 | · Critique a Resume |
| · Explore Occupations | · Assess Your Interests |
| · Identify Your Skills | · Set Your Goals |
| · Seek Employment | · Prepare for a Transfer Degree |

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.

WHAT IS THE PURPOSE OF THE RESUME?

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.

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 Service at JCC can help you by providing individual, personalized, and confidential career counseling and assessment at Jefferson.

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.***

1ST 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.

2ND 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.

3rd 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???



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

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 write it? 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,” (Helvetica, Times New Roman, Palatino, etc.). Choose a font that is easy to read. Keep your font consistent throughout the resume.
- **Graphic Designs** – Graphics are borders, clip-art, colors, 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.
- **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 can be included also), LinkedIn web address, and telephone numbers. The header should be the largest section of the 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. Very general objectives are not useful to the employer.
- **Work Experience/History (optional for a Functional Resume, and essential for the Chronological and Combination Resumes)** – List your most recent work experience first, then continue to list others in descending order. Depending on which resume format you choose, you may provide a brief summary of your duties under each respective job title (Chronological Resume), or you may simply list your job titles, places, and dates of employment (Combination Resume). You need not list every job you have ever had. Prioritize which jobs relate most to your objective. Others need not be included. Volunteer and other work experiences, whether paid, or unpaid, can be listed here as well. Typically, there is a ten year window to list work history for the chronological format.
- **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."

- **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, 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, “good” grade point averages, 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 . . .

- **Special Skills (optional)** – Particularly in a “Functional” or “Combination” resume, the listing of special skills is important. A special skill such as sign language, CPR, or a bi-lingual education, can enhance the resume.

- **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).

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.

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 words can help you more clearly articulate your thoughts and ideas. These words may give greater meaning to your work skills and a better description of your activities and achievements.

Action Verbs

The underlined words are especially good for illustrating business accomplishments.

| | | | | |
|---|---|--|---|---|
| <p>Communication Skills addressed arbitrated arranged authored <u>collaborated</u> <u>convinced</u> corresponded developed directed drafted edited enlisted <u>formulated</u> influenced interpreted lectured mediated <u>negotiated</u> persuaded promoted publicized reconciled recruited spoke translated wrote</p> <p>Research Skills clarified reviewed collected summarized critiqued systematized diagnosed evaluated examined extracted identified inspected interpreted interviewed organized</p> | <p>Management Skills supervised administered analyzed assigned <u>attained</u> chaired consolidated contracted <u>coordinated</u> delegated developed directed evaluated executed <u>improved</u> <u>increased</u> organized oversaw planned prioritized produced recommended reviewed scheduled <u>strengthened</u></p> <p>Technical Skills assembled <u>upgraded</u> built calculated computed designed devised engineered fabricated maintained operated <u>overhauled</u> programmed remodeled repaired solved</p> | <p>Financial Skills administered allocated analyzed appraised audited balanced budgeted calculated computed developed forecasted managed marketed planned projected researched</p> <p>Creative Skills acted conceptualized created customized designed developed directed established <u>fashioned</u> founded illustrated <u>initiated</u> instituted <u>introduced</u> <u>invented</u> <u>originated</u> performed planned <u>revitalized</u> shaped</p> | <p>Teaching Skills adapted advised clarified coached communicated coordinated demystified developed enabled encouraged evaluated explained facilitated guided informed instructed persuaded set goals stimulated trained</p> <p>Helpful Skills assessed assisted <u>clarified</u> coached counseled demonstrated diagnosed educated <u>expedited</u> <u>facilitated</u> familiarized guided <u>motivated</u> referred rehabilitated represented</p> | <p>Clerical Skills approved arranged catalogued classified collected compiled dispatched executed generated implement inspected monitored operated organized prepared processed purchased recorded retrieved screened specified</p> |
|---|---|--|---|---|

List of Action Verbs

| | | | |
|---------------|--------------|--------------|--------------|
| accelerated | continued | foresaw | neatened |
| accomplished | contracted | formulated | negotiated |
| accounted for | controlled | forwarded | netted |
| achieved | convinced | fostered | observed |
| acquired | coordinated | found | opened |
| added | copied | gained | operated |
| adjusted | corrected | gathered | ordered |
| administered | counseled | gave | organized |
| advised | counted | grabbed | overcame |
| aided | crafted | graded | oversaw |
| alphabetized | created | greeted | paid |
| analyzed | critiqued | grossed | painted |
| anticipated | dealt | guided | participated |
| applied | debated | handled | perceived |
| appointed | decided | hastened | performed |
| appraised | defined | heightened | persuaded |
| arbitrated | delegated | helped | pioneered |
| argued | delivered | highlighted | placed |
| arranged | demonstrated | hiked | planned |
| assessed | designed | housed | played |
| assisted | determined | hunted | plicated |
| assumed | developed | identified | prepared |
| assured | devised | implemented | presented |
| attended | did | improved | prevailed |
| authorized | digested | included | processed |
| awarded | directed | incorporated | produced |
| began | discovered | increased | profited |
| bolstered | drafted | indicated | programmed |
| boosted | dramatized | innovative | prohibited |
| bought | drew up | inspected | projected |
| briefed | dropped | instructed | promoted |
| brought | earned | insured | proofed |
| budgeted | edited | interpreted | proved |
| built | educated | interviewed | purchased |
| calculated | elected | introduced | put |
| cataloged | employed | investigated | qualified |
| caught | encouraged | joined | ran |
| caused | enjoyed | kept | rated |
| chaired | enlarged | labored | realized |
| changed | enlisted | launched | received |
| checked | ensured | lectured | recognized |
| chopped | entered | led | recommended |
| chose | established | licensed | reduced |
| classified | estimated | located | related |
| cleared up | evaluated | looked | renovated |
| closed | excelled | made | reported |
| combined | executed | maintained | rescued |
| communicated | exercised | managed | researched |
| compared | expanded | mapped out | resulted in |
| completed | expedited | maximized | returned |
| composed | explained | met | revealed |
| conceived | explored | modified | reviewed |
| concluded | familiarized | monitored | revised |
| conditioned | filed | motivated | said |
| conducted | financed | moved | saved |
| constructed | forecast | named | saw |
| scouted | spearheaded | supported | translated |
| screened | specified | surmounted | traveled |
| scrutinized | spoke | surveyed | treated |
| selected | started | targeted | tutored |
| sent | stated | taught | typed |
| served | stopped | tested | uncovered |
| set | straightened | tightened | unearthed |

| | | | |
|------------|--------------|-------------|----------|
| shipped | streamlined | took | unfurled |
| shored up | strengthened | took over | updated |
| showed | stripped | totaled | upped |
| sifted | studied | toured | welcomed |
| simplified | submitted | tracked | won |
| smoothed | suggested | trained | worked |
| solved | summarized | transferred | wrote |
| sought | supervised | transformed | |

List of Horn-Tooting Adjectives and Adverbs

| | | | |
|-------------------|------------------|-------------------|---------------------|
| academical(ly) | dominant(ly) | logical(ly) | resourceful(ly) |
| accurate(ly) | eager(ly) | loyal(ly) | responsible(ibly) |
| active(ly) | easygoing | mammoth | robust(ly) |
| adventurous(ly) | efficient(ly) | mature(ly) | self-confident(ly) |
| aggressive(ly) | energetic(ly) | methodical(ly) | self-controlled(ly) |
| alert(ly) | enormous(ly) | meticulous(ly) | sensible(ibly) |
| ambitious(ly) | fair-minded(ly) | mild(ly) | sensitive(ly) |
| analytical(ly) | far-sighted | moderate(ly) | serious(ly) |
| artistic(ly) | firm(ly) | modest(ly) | significant(ly) |
| assertive(ly) | flexible(ibly) | motivated | sincere(ly) |
| attractive(ly) | forceful(ly) | natural(ly) | sociable(ly) |
| bold(ly) | formal(ly) | obliging(ly) | spontaneous(ly) |
| broad-minded(ly) | frank(ly) | opportunistic(ly) | stable |
| businesslike | friendly | optimistic(ly) | steady(ily) |
| calm(ly) | generous(ly) | organized | strong(ly) |
| capable(ably) | good-natured(ly) | original | strong-minded |
| careful(ly) | healthy | outgoing | successful(ly) |
| cautious(ly) | helpful(ly) | painstaking(ly) | supportive |
| challenging | high(ly) | patient(ly) | tactful(ly) |
| cheerful(ly) | honest(ly) | persevering | teachable |
| clever(ly) | huge | pleasant(ly) | tenacious(ly) |
| competent(ly) | humorous(ly) | poised | thorough(ly) |
| competitive(ly) | imaginative(ly) | polite(ly) | thoughtful(ly) |
| confident(ly) | imposing | practical(ly) | tolerant(ly) |
| conscientious(ly) | independent(ly) | precise(ly) | tough |
| conservative(ly) | individualistic | progressive(ly) | trustworthy |
| considerate(ly) | industrious(ly) | prudent(ly) | unaffected |
| consistent(ly) | informal(ly) | purposeful(ly) | understanding(ly) |
| cooperative(ly) | intellectual(ly) | quick(ly) | unexcitable(ably) |
| courageous(ly) | intelligent(ly) | quiet(ly) | uninhibited(ly) |
| creative(ly) | inventive | rational(ly) | verbal(ly) |
| curious(ly) | kind | realistic(ly) | versatile |
| deliberate(ly) | large | reflective(ly) | warm(ly) |
| determined | leisurely | relaxed | wise(ly) |
| dignified | liberal(ly) | reliable(ably) | witty(ily) |
| discreet(ly) | likable | reserved | zany(ily) |

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 Service
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 AND WORKSHEET SAMPLES

- A variety of example resumes are included here in various formats, other majors and their respective resume examples can be found on our websites

www.sunyjefferson.edu/careerplanning

www.sunyjefferson.edu/jobplacement

- 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. Please 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
- Develops 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

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Objective

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

Personal Highlights

- Critical thinker
- Ability to manage time effectively
- Strong desire to help others

Work History

Accounting Assistant

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Education

Associate in Science Degree, Accounting

May 2014

Jefferson Community College, Watertown, New York 13601

Activities

Member, Jefferson Community College Alumni Association

May 2014

Member, Human Service Club

June 2012- May 2014

References

See attached reference page

JOHN P. SMITH

124 Main Street | Watertown, New York 13601 | 315-123-1234 | 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

Mrs. Rebecca Newman, Retired Principal, Watertown High School, 789 Washington Street, Watertown, New York 13601, 315-555-9999, 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

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

Professional Skills

Accounting Skills

- Performed account payable functions for construction expenses
- Ensured compliance with accounting deadlines
- Coordinated monthly payroll functions for 200+ employees
- Ensured that statements and records comply with laws and regulations

Administrative Skills

- Formulated daily worksheets for easy transaction recording purposes thereby reducing verification time
- Created budgets and forecasts for the management group
- 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

Education

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

Internship, Prince & Law Accounting Firm 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

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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

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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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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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PROFESSIONAL SKILLS:

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Skill Set #2

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Skill Set #3

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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 1st 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 8.5 x 11” 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.