

# résumés



## Quick Résumé Answers

### What is a résumé?

- A one to two page professional document that serves as your introduction to a prospective employer

### What makes a GREAT résumé?

- Error free and grammatically correct
- Formatting consistent from top to bottom
- Organized content with most relevant information towards the top 1/3 of the page
- Concise descriptions which show skills/knowledge gained and contributions made
- Accurate information that is neither over-inflated or under-represented

### How do I get my résumé reviewed?

- Career Services uses a website called Optimal Résumé to review all résumés
- Simply submit your rough draft to the Review Center and a Career Services team member will review it within 48 hours
- One-on-one appointments are available for content and formatting related questions

### How many revisions does it typically take before my résumé is approved?

- Most résumés require at least 3-4 revisions before it is approved

### How much does Optimal Resume cost?

- It is a free account. All you need is a valid Hope College email address

## What's Inside?

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**20 Seconds!**

"Twenty seconds. That's how long, on average, your résumé is reviewed. This is why it is often the form, and not the substance of your résumé that gets the most attention. So, you'll have to make yours error proof, clean, and well designed just to get past the first five seconds."

G.L. Hoffman: "HR Gives Your Resume 20 Seconds"  
US News & World Report

# Developing Your Résumé

## Steps to take

### Step One - Information Gathering

- Educational background
- Experience (both paid work and internships)
- Interests, activities and involvement

### Step Two - Compose and Edit

- Decide which parts of your résumé are most relevant to the position for which you are applying
- Write short, descriptive statements to describe activities, honors and responsibilities in which you have participated.
- Statements should begin with action verbs
- Edit and refine your language
- Use past tense and action verbs in your descriptions
- Avoid full sentences and using the word “I”
- Highlight accomplishments and results

### Step Three - Production

- Proofread carefully
- Use white or light-colored quality bond paper

## Career Services Résumé Resources

Appointments can be made to review a draft of your résumé in Optimal Resume. Call the office 8-12 or 1-5, Monday through Friday to make an appointment.

careers@hope.edu 616-395-7950

## Major Résumé Components

The following are headings commonly found on résumés. Include only those sections that are appropriate for you.

- **Name, address, telephone and email**—if you are living on campus, include your current and permanent address and use a telephone number where you can be easily reached. If you have voicemail, unusual or inappropriate greetings should be avoided. Make sure to include a non-Hope email address if graduation is less than 6 months away.
- **Objective**—the objective is a concise statement of exactly what you want to pursue. It is better not to include an objective at all than to use one that is too broad or inappropriate for what you are seeking.
- **Education**—emphasize the highest level you have achieved. Include other training or activities that are pertinent to your objective. If your GPA is at or above a 3.0, include it, as well as semesters abroad or other off-campus study experiences. **Do not include references to high school.**
- **Work or relevant experience**—this is the longest and most significant part of your résumé. This section should include both paid and unpaid work and should reflect skills that are desired for the position you are seeking. Your descriptions should include measurable results or other value-added content.
- **Campus activities and volunteer work**—you can reveal additional transferable skills (i.e. leadership or supervisory qualities, budget responsibilities and program development) by listing and describing your campus activities, leadership and volunteer work.
- **Relevant skills**—this is an optional section in which you may list or describe special skills which are applicable to the type of position sought. These could include computer languages, laboratory skills, artistic skills or foreign languages.
- **Honors and awards**—this could be a sub-category under education, or its own category. You may mention the Dean’s List, academic honors, prizes for leadership or other achievements, which demonstrate academic achievement or special abilities.
- **Research** - any research that has been conducted under the supervision of a professor can be highlighted. Include research topic and outcomes if applicable.
- **Publications**—list the articles, books, or manuscripts which you have had published, and identify your publisher or journal.
- **Interests or other facts**—this optional category can be used to provide an employer a more complete picture of you and your background. Personal interests such as marathon running, restoring automobiles, or playing an instrument have helped students establish a common interest with certain employers.
- **Portfolio or audition materials**—when appropriate, you may also have a portfolio. Yours can be electronic and may include slides or paintings, sculptures (several views), fly work and drawings, and should be indicated as “Available upon request”. A listing of exhibitions would also be helpful if these are not already on your resume. Audition material may include CD’s, DVD’s, writing samples (e.g. scripts, news copy) and should also be indicated as “Available upon request.”

# Action Verbs

## Management Skills

administered  
analyzed  
assigned  
attained  
chaired  
contracted  
consolidated  
coordinated  
delegated  
directed  
evaluated  
executed  
improved  
increased  
organized  
oversaw  
planned  
prioritized  
produced  
recommended  
reviewed  
scheduled  
strengthened  
supervised

## Communication Skills

addressed  
arbitrated  
arranged  
authored  
corresponded  
developed  
directed  
drafted  
edited  
enlisted  
formulated  
influenced  
interpreted  
lectured  
mediated  
moderated  
motivated  
negotiated  
persuaded  
promoted  
publicized  
reconciled

recruited  
spoke  
translated  
wrote

## Research Skills

clarified  
collected  
critiqued  
diagnosed  
evaluated  
examined  
identified  
inspected  
interpreted  
interviewed  
investigated  
organized  
reviewed  
summarized  
surveyed  
systematized

## Technical Skills

assembled  
built  
calculated  
computed  
designed  
devised  
engineered  
fabricated  
maintained  
operated  
overhauled  
programmed  
remodeled  
repaired  
solved  
trained  
upgraded

## Teaching Skills

adapted  
advised  
clarified  
coached  
communicated  
coordinated  
developed

enabled  
encouraged  
evaluated  
explained  
facilitated  
guided  
informed  
initiated  
instructed  
persuaded  
stimulated

## Financial Skills

administered  
allocated  
analyzed  
appraised  
audited  
balanced  
budgeted  
calculated  
computed  
developed  
forecast  
managed  
marketed  
planned  
projected  
researched

## Creative Skills

conceptualized  
created  
designed  
developed  
directed  
established  
fashioned  
founded  
illustrated  
instituted  
integrated  
introduced  
invented  
originated  
performed  
planned  
revitalized  
shaped

## Helping Skills

assessed  
assisted  
clarified  
coached  
counseled  
demonstrated  
diagnosed  
educated  
expedited  
facilitated  
familiarized  
guided  
referred  
rehabilitated  
represented

## Clerical/Detail Skills

approved  
arranged  
catalogued  
classified  
collected  
compiled  
dispatched  
executed  
generated  
implemented  
inspected  
monitored  
operated  
organized  
prepared  
processed  
purchased  
recorded  
retrieved  
screened  
specified  
systematized  
tabulated  
validated

Source:  
The Good Résumé Guide, Yana Parker

# RUTH B. BRIGHT

ruth.bright@email.com

## CURRENT ADDRESS

Cook Hall #3231  
115 East 10th Street  
Holland, MI 49423  
(616) 395-4321

## PERMANENT ADDRESS

51 Oakridge Drive  
Westchester, NY 10054  
(646) 653-1298

## INTERNSHIP OBJECTIVE

To obtain a summer internship in marketing using my verbal and written communication skills and my interest in analyzing consumer behavior.

## EDUCATION

**Hope College** - Holland, MI  
Bachelor of Arts: Communication, Management  
Minor: Spanish  
GPA: 3.77/4.0

Anticipated May 20XX

**Study abroad in London, England**  
"Management in the British Economy"

May 20XX

## HONORS AND AWARDS

Dean's List - five semesters  
Mortar Board national honor society member  
Division III All-American - softball award

## RELEVANT COURSEWORK

Management Decisions  
Public Presentations  
Marketing Management  
Media Productions I, Copywriting

Management Theory  
Analytic Skills in Communication  
Interpersonal Communication  
Communication for Public Relations

## SKILLS

Proficient in Microsoft Office (Word, Excel, PowerPoint, Access) and Adobe InDesign  
Experienced with writing press releases, editing, and public speaking  
Fluent in Spanish

## RELATED EXPERIENCE

**Assistant Editor**, The Anchor, Hope College - Holland, MI Fall 20XX

- Provided editorial comments on copy for four campus newspaper columnists
- Assisted campus organizations with development and submission of press releases

**Server**, Pizza Palace - Buffalo, NY Summers 20XX - 20XX

- Provided service to customers of all ages in a high-traffic, fast-paced environment
- Utilized problem-solving and management skills to create employee schedule for managers

**Business Club Publicity Chair**, Hope College - Holland, MI Spring 20XX

- Created flyers, press releases, campus electronic announcements, and banners for events

## CAMPUS AND COMMUNITY ACTIVITIES

**Niagara Area Literacy Council Volunteer** Summers 20XX - 20XX

- Tutored children ages six through ten for two hours each week in a minority student achievement program

**Dance Marathon Moraler** Spring 20XX

- Assisted and encouraged a participant throughout an all night philanthropic event

# ALICE D. AUDITOR

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Cook Hall #260 - 115 E. 10th Street - Holland, MI 49423 - (616) 395-3267 - alice.auditor@hope.edu

## INTERNSHIP OBJECTIVE

To secure a summer internship position in which my accounting and general business abilities will be used, challenged, and strengthened.

## EDUCATION

**Hope College** - Holland, MI Expected May 20XX  
Bachelor of Arts: Accounting - 150 hour CPA Program GPA: 3.89/4.0  
Minor: Spanish

## HONORS AND AWARDS

- George F. Baker Scholar-Business Honors and Leadership Program
- Dean's List - six consecutive semesters

## RELEVANT COURSES

- Financial Accounting
- Accounting Info Systems
- Macroeconomics
- Workplace Writing
- Managerial Accounting
- Microeconomics
- Management Theory
- Business Computing

## COMPUTER SKILLS

- Experienced in A/R, A/P, balance sheet, income statements, cash flow
- Extensive comprehension of QuickBooks and Great Plains Accounting Information Systems

## RELATED EXPERIENCE

- Entrepreneur**, Trustworthy Landscaping - Jackson, MI Summer 20XX
- Started a profitable partnership providing lawn care to local neighborhoods
  - Responsible for all accounting, payroll, marketing, logistics, and other duties
  - Hired and trained two employees for the summer

## ADDITIONAL WORK EXPERIENCE

- Server**, New Holland Brewery - Holland, MI Fall 20XX - Present
- Provide efficient and friendly service to patrons

## CAMPUS AND COMMUNITY ACTIVITIES

- Hope College Women's Varsity Softball** Fall 20XX - Present
- MIAA Co-Player of the Week
  - MIAA Academic Honor Roll
  - Voted Captain for 20XX - 20XX season

- 20XX Class Rep.** - Hope College Student Congress Fall 20XX - Present
- Member of Campus Life Board
  - Appropriations Committee
  - Student Media Communications Committee
  - Leader of two taskforces.

- Youth Group Leader**, Central Wesleyan Church - Holland, MI Spring 20XX
- Connected with teenagers weekly to provide encouragement and a positive role model
  - Assisted youth pastor with mission budgeting and planning for trip to Guatemala

- Latin Americans United for Progress** - Holland, MI Fall 20XX - Spring 20XX
- Taught English to non-English speaking Latino community members
  - Gained appreciation and knowledge for diverse cultures

# HARRISON T. WELLS

174 East Fourteenth Street, Apt. C-4  
Holland, MI 49423  
(616) 395-XXXX  
harrison.well@email.com

## CAREER OBJECTIVE

Seeking a challenging entry-level management position in banking that uses my decision-making, communication, and leadership skills.

## EDUCATION

**Hope College** – Holland, MI (May 20XX)  
Bachelor or Arts: Economics  
G.P.A.: 3.6/4.0

Honors:

- Presidential Scholarship
- Dean's List 4 Semesters
- Omicron Kappa Epsilon (Economics Honorary)
- Pi Sigma Alpha (Political Science Honorary)

## RELEVANT WORK EXPERIENCE

**Hope College Student Congress** – Holland, MI (8/XX-present)

*Comptroller*

- Elected chief financial officer of all student funds
- Responsible for the allocation and administration of a \$220,000 budget, overseeing 27 student organizations

**Office of Economic Development** – Grand Rapids, MI (8/XX-12/XX)

*Management Intern*

- Designed and implemented a computer database system to manage information pertaining to city programs for assisting area businesses.

**Prescott, Ball & Turben** – Toledo, OH (5/xx-8/XX)

*Stockbroker's Assistant*

- Researched and monitored stocks and new bond issues.

## LEADERSHIP ACTIVITIES

**Hope College Student Congress President** – Holland, MI (8/XX-5/XX)

- Elected by a student body of 3000 students to serve as chief representative
- Provided leadership and direction for the student body, set the agenda for and chaired weekly Student Congress meetings
- Engaged in extensive committee work and frequently participated in small and large group conversations regarding student concerns

**Vice President of Student Congress**, Hope College – Holland, MI (8/XX-5/XX)

- Initiated and helped conceptually design \$200,000 student union renovation.

**Member of 9 College Boards/Committees, including:**

- Board of Trustees on Business and Finance
- Student Standing and Appeals Board
- Campus Life Board
- Strategic Planning Task Force
- Administrative Affairs Board

## ADDITIONAL COLLEGE ACTIVITIES

- "Big Brother" program volunteer
- Intramural basketball captain
- Knickerbocker Fraternity member
- 20XX Presidential Campaign intern
- Radio show host for WTHS
- "Big Brother" program volunteer

# JOHN L. SMITH

123 Workshop Way – Holland, MI 49423 – 616-395-XXXX – smith@email.com

**EDUCATION**      **Hope College** – Holland, MI (May 20XX)  
B.A. Management and English, Creative Writing emphasis  
GPA: 3.4/4.0

**Austro-American Institute of Education** – Vienna, Austria (Summer 20XX)

**HONORS**

- Cum Laude
- Dean’s List (four semesters)
- Lambda Pi Eta
- National Communication Honor Society
- Outstanding College Students of America
- National Collegiate Communication Arts Awards Winner

**COMPUTER SKILLS**

- Dreamweaver
- InDesign
- Leading Edge
- Adobe Photoshop
- SPSS
- Mac and PC proficient

**EXPERIENCE**      **Business Director**, WTHS Radio – Holland, MI (20XX-May 20XX)

- Responsible for accounts payable, accounts receivable and payroll
- Developed budget for the next fiscal year and set goals for underwriting revenue

**Editor**, The Occasional Paper, Hope College – Holland, MI (Fall 20XX)

- Managed reporters, stories, layout, photography, design and editing of publicity paper for Assistant Provost of Hope College

**Editorial Assistant**, Birder’s World Magazine – Holland, MI (Summer 20XX)

- Assisted in publication of international magazine
- Proofread and copy editing
- Utilized organizational skills in cataloging of authors and photographers

**Manufacturing Personnel**, Herman Miller – Zeeland, MI (Summer 20XX)

**COLLEGE INVOLVEMENT**      **Students for Community Service: Leadership Board**

- Utilized leadership and organizational skills by coordinating events between Hope students and surrounding community.

**The Anchor:** Staff Writer

**WTHS Radio:** News personnel; on-air broadcasting

**Hope College Television Studio:** on-air production; technical director; floor manager; on-air appearances

**International Association of Business Communicators:** Publicity Director

- Helped to initiate and organize the first campus group

**REFERENCES**      Available upon request