# **Choosing The Resume Format That's Best For You**

Your individual circumstances will determine what resume format will work best for you. Resume experts generally recommend three styles of resume layouts:

- 1) Chronological
- 2) Functional
- 3) Chrono-Functional

# 1) <u>Chronological Format</u>

This format lists your employment history starting with your most recent or current employment and working backward to your first job (or 10 years into the past-whichever comes first).

# The **Chronological Format** is a good choice when:

- You want to call attention to a stable work history.
- You want to highlight upward mobility, accomplishments, and promotions in your chosen career.
- You are applying for a job in a very conservative company or field.
- You want to find a job in the same area as your previous job(s).

# **Chronological Format** may not be a good choice when:

- You are changing careers or looking for work in an area you haven't worked before.
- You are looking for your first job and lack experience related to the job for which you're applying.
- You've changed employers frequently in the past.
- You want to emphasize skills that haven't been used in recent work experience.
- You have had significant gaps in your work history.
- You have been absent from the job market for a while.

# 2) <u>Functional Format</u>

This format emphasizes the applicable skills you have developed, rather than when, where, or how you acquired them.

# The **functional format** is a good choice when:

- You are making a career change
- You are entering the job market for the first time (or are pursuing an entry-level position) and you don't have the applicable work history to build a chronological resume
- You want to emphasize the skills and capabilities relevant to the future job, rather than past job responsibilities
- You have had a variety of jobs in the past that are relatively unconnected
- The work you have done in the past has been freelance, consulting, or temporary
- You are returning to the workplace after an absence
- You are concerned that your age may be a barrier
- You haven't shown advancement in responsibility or have had lateral moves
- You are self-employed
- You are closer to retirement than the onset of your career

# **Functional format** may not be a good choice when:

- You are applying for a job in your current field and have a solid work history
- You want to emphasize a growth pattern in the work you have done or in your education
- You past employers are important in relation to your job objective
- Your most recent employers are highly prestigious
- You are applying for jobs in highly traditional fields such as teaching, the ministry, or law/politics where specific employers are of great interest
- You have performed a limited number of functions in your previous work

# 3) Chrono-Functional Format

This format is a combination of the chronological and functional formats

# The **chrono-functional format** is a good choice when:

- You want to showcase a solid employment history <u>and</u> highlight skills that are applicable/transferable to the future position
- You have a strong performance record and are on a career track that you wish to continue

# Chrono-functional format may not be a good choice when:

- You lack a record of advancement or progression in your chosen profession
- Your work history has been unstable or there are gaps in your work history
- You have held many similar positions and listing skills for each would be redundant
- You want to draw attention to experience or skills acquired outside of your work history

#### **YOUR NAME**

Street address
City, State, and Zip Code
Telephone number
E-mail address (optional)

**OBJECTIVE:** A position as Manager of Whatever, focusing on this and that areas.

## **Summary of Qualifications**

- Number of years experience in work\* at all relevant to the objective above.
- Credentials or education or training relevant to this objective.
- An accomplishment that quantifies how you improved your job.
- A skill that relates to your position such as computers/languages.
- A strength as needed on the job.

#### **Relevant Experience and Accomplishments**

Month/Year-Present Workplace, City, State
Job Title

- A two-line overview of your essential role in this company, mentioning the kind of products or services you offered, and possibly who your customers were.
- An accomplishment/one-liner from this job, relevant to the new job objective above, preferably spelling out your unique actions and the benefits to your employer.
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#### **Education and Training**

Degree or classes or whatever Some credentials, maybe

#### **ANITA JOB**

19055 Fifth Avenue NE Outtaluck, NY 98370 707-555-2345 anitajob@aol.com

**Objective:** Sales/Customer Service Manager, Auto Body Experts

#### **Summary of Qualifications**

- 11 years experience in the auto parts and service industry.
- Professional attitude toward customer satisfaction, resulting in an excellent reputation with customers.
- Ability to balance books and handle finances in a responsible manner.
- Purchasing experience and expert knowledge of automotive parts.

# **Relevant Experience and Accomplishments**

12/96-Present H&H Distributors, San Leandro, CA (import parts wholesaler) *Inside and Outside Sales* 

Part of a two-person sales team with over a million dollars in sales per year, topping two million last year.

- Successfully handled busy phones daily, servicing customers while meeting shipping and delivery deadlines.
- Maintained acceptable profit margins without alienating customers, through superior customer service.

04/94-12/96 Overland Parks Express, Emeryville, CA (import parts wholesaler)

Domestic Purchasing and Inside and Outside Sales

Advanced from order-taker to outside sales person and eventually to domestic purchasing manager.

- Monitored inventory, requested and evaluated price quotes, prepared and placed purchasing orders.
- Oversaw receiving procedures and maintained quality control of domestically purchased products.

01/88-04/94 D & L Engines, Berkeley, CA (VW and Japanese engine rebuilder)

Parts, Service Writing, Bookkeeping, Mechanics

Performed minor mechanical repairs and set-ups for machine work, as well as managing all phases of daily office operations, include:

- Service writing, estimating, and scheduling of work.
- Bookkeeping, banking, and accounts payable.
- Ordering, receiving, and keeping inventory of parts and supplies.

#### **Education and Training**

Colby College, Waterville, ME Bachelor of Science, Marketing, 1988

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		(Strength)
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		(Two-line overview)
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(Years)	(Job title)	(workplace)
		(Two-line overview)
•		_ (skill statement)
•		_ (skill statement)
(Years)	(Job title)	(workplace)
		(Two-line overview)
•		_ (skill statement)
•		_ (skill statement)
Ed	ucation and Training	
(degree)	(school) _	(year graduated)

#### YOUR NAME

Street Address
City, State, and Zip Code
Telephone Number
E-mail address (optional)

<b>Objective:</b>	Position as	

#### **Summary of Qualifications**

- Number of years experience in the field or line or work.
- Relevant credentials or training or education
- An accomplishment\* that quantifies how you improved your job.
- A skill that relates to your position such as computers/language.
- A strength as needed on the job.

# **Relevant Experience and Accomplishments**

#### ONE RELEVANT SKILL

- An accomplishment\* that illustrates or documents this skill.
- Another accomplishment\* that illustrates or documents this skill.
- Another accomplishment\* that illustrates or documents this skill.

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- Another accomplishment\* that illustrates or documents this skill.
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\*wherever possible, mention where this happened, linking it to the Employment History to avoid confusion. Note: In all cases, "relevant" means relevant to the above stated objective.

# Month/Year – Present Job Title Company name, city, state Month/Year – Month/Year Job Title Company name, city, state Month/Year – Month/Year Job Title Company name, city, state Month/Year – Month/Year Job Title Company name, city, state Company name, city, state

#### **Education and Training**

Degree or classes or whatever Some credentials, maybe

#### **ANITA JOB**

555 Berkeley Hills Way Berkeley, CA 94706 510-555-5732 anitajob@aol.com

**Objective:** Administrative/manufacturing support position with a textile manufacturer, involving project management, customer relations, and inter-staff liaison.

#### **Summary of Qualifications**

- Talent for generating strong support and cooperation of staff, maximizing and integrating their talents to achieve the priorities of management.
- Ability to "think on my feet" and balance many projects at once.
- Proven record of success in handling increasing levels of responsibility.
- Degree in textile design; portfolio of designs available.

#### **Relevant Experience and Accomplishments**

#### PROJECT MANAGEMENT

- Set up a special tracking system for customer repair units, including design of in-house forms.
- Developed initial plans for regional newsletter for field service technicians.
- Collaborated with product manager to organize a recall-and-return program for retrofit of customer units, successfully resolving this design problem.
- Organized all aspects of shipping and receiving of returned customer goods for repair and restocking, reducing turnaround time 50% by careful tracking and attention to detail.
- Filled in for department manager during vacation periods, attending managers' meetings, arbitrating disputes, authorizing customer credits, screening potential new hires.

#### **CUSTOMER RELATIONS**

- Reorganized and streamlined customer service filing system at Brown-Weber for full-staff access.
- Built a reputation as customer service "Answer Lady" by developing an expertise in the product line, being available to respond promptly to clients' questions and requests, and taking pride in getting problems handled correctly the first time.

#### LIAISON

- Served as management/staff liaison for conversion to a new software system:
   >Learned the system, performed troubleshooting, trained staff, and recommended improvements.
- Provided critical management-support for technical managers:
   Prioritized incoming communications from customers, factors
  - >Prioritized incoming communications from customers, factory, and headquarters.
  - >Edited important outgoing communications for foreign-speaking technical degree.

#### **BACKGROUND IN TEXTILES**

- Completed textiles class work as required for Associate of Applied Science degree.
- Independent fabric design for use in apparel.

#### **Employment History**

01/87-present Leandro, CA Regional Service Administrator/West (10/91-present) BROWN-WEBBER, Optics, San

Supervisor/Central Repair Administrator (06/89-10/91) Group Leader/Central Repair Administrator (05/88-06/89) Data Entry/Customer Service (01/87-05/88)

#### **Education and Training**

Bachelor of Arts, Studio Arts, Montana State University, Bozeman, MT 1984 Associate of Applied Science, Fashion Institute of Technology, Carmichael, CA 1986

	(your name)(your address)	
	(your phone nu (your e-mail ad	
ofessional Objective:		
	Summary of Qualifications	
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•	(Eo	ducation)
•	(A	
•	<del></del>	ntify how you improved your jo
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	Employment History	
(Years)	(Job Title)	(Workplace)
	(Job Title)	
(Years)	(Job Title)	(Workplace)
(Years)	(Job Title)	(Workplace)
	Education and Training	
(4,	(school)	(vaar graduated)

#### YOUR NAME

Street Address City, State, and Zip Code Telephone Number E-mail address (optional)

Ob:	ective:	Position as	

#### **Summary of Qualifications**

- Number of years experience in the field or line or work.
- Relevant credentials or training or education
- An accomplishment\* that quantifies how you improved your job.
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# **Relevant Experience and Accomplishments**

Workplace, City, State

Month/Year-Present Job Title

A two-line overview of your essential role in this company, mentioning the kind of products or services you offered, and possibly who your customers were.

#### ONE MAJOR SKILL

- An accomplishment that illustrates this skill.
- An accomplishment that illustrates this skill.
- An accomplishment that illustrates this skill.

# ANOTHER MAJOR SKILL

- An accomplishment that illustrates this skill.
- An accomplishment that illustrates this skill.
- An accomplishment that illustrates this skill.

Workplace, City, State

Month/Year-Present Job Title

A two-line overview of your essential role in this company, mentioning the kind of products or services you offered, and possibly who your customers were.

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- An accomplishment that illustrates this skill.
- An accomplishment that illustrates this skill.

#### **Education and Training**

Degree or classes or whatever

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	•		(skill statement) (skill statement)
	(Years)	(Job title)	(Workplace)
	•		(skill statement) (skill statement)
	(Years)	(Job title)	(Workplace)
	•		(skill statement) (skill statement)
		Education and Training	
	(degree)	(school)	(vear graduated)

#### **ACTION VERBS**

(The Underlined words are especially good for pointing out accomplishments)

# Management/Leadership/Decision Making Skills

administered directed increased recruited <u>initiated</u> advocated elected reorganized analyzed eliminated inspected replaced appointed emphasized instituted represented led approved enforced restored assigned enhanced managed reviewed attained enlisted merged scheduled authorized established moderated secured chaired executed motivated selected considered formed operated spearheaded consolidated founded organized sponsored overhauled generated staged contracted started controlled governed oversaw pioneered converted handled streamlined coordinated headed planned strengthened decided hired presided supervised prioritized terminated delegated hosted determined improved produced

#### **Communication/People Skills**

incorporated

recommended

developed

•	addressed	<ul> <li>debated</li> </ul>	• interpreted	<ul> <li>proposed</li> </ul>
•	advertised	<ul> <li>defined</li> </ul>	• interviewed	l • publicized
•	arbitrated	<ul> <li>described</li> </ul>	<ul> <li>involved</li> </ul>	<ul> <li>reconciled</li> </ul>
•	arranged	• <u>developed</u>	<ul><li>joined</li></ul>	<ul> <li>recruited</li> </ul>
•	articulated	<ul> <li>directed</li> </ul>	<ul> <li>judged</li> </ul>	<ul> <li>referred</li> </ul>
•	authored	<ul> <li>discussed</li> </ul>	<ul> <li>lectured</li> </ul>	<ul> <li>reinforced</li> </ul>
•	clarified	<ul> <li>drafted</li> </ul>	<ul> <li>listened</li> </ul>	<ul> <li>reported</li> </ul>
•	collaborated	<ul> <li>edited</li> </ul>	<ul> <li>marketed</li> </ul>	• <u>resolved</u>
•	communicated	<ul> <li>elicited</li> </ul>	<ul> <li>mediated</li> </ul>	<ul> <li>responded</li> </ul>
•	composed	<ul> <li>enlisted</li> </ul>	<ul> <li>moderated</li> </ul>	<ul> <li>solicited</li> </ul>
•	condensed	<ul> <li>explained</li> </ul>	<ul> <li>negotiated</li> </ul>	<ul> <li>specified</li> </ul>
•	conferred	<ul> <li>expressed</li> </ul>	<ul> <li>observed</li> </ul>	<ul> <li>spoke</li> </ul>
•	consulted	<ul> <li>formulated</li> </ul>	<ul> <li>outlined</li> </ul>	<ul> <li>suggested</li> </ul>
•	contacted	<ul> <li>furnished</li> </ul>	<ul> <li>participated</li> </ul>	summarized
•	conveyed	<ul> <li>incorporated</li> </ul>	<ul> <li>persuaded</li> </ul>	<ul> <li>synthesized</li> </ul>
•	convinced	<ul> <li>influenced</li> </ul>	<ul> <li>presented</li> </ul>	<ul> <li>translated</li> </ul>
•	corresponded	<ul> <li>interacted</li> </ul>	<ul> <li>promoted</li> </ul>	<ul><li>wrote</li></ul>

#### **Analytical/Research Skills**

analyzed evaluated interpreted clarified examined interviewed collected experimented invented compared explored investigated extracted located conducted critiqued formulated measured detected gathered organized determined identified researched

inspected

diagnosed

#### **Technical Skills**

reviewed

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

#### **Teaching Skills**

individualized stimulated adapted developed advised enabled informed taught clarified encouraged instilled tested coached evaluated instructed trained communicated explained motivated transmitted conducted facilitated persuaded tutored focused coordinated set goals critiqued guided simulated

#### Financial Data Skills

reconciled administered budgeted forecasted adjusted calculated managed reduced allocated computed marketed researched analyzed conserved measured retrieved appraised corrected planned assessed determined prepared audited developed programmed estimated projected balanced

searched

surveyed

summarized

systematized

solved

tested

#### Creative/Innovative Skills

- actedadaptedauthored
- begancombined
- composed
- conceived
- conceptualized
- condensed
- created

- customized
- designed
- developed
- devised
- <u>directed</u>displayed
- drew
- entertained
- <u>established</u>
- fashioned

- formulated
- founded
- illustrated
- <u>initiated</u>
- <u>instituted</u>integrated
- introduced
- <u>invented</u>modeled
- modeledmodified

- originated
- performed
- photographed
- planned
- revised
- revolutionized
- shaped
- solved

# **Helping/Counseling/Mediating Skills**

- adapted
- advocated
- aided
- answered
- arranged
- assessed
- assisted
- attended
- cared for
- clarified
- coachedcollaborated

- comforted
- contributed
- cooperated
- counseled
- demonstrated
- diagnosededucated
- educatedencouraged
- ensured
- <u>expedited</u>
- <u>facilitated</u>familiarized

- fostered
- furthered
- guided
- helped
- instilled
- insuredintervened
- mentored
- motivated
- prevented
- provided
- referred

- rehabilitation
- represented
- resolved
- settled
- simplified
- <u>supplied</u>
- supported
- tutored
- volunteered

# Organization/Administrative/Detail Skills

- approved
- arranged
- catalogued
- categorized
- charted
- classified
- coded
- collected
- compiled
- coordinated
- coordinatescorrected
- corresponded
- disseminated

- distributed
- executed
- filed
- formalized
- generated
- implemented
- incorporated
- inspected
- logged
- maintained
- monitored
- obtained
- operated

- ordered
- organized
- planned
- prepared
- processed
- provided
- purchased
- recorded
- registered
- reorganizedreserved
- responded
- reviewed

- routed
- scheduled
- screened
- set up
- submitted
- supplied standardized
- systematized
- <u>updated</u>
- validated
- verified

# **Selling/Convincing Skills**

- arbitrated
- convinced
- dissuaded
- marketed
- mediated
- negotiated
- persuaded
- promoted

resolved

(issues)

restored

spearheaded

succeeded

publicized

solicited

- resolved
- secured
- sold

# **Additional Verbs for Accomplishments**

- achieved
- completed
- expanded
- exceeded
- improved
- pioneered
- reduced (losses)

- surpassed
- transformed
- won

# **Marketable Personality Traits**

# **Task Oriented Skills**

Accurate Goal directed Adaptable Hard worker Ambitious Analytical High achiever Artistic talent High energy Awareness Capable Honest

Clear-thinker Commitment to growth

Competent Conscientious Cooperative Creative Dedicated Dependable Eager Efficient Energetic Enterprising Eye for detail

Farsighted Flexible

Gets things done right Good judgment Highly motivated Imaginative

Independent Industrious Innovative Leadership ability Loves a challenge Loyal

Manages time efficiently Methodical Meticulous Motivated **Optimistic** Orderly Organized

Persistent Problem solver Productive Punctual Quick learner Realistic Resourceful Risk taker Self-motivated Sense of humor Sensitive Serious Shrewd Sincere Team player Thorough Trustworthy

Perfectionist

Visionary Works well under

pressure

Verbal Versatility

#### **People Oriented Skills**

Ability to motivate Helpful

others Leadership qualities

Congenial Optimistic Cooperative Outgoing Patience Courteous

Diplomatic Sense of humor Eloquent Sensible Excellent Supportive communication skills Sympathetic Team worker Friendly Generous

Gets along well with others

Good listener

Tolerant of others understanding

# **Resume & Cover Letter Books & Resources**

# Websites:

www.damngood.com www.resume-now.com www.resumetipsandhelp.com www.rileyguide.com

# **Resume Resources:**

America's Top Resumes	r
Blue Collar & Beyond	r
The Damn Good Resume Guide	r
Dynamite Resumes	h
Electronic Resumes for the New Job Market	e
Executive Resumes	r
The Federal Resume Guidebook	n
Gallery of Best Resumes for Two-Year Degree GraduatesDavid Noble	e
High Impact Resumes & LettersRonald L. Krannich & William J. Bani	S
Portfolio Power	
Resume Almanac	1
Resume Catalog	r
Resume Pro	r
The Resume Solution	
The Resume Writer's WorkbookStanley Krantman	n
Resumes for College Students and Recent GraduatesVGM Career Horizons	S
Resumes for Sales & Marketing Careers	e
Winning Resumes for Computer PersonnelAnne Har	
Your First ResumeRon Fr	y

# **Cover Letter Resources:**

Cover Letter Almanac	Adams Media Corporation
Cover Letters That Knock 'em Dead	Martin Yate
The Perfect Cover Letter	Richard H. Beatry

#### **Model Cover Letter**

Your Present Address City, State, Zip Code Date of Letter Contact Person Name Title Company Name Address City, State, Zip Code

Dear Mr./Mrs.\_\_\_\_\_\_,

Explain your reason for writing, what job you are applying for and where did you hear about this position. Immediately explain why your background makes you the best candidate for the position for which you are applying (thesis statement). Keep the first paragraph short and hard-hitting.

Explain, with clarity, the reasons you feel make you a qualified candidate (from thesis statement you stated in the first paragraph). Detail what you could contribute to this company. Show how your qualifications will benefit the firm. Remember to keep this letter short; few employers will read a cover letter over one page.

Describe your interest in the corporation. Subtly emphasize your knowledge about the company (the result of your research effort) and your familiarity with the industry. You should present yourself as eager to work for any company with which your interview.

In the closing paragraph, you want to wrap up/or conclude your ideas. You should indicate your desire to interview. Include your phone number and e-mail address. Alternatively, you might prefer to mention that you will follow up with a phone call (to arrange an interview) at a mutually convenient time within several days. Thank the employer for their time and consideration.

Sincerely,

Your Full Name (typed)

<sup>\*\*</sup>Remember that the cover letter is a writing sample that will tie your qualifications in with the job description. It should be error free and well written. Develop your ideas and make sure that you have given at least three selling points (of yourself) that relate to the position and/or company needs.

#### SAMPLE COVER LETTER

555 Berkeley Hills Way Berkeley, CA 94706 March 14, 2003.

Ms. Mary Lou Nelson Manager of Human Resources Continental Industries, Inc. 2900 Rosemont Blvd. Rosemont, IL 60018

Dear Ms. Nelson,

I am applying for the web developer position that was advertised with Northwestern University Career Services this week. The position seems to fit very well with my education, experience, and career interests.

Your position requires skills in various types of programming and software used in web development. My academic program in computer studies emphasized C, C++, Visual Basic, Assembler, Java, and SQL. In addition, I have extensive experience in using several software packages in web development, including Adobe Illustrator, Photoshop, After Effects, and Dreamweaver. My experience as a department computer consultant gave me exposure to both PC (Windows 3.1, 95, 98, NT) and Macintosh platforms as well as Novell and NT LANs. Additionally, I worked as a summer intern in computing operations for a major city newspaper where I gained knowledge of enterprise systems and e-commerce operations. My enclosed resume provides more details on my qualifications.

My background and career goals seem to match your job requirements well. I am confident that I can perform the job effectively. Furthermore, I am genuinely interested in the position and in working for Continental Industries, Inc. Your firm has an excellent reputation and comes highly recommended to me.

Would you please consider my request for a personal interview to discuss further my qualifications and to learn more about this opportunity? I shall call you next week to see if a meeting can be arranged. Should you need to reach me, please feel free to contact me at 847/683-5555 or m-lopez@anemailaddress.edu.

Thank you for your	consideration.	I look forward	d to ta	lking to y	you.
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Sincerely yours,

Maria Lopez

# **Reference Page Template**

NAME
Home address
City, state zip code
Phone number
E-mail address (optional)

#### Name

Title
Company Name
Company Address
Phone Number

#### Name

Title
Company Name
Company Address
Phone Number

# Name

Title
Company Name
Company Address
Phone Number

# Name

Title
Company Name
Company Address
Phone Number

#### Name

Title
Company Name
Company Address
Phone Number

# **Resume Checklist**

Are name, address, phone number, and e-mail included at the top?
Is the resume one <u>complete</u> page or two <u>complete</u> pages maximum?
Is the objective appropriate considering the job for which applicant is applying?
Are the headings (objective, summary of qualifications, relevant skills/experience,
work history, education/training) prioritized in order of importance/relevance?
Does each work experience include the following information:
employer's name, city, and state?
dates of employment?
job titles?
job titles significant duties, activities, accomplishments, and promotions?
Significant duties, detrities, decompnishments, and promotions.
Is each statement describing work experience prioritized in order of
importance/relevance?
Does each statement describing work experience begin with an <u>action verb</u> ?
present jobpresent tense
previous jobspast tense
Does educational information include the following:
degree, institution, city, state, date of graduation (year), and major?
GPA (3.0 or higher), minor, accomplishments, awards, campus memberships
(optional)?
Is any reference to high school omitted?
Are personal pronouns (I, me, my) omitted?
Are excess word (the, a) omitted?
Are excess word (the, a) offitted: Are grammar, punctuation, and spelling correct?
Has the resume been proofread by at least one to two additional people?