

# Resume Essentials

## Tell your story and be noticed!

Resumes are **viewed by employers for under a minute. That means that your content must be compelling, concise and relevant to each employer's needs and the job for which you are applying.** Competencies and skills must be clearly defined in your descriptions and should match the job description as closely as possible. Communicating your work ethic in your resume is also a must.

### The Professional Resume

#### Create Your Master Resume First

- Use the **Resume Worksheet** to write down **ALL** of your experiences including jobs, education, volunteer work, leadership activities, honors/awards, etc...
- Your resume is a living document that should be revisited and updated as you gain new experiences.

#### Demonstrate Skills and Competencies

- Your resume is a list of the competencies and accomplishments in the context of your job duties!
- Review the **Chatham Professional Competencies** and incorporate them into your descriptions.
- Research additional field specific competencies you have and add those to experience descriptions.
- Use action verbs to highlight your accomplishments and work ethic.

#### Quantify and Qualify Your Achievements

- Utilize quantities and specific outcomes to describe your responsibilities, skill set and accomplishments.

#### Customize Your Resume for Each Job

- Tailor the order and content of your experiences by using key words from the job description/field of interest to describe your experiences.
- Review other similar job descriptions to better understand the jobs/internships you are interested in.
- Research each company and understand what they do, how they do it and what the company culture is like.
- Use the **Professional Job Description Worksheet** to carefully analyze job requirements and match to yours.

#### It Must Be Perfect

- Employers are likely to pass over a resume with minor grammatical or typing errors.
- Try to have at least 3 people review it before you send it. Resources include the Career Development Office, PACE Center, a mentor, friends or family.

### The Targeted Resume

Over the course of your education at Chatham, you will engage in experiences that will enable you to reach towards your evolving career goals.

**Stage 1** – Your master resume will be your first. You'll list your experiences in chronological order and learn to write skill and accomplishment based descriptions.

**Stage 2** – Your next resume(s) will include your evolving experiences that will be relevant to the next experiential learning or job opportunity you seek.

**Stage 3** - As you gain experience in your major and develop professional competencies, you'll create resumes that list a summary of your qualifications and relevant experiences for job/internship applications.

#### Targeted Content

- Once you know how to write a resume in Stage 1, your next resumes should target your experiences to the particular experiential learning or job you are seeking.
- Utilize headings such as Qualifications, Relevant Experience, Additional Experience, Leadership Experience, Awards/Honors, etc...

#### Format

- **Do not use a template for a resume!!!**  
Format your resume in *Word* so you can make small format and design changes.
- Follow format suggestions on back for details about layout. Make it simple, clean, and well organized.

#### Writing Tips

- Write in third person. Don't use *I*, *me*, or *my*.
- Write out all numerals up to & including number nine.
- Create your descriptions in a bullet format.
- Use action verbs to convey your professional skills, competencies and values such as your work ethic, effectiveness, enthusiasm and confidence.

# Resume Sample

## TAYLOR L. SMITH

Woodland Road, Pittsburgh, PA 15232 ▪ (C) 740-769-2801 ▪ [taylorlsmith@chatham.edu](mailto:taylorlsmith@chatham.edu)

### EDUCATION

*Bachelor of Science in Biology, Minor in Psychology*  
Chatham University, Pittsburgh, PA

Expected: May 2016

### RELEVANT EXPERIENCE

#### *Exploration Station Intern*

Carnegie Science Center, Pittsburgh, PA

June 2015 - August 2015

- Gained thorough understanding of science concepts behind exhibits, demonstrations, and animals
- Employed observation and inquiry-based education to teach guests science concepts
- Engaged guests in scripted floor demonstrations
- Carefully handled and presented live animals for touching and observation
- Provided exceptional customer service by greeting guests promptly and responding to customer inquiries and concerns

#### *Student Ambassador*

Chatham University, Pittsburgh, PA

August 2012 - August 2014

- Enthusiastically led campus tours for prospective students and families and thoroughly answered questions
- Hosted five prospective students by providing overnight accommodations and companionship at various campus activities

#### *Volunteer Recreational Assistant*

Lakemont Park, Altoona, PA

June 2012 - August 2012

- Developed and implemented fun and educational activities for 20 children ages four to nine in five week-long camps

### ADDITIONAL WORK EXPERIENCE

#### *Lifeguard*

Chatham University Athletic and Fitness Center, Pittsburgh, PA

August 2014 - Present

- Promptly and attentively answer guest questions about facility offerings
- Maintain pool operations by effectively enforcing policies and procedures
- Immediately respond to emergencies and utilize emergency safety skills as needed

#### *Medical Telephone Operator*

Answerlinks, Inc., Amsterdam, PA

September 2010 - August 2012

- Efficiently managed telephones, answered various questions related to patient needs, directed calls and paged doctors with timely orders

### VOLUNTEER EXPERIENCE

#### *Information Desk Attendant*

Altoona Hospital, Altoona, PA

November 2012 - August 2012

- Promptly and accurately provided information to all visitors seeking assistance

### LEADERSHIP AND ACTIVITIES

- Chatham University, Orientation Leader for First-Year Students
- Chatham University, Student Government Representative
- Chatham University, Varsity Ice Hockey Team

August 2013 - Present

January 2013 - Present

August 2012 - Present

### SKILLS AND CERTIFICATIONS

- *Computer:* Windows and MAC, Word Processing, Database Creation and Management, Microsoft Office: PowerPoint, Excel, Word, Access
- *Certifications:* Automated External Defibrillator and Cardiopulmonary Resuscitation (AED and CPR) 2016
- *Red Cross-Certified Lifeguard* 2016
- *Languages:* Spanish (native), English (fluent)

**Commented [BC1]:** This line should contain your address, an email address that has your name, and one phone number with a professional recorded voice message.

**Commented [BC2]:** Follow this format with type styles and content for education section. Be consistent with formatting throughout resume. If you are a student, put most recent education/degree first, and only include high school your first year.

**Commented [BC3]:** Line up all of your dates on the right margin across from the job location, and be sure to keep consistent date formatting throughout resume.

**Commented [BC4]:** Relevant Experience is a great way to list both work and volunteer experience that relates directly to the job you are applying for.

**Commented [BC5]:** Follow this type style and size format for title and location. Use the same type size throughout resume and add Bold and Italics sparingly to separate information visually

**Commented [BC6]:** Use action verbs and adjectives to describe your skills and work ethic. Use past tense for past jobs, and present tense for current jobs.

**Commented [VC7]:** Be quantitative and qualitative when applicable (specific)

**Commented [BC8]:** If you had additional jobs that demonstrates skills that would be transferable to the job you are applying for, add them here.

**Commented [BC9]:** If the volunteer experience demonstrates skills that would be transferable to the job and/or demonstrates your work ethic, then list it here.

**Commented [BC10]:** You can add descriptions to your leadership positions if you used skills that would be relevant to the job you are applying for.

**Commented [BC11]:** This section is for languages, specific software knowledge and certifications. It is best to keep these separate from the bulleted lists in your job/volunteer experience.

