A series of six grey silhouettes of business professionals in a line, shaking hands from left to right. The first is a man in a suit, followed by a woman in a business suit, a man in a suit, a woman in a business suit, a man in a suit, and a woman in a business suit. Each person is carrying a briefcase or folder. The text 'How to Write an Effective Resume' is overlaid in the center of the image.

How to Write an Effective Resume



Tips for Writing an Effective, Professional Resume



To spark an employer's interest:

- Determine the best format to highlight your skills and accomplishments. A career services advisor can assist you in evaluating the best format for presenting your qualifications. Day and evening appointments are available for resume critiques.
- Keep the information on your resume relevant to the position that you seek to attain. Minimize or omit unrelated information.
- Font size should generally be 11 or 12. Never use a font size below 10. Avoid using italics because it is difficult to read when faxed. Times New Roman provides the most characters per square inch.
- If you are including an objective, state the type of position you want and 2-3 skills you possess that are relevant. Be sure your objective is consistent with the position you are applying for. (Note: When you are sending resumes to employers you can change the objective to match the position). An objective should be used if you are transitioning into a new field. A summary of qualifications is appropriate for a candidate with relevant experience.
- If you plan to enter a new career and your education is your strongest qualification, list it above your experience. You can also add headings to show the employer the academic projects you have worked on and the relevant courses you have taken. Include your GPA if it is a 3.0 or above, and create a section to list honors, awards, scholarships, and memberships.
- Have a section for computer skills and list your technical knowledge by putting information in columns so the employer can identify your skills at a glance.
- Be succinct. Avoid using sentences or paragraphs with "My responsibilities are...". Your resume can be more than one page if the information is relevant to your career goals.
- Use a bulleted format and start each bullet with an action verb.
- Create bullets that demonstrate your contributions and the scope of your responsibilities including what you've done and the results. This is how you indicate your value as a prospective employee. Your competition may have similar qualifications. By providing information on what you do, how you did it, and the results of your efforts, you add credibility, showing the value you added to your employer. This increases your chances for an interview.
- Quantify your achievements whenever possible. Use percentage or dollar amounts, but don't provide sensitive financial information. Give all skills and accomplishments that may be relevant to the position you're applying for. The employer will not assume you have done more or know more than what they read on your resume.
- Use the strongest words that convey your responsibilities, but don't make statements that are untrue.
- Avoid repetition in the information you provide.
- Proofread your resume to ensure that it is consistent in the format and error free.
- Send your resume with a cover letter. Be proactive and become involved with professional associations, attend career fairs and remember networking is the number one to secure a new position.

Writing Assistance-Highlights and Accomplishments

- <How many> years experience as a <what>.
- <How many> years of progressive experience and responsibility with documented success in the areas of <what> at various organizational levels.
- <How many> years progressive <what> experience.
- <How many> years successful experience in a <what> setting.
- A hands-on professional with a proven record of success in <what>.
- Able to communicate and interact effectively with individuals at all levels.
- Able to handle multiple projects concurrently.
- An experienced team player, bringing enthusiasm and energy into group efforts.
- Articulate and creative, offering innovative and practical solutions.
- Assertive, self-motivated, goal-oriented, organized and efficient.
- Able to direct and lead others to produce desired results.
- Able to coordinate all multi-faceted tasks involved in <what>.
- Able to visualize solutions to bring about changes.
- Able to work under pressure and meet deadlines.
- Achieved consistent <what>.
- Adept at <what>.
- Articulate and creative, offering innovative and practical solutions.
- Believe in <what>.
- Broad experience as <what>.
- Can easily break a large project down into smaller pieces, prioritize goals, and work under short deadlines without sacrificing creativity.
- Can work within a set budget and meet or exceed expectations.
- Capable of <what>.
- Committed to <what>.
- Computer skills include <what>.
- Consistently successful in <what>.
- Dedicated, dependable, and determined.
- Demonstrated ability to <do what>.
- Demonstrates competence and poise in professional and social settings.
- Dependable-can work without supervision.
- Effective communication skills, both written and verbal.
- Effective interaction with <who> and <who>.
- Excel at directing a cohesive staff in the successful attainment of objectives.
- Excellent <what kind of> skills.
- Exercise initiative, achievement and independent judgment.
- Expert <what> with over <how many> years hands-on experience.
- Expert technical knowledge of <what>.
- Expertise in <area> and <area>.
- Extensive experience in <what>.
- Familiar with <what>, <what>, and <what>.
- Fluent in <what language>.
- Knowledge of <what kind of > functions.
- Knowledgeable and experienced in all phases of <what>.
- Major strengths in <what> and <what>.
- More than <how many> years hands-on experience in <what>.
- Outstanding <what kind of> skills.
- Over <how many> years experience in <what>.
- Particular areas of expertise include <what>.
- Proficient in all facets of <what>.

- Proficient in the use of various software packages including <what>.
- Proven record of <what>.
- Received <what> award for <what>.
- Scheduled <what> for <whom>.
- Skilled in <what>.
- Solid understanding of <what>.
- Speak <what languages> <how well>.
- Strong background in all phases of <what>.
- Strong <what kind of> skills.
- Special talent for <what>.
- Thorough understanding of <what>.
- Trained in all areas of <what>.
- Working knowledge of <what>.

Writing Assistance-Education

- Additional courses in <what>.
- Area of concentration: <area>.
- Consistently at the top 1% of all <which> courses.
- <Degree> degree in <field> expected <when>.
- Earned 100% of educational expenses while working <as what>.
- Earned a <what> grade point average while working part-time and being involved in campus and community activities.
- Enrolled in advanced courses in <what>.
- Financed 100% of college education through <full/part> time works in <what>.
- Grade point average in Major: <what>.
- Grade point average: <what> after <how many> semesters.
- Graduated Cum Laude.
- Graduated in the upper <%> of the class.
- Graduated Summa Cum Laude.
- Maintained a <what> grade point average while working <how many> hours per week.
- Major GPA: <what>; Minor GPA: <what>; Overall GPA: <what>.
- Major in <what>. Grade point average: <what>.
- More than <how many> hours of company-sponsored, degree-related coursework.
- On Dean's List for <how many> consecutive semesters.
- Over <how many> hours of training on <what>.
- Pursuing a degree in <what>. Degree expected <when>.
- Relevant coursework included <what>.
- Served as president of <organization>.
- Significant coursework in <what>.
- Special recognition in <what>.

Identifying Your Skills

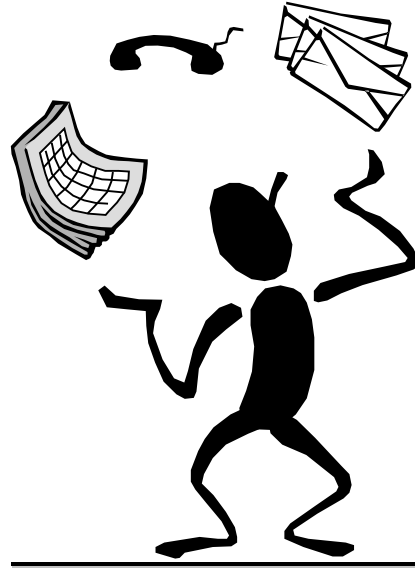
The following are verbs that might help you to identify what you did in previous positions held:

<p style="text-align: center;"><u>Management/Leadership Skills</u></p> <p>administered appointed assigned authorized contacted controlled coordinated delegated directed enforced established executed headed hosted incorporated initiated led merged navigated overhauled planned prioritized reorganized reviewed secured streamlined supervised</p> <p>analyzed approved attained chaired consolidated converted decided developed emphasized enhanced evaluated generated hired improved increased instituted managed motivated organized oversaw presided produced restored scheduled selected strengthened terminated</p>	<p style="text-align: center;"><u>Communication/People Skills</u></p> <p>addressed arbitrated articulated clarified communicated conferred convinced debated discussed edited enlisted formulated influenced interpreted involved judged listened moderated listened moderated observed participated presented proposed reconciled reinforced resolved specified summarized translated</p> <p>advertised arranged authored collaborated composed consulted corresponded directed drafted elicited explained furnished interacted interviewed joined lectured marketed negotiated marketed negotiated outlined persuaded promoted publicized recruited reported solicited suggested synthesized wrote</p>
<p style="text-align: center;"><u>Creative Skills</u></p> <p>acted combined conceptualized created designed entertained founded entertained invented originated revised shaped</p> <p>adapted composed condensed customized displayed fashioned illustrated fashioned modeled photographed revitalized solved</p>	<p style="text-align: center;"><u>Financial Skills</u></p> <p>administered allocated appraised audited budgeted computed corrected estimated measured prepared qualified researched</p> <p>adjusted analyzed assessed balanced calculated conserved determined forecasted netted projected reconciled retrieved</p>

<p style="text-align: center;"><u>Helping/Human Services</u></p> <p> adapted aided arranged assisted coached contributed demonstrated educated ensured facilitated furthered helped prevented rehabilitated resolved supplied </p> <p> advocated answered assessed clarified collaborated counseled diagnosed encouraged expedited familiarized guided intervened referred represented simplified supported </p>	<p style="text-align: center;"><u>Organizational skills</u></p> <p> approved catalogued charted coded corrected executed generated inspected monitored ordered prepared provided registered responded routed screened supplied verified </p> <p> arranged categorized classified compiled distributed filed incorporated logged obtained organized processed purchased reserved reviewed scheduled submitted updated </p>
<p style="text-align: center;"><u>Research Skills</u></p> <p> analyzed collected conducted detected evaluated experimented extracted gathered inspected investigated measured researched searched summarized systematized </p> <p> clarified compared critiqued diagnosed examined explored formulated identified invented located organized reviewed solved surveyed tested </p>	<p style="text-align: center;"><u>Teaching Skills</u></p> <p> adapted coached conducted evaluated facilitated guided informed instructed partnered praised simulated tested transmitted </p> <p> advised communicated coordinated explained focused individualized instilled motivated persuaded stimulated taught trained tutored </p>

Technical Skills

adapted	adjusted
applied	assembled
built	calculated
computed	conserved
constructed	converted
debugged	designed
devised	engineered
fabricated	fortified
installed	maintained
manipulated	operated
overhauled	printed
programmed	recorded
rectified	regulated
remodeled	repaired
replaced	restored
services	solved
specialized	standardized
studied	trained
upgraded	utilized



Professional Profile

Business professional with 10+ years of management and accounting experience. Creative expertise in promotions, customer relations, and operations. Strengths in organizing procedures to improve efficiency, teamwork, technical skills and overall operations. Background includes supervision, project management, inventory management and human resources.

Experience

New Italy, Troy, Michigan (2003 – Present)

General Manager

- Managed business operations for a retail establishment with \$10 million in annual sales and a staff of 45 employees.
- Designed and administered a beverage operation survey that improved efficiency, sales and quality control.
- Conducted training sessions for employees in customer service and team building that improved retention and employee morale.

Greene's Veterinary Hospital, Waterford, Michigan (1995 – 2003)

Business Manager/Accountant

- Maintained a daily running balance of bank accounts for a nine doctor, 65 employee business operation.
- Processed payroll, accounts payable and accounts receivable.
- Tracked statistics for end-of-month and end-of-year profit and loss reports.
- Maintained personnel records, administrated 401(k) and AFLAC program.
- Created spread sheets and tracked financial data and revised business brochures.
- Developed client relationships through exceptional customer service.
- Acted as executive assistant to CEO.

Education

Walsh College, Troy Michigan

Bachelor of Business Administration degree, 2003 • GPA: 3.2

Major: **Management** • Minor: **Computer Information Systems**

- Maintained full-time employment while completing degree requirements.

Computer Skills

Excel
ADP

PowerPoint
Word

Access
HTML

Visio
Internet Research

Affiliations and Community Service

CLF, Volunteer

Habitat for Humanity, Volunteer

Objective Experienced and highly-motivated professional seeks a marketing career where strong technical skills and creative ability will contribute to organizational objectives and profitability.

Education Walsh College, Troy, MI
Bachelor of Business Administration degree, 2001
Major: **Marketing** **Interactive Marketing Certification**
GPA: **3.5**

Macomb Community College, Clinton Township, MI
Associate of General Studies degree, 1999
GPA: **3.6**

Projects

- Developed a web site to promote a healthcare provider with links and graphics using HTML, Dreamweaver, Photo Shop, and Oracle.
- Researched a retail operation and recommended new promotional strategies to increase market share.
- Created a marketing plan for an international business identifying target market and with recommendations for effective advertising.

Experience

2004-Present Hamlin Insurance Agency, Goodsville, MI
Marketing Assistant

- Develop and implement marketing strategies increasing sales by 25 percent over a two year period.
- Create and distribute effective promotional materials.
- Generate leads by cold calling more than 50 prospective clients daily.
- Researched and recommended new software that improved ability to track changes in clients' insurance coverage and premiums.
- Improved the level of customer service and referrals by implementing a 24 hour response policy for resolving customer complaints.

1999-2004 Gaston Manufacturing, Inc., South Hamville, MI
Inside Sales Representative

- Exceeded sales goals by 23 percent by implementing a monthly follow-up procedure with all tier one suppliers.
- Consulted with customers to ensure appropriate products were purchased for application.
- Expedited orders resulting in on time delivery and customer satisfaction.
- Developed positive relationships with vendors, increasing the level of cooperation on special projects and improved quality of parts.
- Developed and maintained QS9000 procedure manual and assisted in training production employees to ensure compliance with quality standards.

Computer Skills Word Excel PowerPoint Access
ACT! HTML Oracle Adobe Photo Shop

Professional Development Effective Closing Techniques for the Sales Professional, Tom Terry Group
Team Building and Leadership, The Sibring Sales Group

Leadership & Involvement Swim Coach, Utica Community Schools, 2005-Present
Fundraising Chair, Community Coalition
Walsh College Tutor, Business Management and Law courses

John Jones
78 Wood Lane
Royal Oak, MI 48323
Phone: (248) 222-2222
e-Mail: 7773@hotmail.com

Career Summary

Experienced finance and accounting professional seeks a senior financial analyst position that would utilize fifteen years of accounting, financial, and computer experience and contribute to growth and profitability. Expertise in strengthening internal controls to improve forecasting, investments, financial reporting, cost accounting, inventory reserves, strategic planning, and overall organizational performance. Excellent interpersonal and communication skills are evident in ability to present and explain financial information to all levels of management.

Experience

Cost Analyst, ABC Technologies, Southfield, MI (2004-Present)

- Audit and prepare quote models and customer forms for accuracy and due diligence; saved company over \$20 million in findings.
- Manage the quoting process, improving speed and quality.
- Analyzed operations to cut costs and improve profitability by researching substitute raw materials and lowering loan interest rates to purchase capital goods.
- Developed and implemented new quoting procedures that improved efficiency by 25 percent.

Financial and Cost Analyst, National Board, Southfield, MI (1999-2004)

- Prepared and analyzed a \$72 million annual budget.
- Created and analyzed donor budgets and explained variances versus actual expenses.
- Analyzed a \$50 million contractor budget and audited operations.
- Audited account payables, works flows, and prepared payroll.
- Prepared all corporate tax returns.

Budget Analyst/Cost Analyst, QRX Company, Troy, MI (1993-1995)

- Project manager for an Oracle travel and entertainment system of over 300 employees, saving the company over \$750K annually in processing and productivity expenses; instrumental in the roll out of the travel and entertainment system as well as training.
- Accurately forecasted \$36 million in overhead expenses.
- Created a \$36 million overhead budget and explained variances.
- Due to downsizing, assumed the tasks of three employees, demonstrating effective productivity and organizational skills that enabled me to manage the additional challenges.
- Managed an Oracle database for budgets, responsibility centers, and cost expenses.
- Audited and approved the automated travel and entertainment expenses, and overhead payables.
- Prepared monthly overhead and travel and entertainment reports for upper management.
- Budgeted and analyzed cost variances for 39 brands by size, ensuring budget was aligned with forecasted expenses.

Education

Walsh College, Troy, MI
Bachelor of Business Administration in Finance, 1999

Computer Skills

Oracle	Excel/Lotus 123	Word	Sales Planner/Q&E
J.D. Edwards	Windows NT/98	AS 400/BPCS	Lotus Notes
ADP	Peachtree/QuickBooks	IBM System 34/36	Access/QAD



In addition to developing a traditional resume, today's job seekers should prepare a scannable resume. Many medium and large sized employers use computers to scan or "read" resumes and store them in a database. When job vacancies occur, the employers can do a database search for qualified candidates by using key words to look at resumes of applicants with specific skills, experience, and education. Scannable resumes have a plain format and emphasize key words.

Tips for Preparing Scannable Resumes

- Use key words to identify your specific skills in the language of your profession. Review job descriptions to determine key words and the specific skill employers seek.
- Use sans serif fonts (Arial or Helvetica) in size 10-14.
- Avoid italics, underlining, small print, script, condensed type, bullets, brackets, borders, shading, newspaper columns, vertical, horizontal or compressed lines, and other graphics.
- Originals on white paper with black ink scan best. Print on a quality laser or ink jet printer. Use smooth-textured, acid free laser print or bond paper in a weight of 24-28 lbs.

- Mail your original resumes and cover letters in 9" x 12" envelopes (do not fold, staple, or fax). Photocopies and faxing degrade the quality of the original. Only fax resume due to the deadline; use the super fine mode to fax, and then mail a clean paper copy for scanning.

Sample Scannable Resume

Jane Smith

Present Address: 1 Main Street, Lexington, KY 40506, 606-111-2222

E-mail address: example@pop.uky.edu

Permanent Address: 1 High Street, Cincinnati, OH 43201, 513-111-2222

EDUCATION

University of Kentucky, Lexington, Kentucky

Bachelor of Arts in Communications May 2001

Overall GPA: 3.4; Major GPA: 3.6

Relevant Courses: Interpersonal Communication, Marketing, Psychology, Computer Science.

Relevant Projects: Developed Marketing Strategy for local chapter of PRSSA.

EXPERIENCE

Associate Manager, My Store, Lexington, KY, June 1999- present.

- Supervised staff of 10 part-time employees.
- Increased sales 25% in 6 months.
- Utilized teambuilding, goal setting, and business knowledge to improve employees' skills.
- Maintained company web site.
- Opened and closed store in absence of owner.
- Created window and in-store displays.

President, College Honor Society, University of Kentucky, Lexington, KY, August 1999-present.

- Utilized leadership skills to increase membership and encourage active participation in the organization.
- Planned and conducted monthly meetings.
- Contacted guest speakers and organized fundraisers.

Salesperson, Fayette County Fast Food, Lexington, KY, January 1997-June 1999.

- Interacted with customers and utilized suggestive selling techniques.
- Increased sales by 15%.
- Salesperson of the month twice.
- Created product displays.
- Conducted inventory.
- Assisted in training new sales staff.

SKILLS, HONORS, AND ACTIVITIES

- American Marketing Association, Treasurer: Managed \$16,000 budget, 1998-99.
- Alpha Phi Omega National Service Fraternity, Membership Chair, 1998-present.
- PRSSA-Attended National Conference, 1999-2000.
- Computer Skills: Microsoft Windows 98, Microsoft Office 97, Quattro, C++, Visual Basic, ProComm Plus, Netscape Navigator, Eudora, Microsoft Excel.
- Speak fluent Spanish.

COMPUTER SKILLS

Excel, Word, Access, PowerPoint, ACT! Internet Research

