

Resume Writing

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Purpose of the Resume

- Marketing tool for your job search
- Pre-screening tool for employers
- Gain interviews with employers
- Applying to graduate school



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Consider your target audience

- Who's going to be reading your resume?
 - Develop a **job target**
 - Consider the **type of organization** you want to work for
 - Decide what **type of information**, and in what format, is most appropriate for your target audience



opinions

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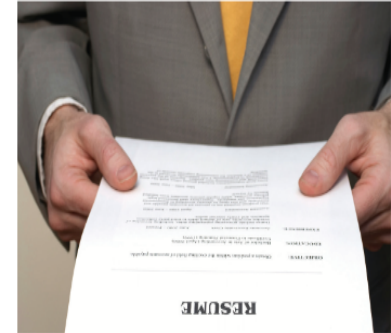
opinions

opinions

Writing a Resume

Objectives

1. State the purpose of a resume
2. Describe the design, length, and format of typical and alternative resumes
3. Distinguish between a chronological and a functional resume format
4. Describe the six basic categories of information on a resume
5. Review four sample resumes
6. Write a quality draft of your resume for critique by others



Purpose of a Resume

The resume documents one's qualifications for a position. It is a marketing tool and should be unique in both content and format to highlight facts about an individual as they relate to a job or position. A resume is a summary of one's personal, educational, and work experiential qualifications. Resumes can be used by candidates applying for work, graduate schools, or scholarships/fellowships. This guide will focus on the resume primarily for a job search situation.

Style of a Resume

Design

Resumes follow several formats as there is not one correct design, but certain elements of the resume have become standard. The following descriptions are intended to help you create a resume that will serve and represent your individual needs and qualifications.

What's Inside

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Categories

- Identification
- Career Objective
- Education/Training
- Experience
- Optional Categories
- References



Identification

NAME

Address

Street

City, State Zip

Phone Number

e-mail address

Adam Wilson

1100 Ponte Vedra Blvd.
Ponte Vedra Beach, FL 32082
(904) 610-5218
adw02@fsu.edu



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Identification

HEATHER ADLER

hadler41@gmail.com

PRESENT ADDRESS

220-A Bradford Court
Tallahassee, FL 32303
(850) 385-1370

PERMANENT ADDRESS

571 SE 12th Street
Pompano Beach, FL 33060
(305) 943-0029



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Career Objective

Focus on Your:

- ◆ Skills
- ◆ Education
- ◆ Goals

Focus on Situation:

- ◆ Career Areas
- ◆ Position Title
- ◆ Type of Organization
- ◆ Functional Area
- ◆ Population



Sample Career Objectives

Skills

- Seeking a position which uses my **human relations, organizational, and administrative** skills.

Education

- Seeking a position where I can use my **technical training and Masters of Business Administration.**



Career Objectives (cont.)

Career Area/Type of Organization

- A position in **sales and marketing** with a **consumer products** organization.

Position Title

- To secure a **management analyst** position in a consulting firm.



Career Objectives (cont.)

Functional Area/Population

- To obtain a **human services** position working with **senior adults** where I can use my counseling and administrative skills.

Type of Organization

- Seeking a position emphasizing financial management with a **consumer services** firm.



HEATHER ADLER

hadler41@gmail.com

Present Address

220-A Bradford Court
Tallahassee, FL 32303
(850) 385-1370

Permanent Address

571 SE 12th Street
Pompano Beach, FL 33060
(305) 943-0029

CAREER OBJECTIVE

A financial management position using my analytical, communication, and organizational skills.



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Education/Training

- **Name of degree**
- **Date of degree**
- **Name & location of institution**
- **Major/minor(s)**
- **Overall GPA/GPA in major**
- **Relevant coursework**
- **Academic honors**



Education

Florida State University - Tallahassee, FL

Master of Science Degree in Counseling and Human Systems, May 2012

Major: Career Counseling

University of Florida - Gainesville, FL

Graduate work in Business Administration, August 2008 to May 2009

Post-baccalaureate work in Early Childhood Education, January to March 2007

Stetson University - DeLand, FL

Bachelor of Arts Degree, May 2006

Major: Elementary Education

EDUCATION

MBA, Florida State University (Currently enrolled in Online Program), August 2012

MA, International Affairs, Florida State University, 2010

BA, International Studies-Europe, Portland State University, 2006



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Experience

- **Related Experience**
- **Additional Experience**
- **Experience Summary**

Can include:

- **Paid/non-paid**
- **Internships**
- **Volunteer/community service**
- **Military**
- **Part-time/full-time**



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Formats

- Chronological
- Functional/Combination



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Chronological Resume

ADVANTAGES

- employers familiar with format
- easiest to prepare
- provides interviewer with a guide
- emphasizes job continuity & growth

DISADVANTAGES

- reveals employment gaps
- could emphasize irrelevant job areas
- may obscure key skill areas



Chronological Resume

Best Used When:

- ☞ career direction is clear
- ☞ job target matches work history
- ☞ current employer or position adds prestige



Functional/Combination

ADVANTAGES

- provides opportunity to emphasize relevant skills
- de-emphasizes gaps in employment

DISADVANTAGES

- takes longer to read
- employers can lose interest
- employers may be “suspicious” of format



Functional/Combination

Best Used When:

- Need to emphasize skills
- Person has varied work history
- Specific experience required for the job
- Education or current position not relevant to job target



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Sample Functional Headings

- **Administrative**
- **Communication**
- **Design**
- **Fund Raising**
- **Instruction**
- **Management**
- **Marketing**
- **Organization**
- **Planning**
- **Programming**
- **Promotion**
- **Retailing**
- **Teaching**
- **Technical**



Functional Sample

Skills & Qualifications

Communication

- Ability to write formally and informally on a spectrum of topics in any necessary format.
- Skills in gathering and analyzing information, then providing conclusive written composition, persuasive argument, or objective evaluation as necessary.
- Experience in dynamically engaging and retaining interest of audience or students through verbal and nonverbal communication with or without audio visual assistance.

Organization & Administrative

- Able to engage in critical and creative thinking, combining both to improve outcomes.
- Capable of handling multiple tasks and projects; prioritizing in order to meet deadlines and budgetary constraints.
- Ability to build and present a business plan, then follow project through to completion.
- Ability to delegate tasks and guide group to positive project outcomes.
- Proficient at adjusting and managing project details to meet goals in limited time frame.

Technical/Research

- Proficient at all forms of audio visual materials including, but not limited to, video, DVD, CD, computer and data projection, interactive television courses, interactive computer and Internet courses, theater sound system, computers, Microsoft and other software.
- Maintain knowledge of latest methods and ideologies pertaining to research, literature, composition, time management, curriculum development, and teaching techniques.
- Researched and prepared a new course for Wharton County Junior College's current curriculum that required transferability to major Universities and alignment with state regulations.



Experience

Include:

- **position title**
- **name of organization**
- **organization's location**
- **dates employed**
- **duties/skills used/responsibilities**
- **accomplishments/results**



EXPERIENCE

First Union Corporation, Tampa, FL

Staff Auditor (Internship), Summer 2012

- Prepared work papers and audit report summaries within the Trust Administration.
- Assisted with detailed examination of internal controls to ensure compliance with bank policies and OCC regulations.
- Designed new data collection procedure for end-of-year reports.



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PROFESSIONAL EXPERIENCE

WEST MICHIGAN HUMAN SYSTEMS CONSULTANTS, Lansing, MI, 07/2001 – 11/2009

Quality Assurance Analyst, 11/2008 – 11/2009

- Worked closely with the President/Owner of corporation in administrative and marketing endeavors.
- Led quality assurance program efforts to maintain the highest level of accreditation with the Commission on Accreditation of Rehabilitation Facilities (CARF).
- Provided leadership and supervision to Support Team members.
- Assisted in the coordination of patient admissions for residential, intensive outpatient and outpatient treatment services.
- Reviewed and revised company policies to ensure quality and compliance with accreditation guidelines.
- Served as corporation liaison for off-site Community Housing complexes in which WeMAC's residential patients resided.
- Coordinated training for patients and staff members in the area of health and safety for the Community Housing apartments and WeMAC offices.

Quality Assurance Analyst and Administrative Assistant, 06/2005 – 10/2008

- Worked with clinical director and quality assurance coordinator in developing a comprehensive quality assurance program which met the highest industry standards possible providing risk reduction and accountability. Program received highest level of accreditation with the Commission on Accreditation of Rehabilitation Facilities (CARF) in 2008 for the third time during my tenure at WeMAC.
- Instrumental in developing a service approach based on continuous quality improvement and accountable to performance through evidence-based programming and delivering patient satisfaction.
- Managed program performance quality assurance by identifying and analyzing perceived deficiencies in order to develop corrective actions preserving program integrity and reducing potential areas of exposure and risk.
- Provided organizational initiative for survey distribution complying with turnkey data collection as set forth by uSPEQ (pronounced You Speak). Managed uSPEQ reporting system designed to gather information from key stakeholders determining continuous improvement opportunities for organizational well-being and performance improvement initiatives.
- Gathered benchmarking and key indicator numerical data and maintained program performance and outcome statistical database documenting results of treatment programming. Compiled and organized statistical reports, charts and graphs designing presentation format for bi-annual program planning meetings.

Administrative Assistant to Vice President, 07/2001 – 05/2005

- Coordinated process for release of confidential records according to HIPAA and corporate policy.
- Maintained current patient files, audited for deficiencies and secured missing information.
- Transcribed dictation for patient records according to guidelines for patient documentation.
- Organized and completed projects as assigned, engaging required resources to complete within established deadlines.



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Sample Action Verbs

- ADMINISTERED
- ADVISED
- BALANCED
- COMPILED
- CREATED
- DEMONSTRATED
- DESIGNED
- EXPEDITED
- ORGANIZED
- PLANNED
- PROPOSED
- SUPERVISED
- TRAINED
- UPDATED



Action Verb Examples

- **Sales Representative**

- **Initiated** and **completed** all services for new customers, as well as **handled** all billing problems and service change orders.

- **Teaching Assistant**

- **Instructed** 110 students in basic speaking techniques; **designed** and **implemented** new lesson on effective non-verbal communication skills.



Experience Summary

EXPERIENCE SUMMARY

- Over nine years of Information Technology experience, both class work and practical application.
- Extensive experience with the Systems Development Life Cycle, from Design to Maintenance and Object-Oriented Design and Analysis.
- Expertise in the System and Requirements Analysis areas and Needs Assessment. Organizational skills, interpersonal skills, document and development of processes and procedures.
- Four years of experience doing design and programming in a Windows environment.
- Experience as a technical manager on several worldwide installations.

Senior Manager, language skills in four languages with international experience in P&L management, sales, marketing, customer service, and accounting.

- Developed NIKE Europe account achieving annual revenue of € 6.000.000
- Headed European Division of multimillion-dollar company with operations in 170 countries.
- Established strategy and implemented European Joint Venture.
- Managed \$100,000,000 property asset account.



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Optional Categories

- **Activities**
- **Awards**
- **Certifications**
- **Community Service**
- **Computer Skills**
 - Hardware, software
- **Additional Experience**
- **Honors**
- **Interests**



Optional Categories

- Languages
- Licenses
- Memberships
- Presentations
- Professional Activities
- Publications
- Scholarships
- Special Projects
- Special Skills

SPECIALIZED KNOWLEDGE/SKILLS

Communication/Instruction: Conceptualize and produce user guides, search interfaces, workshops, newsletters, flyers, grant proposals, articles and reports: content, design, organization, presentation, writing and/or editing

Computer Software/Languages: Proficient in Word, PowerPoint, Excel, Lotus 1-2-3, Access, dBase, InMagic, PageMaker; knowledgeable in Windows, MS-DOS, BASIC, HTML

Internet Tools / Systems: Browsers, Search engines, Mailing lists, Gophers, etc. / DIALOG, Lexis-Nexis, various public access catalogs

Languages: Written and spoken Spanish (fluent), French and Catalan (conversant)



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References

AVAILABLE UPON REQUEST

OR

List of Separate Sheet



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References for Heather Adler

Eddy Employer

Bureau Chief

Florida Department of State

Koger Building, Room 122

Tallahassee, FL

(850) 488-5412

Ms. Jane Doe, Vice President for Operations

Widgets Designs, Inc.

1150 Busch Blvd., Suite 140

Tampa, FL 33412

(813) 674-1389

Dr. Lyn Smith, Professor

FSU College of Human Sciences

Room 120 Sandels Bldg.

Tallahassee, FL 32306-1059

(850) 644-2121

lgsmith@garnet.acns.fsu.edu



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Formatting Your Resume

(How to emphasize selected information)

ITALICIZE

BOLD

UNDERLINE

LOCATION



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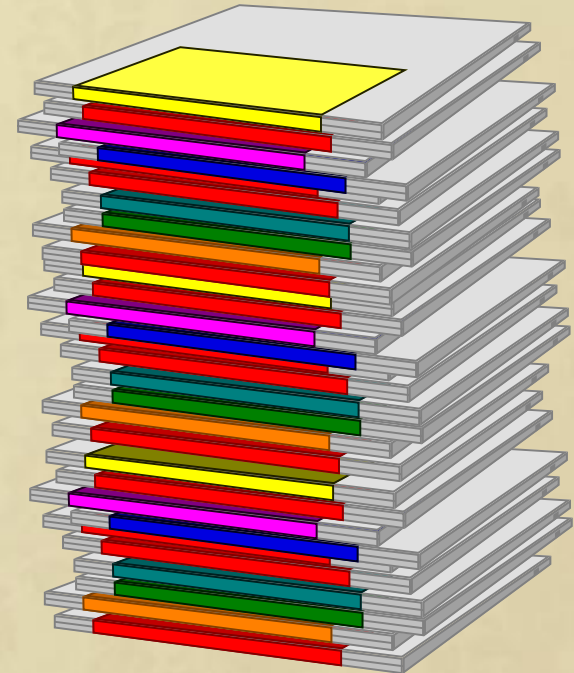
What Do You Emphasize?

- Category Headings
- Places of Employment
- Job Titles
- Skills



Reproducing Your Resume

- **Typeset**
- **Word Processed
(most common)**

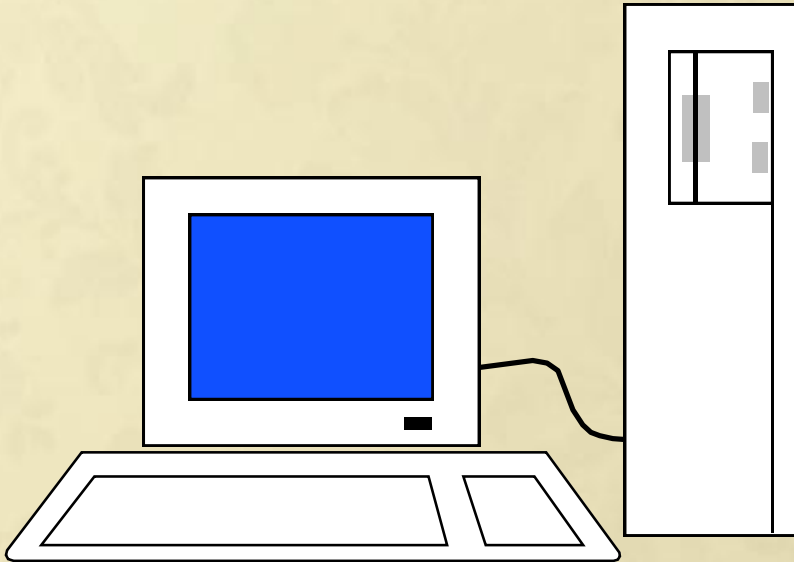


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Electronic Resumes

- **Scannable**
 - Paper to electronic or e-mail to electronic
- **E-mailable**
 - text file, attachment or html-formatted e-mail
- **Web page/HTML**



Do

- **Be clear, concise, and neat**
- **Use a consistent format for dates, headings, etc.**
- **Be positive and honest**
- **Carefully check grammar and spelling**



Don't

- **State salary requirements**
- **Give reasons for leaving employers**
- **Limit geographic range**
- **Expound on philosophy, unless asked; put in document separate from resume**
- **Offer any negative information**



Common Mistakes

- Too long
- Disorganized
- Poorly typed/printed
- Overwritten
- Too sparse
- Not results oriented
- Irrelevancies
- Misspellings, typos
- Content doesn't match objective



Cover Letter

- **Standard Business Letter Format**
- **Personalize/Slant to the Employer or Job**
- **Highlight Relevant Qualifications**
- **Proof Carefully for Grammar & Typos**
- **Avoid Overuse of “I”**
- **Use Quality Paper**



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Cover Letter Format

1ST Paragraph - **OPENING**

- Reason for writing
- Name of position, career area
- How you heard of opening

2nd Paragraph - **BODY**

- Highlight related experience/qualifications
- Slant to employer's point of view
- Why interested in organization, work, location
- Refer reader to any enclosed materials



Cover Letter Format (continued)

3rd Paragraph - **CLOSING**

- **Best means to reach you if they need additional information**
- **Indicate whether you will follow-up by phone**
- **Thank reader for considering your application**

Sincerely,

Sign your name

Type Full Name



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Remember to visit
the Career Center
for your next
Resume or Cover
Letter Critique!



Dunlap Success Center
Room 1200
www.career.fsu.edu



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