



RESUME BASICS



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What is a Resume?

The short and simple answer to the question “What is a Resume?” is: a resume is a paper to help you secure an interview. The Career Center at DePaul University in Illinois states “The purpose of a resume is to market yourself to employers, by succinctly summarizing your education, experience, and skills, ultimately aiming to convince employers to invite you to interview” (DePaul University).

Overall, a resume is a tool that you need to have in order to compete in today’s competitive workforce.

Resume Tips & Tricks

- Prioritize the content of your resume to fit the position you are applying for
- Use a 1” margin on top and sides and keep it to 1-2 pages
- Keep your formatting style consistent (i.e. use periods at the end of every line, or don’t use them at all)
- Use an easy-to-read font such as Times New Roman, Ariel, or Calibri; 11-12 point
- Put your name in bold first, by itself
- Use a professional email address that includes your name (jane.doe@gmail.com)
- Use bullet points for phrases
- Repeat keywords from the job descriptions
- Start each phrase with a past-tense action verb (unless current, then use present tense action verb)
- Write from a 3rd person perspective. Avoid the words “I”, “Me”, “My”
- Focus on accomplishments and measurable results: Dollar amounts, units of production, percentages, benefit to the employer
- Include recent education; Include HS Diploma if that is highest level; Include B.A.; Include Masters only if relevant to job
- Layout should be pleasing to the eye; keep the ratio of white space to text balanced
- Fix typos and grammatical errors: Use spell check, proofread from a hard copy, have others proofread, then proofread again out loud before sending

Parts of a Resume

There is not one right way to do a resume. In fact, you will want to tailor every resume you create to the position you are applying for. This means that a resume you submit for one job, might look a little different from another resume you submit for a different job. Here are some common resume parts that you might want to consider adding to your resume. Please remember that there are many more possibilities for resume sections. These are just some examples.

Header

- Every resume needs to have your First and Last Name, Your Current Address, a Professional Email Address and a Phone Number

You will do this section LAST. You will need a job description to complete it!

Objective Statement

- An objective tells employers why you are taking time to write a resume. It is usually 1 to 3 lines of text. Make it easy to read and demonstrate that you are a good fit for the position you are applying for.
- Helpful for young adults and potentially for individuals transitioning careers.

OR

Professional Profile/Professional Summary

- A Personal Profile is a more detailed and lengthy version of an objective. A Personal Profile is typically best for someone with 5+ years of work experience.
- A Personal Profile typically contains the title of your profession, years of experience in an industry & a summary of your skills and abilities related to the position you are applying for.
- Cliff's Notes version or Movie Trailer to your resume

Skills/Strengths

- Skills sections help set you apart from other candidates. Skills don't have to be skills you have developed at the workplace. Skills or strengths come from all areas of our lives.
- What are you good at? Are you fluent in another language? Are you always organized and on time? These are the skills and strengths that you might consider listing on your resume.

Work History/Internship History/Work Experience

- Work History section is one of the most important parts of your resume. The information you will want to include in this section are:
 - Your Job Title and the Company or Organization You Worked For
 - Dates You Worked at that specific Company or Organization
 - What you did or accomplished at that organization (Bullet Points)

Job Title, Company, City, ST

Date range

Volunteer Work/Community Involvement

- Volunteer Work is a great way to demonstrate experience you have gained by volunteering.
- If you do not have a lot of work history, but have volunteer experience, consider listing your volunteer work, much like you would for work history. Describe which organization you volunteered for, the dates you volunteered and what you did for that organization.
- If you have work history and your volunteer work is not relevant, consider leaving it off.

Volunteer Title, Organization, City, ST

Date range

Education

- Education section should list your highest degree first and relevant classes if applicable.
- Give yourself credit for partial education - make it clear if you did not complete it.

Degree/Certificate/Diploma, School/Institution, City, ST

Date Optional

Types of Resumes

There are two common types or styles of resumes in today's workplace. The first common type or style is the Chronological Resume. The second common type is the Functional Resume. You will want to choose the style of resume that best fits your career situation and the job you are applying for.

Both resume styles will have some resume parts in common. Both styles need to include a work history section OR a place to demonstrate where you have developed these skills at.

Chronological Resume

The Chronological Resume presents your work experience in *reverse* chronological order. You will list your most current position at the top of your work history section and work your way down to the least current position you have held.

Chronological Resumes are great for job seekers who are applying for entry level positions or job seekers who are searching for positions in the field they currently work in or have past experience in.

Functional Resume

The Functional Resume frames a resume towards core competencies or areas of expertise a job seeker has.

Functional Resumes are a good option for job seekers who are looking to change career fields or have gaps in employment.

Combination Resume

The Combination Resume is a combination between the Chronological Resume & Functional Resume.

It allows a job seeker to demonstrate key skill or core competencies AND demonstrate how past job positions they have held are related to the position they are applying for. Using a Combination Resume format can showcase skills without raising the red flags that a Functional Resume can for employers.

CHRONOLOGICAL RESUME OUTLINE

NAME

Email | Area Code Phone Number

OBJECTIVE or SUMMARY

*** Professional Profile, Career Summary or the Job Title can be used for a summary header!

SKILLS/QUALIFICATIONS

- Skill 1
- Skill 2
- Skill 3

WORK EXPERIENCE

JOB TITLE, Company Name, City, ST

2015 - 2019

- Job accomplishment starting with past-tense action verbs, including details such as numbers, amounts, timelines met and other results. **Show how it benefited the employer.**
- Job accomplishment ...
- Job accomplishment ...

JOB TITLE, Company Name, City, ST

2014 - 2015

- Job accomplishment starting with past-tense action verbs, including details such as numbers, amounts, timelines met and other results. **Show how it benefited the employer.**
- Job accomplishment ...
- Job accomplishment ...

EDUCATION/TRAINING

Certificate or Degree, Name of School, City, ST

Certificate or Degree, Name of School, City, ST

FUNCTIONAL RESUME OUTLINE

NAME

City, State

Phone Number • Email

OBJECTIVE or SUMMARY

*** Professional Profile, Career Summary or the Job Title can be used for a header! ***

PROFESSIONAL SKILLS

MOST IMPORTANT SKILL SET

- Job accomplishment starting with action verbs, including details such as numbers, amounts, timelines met and other results. **Show how it benefited the employer.**
- Bullet Point 2
- Bullet Point 3

SECOND MOST IMPORTANT SKILL SET

- Bullet Point 1
- Bullet Point 2
- Bullet Point 3

THIRD MOST IMPORTANT SKILL SET

- Bullet Point 1
- Bullet Point 2
- Bullet Point 3

WORK EXPERIENCE

JOB TITLE, Company Name, City, ST	2014-2019
JOB TITLE, Company Name, City, ST	2012-2014
JOB TITLE, Company Name, City, ST	2009-2012

EDUCATION/TRAINING

Certificate or Degree, Name of School, City, ST

Certificate or Degree, Name of School, City, ST

COMBINATION RESUME OUTLINE #1

NAME

City, ST • Phone Number • Email

OBJECTIVE or SUMMARY

*** Professional Profile, Career Summary or the Job Title can be used for a header! ***

SKILLS/QUALIFICATIONS

FIRST MOST IMPORTANT SKILL SET

- Bullet Point 1
- Bullet Point 2
- Bullet Point 3

SECOND MOST IMPORTANT SKILL SET

- Bullet Point 1
- Bullet Point 2
- Bullet Point 3

EXPERIENCE

JOB TITLE, Company Name, City, ST

2015-2019

- Job accomplishment starting with past -tense action verbs, including details such as numbers, amounts, timelines met and other results. **Show how it benefited the employer.**
- Bullet Point 2
- Bullet Point 3

JOB TITLE, Company Name, City, ST

2011-2015

- Bullet Point 1
- Bullet Point 2
- Bullet Point 3

EDUCATION/TRAINING

Certificate or Degree, Name of School, City, ST

COMMUNITY INVOLVEMENT

- Volunteer Title, Organization Name, City ST
 - Member, Organization Name, City, ST
- Dates optional
Dates optional

COMBINATION RESUME OUTLINE #2

NAME
Email | Area Code Phone Number
City, ST

OBJECTIVE or SUMMARY

*** Professional Profile, Career Summary or the Job Title can be used for a header! ***

SKILLS/QUALIFICATIONS

FIRST MOST IMPORTANT SKILL SET

- Bullet Point 1
- Bullet Point 2
- Bullet Point 3

SECOND MOST IMPORTANT SKILL SET

- Bullet Point 1
- Bullet Point 2
- Bullet Point 3

RELATED EXPERIENCE

JOB TITLE, Company Name, City, ST 2013 - 2015

- Job accomplishment starting with past-tense action verbs, including details such as numbers, amounts, timelines met and other results. **Show how it benefited the employer.**
- Bullet Point 2
- Bullet Point 3

ADDITIONAL EXPERIENCE

JOB TITLE, Company Name, City, ST 2015-2018

- Bullet Point 1
- Bullet Point 2
- Bullet Point 3

EDUCATION/TRAINING

Certificate or Degree, Name of School, City, ST

Chronological

Header	Professional Profile OR Objective
Shorter Skills Section	<ul style="list-style-type: none">• Skill 1• Skill 2• Skill 3• Skill 4
Work Experience	
Job I, Company, City, ST	Dates
<ul style="list-style-type: none">• Bullet Point 1• Bullet Point 2• Bullet Point 3• Bullet Point 4	
Job II, Company, City, ST	Dates
<ul style="list-style-type: none">• Bullet Point 1• Bullet Point 2• Bullet Point 3• Bullet Point 4	
Education	
Degree, School, City, ST	Dates

Combo

Header	Professional Profile OR Objective
Longer Skills Section	
Category I	<ul style="list-style-type: none">• Skill 1• Skill 2• Skill 3
Category II	<ul style="list-style-type: none">• Skill 1• Skill 2• Skill 3
Category III	<ul style="list-style-type: none">• Skill 1• Skill 2• Skill 3
Work Experience	
Job I, Company, City, ST	Dates
<ul style="list-style-type: none">• Bullet Point 1• Bullet Point 2	
Job II, Company, City, ST	Dates
<ul style="list-style-type: none">• Bullet Point 1• Bullet Point 2	
Education	
Degree, School, City, ST	Dates

Functional

Header	Professional Profile OR Objective
Longer Skills Section	
Category I	<ul style="list-style-type: none">• Skill 1• Skill 2• Skill 3
Category II	<ul style="list-style-type: none">• Skill 1• Skill 2• Skill 3
Category III	<ul style="list-style-type: none">• Skill 1• Skill 2• Skill 3
Work Experience	
Job I, Company, City, ST	Dates
Job II, Company, City, ST	Dates
Job III, Company, City, ST	Dates
Education	
Degree, School, City, ST	Dates

Chronological Resume Example

Gail Garcia

525 Longmont Avenue
Longmont, CO 80503
(720) 555-5555 • gail.garcia@gmail.com

Profile

Customer service professional with a positive attitude and strong organizational skills to provide quality service to both patrons and business.

Skills and Languages

-
- Fluent in English and Spanish
 - Strong communication skills with a focus on customer service
 - Excellent team player with the ability to work with a wide variety of clients and customers

Work Experience

YMCA, Lafayette, CO

Day Camp Support Specialist

6/2016 – 12/2019

- Assisted with morning check-in and on-site registration and supervised children
- Communicated essential information to parents/guardians, ensured all camp policies and procedures were being adhered to
- Filed, managed, and organized data

Community College of Denver, Denver, CO

Receptionist, Office of Student Life

8/2015 – 5/2016

- Ran school food bank and Lending Library; verified eligibility, provided policy rules, and distributed materials, entered and filed confidential data
- Assisted students with finding reading material and directed students to departments on campus
- Answered an average of 20 incoming calls on a multi-line phone and transferred calls
- Operated printer/copier/fax machine; opened and closed Student Life office following department policies
- Assisted students with finding reading material in Lending Library and called to inform students of overdue library books; delivered campus mail to school departments

Volunteer Work

Chapter Leader, *InterVarsity Christian Fellowship, Auraria Campus*, Denver, CO

6/2018 – present

Retail Associate, *Birds of Prey Foundation*, Louisville, CO

5/2015 – 7/2018

Kids Ministry Leader, *Flatirons Community Church*, Lafayette, CO

7/2015 – 8/2016

Education

Associate of Arts, Business Designation (3.57 GPA)

Anticipated Graduation: May 2019

Community College of Denver, Denver, CO

Courses Completed: Introduction to Business, Public Speaking, English Composition 1 & 2, College Algebra, Music Appreciation, Introduction to Philosophy, Introduction to Psychology, and Introduction to Criminal Justice

Chronological Resume Example

MARIE CLARK

987 Boulder Boulevard, Boulder, CO 80304
860-555-5555 • mclark@gmail.com

CUSTOMER SERVICE REPRESENTATIVE

Polished, professional customer service representative offering:

- Eight years of experience providing customer support in busy call center environments
- An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty
- Strategic relationship-building skills including listening attentively, solving problems creatively, and using tact and diplomacy to find common ground to achieve win-win outcomes

EXPERIENCE

Customer Service Representative

ABC Utility Company, Boulder, CO

2014-Present

- Calmed angry callers, repaired trust, located resources for problem resolution and designed best-option solutions. Resolved an average of 550 inquiries in any given week and consistently met performance benchmarks in all areas (speed, accuracy, volume)
- Interfaced daily with internal partners in accounting, field services, new business, operations and consumer affairs divisions.
- Managed a high-volume workload including customer inquiries, complaints, and billing questions within a deadline-driven environment.
- Became the lead "go-to" person for particularly challenging calls as one of the company's primary mentors/trainers of both new and established employees.
- Helped company attain the highest customer service ratings as determined by external auditor. Earned 100% marks in all categories including communication skills, listening skills, problem resolution and politeness.
- Completed voluntary customer service training to learn ways to enhance customer satisfaction and improve productivity.

Customer Service Agent

DEF Insurance Company, Hartford, CT

2010-2014

- Used consultative selling techniques to provide leads for telesales personnel that improved improving lead-generation and sales-tracking techniques and resulted an 8% sales increase.
- Provided quotes and executed online policy changes for auto, home and excess liability.
- Handled incoming calls from policyholders, responded to inquiries, and resolved problems.
- Recognized as "#1 Customer Service Rep" (out of 20 reps in division) in fall 2007. Ranking was based on accuracy, customer service, duration of calls and availability.
- Co-developed on-the-job training program that reduced training time from eight weeks to five.

EDUCATION

Diploma, XYZ High School, Hartford, CT

Functional Resume Example

Susie Sample

123 Main Street Longmont, CO 80501
303-111-1111 • ssample@gmail.com

OBJECTIVE

Obtain a position utilizing strong customer service and strategic thinking to contribute to the company's growth and success

PROFESSIONAL SKILLS

Customer Service Skills

- Effectively dealt with customers concerns and complaints, both in person and by phone
- Worked with a diverse customer population
- Committed to excellent service and customer satisfaction

Computer Skills

- Knowledge of Microsoft Word, Excel and PowerPoint
- Entered the confidential information of 500 job fair applicants into Workforce Boulder County's Connecting Colorado data system
- Proficient in graphic design Adobe programs and applications: Photoshop CS2, Illustrator CS2 and Design CS2

Cash Handling

- Operated a computerized cash register, accepting cash/credit/debit and travelers checks
- Processed store and vendor coupons; performed transaction voids, refunds and exchanges
- Reconciled cash and receipts to register totals at end of shift

Related Skills

- Well organized and highly efficient
- Reliable, excellent attendance record
- Attention to detail, ensure tasks are completed correctly and on time

WORK HISTORY

<i>Receiver</i> , Macy's Department Store, Boulder, CO	June 2017 – current
<i>House Cleaning</i> , Independent Contractor, Boulder, CO	February 2015- current
<i>Data Entry</i> , Internship, Workforce Boulder County, Boulder, CO	Summer 2014- 2015

EDUCATION

<i>Criminal Justice Associates</i> , Front Range Community College Longmont, CO	Anticipated Graduation Spring 2019
<i>High School Diploma</i> , Arapahoe Ridge High School Boulder, CO	May 2014

Functional Resume Example

Chris Smith

3535 Job Lane Lafayette, CO 80026
303-555-1212 • csmith@gmail.com

OBJECTIVE

Warehouse position for a highly motivated quick learner with a strong work ethic utilizing extensive computer skills and abilities to problem solve independently and multi-task effectively.

PROFESSIONAL SKILLS

Warehouse Skills

- Operated labeling machine and ensured the proper placement of each bottle entering industrial labeling machine.
- Hand labeled merchandise for foreign export.
- Sorted and organized incoming products according to specification on spreadsheet.
- Read and fulfilled orders to be shipped.
- Packaged product and boxed for shipment.
- Operated manual and electric pallet jacks.

Customer Service

- Covered front desk duties at Computer Common at IT offices; answered phones, responded to emails, reset student login passwords, and assisted students with questions.
- Assisted students with computer related issues.
- Communicated effectively with teammates, facility members and distributors.
- Kept detailed daily logs of actions, requests, and repairs taken.

Computer Skills

- Proficient in software programs: Microsoft Word, Excel, Access, and PowerPoint 2007 and 2010.
- Skilled in operating systems: Windows XP / 7, Linux, and Macintosh
- Evaluated, diagnosed and repaired computer failures.
- Optimized outdated computers: installed updated hardware, installed Operating Systems and Drivers following hardware specifications, and increased overall operation efficiency.
- Performed routine preventative maintenance.
- Researched, purchased and assembled tower computer from scratch.

EDUCATION

General Education Diploma, Workforce Boulder County, Boulder, CO

CERTIFICATES

Computer Hardware A+, Front Range Community College, Longmont, CO

Dec. 2016

Networking+, Front Range Community College, Longmont, CO

May 2015

WORK HISTORY

Student Technician, Front Range Community College, Longmont, CO

Feb. 2017 – Present

Warehouse Special Projects, Avery Brewery, Boulder, CO

2013 - 2015

VOLUNTEER

Community Service: 300 hours, Boy Scouts of America Troop #78, Boulder, CO

2006-2014

CLUBS

Tabletop Club, Front Range Community College, Longmont, CO

FIRST Robotics Club, Fairview High School, Boulder, CO

Math, Science, and Computer Clubs, NICHE Home School Group, Boulder, CO

Combination Resume Example

Jim Sample

5755 Central Ave.
Boulder, CO 80301

303.555.1212
James.sample@gmail.com

WAREHOUSE FOREMAN

Over 5 years of manufacturing and warehouse experience. Able to adapt to new environments and operations seeks an opportunity to join a new employer within the commutable area.

CORE COMPETENCIES

Warehouse Experience

- Implemented inventory control processes and maintained OSHA safe work environments
- Drove forklifts and company trucks to transport raw materials
- Kept maintenance logs and performed basic preventive maintenance \$1.5 million of machinery.

Maintenance Skills

- Drove forklifts and company trucks to transport raw materials.
- Repaired diesel and gasoline engines and small appliances.

Supervisory Experience

- Supervised a team of 5 shipping and receiving staff.
- Received 3-6 deliveries and routed deliver trucks to correct receiving bays.
- Assisted with new worker orientation and training for 10 new hires.

EXPERIENCE

- | | |
|--|----------------|
| Ryan Foods Boulder, CO
Production Worker | 2018 - Present |
| <ul style="list-style-type: none">• Unloaded daily deliveries and verified accuracy of inventory.• Fed raw product into machinery and cleaned machinery to prevent workplace hazards or downtime. | |
| ARO Tools Boulder, CO
Assembly Line | 2017 - 2018 |
| <ul style="list-style-type: none">• Ensured raw materials were on hand to improve production efficiency.• Met or exceeded daily quotas within specifications. | |
| Fantom Industries Granite City, IL
Factory Worker | 2015 - 2016 |
| <ul style="list-style-type: none">• Ensured equipment was in operational order through continual monitoring and daily shift inspections.• Responded to issues with machinery and contacted technician when appropriate. | |

COMMUNITY INVOLVEMENT

- | | |
|--|-------------|
| Goodwill Industries Boulder, CO
Maintenance Volunteer | 2016 - 2018 |
| <ul style="list-style-type: none">• Repaired minor plumbing and performed furnace maintenance annually.• Tested electronic donations, ensured safety wiring, and performed minor repairs. | |

TRAINING AND EDUCATION

OSHA 10 General Industry Certification, 360 Training, Phoenix, AZ

High School Diploma, Henderson High School, Henderson, IN

Creating Bullet Points

Bullet points are the format used in most resumes to describe what you have done for an organization or company.

When creating bullet points, keep the following tips in mind:

- Use strong Action Verbs
- Keep bullet points descriptive and concise.
- Utilize past tense, unless you are currently working somewhere.
- Do not repeat bullet points in multiple jobs

Read over the following examples of how to create strong bullet points:

I. **What did you do at your Office Job?** Answered phones, scheduled appointment, and made copies.

Begin each bullet point with an action verb:

- Answered phones
- Scheduled appointments
- Made copies

Clarify how much responsibility you had: How frequently? To what degree? How many?

- Answered multi-line phone system and delivered accurate messages to 4 staff members
- Scheduled annual appointments for all clients and maintained calendar of weekly events
- ~~Made copies~~ Obtained copies of state issued documentation for client files

II. **What did you do at your Construction Job?** Framed, tiled, and hung drywall

Begin each bullet point with an action verb:

- Framed
- Tiled
- Hung drywall

Clarify how much responsibility you had: How frequently? To what degree? How many?

- Framed residential homes and condominiums in accordance with blue prints
- Tiled and grouted bathrooms and kitchens ranging from 50-500 square feet.
- Hung and mudded drywall including taping and texturing

Make sure to consider what other responsibilities you had:

- Did you balance a cash drawer?
- Did you do inventory?
- Did you train new employees?
- Did you ensure food was maintained at appropriate temperatures?

IMPORTANT! Make sure you don't repeat the same bullet points. Even if you worked at 2 fast food restaurants, make sure to mix it up!

Highlight Different Aspects Even for Similar Positions

Customer Service Representative, Burger King, Lafayette, CO Sept 2018 – Present

- Used commercial griddle and fryer to prepare burgers, fries, and chicken nuggets
- Counted cash in drawer at the beginning of shift and reconciled the amount at shift end
- Verified supply delivery three times per week

Sandwich Artist, Subway, Boulder, CO May – Sept 2018

- Cleaned and sanitized kitchen equipment according to food safety practices
- Received payment by cash, credit, debit, and gift cards and made appropriate change
- Prepared orders according to customer directions and answered questions regarding ingredients

Use a Variety of Action Verbs

Check out the typical pitfall in some positions:

Bullet points for a Tech Job:

- Developed numerous RPG IV & RPG FREE applications for CWIC/WES (warehouse) System.
- Developed numerous SQLRPGLE Programs for CWIC/WES (warehouse) System.
- Developed numerous CL Programs for CWIC/WES (warehouse) System.
- Maintained programs (RPG III, IV, and FREE) in CWIC/WES (warehouse) System.

Make sure you use a variety of action verbs and vary your bullet point structure. Adults get bored easily with repetition.

- Developed numerous RPG IV & RPG FREE applications for CWIC/WES (warehouse) System.
- Built and CL and SQLRPGLE Programs to increase storage efficiency by 15%
- Utilized ILE Procedures to minimize redundancy and build consistent programs.
- Provided all onsite maintenance for a variety of site specific software programs.

Highlight Relevant Activities for the Work You're Pursuing

For an Administrative Career Shift

Baker, ABC Bakery, Longmont, CO 2017 – 2018

- Took customer orders via phone and accepted credit card payments
- Scheduled appointments for cake tastings and catering events
- Maintained accurate records of inventory and placed weekly supply orders

Child Care Provider, Kinder Care, Erie, CO 2015 – 2017

- Completed daily incident reports and maintained client documentation
- Communicated concerns and celebrations with parent (or stakeholders).
- Prepared regular notifications of events and holiday closures
- Complied with company policy and held clients accountable to attendance requirements

Practice Activity

Grouping Skills for Functional or Combo Resumes

Skills and Qualifications

- Served catered meals at large events and banquets
- Provided Spanish interpretation for doctor and legal appointments
- Replaced brake pads, changed engine fluids, and rotated tires
- Recruited volunteers for annual fundraising event
- Communicated with professionals to ensure goal alignment
- Advocated for appropriate learning modifications
- Administered medication and provided transportation to doctor appointment
- Coordinated ongoing development plan
- Prepared regular meals in accordance with dietary needs
- Sold event tickets with card reader or cash and provided appropriate change
- Maintained social media accounts and created new content
- Mentored young adults in professionalism, emotional regulation, and advocacy
- Taught beginning through intermediate guitar lessons for youth and adult learners.
- Wrote articles for local non-profit publication
- Developed wellness plan to improve energy and fitness level
- Provided supervision and training for 14 college graduate interns
- Processed payroll for three small businesses
- Entered client financial data for account approval and verification
- Tiled and grouted for kitchen and bathroom renovations
-
-
-
-
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-
-
-

Choose three of the follow section headers and highlight the bullet point you would include under each:

Administrative Skills
Patient Care
Food Service
Financial Skills

Skilled Labor
Management and Training
Planning and Organization
Customer Service

Data Entry
Communication Skills
Sales and Marketing
Project Management

ACTION VERBS

ADMINISTRATIVE SKILLS

Administered
Coordinated
Dealt
Designed
Enlisted
Established
Evaluated
Intercepted
Interviewed
Managed
Mediated
Negotiated
Ordered
Organized
Participated
Prepared
Planned
Provided
Reviewed
Selected
Supervised
Updated

CLERICAL SKILLS

Approved
Arranged
Catalogued
Classified
Collected
Compiled
Dispatched
Executed
Filed
Generated
Implemented
Inspected
Monitored
Operated
Prepared
Processed
Purchased
Recorded
Retrieved
Screened
Specified
Systematized
Tabulated
Typed
Validated

COMMUNICATION SKILLS

Addressed
Arranged
Authored
Contracted
Consulted
Corresponded
Created
Developed
Directed
Drafted
Edited
Enlisted
Formulated
Handled
Helped
Influenced
Interpreted
Interviewed
Led
Lectured
Manipulated
Mediated
Merged
Motivated
Negotiated
Obtained
Persuaded
Reasoned
Reconciled
Recruited
Sold
Spoke
Wrote
Read

COUNSELING SKILLS

Assessed
Clarified
Coached
Counseled
Demonstrated
Diagnosed
Educated
Encouraged
Expedited
Facilitated
Familiarized
Guided
Interpreted
Motivated
Observed
Referred
Rehabilitated
Represented
Stimulated

CREATIVE SKILLS

Abstracted
Acted
Adapted
Conceived
Conceptualized
Created
Designed
Developed
Directed
Established
Expanded
Fashioned
Founded
Generated
Illustrated
Imagined
Implemented
Initiated
Innovated
Instituted
Integrated
Introduced

Invented
Launched
Opened
Originated
Painted
Perceived
Performed
Planned
Promoted
Produced
Revitalized
Set Up
Shaped
Shared
Synthesized
Visualized
Wrote

FINANCIAL SKILLS

Administered
Allocated
Analyzed
Appraised
Audited
Budgeted
Calculated
Compared
Computed
Detailed
Developed
Estimated
Forecasted
Kept records
Kept books
Managed
Planned
Researched
Recorded
Reconciled
Solved

ACTION VERBS (continued)

DETAIL SKILLS

Approved	Recorded
Arranged	Responded
Classified	Researched
Collated	Retained
Compared	Retrieved
Copied	Selected
Collected	Structured
Compiled	Systematized
Defined	Tabulated
Dispatched	Validated
Enforced	
Executed	
Facilitated	
Followed through	
Gathered	
Implemented	
Inspected	
Investigated	
Judged	
Managed time	
Met deadlines	
Operated	
Organized	
Pinpointed	
Processed	
Purchased	

DEVELOPMENT SKILLS

Analyzed
 Applied
 Catalogued
 Compiled
 Conceived
 Coordinated
 Created
 Designed
 Developed
 Effected
 Engaged
 Established
 Formulated
 Founded
 Gathered
 Influenced
 Implemented
 Initiated
 Instituted
 Maintained
 Prepared
 Researched
 Selected
 Structured
 Supported
 Surveyed
 Updated

HELPING SKILLS

Adjusted
 Advised
 Assisted
 Attended
 Brought
 Cared for
 Carried out
 Consulted
 Directed
 Enlisted
 Guided
 Let
 Listened
 Monitored
 Notified
 Observed
 Performed
 Referred
 Related
 Rendered
 Serviced
 Spoke
 Supported
 Understood

MANAGEMENT SKILLS

Administered	Monitored
Analyzed	Ordered
Assigned	Organized
Conducted	Oversaw
Contracted	Participated
Controlled	Persuaded
Coordinated	Planned
Demonstrated	Prioritized
Delegated	Produced
Developed	Projected
Directed	Promoted
Effected	Proposed
Evaluated	Provided
Executed	Recommended
Fired	Reviewed
Guided	Scheduled
Hired	Strategized
Instructed	Supervised
Led	Trained
Managed	

MANUAL SKILLS

Assembled	Shipped
Bent	Tended
Bound	
Built	
Controlled	
Cut	
Drilled	
Drove	
Fed	
Ground	
Handled	
Inspected	
Lifted	
Maintained	
Moved	
Operated	
Prepared	
Pulled	
Punched	
Set-up	

RESEARCH SKILLS

Clarified
 Collected
 Critiqued
 Decided
 Diagnosed
 Examined
 Extracted
 Extrapolated
 Evaluated
 Gathered
 Inspected
 Interpreted
 Interviewed
 Investigated
 Organized
 Perceived
 Reviewed
 Surveyed
 Synthesized
 Wrote

Work Experience

List all organizations that you have volunteered with. Develop bullet points to explain what you did and the impact you had. Remember to use strong verbs.

Title _____, Company _____, City, _____, State _____ From _____ To _____

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What's Next

1. Homework for Day 2: Begin Brainstorming and complete pages 15-16. Bring a digital copy of your resume or email it to yourself if you have a resume already.
2. Day 2 is a lab day where we will begin building your resume.
3. Determine which type of resume you will use. When in doubt go with a combination resume.
4. Begin with what you know:
 - a. Name, email, phone, location if you choose to include it
 - b. Add jobs and education next – only go back 10-12 years in most cases.
5. Add bullet points:
 - a. Think about the “what you did” and “how you did it.”
 - b. Begin each bullet point with a past tense action verb
 - c. Make sure to include results or scope – how many, how frequently, how much. Include dollar amounts, numbers or percentages where possible.
6. Create a skills section – this section may include skills you've not been paid for or that you did a long time ago.
7. Once you know which job you're interested in, print that job description and highlight everything you've ever done.
8. Tailor your resume to highlight the most relevant experience for the job description. For more help tailoring your resume attend ReZoom Your Resume.
9. Write an Objective Statement OR a Professional Profile that summarizes your ability to do the job.
10. Make sure that someone proofreads your resume:
 - a. Let a friend review it for basic typos!
 - b. Come to Walk-In Resume Critique – see www.wfbc.org for the most up-to-date schedule.
 - c. Email it to CEinfo@bouldercounty.org – Please allow 2 business days for a response.
 - d. Ask someone in the industry for their opinion.