

Employers initially spend about 20 seconds reviewing your resume...

Make your 20 seconds count!

What is a Resume?

A resume is a brief highlight of your work or activity experiences, educational background, and skills as they relate to the type of job you are seeking. A resume is designed to get you an interview, so market yourself effectively to your reader.

How is a Resume Used?

A resume is most often used when applying for employment. It can also be used to apply for an internship, a summer job, full-time position, graduate or professional school, or when applying for leadership positions in an organization.



Your one-stop-shop for internships and full-time jobs.

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Resume Writing

- **Your resume may take hours to prepare.** Give yourself time to write and rewrite. Stop by the Career Services office for feedback on your resume.
- **A one-page resume is sufficient for most students.** Your resume doesn't have to list every position you've held or every activity in which you've been involved. If you have a lot of experience, only include what is relevant to the position for which you are applying. Go to two pages **only** if absolutely necessary.
- **Avoid templates/wizards.** Resume templates or wizards may seem helpful, but it can be very hard to make changes or move things around when using one. It is important to customize your resume to best represent your strengths. **We recommend using a blank Word document** that will leave you the flexibility you need.
- **Custom design your resume for each position.** You should change your objective with each position for which you apply, and if necessary, change the content and/or the format so that it best compliments each individual position.
- **Catch your reader's eye.** Readers prefer statements that begin with bullets, **bold print**, and indentions to guide their eyes quickly to the main points. Stick to one font so that your resume doesn't look cluttered, and organize the information so that it is visually appealing and easy to follow.
- **Accentuate the positive.** Your resume is the first impression most employers will have of you, and how well you write indicates what type of employee you might be. Highlight accomplishments, not mere duties. Don't just list what you did; show how it contributed to the organization. Quantify your statements with numbers, statistics, and percentages when possible.
- **Use action verbs** (e.g. created, delegated) instead of passive verbs (e.g. took, had). For past activities, use past tense verbs (supervised, developed). For activities you're currently engaged in , use present tense verbs (supervise, develop).



Do not include on a resume: religion, race, gender, high school information (unless applying for an internship and it is relevant), marital status, height/weight, birthplace, date of birth, or a photograph.

- Keep the content and formatting consistent.
- Make certain that all spelling and grammar are flawless by having other people look over it carefully.
- Use italics, bold facing, and bullets to add variety and to place emphasis in certain areas.
- For ease of readability, always use a computer, an 11- or 12-point font size, a basic font type, and a laser printer.
- Copy your resume onto high quality paper of a neutral color, such as light gray or cream.

Preferred Resume Format: CHRONOLOGICAL

Charlie Cougar

charliecougar@mymail.sxu.edu

Home (555) 123- 4567 School (555) 765-4321

Permanent Address

123 Cougar Street
Chicago, IL 60655

Current Address

123 SXU Drive
Chicago, IL 60655

EDUCATION

Saint Xavier University, Chicago, IL

Bachelor of Arts in Psychology, May 20XX

- Minor: Business Administration
- GPA 3.2/4.0

Sophia University in Tokyo, Japan, Fall 2006

- Study Abroad; Concentration in the Japanese language

Relevant Coursework

Introduction to Psychology
Experimental Psychology

Abnormal Psychology
History of Psychology

HONORS

Dean's List, National Dean's List, LIFE Scholarship recipient

ACTIVITIES

Member, Saint Xavier University Men's Basketball Team (20XX-20XX)

- Developed enhanced skills in communication, teamwork, leadership, and time management through a demanding academic and athletic regimen.

SKILLS

Language: Fluent in Japanese and English

Computer: Microsoft Office (Word, Excel, PowerPoint)

EXPERIENCE

Saint Xavier University, Chicago, IL

Student Worker – Shannon Center, 08/08 – Present

- Provide excellent customer service by assisting members with membership renewal and general event questions.
- Apply direct teamwork qualities to the position by collaborating with co-workers and providing supervisors with daily facility updates.
- Assist with various events, such as Homecoming, Graduation, Athletic events, and Community-related activities.
- Train new student workers on Shannon Center daily procedures and policies.

McDonald's, Chicago, IL

Part-time Cashier, 6/09 – 02/10

- Developed excellent customer service skills and handled monetary transactions
- Maintained an organized environment for customers and employees.

References Available Upon Request

This format allows you to focus on your employment history organized in reverse chronology.

Bulleted phrases are used to describe your specific job duties.

When describing your previous experiences, lead with strong **action verbs** and use industry related terms.

Stick with 10 – 12 point font size for readability

Employers prefer this resume format.



Resume Content

Cap the top of your resume with:

- Full name (can put nickname in parenthesis if you wish)
- Complete address (may include both permanent and present address)
- Home phone number (can list cell phone number as well – designate each with an “H” and “C”)
- Personal website (if appropriate)

OBJECTIVE

The objective is an *optional* category that indicates the type of work you are seeking. Employers prefer objectives that are specific and concise (see example below). If you know the exact position you are pursuing or field that you are considering, you may include an objective. Otherwise, you may omit this category.

- An internship in computer programming
- A position in financial service

EDUCATION

Degrees should be listed in reverse chronology. Include only those schools in which you earned a degree.

- Names and locations of school or programs
- Graduation date
- Degree or certificates
- Major, minor
- Grade point average (if 3.0/4.0 or above)
- Awards/Honors/Scholarships (consider a separate section if more than 3)
- Study abroad experiences

Example:

Saint Xavier University, Chicago, IL
 Bachelor of Arts in Psychology, May 20XX
 Minor: Business Administration
 GPA 3.2/4.0

-or-

Saint Xavier University, Chicago, IL
Bachelor of Business Administration, May 20XX
Concentration in Marketing

RELATED COURSEWORK

This category is optional and can be part of the Education section. It is mainly used when you are lacking related experience but want to demonstrate specific knowledge. List the titles of courses you've taken that relate to the position for which you are applying.

Resume Content (cont'd)

EXPERIENCE

Include full - time and part - time jobs, summer positions, volunteer work, military service, internships, and research projects. In some cases you may wish to divide this category into two sections: one called Relevant Experience and one called Additional Experience. Experiences should be listed in reverse chronological order.

Include:

- Bulleted descriptions of your responsibilities highlighting accomplishments and skills enhanced or developed.
- Current positions should be written in present-tense; former positions in past-tense.

Example:

Company Name, City, State
Position Title, (Dates of Employment)

- Responsibility #1
- Responsibility #2

HONORS, ACTIVITIES, RESEARCH & PROFESSIONAL AFFILIATIONS

You may specifically want to list:

- Activities or leadership positions that demonstrate job related skills or leadership qualities
- Honors or awards (Scholarships may or may not be relevant)

SKILLS

Mention any special abilities that you possess, such as technical proficiencies, instrumentation competencies, or foreign language abilities.

Additional Tips:

- If you need to include some information not applicable to any of the sections above, then list another heading (e.g., Clinical Experience, Volunteer Experience, Exhibits, Additional Training, Professional Development, Conferences, Seminars, Workshops).
- Arrange the sections in the order that markets you best, with your greatest selling points ideally in the upper two-thirds of the document.

References

- **Choose references** – Brainstorm a list of people who can speak highly of your past work performances, (job, class work or research related). Ideally, your references should be those who supervised you or rated your performance, such as a previous boss or professor who knows you/your work very well. In some cases a colleague can also provide a strong reference of your work performance, particularly if you worked on a team project together. In general, you should provide a minimum of 3 references, but no more than 5.
- **Ask references** – Contact those designated and ask if they will give you a positive reference. Never provide anyone’s name to a potential employer as a reference without first doing so.
- **Gather contact information** – Make sure you have the proper spelling of your reference’s name, company name, official job title, and the address and phone number. For your own use, you may also get an e-mail address.
- **Prepare references** – To help your references speak intelligently about your background and strengths, you should provide them with a copy of your resume. They should also know what your goals are and the types of positions you are seeking.
- **Keep references informed** – Notify your references about each position for which you apply so they might anticipate a call and prepare to “sell” you based on the specifics of each position.
- **Thank references** – Notify references when you accept a position and send a thank-you letter.

Charlie Cougar charliecougar@mymail.sxu.edu Home (555) 123- 4567 School (555) 765-4321	
Permanent Address 123 Cougar Street Chicago, IL 60655	Current Address Pacelli Hall #200 3700 W. 103 rd Street Chicago, IL 60655
REFERENCES	Professor SXU Associate Professor Saint Xavier University 3700 W. 103 rd Street Chicago, IL 60655 (773) 298-3000
	Ms. Employer Manager McDonalds Address Chicago, IL 60655 (773) 555-0000
	Ms. Employer Facilities Manager Saint Xavier University 3700 W. 103 rd Street Chicago, IL 60655 (773) 298-3000

Cover Letter

Writing effective job correspondence is a vital activity in any job search. Every letter you write provides you with an opportunity to make a positive impression on the recipient. The purpose of the cover letter is to demonstrate the fit between your background and the position for which you are applying. **Your emphasis should always be on what you can do for the employer, not what you hope to get from the experience.** Always send a cover letter with any resume you send by mail, email, or fax.

Format - A professionally styled cover letter utilizes a block format to give it a clean appearance. All the sections should be typed in single space format, with double spacing used only to separate the sections.

Heading - The heading should list your address, telephone number, and the date. The next section includes the recruiter's name, their job title, the organization's name, and its address. The salutation should be formal and directed to a specific individual, whenever possible. If there is no way of ascertaining a specific addressee, then use the greeting "Dear Director:", "Dear Administrator:", "Dear Employer:", or "Dear Recruiter:", **not** "Dear Madam or Sir:" or "To Whom It May Concern:".

Opening Paragraph - Name the specific position or type of work for which you are applying, and indicate from which resource (website, career center, newspaper, employee, instructor, etc.) you learned of the opening or organization.

Middle Paragraph(s) - Indicate the reasons you are interested in and qualified for the position. Explain how your skills, academic background, work experiences, practicums, clinicals, internships, co-ops, and activities make you a well-suited candidate for the position. Refer to the specific achievements or unique qualifications you acquired in those experiences. Review the requirements for the position, and then try to match them with concrete examples that prove you actually possess those skills. Mention something about the organization that motivates you to want to work for it. Try not to repeat exactly the same information the reader will find on your resume.

Closing Paragraph - State your desire for a personal interview. Repeat your telephone number and e-mail address, and offer any assistance to help in a speedy response. Finally, finish with a statement that will encourage a response.

Ending - The ending should simply read "Sincerely," or "Yours truly," with your name typed three or four lines down to allow ample space for your signature above it.

Miscellaneous - Limit your document to one page. Although it is okay to use the personal pronoun "I," avoid using it too frequently. While still sounding professional and somewhat formal, try to use common language so as to sound natural. Review the letter carefully, since the reader will probably perceive it to be an example of your written communication skills. Print it on the same type of paper that you use for your resume.

Cover Letter Sample

Charlie Cougar

charliecougar@sxu.edu

Home (555) 123- 4567 Cell (555) 765-4321
123 Cougar Street, Chicago, IL 60655

October 20, 2011
Mr. John Doe
Recruiter

Company ABC
Chicago, IL 60600

Dear Mr. Doe:

I am writing to express my sincere interest in entry-level sales opportunities with Company ABC. Currently, I am a senior at Saint Xavier University and will graduate in December of 20XX with a Bachelor of Arts in Psychology.

As you will note in my resume, I have strong language skills. My ability to communicate fluently in Japanese would allow me to conduct business with many of your international clients. Because I studied abroad for a semester, I am also aware of the cultural differences in Japanese-speaking countries. In addition to my language skills, I also have extensive experience working in fast-paced, dynamic environments. Not only does my current position require me to work with diverse groups of people, but I am also responsible for ensuring a standard level of service, training new advocates, and developing education programs.

I will contact you in two weeks to confirm receipt of my resume and the possibility of meeting. I am excited about the opportunities at Company ABC and feel confident that my skills will allow me to make an immediate impact on your organization. Thank you for your time and consideration.

Sincerely,

Charlie Cougar

Address letter to specific person rather than "To Whom it May Concern."

Vary your sentence style.

Add more specific details about your previous experience and/or activities.

Thank-you Letter Sample

Charlie Cougar

charliecougar@sxu.edu

Home (555) 123- 4567 School (555) 765-4321

Permanent Address
123 Cougar Street
Chicago, IL 60655

Current Address
Pacelli Hall #200
3700 W. 103rd Street
Chicago, IL 60655

October 20, 2011
Mr. John Doe
Recruiter
Company ABC
Chicago, IL 60600

Dear Mr. Doe:

Thank you very much for interviewing me for the Public Relations Specialist position with your organization today. You and your colleagues provided me with a very warm reception and informative discussion.

My enthusiasm for working with your public relations department was strengthened as a result of our meeting. As mentioned during our conversation, my experience as the Community Communications Coordinator for my campus newspaper has prepared me extensively for the type of work required of this opportunity. In addition, my strong teamwork qualities and proficient communication skills would make me an ideal candidate for the position. Furthermore, the position is congruent with the type of career experience I am seeking.

Once again, I wish to reiterate my genuine interest in the position and your organization. If you have any questions, please contact me at 708-555-1111 or at charliecougar@mymail.sxu.edu. Thank you very much for your valuable time and consideration.

Sincerely,

Charlie Cougar

Sent within 24-hrs.

Sent to each person you met with during the interview.

Typed letter format is preferred. Other options include; an email thank you or a hand-written note.

Sample

Charlie Cougar

123 Cougar Street • Chicago, IL 60655
708-555-1111 • charliecougar@mymail.sxu.edu

OBJECTIVE

Seeking a part-time internship position in Communications.

EDUCATION

Saint Xavier University - Chicago, IL
Bachelor of Arts in Mass Communications, Minor in English
Expected Graduation Date: May 20XX
Major GPA: 3.90/4.00, Overall GPA: 3.79/4.00

Course Highlights

Principles of Mass Communications	Impact of Mass Communications
Perspectives on Human Communication	Cross-Cultural Communication
Critical Thinking and Writing	Research and Writing

HONORS

XYZ Leadership Scholarship, 20XX - XX
Dean's List of Honor Students, 2 semesters

ACTIVITIES

Service Club, 20XX - XX

- Coordinated the organization's first-ever clothing drive for the homeless.
- Helped restore a community park that was destroyed by flood waters.

SKILLS

Computer: Quark Xpress, Illustrator, Photoshop, HTML
Word, Excel, Access, PowerPoint

Personal: Proficient writing abilities; sharp attention to detail;
solid organizational skills; excellent teamwork qualities; strong work ethic

RELEVANT EXPERIENCE

Chicago Fire Soccer Club - Bridgeview, IL
Graphic Design Intern (03/XX - Present)

- Organize and manage multiple projects in various stages of progress
- Formulate design concepts, presentations, templates, layouts, merchandise, installations and other collateral from initial idea to final execution
- Create advertising campaigns that are followed across a variety of collateral
- Develop understanding of target audience and market for specifically aimed marketing pieces
- Present or pitch ideas, briefs, and concepts to various parties, in and out of house

OTHER EXPERIENCE

Frankfort Library - Frankfort, IL
Library Aide (3/XX - Present)

- Assist patrons with locating specific materials.
- Prepare materials for checkout.
- Assist with various events, sponsored by the library.

SXU Student

123 Cougar Street • Chicago, IL 60655
(708) 555-1111
sxustudent.01@mymail.sxu.edu

EDUCATION

Saint Xavier University - Chicago, IL
Bachelor of _____ in _____ Minor: _____
Anticipated Graduation Date: May 2013
Overall GPA: _____/4.00

HONORS

LEADERSHIP

Seminar Peer Mentor, Saint Xavier University (20XX – 20XX)
FOCUS Leader, Freshman Orientation (20XX – 20XX)

**WORK
EXPERIENCE**

COMPANY NAME City, IL
Job Title (month/yr – month/yr)
• _____
• _____
• _____

COMPANY NAME City, IL
Job Title (month/yr – month/yr)
• _____
• _____
• _____

**VOLUNTEER
EXPERIENCE**

COMPANY NAME City, IL
Job Title (month/yr – month/yr)
• _____
• _____
• _____

SKILLS

Computer: _____
Language: _____