## Getting started

**1** List your work experience in **chronological order**, most recent first, including the job title, company, location, and the dates of employment.

**2** List **3-4 key accomplishments** for each work experience, using action verbs and specific results to describe your accomplishments.

**3** Make a list of your **related awards, certifications, and activities**

**4** Make a list of **competencies and technical skills**, such as languages, software applications, and special training.

**5** Using what you just wrote out for the above items, write **3-5 brief statements that summarize** what makes you qualified for the specific job position you want

## No professional experience?

Use volunteer experiences, on-campus jobs, course work, or activities to show marketable skills like *organization*, *teamwork*, *initiative*, *communication*, *planning*, *technology*, *leadership*, and *problem solving*.

## Template and Layout

Now, take what you've written and put it in resume form. The best format brings the **most important information to the top of the page**. A reviewer looks at a resume for an average of 10 seconds, so you need a specific objective and a focused summary of qualifications high on the page to make it easier for the employer to see the connection between your skills and the position in which you are applying.

## Your resume should NEVER include...

- Age/ Date of Birth
- Photo
- Gender
- Health
- Marital status
- Race
- References
- Religion
- Salary information
- Sexual identity
- Reasons for leaving a job

## Top Action Verbs

- Achieved
- Improved
- Managed
- Resolved
- Launched
- Increased
- Decreased
- Developed
- Coordinated
- Created
- Trained/Mentored

## Font and Formatting

- Keep body text to 10-12pt
- Use one standard font like Arial or Tahoma
- 1" margins
- Don't use special characters
- Use basic bullets like circle or square

## Resume Length

- If you don't have much work experience, keep your resume to one page
- If you have professional experience, your resume may be two pages (but no longer)
- If your resume is two pages, include your name and "Page 2" at the top of the second page

## ADD CONTENT AND RESULTS TO BUILD RESUME EXPERIENCE

**VERB** + **TASK** + **CONTEXT** + **RESULTS**
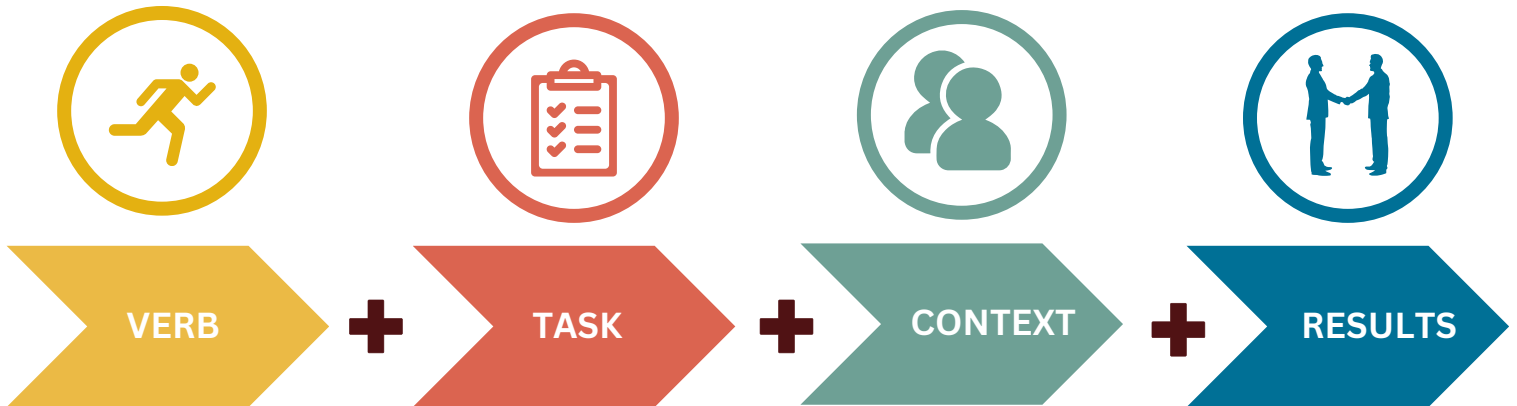
- Strong dynamic verbs to start your statements.
- No repeated verbs in the entire resume.

- What was the last task you completed?

- Why was this important?
- Who did you complete if for?
- How was the information used?
- Time frame
- Number of people
- Quantity

**Did you:**
- Save time
- Increase productivity
- Reduce costs
- Improve a procedure
- Increase sales
- Enhance performance

## Examples:

**Revamped** help desk ticket system through implementation of new processes and training, reducing average response time by 25 percent.

**Initiated**, wrote, and edited the first training manual for company's data tracking system, which cut training period in half, was adopted across the company, and is still in use

**Spearheaded** initiative to introduce new destinations, developing partnerships with international tour operators located throughout Asia and Europe to expand revenue channels.

**Directed** development and execution of digital marketing initiatives on behalf of leading agency generating more than $10.5 million in yearly revenue, serving hundreds of enterprise clients nationwide.

**Complied** and analyzed weekly reports outlining performance data pertaining to streams, click rates, site heat maps, and customer engagement, presenting key findings to CEO, CMO, Associate Vice President, and Senior Director.