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Resume Preparation Guide

Types of Resumes:

Chronological-Education, experience, and accomplishments are listed in reverse chronological order. A brief description of what you have accomplished is listed beneath the job titles, company name, and dates of employment.

-Advantages: Easy to follow. Shows continuity in career, career growth.

-Disadvantages: It will call attention to long gaps in employment, frequent job changes, lack of experience and recent work experience that is not related to your job goal.

Functional-Highlights your strongest functional skills and responsibilities, dates are often omitted; emphasis is on what you have accomplished.

-Advantages: de-emphasizes work history gaps or problems, lack of experience. This resume helps you sell your skills and qualifications effectively.

-Disadvantages: recruiters and employers think they are harder to read, and they are more used to the traditional format.

Combined-uses a basic functional style plus a chronology of employers, dates and places worked. Enables you to tailor your resume to fit your goal and highlight your solid work record too.

Targeted-best for focusing on a clear, specific job target. Lists future related capabilities and supporting accomplishments that relate to a clear job target.

-Advantages: it makes an impressive case for one selected job and demonstrates a strong understanding and ability in one targeted area.

-Disadvantages: don't work well when you want to have one resume that works for all applications or when you aren't clear about your accomplishments or when you are just starting your career and have little experience.

Common Elements of a Resume

The most effective resumes are those that are targeted toward a specific position and highlight qualifications that match what an employer is seeking in a candidate. Resumes, though unique, typically reflect some common elements:

- Contact Information
- Objective
- Career Summary ,Qualifications Summary or Profile
- Business experience/employment history
- Accomplishments and responsibilities
- Professional affiliations
- Education
- Patents, publications, awards, recognition
- Military
- Personal Data (Interests, Hobbies, etc.)

Contact Information: Include Name, address, telephone number, e-mail address, and web address. The more your name stands out, the more the employer may remember you.

Objective: Identify the type of position, the organizational level, and sometimes the industry. If you are clear about your objective, then writing a statement on your resume is appropriate. Often times, objective statements are not recommended because they can be too limiting and restrictive. A cover letter is a great way to state the position to which you are applying.

Example Objective Statement: To obtain an entry-level account representative for a public relations firm targeting e-commerce.

Career Summary, Qualifications Summary, Profile: These types of summaries allow for individuals reviewing the resume to scan quickly to determine if the resume represents enough of a fit to continue reviewing. The goal for utilizing one of these types of summaries is to highlight the quality and strengths of the person behind the resume and can include:

- Functional area of expertise
- Significant technical strengths or skills
- Relevant personal qualities
- Industries served
- Results realized

Career Summary

Example #1

Sixteen years experience in career coaching, training, and program development. Demonstrated gift for motivating people towards higher achievements. Special talent for persuasion, generating new ideas, and solving problems. Enthusiastic, high energy, and multi-task oriented. Strong presentation skills. Excellent group facilitator.

Example #2

Three-and-a-half years of comprehensive exposure to the interworkings of El Pomar Foundation, the largest in the Rocky Mountain States with assets in excess of \$300 million. Selected as the first Program Assistant in the inaugural Fellowship in Community Service Program. Based on performance and potential, was elevated to a Program Officer position with responsibility for nine Fellows in this innovative new endeavor. Currently executive-on-loan to a newly established not-for-profit corporation whose mission is to build a \$40 million civic center.

Business Experience/Employment History: If possible, reflect what you have been doing for the last five years career-wise. If you have more than five years experience, only list positions of employment that are relevant to the position you are targeting. You do not need to list every job you ever had on your resume. List the most recent position first, followed by other relevant work experience. Do not use “I” statements, use 3rd person. For example: ‘Assisted customers with a premium level of service’ instead of ‘I assisted customers with a premium level of service.’

The content that you write under this section is key in whether an employer will consider you. It is important in this section to highlight your responsibilities and accomplishments. A “results-oriented” resume is highly competitive. Discuss what you did for the organization and how it impacted the company. A cause and effect resume is successful. Use action verbs to describe tasks and responsibilities.

If you are just graduating and have little work experience, you may want to focus on Course Projects/Emphasis Area studies. This is discussed in more detail below under Education.

Professional Associations and Affiliations: List organizations that are appropriate to the career you are targeting. Do not include affiliations with groups with which you are no longer active. Also, avoid listing those organizations that might reveal your age, race, sex, marital status, or religion.

Education: List the highest degree first. Identify the type of degree, field of study, educational institution, and year of graduation. Provide college GPA if B–average or better. Some employers are not concerned with GPA, they will focus more on education and work experience.

For college students, if you are a first or second year undergraduate student, you might want to list high school information. Include graduation date, GPA, activities, honors, awards, and special accomplishments that are relevant to your targeted job. If you are a junior or are a senior graduating from college, you will no longer want to list high school. You will, however, want to highlight your college experience and may want to include a listing of specific courses or projects you have completed that are relevant to your targeted career, honors, awards, or special activities or accomplishments. This is very useful for those lacking relevant work experience.

Awards, Recognition, Patents, Publications: Sometimes it is important to highlight this type of information on your resume depending on the type of industry you are targeting in your job search. If you have a significant number of awards, patents, publications, you might want to provide an “Addendum” on a separate sheet from your resume.

Military: You may or may not want to include this on your resume. It is certainly an appropriate experience to list on your resume but depending on your target industry, you might not want to provide this type of information to the employer.

Personal: Optional information such as hobbies, interests, and “non-discriminatory” data is often provided for an employer if there is room on your resume.

Format Tips for Resume

How your resume is laid out will make a big impact on the organization to which you are applying. You want the company to remember YOU and your experiences. Get feedback from several people before sending out your resume.

- Proof read your resume several times before submitting
- Use no more than one inch margins all around
- Capitals, bullets, italics and bolding provide a visually eye-catching resume. Be consistent. If you bold the company name, bold all company names.
- Make sure each resume is specific to a job, highlight the skill and qualifications list in the job.
- State only the truth, don't list skills, accomplishments or degrees you don't have.
- Font should be simple and easy to read with text around 10-12 pt.
- Use a conservative color of paper other than white, a bond or resume paper is best. Make sure you use the same color paper for cover letter, resume and reference page.
- Use proper spacing throughout resume so sections are not mixed together, this may be difficult to read.
- Use action verbs when describing previous job responsibilities. Don't use the same word twice in one section.
- Use past tense for jobs you are no longer at.

Accomplishments Section for Resume

Your accomplishments demonstrate the things you've actually achieved during your career or life within previous/current jobs, education, or activities. Accomplishments represent evidence of some impact you've made as the result of employing a problem-solving effort. Don't assume that an activity must have produced earth-shaking results to be considered an accomplishment. A small thing done well is equally valid.

Any activity can be accurately termed an "accomplishment" if it fulfills one or more of the following conditions:

- You achieved greater results than previously with the same resources (budget, people, or equipment, for example).
- You achieved the same results with fewer resources than previously.
- You improved operations or made things easier or better than they were before.
- You resolved a problem or panic situation with little or no increase in time, energy, dollars, or people.
- You brought about something new and perhaps different.

To probe more deeply into your accomplishments, ask yourself these questions:

1. Did I see a problem, opportunity, or challenge for which I took the initiative to create a solution?
2. Did I develop something?
3. Did I create or design a new department, program, procedure, plan, service, or product?
4. Did I identify a need for a new department, program, procedure, plan, service, or product?
5. Did I prepare an original report, paper, or document?
6. Did I make a direct or indirect technical contribution?
7. Directly or indirectly, did I create or implement an administrative or procedural recommendation?
8. Did I participate actively in a major decision related to organizational changes (hiring, terminating, salary, new projects)?
9. Did I implement or participate in a sales, profit-generating, or cost-saving recommendation?

The following worksheet will assist you in articulating your accomplishments. First you will identify a **Problem (P)** that you had to solve, define the **Action (A)** you took to resolve it, and then describe the **Results (R)** of your action.

Example #1

Problem:

Feedback from employers nationally indicated that liberal arts students had a difficult time articulating their skills to employers in the interview process. Research indicated that there were no training materials available to assist college career center staff with this preparation issue.

Action:

- Led six-member committee of the regional placement association in the development of a professional interview video that would address the problem utilizing behavioral interviewing techniques.
- Secured \$12,000 in funds from association through written proposal.
- Oversaw all aspects of the video production process including the creation of the script, selection of the Video Company, and collaboration with Directors from Video Company in all production aspects.
- Created a training manual to be sold in conjunction with video.

Result:

- Video received national placement association award for “Best Audio- Visual for Career Planning and Placement.”
- The association sold over 300 videos to colleges and universities in U.S. and abroad, making a profit of \$8,000.
- Featured at national association placement conference as a “best practice.”
- Earned a “Certificate of Achievement” from regional placement association.
- Well received by students and became an effective tool in facilitating discussion around liberal arts skills and their marketability to employers.

Accomplishment Statement:

Formed a team of educators and employers to create a professional training video on behavioral interviewing, resulting in \$8,000 profit for regional placement association from video sales to over 300 colleges and universities, and national awards from the National Association of College and Employers as “Best Practice” and “Best Audio-Visual for Career Planning and Placement.”

For your inventory, document four or five work accomplishments for each position that you have held in the last five to seven years and define utilizing **PAR** technique.

Action Verbs

Leadership, decision-making and management skills

Allocate
Determine
Direct
Elect
Enlist
Form
Found
Govern
Hire
Initiate
Inspire
Institute
Lead
Manage
Moderate
Operate
Oversee
Pioneer
Preside
Produce
Recruit
Represent
Select
Spearhead
Sponsor
Stage
Start
Supervise

Administrative, organizational, and follow-through skills

Arrange
Assemble
Collect
Centralize
Coordinate
Catalogue
Distribute
Disseminate
Enforce
Execute
Formalize
Implement
Install
Maintain
Organize
Plan
Prepare
Process
Route
Record
Reorganize
Schedule
Update

Communication Skills

Acquaint
Appraise
Answer
Brief
Conduct
Contact
Demonstrate
Draft
Educate
Explain
Familiarize
Handle
Inform
Instruct
Introduce
Lecture
Listen
Present
Report
Respond
Speak
Summarize
Teach
Train
Translate
Write

Analytical and research skills

Analyze
Assess
Audit
Compile
Consult
Detect
Discover
Document
Edit
Evaluate
Examine
Gather
Identify
Integrate
Interpret
Interview
Research
Search
Survey
Synthesize
Test

Convincing, selling and persuading skills

Arbitrate
Convince
Dissuade
Encourage
Market
Negotiate
Persuade
Promote
Publicize
Resolve
Sell
Secure
Solicit

Creative or innovative skills

Author
Conceive of
Conceptualize
Create
Compose
Design
Develop
Devise
Establish
Invent
Originate
Revolutionize

Miscellaneous skills

Adapt
Attain
Augment
Award
Boost
Broaden
Build
Calculate
Cater
Decrease
Ensure
Eliminate
Exceed
Excel
Expand
Expedite
Fabricate
Finance
Gain

Counseling, helping and mediating skills

Aid
Attend
Assist
Collaborate
Contribute
Counsel
Comfort
Facilitate
Foster
Guide
Help
Instill
Mediate
Mentor
Provide
Serve as a liaison
Settle
Support
Tutor
Treat

Generate
Improve
Increase
Launch
Learn
Master
Modernize
Observe
Publish
Raise
Reconcile
Reduce
Revamp
Revitalize
Save
Shape
Strengthen
Supplement
Tend
Utilize