

## RÉSUMÉ WRITING GUIDE

Your résumé is often the first impression with a prospective employer. It needs to present the best possible picture of your skills, abilities, and interests. The purpose of a résumé is to convince an employer to select you for an interview. Your ability to communicate in a clear and concise way is an important aspect of your job search. Most employers only spend 6-7 seconds scanning a résumé, and it is important to be succinct while emphasizing your skills and accomplishments.

### **BE CONCISE**

Present your most relevant experiences and accomplishments clearly. Employers expect a concise one-page document. Exceptions to this rule include an extensive work history, multiple clinical or field placements, and related experiences requiring additional explanation.

### **BE HONEST**

The most crucial element in any job search is trust. Don't sell yourself short but never include anything in your résumé that you cannot back up during an interview.

### **NEVER USE TEMPLATES**

Start from a blank Microsoft Word document with one-inch margins and enter your information using bolding, capitalization, and underlining to emphasize titles and headings. Templates are difficult to edit and do not always upload properly into an online application system.

### **BE WELL ORGANIZED**

It is important you organize your sections and information carefully so the document is easy to read and best demonstrates your strong points at a glance.

### **BE PROFESSIONAL**

Do not use color, photos, or graphics, unless seeking an artistic or design position. If you e-mail your résumé for a position, send it as a PDF so the formatting is preserved.

### **DO NOT USE PRONOUNS**

It is standard résumé writing practice that instead of using pronouns like I, my, and me that you drop the pronoun and start all sentences with a strong descriptive action verb.

### **DO NOT INCLUDE PERSONAL OR HIGH SCHOOL INFORMATION**

High school information should be removed after Freshman year in college unless directly relevant to the position. Do not include personal information about gender, race, religion, age, etc.

### **TAILOR AND REVISE**

Your résumé needs to be tailored to the position for which you are applying. Larger companies utilize Applicant Tracking Systems (ATS) to perform a key word search of your résumé to match their job description.

### **BE CAREFUL & PROOFREAD**

Is it completely free of spelling errors, and are you using correct grammar and punctuation? Is your font size and style consistent throughout the entire document?

Be sure to have your résumé reviewed by Career Center staff during  
Walk-In Hours: Monday – Friday, 10:00 AM – 12:00 PM and 1:00 – 3:00 PM

Examples of specialized and industry specific résumés can be found on the Career Center website at  
[www.indstate.edu/Specialized-resumes](http://www.indstate.edu/Specialized-resumes)

## CAREER READINESS ACTION VERBS

The National Association of Colleges and Employers (NACE) identifies core competencies that company recruiters want prospective employees to have prior to being hired. Review the competencies defined below and incorporate related action verbs into the bullet points on your résumé. Creating strong bullet points will help you stand out in a positive way.

### CRITICAL THINKING

*Identify and respond to needs based upon an understanding of situational context and logical analysis of relevant information.*

- Analyzed, Developed, Diagnosed, Distinguished, Gathered, Inferred, Reasoned, Resolved, Solved, Synthesized

### COMMUNICATION

*Clearly and effectively exchange information, ideas, facts, and perspectives with persons inside and outside of an organization.*

- Advised, Authored, Collaborated, Communicated, Corresponded, Documented, Informed, Mediated, Negotiated, Presented, Published, Recruited

### TEAMWORK

*Build and maintain collaborative relationships to work effectively toward common goals, while appreciating diverse viewpoints and shared responsibilities.*

- Advised, Collaborated, Coordinated, Enhanced, Facilitated, Negotiated, Participated, Partnered, Recommended, Supported

### TECHNOLOGY

*Understand and leverage technologies ethically to enhance efficiencies, complete tasks, and accomplish goals.*

- Adapted, Adjusted, Applied, Coded, Converted, Digitized, Installed, Manufactured, Mapped, Modified, Programmed, Processed, Simulated, Upgraded

### LEADERSHIP

*Recognize and capitalize on personal and team strengths to achieve organizational goals.*

- Administered, Chaired, Coached, Created, Delegated, Facilitated, Implemented, Managed, Mentored, Mobilize, Negotiate, Planned, Recommended, Spearheaded, Supervised

### PROFESSIONALISM

*Knowing work environments differ greatly, understand and demonstrate effective work habits, and act in the interest of the larger community and workplace.*

- Administered, Collaborated, Enlisted, Encouraged, Implemented, Initiated, Influenced, Launched, Led, Managed, Produced, Spearheaded, Supervised

### EQUITY & INCLUSION

*Demonstrate the awareness, attitude, knowledge, and skills required to equitably engage and include people from different local and global cultures. Engage in anti-racist practices that actively challenge the systems, structures, and policies of racism.*

- Connected, Conversed, Diversified, Harmonized, Interpreted, Internationalized, Mentored, Revitalized, Traveled, Transformed, United

## ACTION VERBS

<b><u>Accounting</u></b>	<b><u>Administration</u></b>	<b><u>Analysis</u></b>	<b><u>Arts</u></b>	<b><u>Communication</u></b>	<b><u>Consulting</u></b>	<b><u>Counseling</u></b>	<b><u>Design</u></b>
Record	Ensure	Qualify	Choreograph	Address	Advise	Consult	Organize
Assess	Monitor	Clarify	Design	Answer	Troubleshoot	Facilitate	Explore
Audit	Track	Quantify	Create	Clarify	Problem Solve	Listen	Formulate
Prepare	Assess	Infer	Build	Correspond	Recommend	Sense	Sketch
Maintain	Coordinate	Discover	Entertain	Define	Arrange	Intuit	Draw
Forecast	Organize	Conceptualize	Perform	Discuss	Determine	Assess	Draft
Calculate	Requisition	Discern	Draw	Edit	Guide	Analyze	Layout
Estimate	Access	Interpret	Render	Explain	Counsel	Assist	Create
Figure	Receive	Dissect	Illustrate	Interview	Refer	Align	Incorporate
Appraise	Process	Review	Compose	Listen	Serve	Help	Plan
Examine	Serve	Observe	Conceive	Present	Contribute	Understand	Style
Measure	Furnish	Assess	Photograph	Report	Motivate	Inform	Pattern
Verify		Emphasize		Summarize	Train		Build
<b><u>Editing</u></b>	<b><u>Finance</u></b>	<b><u>Fundraising</u></b>	<b><u>Healthcare</u></b>	<b><u>Human Resources</u></b>	<b><u>Information</u></b>	<b><u>Innovating</u></b>	<b><u>Investigate</u></b>
Review	Analyze	Research	Diagnose	Assess	Appraise	Adapt	Assess
Analyze	Invest	Analyze	Communicate	Survey	Program	Create	Survey
Check	Budget	Strategize	Evaluate	Screen	Link	Change	Pursue
Compare	Inventory	Program	Administer	Analyze	Coordinate	Upgrade	Interrogate
Comment	Evaluate	Develop	Monitor	Interview	Manage	Improve	Question
Correct	Eliminate	Contact	Dispense	Select	Process	Invent	Analyze
Condense	Appraise	Inquire	Track	Operate	Document	Design	Intuit
Rewrite	Construct	Inform	Perform	Record	Categorize	Activate	Seek
Revise	Develop	Motivate	Perform	Mediate	Design	Restructure	Search
Rework	Acquire	Persuade	Record	Appraise	Structure	Establish	Probe
Amend	Manage	Monitor	Coordinate	Coordinate	Inventory	Stimulate	Coordinate
Improve	Project	Coordinate	Develop	Align	Critique	Implement	Explore
Initiate	Reconcile			Attain	Appraise	Transform	
<b><u>Language</u></b>	<b><u>Leadership</u></b>	<b><u>Management</u></b>	<b><u>Marketing</u></b>	<b><u>Mechanical</u></b>	<b><u>Organizing</u></b>	<b><u>People Skills</u></b>	<b><u>Persuading</u></b>
Translate	Create	Coordinate	Review	Analyze	Simplify	Cooperate	Present
Interpret	Lead	Combine	Survey	Construct	Classify	Counsel	Articulate
Lecture	Enforce	Expedited	Advertise	Craft	Organize	Elicit	Clarify
Converse	Enlist	Facilitate	Promote	Troubleshoot	Prioritize	Encourage	Challenge
Negotiate	Manage	Plan	Identify	Create	Maintain	Collaborate	Debate
Understand	Organize	Shape	Announce	Design	Liaison	Inquire	Negotiate
Comprehend	Inspire	Schedule	Publicize	Engineer	Assist	Listen	Propose
Understand	Represent	Delegate	Advertise	Repair	Maintain	Volunteer	Reason
Proficiency	Govern	Mediate	Advance	Align	Arrange	Consider	Influence
Fluency	Direct	Evaluate	Boost	Coordinate	Systematize	Introduce	Convince
Teach	Prevent	Strategize	Improve	Manipulate	Schedule	Coach	Arbitrate
Tutor	Revitalize	Develop		Examine	Coordinate	Support	Mediate
<b><u>Program Development</u></b>	<b><u>Public Relations</u></b>	<b><u>Research</u></b>	<b><u>Sales</u></b>	<b><u>Service</u></b>	<b><u>Teaching/ Training</u></b>	<b><u>Technical</u></b>	<b><u>Writing</u></b>
Analyze	Assess	Identify	Inform	Advocate	Educate	Conceptualize	Authored
Design	Prepare	Evaluate	Educate	Anticipate	Tutor	Design	Conceive
Construct	Coordinate	Review	Persuade	Aid	Demonstrate	Troubleshoot	Craft
Develop	Present	Calculate	Provide	Defend	Stimulate	Inspect	Compose
Prepare	Negotiate	Conduct	Assist	Discuss	Inform	Locate	Integrate
Strategize	Publicize	Test	Serve	Enhance	Instruct	Edit	Capture
Coordinate	Strengthen	Compare	Trade	Follow	Facilitate	Modify	Abstract
Formulate	Promote	Analyze	Vend	Help	Awaken	Analyze	Express
Persuade	Handle	Survey	Handle	Initiate	Explore	Implement	Inform
Implement	Participate	Quantify	Sell	Invite	Advise	Construct	Summarize
Investigate	Facilitate	Collect	Convince	Perform	Counsel	Modify	Conclude
Institute	Troubleshoot	Inspect		Relate	Entertain	Operate	Revise
Suggest		Formulate		Share		Supply	Write
				Welcome			

## WRITING SUCCESSFUL BULLET POINTS

- Bullet points need to highlight your measurable accomplishments. Quantify your results using numbers (#), percentages (%), and dollar amounts (\$) demonstrating success.
- Begin each bullet point with a different & strong action verb. Ensure each action verb is written in the correct tense. Current jobs are in present tense; past jobs in past tense.
- 3-5 bullet points under each job is standard.
- Do not list the tasks you did but instead describe to the reader **why** it was important.
- Highlight your transferable skills (leadership, oral/written communication, critical/thinking problem solving, etc.) and incorporate experiences requested in the job description.

**Always ask yourself these questions as you write each bullet point:**

**WHAT:** What were your most significant responsibilities or accomplishments?

**HOW:** How did you do them?

**WHY:** Why was the task important?

**WHEN:** When or how frequently (quantify) did you do it?

**WHO:** Who did you interact with (type of client, ages, number of people)?

**IMPACT:** How did you impact the business, company or organization?

**BASIC:** Used strong communication skills

Ask yourself **HOW** and **WHEN**?

**WELL DEVELOPED:**

- Developed communication skills with students through more than 20 one-on-one meetings and by facilitating 7 interactive workshops each semester.

**BASIC:** Cleaned the restaurant

Ask yourself **WHY**?

**WELL DEVELOPED:**

- Maintained a clean kitchen, dining room, and restrooms for the safety of the customers and employees and to provide a positive dining experience.

**BASIC:** Worked with customers

Ask yourself **WHEN** and **WHO**?

**WELL DEVELOPED:**

- Provided excellent customer service to 50+ clients monthly via phone and email while discussing potential investment products and portfolios.

**BASIC:** Prepared invoices and receipts

Ask yourself **WHY** and **WHO**?

**WELL DEVELOPED:**

- Prepared invoices and receipts allowing the Accounts Receivable Department to maintain up to date records for 250 customers.

**BASIC:** Planned golf outing

Ask yourself **WHY, HOW, and what IMPACT**?

**WELL DEVELOPED:**

- Organized alumni golf outing to enhance positive relations and increase alumni donations. Increased donations by 13% over last year's event.
- Planned and coordinated all logistics of golf event including securing golf course, catering, and sponsorships as well as invitation and RSVP lists, prizes, and volunteers for the day.

# RÉSUMÉ FORMAT

## FIRST NAME LAST NAME

Street Address

ISU Email Address

Mobile Phone Number

LinkedIn page if it is complete and up to date.

### OBJECTIVE

An objective is an **optional** statement providing you the opportunity to identify the type of position you want, the industry you are interested in, and the skills and experiences you have to offer. Keep it to 1 or 2 direct and concise sentences, but do not use *I* or first person. An objective is unnecessary if your résumé is accompanied by a cover letter.

### EDUCATION

Indiana State University

**Bachelor of Science (or Bachelor of Arts), Major**

Minor in XXX or XXX Concentration

GPA: (3.0 or above ONLY)

Terre Haute, IN

Expected May 20xx

List the school(s) you are attending and any other school from which you earned a degree (Associate's, 2<sup>nd</sup> Bachelor's), starting with the most recent first. High school is not necessary once you've finished your freshman year in college.

### **WORK EXPERIENCE** (Can also be called Relevant/Related Experience, Internship Experience, etc.)

Company Name, City, State

**Title of position** (Month year - Month year, starting with your MOST RECENT position first)

- Use bullet points to describe primary responsibilities. Do not write in paragraphs as they are harder to read.
- Use a 1-sentence phrase starting with an action verb. Line them up with the most relevant point first.
- List 2-4 bullets for each job and/or company.
- Statements should highlight skills, accomplishments, achievements, and results. Quantify your results when possible – use numbers (#), percentages (%), and dollar amounts (\$) to demonstrate success.

### **COLLEGIATE INVOLVEMENT** (Can also be listed as Activities or Leadership)

Organization Name

**Role** (Month year – Month year)

- Include clubs, organizations, business or social fraternities/sororities, professional associations
- Use bullet points to describe leadership responsibilities, accomplishments, or projects and events.

**CERTIFICATIONS/LICENSES** – **Optional** Section. If pertinent to your field, list this information.

### **COMMUNITY SERVICE**

Organization Name (dates of service)

- **Optional** section. Include sustained or repeated volunteer work (not just a one-time service project)

**SKILLS** - **Optional** section. Focus on hard skills such as language proficiency or specialized computer programs in which you have **advanced** knowledge. Avoid soft language such as hard worker, team oriented, dependable, etc.

### **HONORS & AWARDS**

- **Optional** section - If you received any significant awards or made special contributions to work/school.

**STUDY ABROAD** – **Optional** section.

University, Program, City, Country (Month year – Month year)

- Use bullet points to describe what you learned and what skills you used to navigate the foreign environment.

**DO NOT LIST REFERENCES HERE. THEY GO ON A SEPARATE PAGE.**

**Javier Sycamore**  
111 Tree House Ave., Apt 123  
Terre Haute, IN 47809  
jsycamore@sycamore.indstate.edu  
(812) 987-6543

## **OBJECTIVE**

To obtain an internship in the nonprofit sector utilizing proven abilities in program creation, writing press releases, and marketing that can contribute to the success of an organization that serves community members.

## **EDUCATION**

Indiana State University, Terre Haute, IN

**Bachelor of Arts, Communication** (Concentration in Public Relations)

Anticipated May 2023

Minor: Psychology

GPA: 3.30/4.00

Vincennes University, Vincennes, IN

**Associate of Arts, Liberal Arts**

Dec 2021

## **LEADERSHIP AND COMMUNITY SERVICE**

Vigo County Youth Project, Terre Haute, IN

May 2021– Present

### **Volunteer**

- Create and deliver innovative programming on topics such as managing an online profile and stress management to more than 25 at-risk youth, ages 10-17.
- Inform families about the variety of programs the organization offers.
- Coordinated the planning and marketing for CASA 5K Race in which 335 people participated.

Vincennes University Office of Admissions, Vincennes, IN

### **Campus Tour Guide**

Jan 2021 – Dec 2021

- Led groups of prospective students and families through campus to showcase unique features and highlight academic strengths.
- Connected with students and families about the challenges of college transition.

## **WORK EXPERIENCE**

ISU Cunningham Memorial Library, Terre Haute, IN

Jan 2022 – Present

### **Student Worker**

- Assist in overall operations of circulation desk including checking out books and managing phone calls leading to an increase in customer service skills and ability to multitask.
- Coordinate student schedules for staff of 50 student workers.

Kroger, Vincennes, IN & Terre Haute, IN

### **Stock Person**

Oct 2018 – Dec 2021

- Utilize Oracle NetSuite inventory management system to unload up to 3 trucks nightly including approximately 400-600 individual items in a prompt and efficient manner to minimize damage to goods.
- Assemble product displays according to company specifications and locate display/product in area of the store that will see most customer traffic.
- Operate cashier station by tallying cash, check, and credit card transactions during peak times of the week.

# Jasmine Manual

(812) 123-4567

jmanual5678@sycamores.indstate.edu

linkedin.com/in/jmanual

## Education

Indiana State University

Terre Haute, IN

**Bachelor of Science, Mechanical Engineering Technology**

May 2022

Minor: Business Administration

GPA: 3.56/4.00

## Relevant Coursework

- Advanced CAD Design
- Thermo Systems
- Quality Systems and Tools
- Engineering Design and Management
- Manufacturing Process and Materials
- Fluid Power Technology

## Internship Experience

GM Fort Wayne Assembly Facility

Fort Wayne, IN

**Summer Engineering Intern**

May 2021 – August 2021

- Compiled and analyzed bid packages totaling over \$200 million for conveyor renovations at Fort Wayne Assembly Facility.
- Assisted in the design of new conveyor system to be used throughout all GM assembly facilities in the assembly of hybrid engines to better ensure quality control.
- Designed modification to seat assembly system using Auto CAD.
- Collaborated with a supervisor to manage construction crews of 60+ workers through several phases of conveyor renovations.

## Work Experience

ISU Department of Applied Engineering & Technology Management

Terre Haute, IN

**Student Assistant**

September 2019 – May 2020

- Answered phones speaking with prospective students, employers, faculty, and staff regularly exceeding 40 calls per eight (8) hour shift.
- Worked with faculty/staff coordinating event set up for programs such as Women in Engineering.

## Collegiate Involvement

Hispanic Latino Alliance, **President**

August 2020 – May 2022

- Led student chapter of 25 members in various professional development activities including company site visits, webinars, conferences, and other events.

Sigma Alpha Lambda, **Vice Chairman of Membership**

October 2019 – May 2022

- Led new member recruitment in Fall 2020 and 2021 resulting in the largest classes in chapter history.
- Directed and delegated six (6) recruitment events each Fall to promote membership and values.

ISU Club Soccer

January 2018 – December 2020

# Albert C. Slater

1882 Gerald Street, Carmel, IN 46032 (765) 123-7890 acslater@gmail.com

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## Professional Summary

Program Manager with over fifteen years of experience. Proven history of increasing market reach and profitability through careful research and assessment. Accomplished team leader with excellent communication skills and expertise in client services and outreach.

## Professional Experience

Salesforce, Indianapolis, IN 2011 – Present

### **Program Director** (2013 – Present)

- Lead team of 16 engineers and marketing professionals to bring new online customer service tool to market for Fortune 500 company.
- Implement changes to testing process, decrease error rates, complete projects ahead of schedule, and on budget.
- Develop online communication process that increased marketing reach to potential customers by 16% and developed multi-faceted marketing plan.

### **Program Manager** (2011 – 2013)

- Conducted insight analysis of international customers using consumer data.
- Presented pricing recommendations to marketing department, resulting in strategic changes to better fuel long term sales.
- Developed processes for mining data from old customer databases to prepare for transition to new system, which involved managing team of 7 consultants.

Fortitude Inc., Fort Wayne, IN 2006 – 2011

### **Senior Consultant** (2008 – 2011) **Consultant** (2006 – 2008)

- Evaluated, staffed, and managed 6-8 projects a month with budgets from \$500K to \$5M utilizing a variety of consumer research and analytical software.
- Increased profitability for clients by as much as 26% by recommending direct mail and online marketing changes utilizing new systems at that time such as Facebook.
- Worked extensively with focus groups, surveys, and data warehouse research.
- Developed online database systems, using SQL, Access, and FrontPage, for tracking efficiency of client services groups in a variety of global tech start-ups.

## Education

**Master of Business Administration** 2011

Indiana State University, Terre Haute, IN

**Bachelor of Science in Accounting** 2006

Oakland City University, Oakland City, IN

**Associate of Science in Business Administration** 2004

Vincennes University, Vincennes, IN

## Community Involvement

Boys and Girls Club, 2017 - present

Habitat for Humanity house build, 2020

*Updated November 2022*



## REFERENCE SHEET SAMPLE

Header should  
be exactly the  
same as your  
résumé header.

**Waldo Geraldo Faldo**  
222 12<sup>th</sup> Street, Apt. 323  
Terre Haute, IN 47809  
(812) 123-4567  
wfaldo1234@sycamores.indstate.edu

### References

Name  
Job Title  
Company/Organization  
Street Address  
City, State Zip  
Phone Number  
E-mail Address

Name  
Job Title  
Company/Organization  
Street Address  
City, State Zip  
Phone Number  
E-mail Address

Name  
Job Title  
Company/Organization  
Street Address  
City, State Zip  
Phone Number  
E-mail Address

- DO NOT state “References available upon request” on your résumé.
- Do not send reference information with your résumé unless it has been requested.
- Ask 3-5 people to be your references who have a positive opinion of you and who can describe your work-related qualities and personal characteristics.
- Past and present supervisors, faculty, advisors, and coaches are all good references; **do not** include family members or friends.
- Always ask their permission before putting people down as references
- Provide each reference a copy of your résumé and the job description; keep them informed about your job search progress.



## RÉSUMÉ REVIEW RUBRIC

### RÉSUMÉ LEARNING OUTCOMES:

- Students can produce a résumé that describes their education, skills, experiences, and measurable achievements with proper formatting
- Students demonstrate an ability to target the résumé to specific positions and employers

Student Name: \_\_\_\_\_

1 – Needs Improvement	2 - Average	3 – Effective		
<b>Contact Information – The professional way to get in touch with you</b>		<b>1</b>	<b>2</b>	<b>3</b>
Name is proportionally and appropriately large enough to stand out				
Contact information includes mailing address, phone number, and professional email; LinkedIn or personal website optional				
Format is clean, professional, and conforms to rest of résumé				
<b>Objective (Optional) – Clarifies career interests and top skills to the reader</b>				
Defines interest in a specific industry and/or type				
May include specific skills the candidate can contribute to the company				
<b>Education – Highlights pertinent educational achievements</b>				
Includes institution, city/state, degree, completion month/year, and major/minor				
May include GPA, if above 3.0				
May include coursework and/or projects that relate directly to employment industry				
<b>Experience – Describes relevant achievements, accomplishments, &amp; experiences</b>				
Includes the name of the employer, city/state, job title, and month/years of employment				
Includes detailed bulleted statements that begin with strong, unique action verbs				
Experiences are in reverse chronological order				
Most relevant experience statements are listed first within each position				
Defines and quantifies responsibilities, skills, accomplishments, and transferable skills				
<b>Presentation &amp; Format* – Visually appealing with proper use of grammar</b>				
The résumé fills the page without appearing crowded; provides adequate white space				
Tabs and margins are consistent and aligned				
Fonts are coordinated and appropriate size				
Uses stylized bold, capitalization, and underlines to highlight names and headings				
No punctuation or spelling errors present; consistent use or non-use of periods				
<b>Purpose/Specificity – Reflects research &amp; understanding of field</b>				
Information on résumé reflects job description and is related to industry of interest				
Strategic keywords are included and help brand the résumé				

\*The ISU Career Center recommends a one-page maximum for undergraduate résumés, 10-12 point font in main body, and 0.5-1 inch margins.

### Comments & Next Steps:

Career Center Staff Signature: \_\_\_\_\_

Date: \_\_\_\_\_