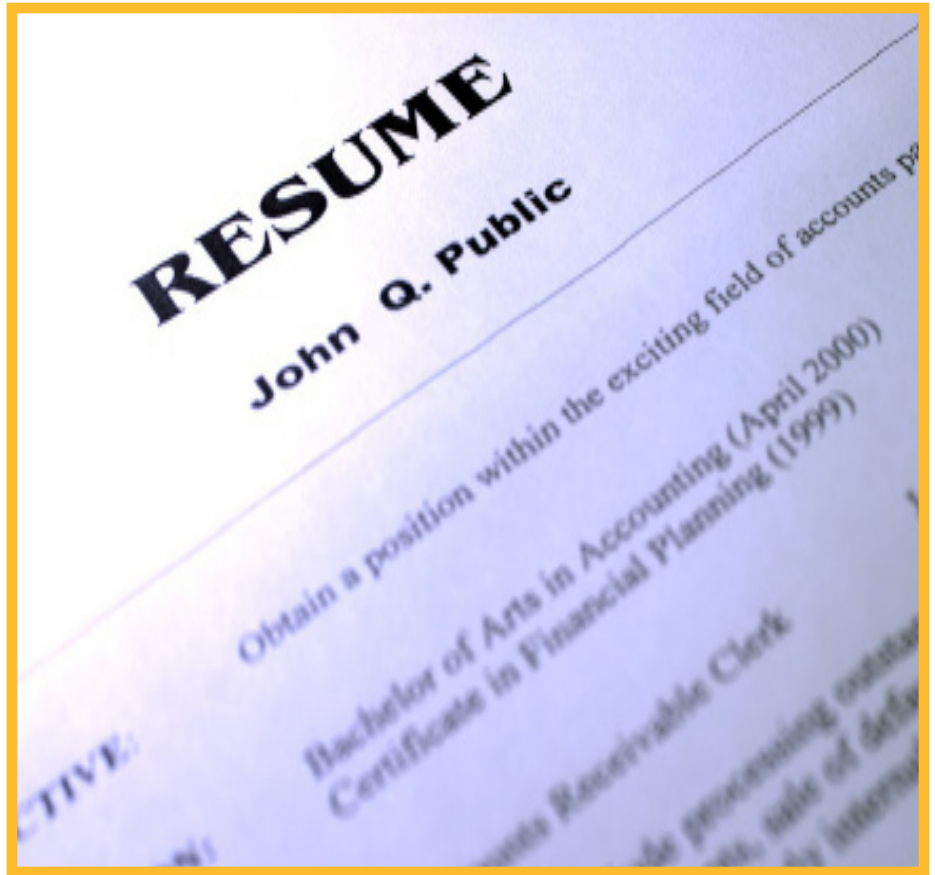


résumés



Quick Résumé Answers

Why Develop a Résumé?

The purpose of your résumé is to introduce you to prospective employers. While its end purpose is to get you a job, your objective with your résumé is to obtain an interview.

Since your résumé is your personal marketing tool, it is critical that your résumé be well organized in an attractive manner in order to draw the attention of a busy employer.

Résumé Formatting

Since each résumé reflects an individual's personal experience, there is no single correct résumé format. The chronological résumé

format is the most common type of résumé; it is the one many employers expect. Jobs, experiences and education are listed in chronological order, starting with the most recent. Sample résumés included in this guide are an example of this type.

Combination and functional skills résumés may also be used, and examples of these approaches can be found in the Office of Career Services.

Résumé Wizards/Templates

We do not recommend using a résumé wizard or template (through Word or another program) to create your résumé. Although wizards and

templates make creating a résumé easy, they are often difficult to format or make changes to later.

For assistance with creating and formatting a résumé, contact the Office of Career Services.

What's Inside?

Résumé Development Steps	2
Résumé Components	2
Action Verbs	3
Résumé Examples	4 - 7
References	8

Your Personal Marketing Tool

"You never get a second chance to make a first impression. A résumé is your entry into the job race. It is your chance to sing your own praises and make an employer sit up and take notice. So, it's worth taking some time to perfect it. A concise résumé should move you closer to the interview process."

- Manpower

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, or you can come by during drop-ins, 4:00-4:45 p.m., Monday through Friday.

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 an answering machine or voicemail, unusual or inappropriate greetings should be avoided. Make sure to include a non-Hope email address.
- **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, language skills, or other specialized expertise. 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.
- **Campus activities and volunteer work**—you can reveal additional transferable skills (i.e. leadership or supervisory qualities, budget responsibilities and program development) 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.
- **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.
- **References**—your references are individuals whom you choose who can speak knowledgeably on your behalf for employment. Select them carefully and well in advance of beginning your employment search. They should be noted as “Available upon request”. (see page 8)
- **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
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

HARRISON T. WELLS

174 East Fourteenth Street, Apt. C-4

Holland, MI 49423

(616) 395-XXXX

harrison.well@email.com

Include a non-Hope email address

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
- Omnicron Kappa Epsilon (Economics Honorary)
- Pi Sigma Alpha (Economics Honorary)

Format dates consistently

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

List in most recent order

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

Management Intern

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

Include city and state

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 Body 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

Include a non-Hope email address

EDUCATION

Hope College – Holland, MI
B.A. Communication/English Composite
GPA: 3.4/4.0

(May 20XX)

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
- Microsoft Word
- Microsoft Access
- Microsoft PowerPoint

Format dates consistently

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

List in most recent order

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

Include city and state

(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

MARY R. THOMAS

ADDRESS UNTIL MAY 9, 20XX

200 West Piute
Holland, MI 49424
(616) 395-XXXX

thomas@email.com

ADDRESS AFTER MAY 9, 20XX

Include a non-Hope email address

525 Peters Ct.
Grand Rapids, MI 49506
(616) 459-XXXX

EDUCATION

Hope College – Holland, MI May 20XX
B.S. in Chemistry (A.C.S. Certified) with Biochemical emphasis GPA: 3.5/4.0
Honors: • Cum Laude • Dean's List
• Sigma Xi Undergraduate Research Award • Visser Research Fellowship
• Jaecker Chemistry Scholarship • Ida C. Koran Scholarship

RELEVANT EXPERIENCE

Information Analyst, The Dow Chemical Company – Midland, MI May 20XX - present

- Develop and implement methods to improve the Dow Registry of Chemical Substances (a global computer database).

List in most recent order

Format dates consistently

Teaching Assistant, Hope College – Holland, MI Jan. 20XX - May 20XX

- Prepared for and taught an upper level biochemistry laboratory and molecular biology class.

Undergraduate Research Assistant, Hope College – Holland, MI Aug. 20XX - May 20XX

- Characterization of a newly cloned suspected receptor for the Arginine-Vasopressin hormone.

Research Analyst, Amway Corporation – Ada, MI May 20XX - Aug. 20XX

- Developed a novel starch soil removal test for automatic dish washing detergent.

Include city and state

POSTERS

“Amplification and Isolation of the Promoter Region of the Vasopressin Activate Calcium Mobilizing Protein (VACM-1)” L. Hesse, V. Folta, and M. Burnatowska-Hledin 20XX

- National Conference on Undergraduate Research
- Sigma Xi
- Undergraduate Research Symposium

“Characterization of a Novel Vasopressin-Activated Calcium-Mobilizing (VACM-1) Receptor” M. Burnatowska-Hledin, K. Parmelee, P. Zhao, V. Folta, L. Listenberger and A. Sharagnpani 20XX

- FASAB Experimental Biology 20XX

COLLEGE ACTIVITIES

- Chemistry Club
- Hope College Wind Ensemble, Symphonette and Orchestra
- New Student Orientation Assistant
- Hope College Admissions Department
- Nykerk (Women's Competitive Performing Arts Event)
- Habitat for Humanity (Hope College Chapter)

Include a non-Hope email address

SUSAN PETERSON

peterson@email.com

Current Address: 100 E. Highway — Holland, MI 49423 — (616) 395-XXXX

Permanent Address: 100 W. Roadway — Chicago, IL 60606 — (616) 733-XXXX

PROFESSIONAL OBJECTIVE

To obtain a full-time R.N. position offering opportunity for personal and professional growth, while providing holistic nursing care to medical-surgical patients.

EDUCATIONAL BACKGROUND

B.S.N. Hope College – Holland, MI

(May 20XX)

Major: Nursing

G.P.A.: 3.7/4.0

Accredited through the Commission on Collegiate Nursing Education

Honors: Magna Cum Laude; Dean's List; Distinguished Scholar Award, MI Competitive Scholarship

Relevant Clinical and Laboratory Experience:

- Basic and Advanced Skills: 42 hours
- Health Assessment: 42 hours
- Community based parish and family nursing: 42 hours – Holland, MI
- Obstetrics: 84 hours – Holland Hospital, Holland, MI
- Pediatrics: 84 hours – DeVos Children's Hospital, Grand Rapids, MI
- Psychiatric: 84 hours – Pine Rest Christian Mental Health Services, Grand Rapids, MI
- Adult Medical-Surgical: 84 Hours – Holland Hospital, Holland, MI
- Community Health: 84 Hours – Ottawa County Health Department., Holland, MI
- Nursing Leadership and Management: Internship (209 hours) – Surgical Critical Care, Spectrum Health, Grand Rapids, MI
- Geriatrics: 84 hours –Mary Free Bed Rehabilitation Services, Grand Rapids, MI

RESEARCH EXPERIENCE

- Undergraduate Collaborative Research Project: "The Relationship of Music Therapy and Stress in the Surgical Patient", Hope College, Holland, MI (September 20XX-March 20XX)
- Research Poster Presentation, National Council on Undergraduate Research Conference, Detroit, MI (April 20XX)
- Research Poster Presentation, Hope College Celebration of Research and Creative Performance, Holland, MI (January 20XX)

Format dates consistently

RELEVANT EMPLOYMENT

Residential Worker, Ottawa County Community Mental Health – Grand Haven, MI Sept. 20XX - present

- Working in a residential treatment center for chronically mentally ill adults
- Maintain a therapeutic environment
- Develop and implement programs for daily living skills which promote social growth and independence
- Manage psychotic episodes and refer for individual counseling

Include city and state

Nursing Assistant, Martin-Luther Nursing Home – Saginaw, MI June 20XX - August 20XX

- Provided holistic care to geriatric patients
- Managed an average patient assignment of twelve

List in most recent order

Residential Assistant, Hope College – Holland, MI August 20XX - May 20XX

- Acted as a liaison between students and administration
- Counseled and advised residents; enforced college policies; coordinated dorm activities.

Nursing Extern, Gratiot Community Hospital – Alma, MI June 20XX - August 20XX

- Provided pre and post hemodialysis patient care

COMMUNITY AND COLLEGE INVOLVEMENT

Sigma Theta Tau: Kappa Epsilon Chapter

National Student Nurses Association

Hope Student Nurses Association

Nurses Christian Fellowship

Kappa Delta Chi Sorority: Alumni Secretary, Sergeant-at-Arms, Assistant Reunion Coordinator, Pledging Committee member, Semi-formal Committee member

P.E.O: Philanthropic Education Organization

Music: Chapel Choir, College Chorus, Nykerk (traditional women's competition)

Creating a Reference Page

Who should serve as your references

In selecting people to ask to serve as references for you, think about what those individuals know about you and if they can discuss your work-related qualities.

- Past and present employers usually know about such things as your honesty and integrity, reliability, initiative, quickness to learn and take on responsibility, and your ability to work with others.
- Faculty members know about your academic ability, productivity, and timeliness, honesty and integrity, and perhaps have observed how you work with others.
- Advisors and coaches are aware of information about you that could be relevant to a potential employer — such as honesty and integrity, maturity, initiative, interpersonal skills or leadership qualities.
- Do not list references who only know you in a social capacity. While family friends may have nice things to say about you, employers do not place value on these kinds of references.

Getting permission from your references

- DO contact each individual whom you are asking to serve as your reference. Secure his/her permission IN ADVANCE.
- DO NOT ever give someone's name as a reference without that person's permission.
- When you secure permission, verify all details of your references' contact information, including spelling of names, titles, addresses, phone numbers and e-mail addresses.
- Keeping your references well-informed will help them serve as better references for you.
- Thank each reference in writing for his/her assistance.
- DO NOT view communicating with your references as bothering them. Brief, cordial e-mail or phone messages show that you are businesslike about your job search, and that you appreciate your references.

When to give your reference list to a prospective employer

- Provide reference information when you are asked to provide it. If you reach the interview stage and have not been asked for references, you may offer your reference list.
- Generally do not send reference information with your résumé unless it has been specifically requested.

Where to list references

- DO NOT list your references on your résumé.
- DO list your references on a curriculum vitae

Reference page

- DO create a reference page to list your references.
- For each reference person, include full name, title, organization with which the person is affiliated, complete address, phone number and e-mail address.
- Make absolutely sure you have spelled your references' names correctly.
- Your name and contact information should be at the heading of the page — just like it appears on your résumé.

SUSAN PETERSON

peterson@email.com

Current Address: 100 E. Highway — Holland, MI 49423 — (616) 395-XXXX

Permanent Address: 100 W. Roadway — Chicago, IL 60606 — (616) 733-XXXX

REFERENCES

Dr. Susan Dunn, PhD, RN

Professor and Department Chair
Hope College Department of Nursing
35 E. 12th Street
Holland, MI 49422
616-395-7424
dunns@hope.edu