

Resume Guidelines

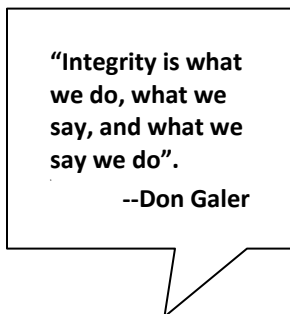
There are two basic resume styles: Chronological and Functional – any other resume is a combination or hybrid of the two. Each style contains essentially the same information but the order and emphasis varies. Picking the style is your first step to creating a good resume.

Chronological resumes are the most common and list all positions held beginning with the most recent and working back in time. This resume is linear in nature and highlights progressive job growth and steady employment. Gaps in employment can be conspicuous.

Functional resumes highlight skills by “function” and employers/jobs are listed in a simple line item format. This resume is good for someone that is changing careers or someone without a solid progression of professional growth. Some employers are skeptical of this format, because it appears that the writer may be trying to hide something.

borrow the best from the other two types to combine and create a hybrid resume. This type is preferred when your content is best presented in chronological form but there is also a need to pull out “functions” and highlight skills not easily found in a standard chronological format.

All resumes, regardless of type, should have the following basic elements:



- Heading (letterhead)
- Objective / Professional Summary
- Experience
- Professional Affiliations, Activities, Hobbies (only if relevant)
- Awards / Recognition (if recent and relevant)

The One Page Rule:

Resumes are often misunderstood. A good resume is brief and every word counts. Its purpose is to pique the reader’s interest and get the job seeker in front of an employer for an interview. The interview will allow you to tell your story in more detail, so not every little thing is included on the resume. It is critical that what is included demonstrates your strengths, accomplishments and is not a boring list of duties. Be sure your resume is an accurate reflection of your abilities.

Your early resumes will be easy to fit on one page. The challenge is fitting 10+ years of great experience and skills onto one page. The best advice is to use good judgment, a critical eye and creative page design to keep a resume to one page.

- Margins are typically set at 1” but can be reduced slightly.
- 12 point font can be reduced but never smaller than 10 point.
- Eliminate “fluff”, fillers that don’t really say anything.
- If using tabs and indents do not allow over ¼ of the page to be “white space”.
- Your address block in the Heading can be one line instead of two (address, city, state, zip).
- Your e-mail address and phone number can be one line instead of two.

Education:

The “Education” section should be placed right after your “Objective”, if it is important to the position for which you are applying. Also, if you are a recent college graduate with little work experience, place the “Education” section after your “Objective”. “Education” may be placed after the “Experience” section, if it is not required for the position or when you have several years of related work experience. List your highest educational level first unless a later degree is more relevant to the job for which you are applying. High school can be eliminated, once you have a higher degree or are enrolled in college, unless the coursework is relevant to position you are seeking. In today’s high schools there are several excellent vocational programs that a student could highlight, at least until more experience is gained.

Information to include: Example:

Midlands Technical College, Columbia, South Carolina
Associate in Business, Marketing, December 2008
GPA: 3.2
(If still attending, state anticipated graduation date.)

University of South Carolina, Columbia, South Carolina
General Studies, 2002-2004
(If you did not graduate, list dates of attendance.)

Special Skills and / or Computer Skills: (Optional)

Special skills are personality traits, self-management skills and work skills that you have acquired on the job, through your education or hobbies. Include foreign languages, computer programs, equipment use, etc. You can include your computer skills under the “Special Skills” heading or you may want to set up a new section titled “Computer Skills”. “Bullets” are good for this type of listing. You may use columns but don’t list everything! These sections of your resume may be placed after the “Education” section.

SPECIAL SKILLS:

- Type 60 wpm w / accuracy
- Excellent Customer Service Skills
- Strong Organizational Skills
- Proficient in MS Word
- Fluent in Oral Spanish

Other Training or Professional Development: (Optional)

This heading may come right after the “Education” section, if you have related, additional training. Or you may use it at the end of your resume, should your experience be related to the position for which you are applying. Include the title or topic of relevant seminars and training courses. Don’t forget to include the skills you learned from these experiences. You may also include the date of your seminar and who sponsored the training. List recent, relevant professional development. (Avoid listing outdated software, equipment, or training.)

PROFESSIONAL DEVELOPMENT:

2007 “Creating a Successful Business Plan” online with Trump University

- Vision, mission and niche market creation
- Funding options and resources

Experience:

Under this section you may list your volunteer experience, co-ops, internships and military experience. Another alternative is to set up a section titled, "Other Experience", and include your military experience and volunteer experience under that heading. Include only those military and volunteer experiences that are related to the job for which you are applying.

You may have a wide array of work and volunteer experiences, etc. which may not seem relevant to the job for which you are applying. However, employers consider your exposure to any work situation important. There are always skills you learned on your job or volunteering that are transferable to other jobs. Transferable skills, for example, are customer service, communication skills, writing skills, etc.

You may also divide your "Experience" section into two areas: one titled "Relevant Experience" or "Related Experience" and explain your relevant job experience in greater depth. Follow that by another section titled "Other Experience" where you may simply state the place of employment, job title and dates of employment with or without a brief description of your duties.

Information to include when listing work experience:

- Company Name, City, State (not address)
- Dates of Employment
- Position Title
- Relevant Accomplishments/Responsibilities
- Skills and Abilities acquired

When listing your volunteer experience, include:

- Name of organization
- Dates of involvement
- Offices held or nature of involvement
- Contributions, achievements, projects
- Skills and abilities used and acquired

When listing your military experience, include:

- Branch of military (optional)
- Rank (optional)
- Dates of service
- Relevant responsibilities
- Contributions, achievements, projects
- Skills and abilities used and acquired

Elaborate on your work experience and emphasize not only your responsibilities but also the outcomes of those responsibilities. Qualify outcomes when possible. Ask yourself "*What was the outcome of performing this task?*"

Example Before: Designed new order form.

Example After: Effectively designed new order form, reducing data entry errors.

When discussing your responsibilities, avoid using "*my responsibilities were*" or "*my duties were.*" Be concise. Use action verbs and avoid using the personal pronoun "I". Use proper tense. If you did the job in the past, use past tense when describing your duties: "sold computer programs." If you are currently doing the job, use present tense: "sell computer programs." When possible, quantify your skills and accomplishments by using numbers and percentages to demonstrate your performance on jobs. For example, "Increased sales by 20% during the past three years."

Dates of Employment

January 2006 to April 2008

Use this format (month and year) if you do not have any time gaps between jobs or gaps that are short (less than three months). Also, this format may be used if your jobs lasted more than six months. This will emphasize your steady work history and job stability.

You may also use this format for temporary or seasonal jobs by including “temporary” or “seasonal” in parentheses by your job title.

Another technique you may want to use so you do not call attention to the length of employment, is placing the date (month and year) where it is not the first thing the employer sees. You may place your dates of employment after the company’s location or at the end of the description of the job.

2005 – 2007

This format is perfectly acceptable when you have held jobs for a long period of time (more than three years). Some resume writers also recommend that you can help disguise time gaps by using this format. However, some employers may want a more accurate accounting of your dates of employment, especially on a job application.

Choose one date format for all your positions so you are consistent. Do not include reasons why you left.

Multiple Positions with One Company?

If you had more than one position with a company, list the most recent title first under the company name along with dates of that position in parenthesis, followed by your duties for that particular position. Emphasize the time that you have been with the company by putting that date in the margin.

EXPERIENCE:

Handy Dandy Publishing - Columbia, South Carolina
Office Manager (July 2005 to June 2007)
(Describe your accomplishments)

May 2004– June 2007

Data Entry Clerk (May 2004 to July 2005)
(Describe your accomplishments)

Professional Affiliations or Activities (Optional)

Include professional affiliations or activities that are related to the job for which you are applying. Include dates of membership, positions held and briefly state any accomplishments or contributions you made. If you are affiliated with a religious group, political party and/or ethnic club or organization, you may not want to include this on your resume. You don’t want to give the person reviewing your resume any reason to eliminate you from the candidate pool.

Awards & Recognitions (Optional)

Awards that are relevant to your job objective should be listed first. Awards will reflect that you are a leader and contributor.

Hobbies (Optional)

Opinions vary as to whether to include non-job-related hobbies. If there is space available or if you need to fill the end of a page, you may want to use this section to list hobbies that reflect that you are a well-rounded person. Hobbies that relate to your career are good to include. For example: tutoring children in after school programs would be relevant for a teacher.

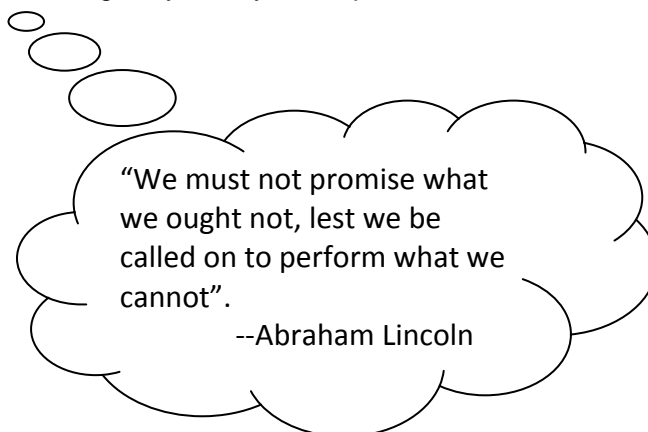
References

What are References? Why are they important? Many employers will ask you for references. They want to speak with people that can attest to your skills and abilities. Your references should know who you are, how you perform, what you can accomplish and what makes you special. Having positive references facilitates getting an offer!

References are not part of a resume. Employers usually are not interested in checking your references before they meet you. But once they have met you, they may want to know more. Have a list of references available (3-4) to give the interviewer if you are asked (example below).

Your references are people that can attest to your work ethic or your character. Some people like to “drop names” and list important people (like political leaders, executives or powerful family connections) as references. If you choose to do this, think carefully what this person would say if contacted. Would they know enough about you to give an accurate reflection of your abilities? Ideally your references should be people for whom you have worked, either at a paid position or as a volunteer. Teachers that have mentored you are also good choices. Avoid family members and friends unless you have no one else.

Make sure you have contacted your references and asked permission to use their names. Keep them informed regarding your job search and the type of position for which you are applying. Give them a copy of your resume so that they will know what information the potential employers will see and have something that will refresh their knowledge of your key accomplishments and skills. Remember to always thank your references.



Example:

You may chose to copy your "letterhead" heading block from your resume and paste, creating a seamless look to these two separate documents.

Sample References

Robert Masters

222 Lion Street, Camden, SC 22222

(555) 555-5555

robertmasters@mtc.mailcruiser.com

References

Ronald Powers, CPA

Director

ABC Accounting

163 Manden Hill Road

Columbia, SC 29210

(555) 555-5555

rpowers@abcaccounting.com

Polly Jones

Owner

Smart Mart

192 Westview Drive

Lexington, SC 22222

(555) 555-5555

George Rice

General Manager

USA Services

444 Alamo Road

Cayce, SC 22222

(555) 555-5555

g.rice.cola@hotmail.com

Dynamic Words

**Use action words when describing your experience.*



Able	Converse	Facilitate		
Accessible	Convert	Fluent		
Accommodate	Coordinate	Forecast		
Accomplish	Correspond	Format		
Account	Create	Formulate	Minimize	Respond
Adapt	Critique	Gather	Monitor	Responsible
Address	Customize	Generate	Motivate	Report
Administer	Debate	Give	Multiply	Research
Advise	Decorate	Grow	Navigate	Restructure
Advocate	Dedicated	Guide	Negotiate	Review
Align	Deduce	Handle	Observe	Save
Allocate	Define	Help	Offer	Schedule
Alter	Deliberate	Illustrate	Operate	Search
Analyze	Deliver	Implement	Open	Seek
Apply	Demonstrate	Impressive	Optimum	Select
Arrange	Describe	Improve	Optimize	Sell
Assemble	Design	Incorporate	Order	Serve
Assign	Detect	Increase	Organize	Sew
Assist	Determine	Index	Pack	Shape
Attain	Develop	Inform	Participate	Speak
Audit	Devise	Initiate	Perform	Solve
Balanced	Diagnose	Innovative	Persuade	Strategize
Bilingual	Different	Inquire	Photograph	Strengthen
Broadcast	Direct	Inspect	Place	Successful
Budget	Discover	Install	Plan	Supervise
Build	Dispatch	Instruct	Potential	Teach
Campaign	Display	Integrate	Prepare	Track
Capable	Discuss	Intellectual	Present	Train
Capture	Draft	Interactive	Premiere	Transcribe
Check	Educate	Interface	Promote	Troubleshoot
Coach	Elaborate	Interpret	Produce	Travel
Collaborate	Eliminate	Inventoried	Project	Update
Compute	Engineer	Launch	Proofread	Understand
Conceive	Enhance	Lead	Provide	Upgrade
Concern	Estimate	Learn	Purchase	Unique
Conduct	Establish	Lobby	Recognize	Utilize
Connect	Evaluate	Mail	Recommend	Validate
Conserve	Exceptional	Maintain	Reconcile	Value
Consider	Execute	Make	Record	Vary
Consistent	Expand	Manage	Recruit	Verify
Consolidate	Expedite	Market	Redefine	Write
Constant	Experience	Master	Regulate	
Consult	Expert	Manufacture	Rehearse	
Contribute	Explain	Massage	Renegotiate	
		Maximize	Represent	
			Require	

Transferable Skills

If you are applying for a job that is different from your experience, don't forget to include the skills that will transfer.



Administrative
Accounting/Bookkeeping
Communication
Customer Service
Editing
Keyboarding
Interpersonal

Management/Leadership
Organizational
Public Relations
Public Speaking
Teaching/Training
Writing

Self Management Skills (Personal Work Style)

Accurate
Adaptable
Able
Capable
Conscientious
Consistent
Creative
Dedicated
Dependable
Detail-Oriented
Determined
Disciplined

Effective
Efficient
Experienced
Exceptional
Flexible
Goal-Oriented
Highly Motivated
Honest
Innovative
Leader
Organized
Positive

Problem-Solver
Productive
Professional
Proficient
Punctual
Quick-Learner
Responsible
Reliable
Self-Managing
Self-Starter
Team Player
Versatile

You can also use these words in phrases.

For example: Effective leader
 Exceptional organizational skills
 Dedicated team player

*****Use only those words that convey an accurate sense of your skills and personality.***

Resume Do's & Don'ts

Do's:

- Quantify and Qualify your descriptors (numbers & adjectives)
- Account for gaps with skills and accomplishments
- Customize your objective for each position
- Emphasize positions related to the job objective
- Explain skills and accomplishments in previous jobs
- Keep resume to one or two pages (Unless you have a post-graduate degree)
- Leave one inch margins all around
- Have someone proofread the final copy
- Print clean and clear copies
- State facts
- Stress achievements
- Use 8 1/2 by 11 inch paper
- Use white or off-white good quality paper
- Use dynamic words to explain what you've done
- Use proper tense
- Use short paragraphs or bullets
- Use simple, direct language

Don'ts:

- Be too trendy or cutesy
- Be wordy – leave off “responsible for”
- Include a photo
- Include salary history
- Include supervisor's name
- List references on resume
- Print on both sides of the page
- Reproduce poor copies
- Send a resume without a cover letter
- State date of availability
- Type “Resume” at the top of the page
- Use dark or neon colored paper
- Use false information
- Use fancy type or fonts
- Use “out of date” resume
- Use pronouns (I, you, he, she, etc.)
- Use an objective different from that of the position for which you are applying
- Use abbreviations or acronyms that aren't common knowledge



Sample Chronological Resume

Brad Henderson

429 Plantation Club Drive
555-555-5555

Aiken, South Carolina 29208
bhenderson@hireme.com

Objective: **Electronics Technician** utilizing 6+ years of effective diagnosis, repair and installation

Education: Trident Technical College, Charleston, South Carolina
Associates Degree, **Electronics Engineering Technology**, 2006
A+, Fiber Optic and ETA Certified
United States Air Force
Seymore Johnson Air Force Base, Goldsboro, North Carolina

- Basic Non-Commissioned Officer Course, 2002
- Advanced Telecommunications and Digital Electronic Logic Circuitry

Experience:
2006-Present Security Counts, Mount Pleasant, South Carolina
Service Technician

- Proven ability to read blueprints and schematics
- Effective troubleshooting for quality control and assurance
- Successful data analysis to ensure top performance
- Efficiently service highly sophisticated digital photography equipment

2000-2004 United States Air Force, Riyadh, Saudi Arabia/South Korea
Quality Control Specialist (2002-2004)
United States Air Force, Riyadh, Saudi Arabia

- Provided excellent leadership and supervision for a staff of 15
- Successfully managed maintenance division which performed safety testing on radio systems and associated equipment valued in excess of \$350,000

Assistant Non-Commissioned Officer in Charge (2000-2002)

- Effectively repaired, ordered and maintained all communication equipment valued at over \$500,000 for the Asian Command Headquarters
- Accurate installation of voice, data and fiber optic cabling

Sample Chronological Resume

Jeanette Parsons

15 Railroad Lane
Columbia, South Carolina 21057

555-555-5555
parsonsj@aol.com

Objective: **Dental Hygienist** in a small practice with the opportunity to continue professional development

Education: Midlands Technical College, Columbia, South Carolina
Associate in Health Science, **Dental Hygiene**, 2008
GPA 3.5

Experience:
2007- Present Palmetto Richland Memorial Hospital, Columbia, South Carolina
Dental Assistant

- Accurately take histories and report to dentist
- Effectively perform oral examinations
- Assist dentist in taking / developing X-rays, making impressions and preparing filling materials
- Perform office management tasks, including billing, scheduling and follow-ups

2005 - 2007 ABC Corporation, Columbia, South Carolina
Administrative Assistant

- Drafted correspondence for department manager
- Typed 55 words per minute with accuracy
- Maintained and ordered all office supplies
- Distributed large volumes of mail company-wide

2003 - 2005 Suzy's Corner, Columbia, South Carolina
Wait Staff

- Provided efficient customer service during busy lunch periods
- Cleaned and prepared wait station for opening / closing of restaurant
- Inventoried and accounted for all supplies with accuracy

Hobbies: MTC Dental Hygiene Club, President
Columbia Free Dental Clinic, Volunteer

Sample Functional Resume

SARAH BROWN

326 Montgomery Street
Columbia, South Carolina 29209

(555) 555-5555
browns@yahoo.com

Objective

Customer Service Representative utilizing excellent administrative skills to provide professional and innovative assistance in a fast-paced environment.

Skills and Accomplishments

- Selected as “Employee of the Month” twice in 2007
- Received highest rating for customer service on annual evaluation
- Highly skilled in training new employees
- Proven ability to resolve complaints to customer satisfaction
- Effectively processed orders, refunds and returns
- Results driven, highly organized and self-motivated

Computer Skills

- Proficient in Microsoft Office 2007 (Word, Excel, PowerPoint and Outlook) with additional skills in Microsoft Access, Adobe Photoshop and FrontPage
- Extensive experience with Internet research
- Type 55 words per minute with accuracy

Experience

WALGREEN'S	<i>Customer Service Representative</i>	Columbia, South Carolina	2004-Present
CHICK-FIL-A	<i>Cashier</i>	Columbia, South Carolina	2003-2004

Volunteer Contributions

SPECIAL OLYMPICS

Volunteered in the family service department and assisted with entertainment, information and welcoming athletes' families in competition venues and hospitality areas

AMERICAN RED CROSS

Provided customer friendly service, answered phones, assisted in clerical work, helped with mailings, efficiently prepared materials for classes and computer data entry

PALMETTO HEALTH CHILDREN'S HOSPITAL

Assisted patients in arts/crafts projects once a month

Education

Midlands Technical College, Columbia, South Carolina
Associate of Business, *Office System Technology*, 2008
GPA: 3.70

Sample Functional Resume

Christopher Sampson

1432 South Street, Columbia, South Carolina
555-555-5555 - sampsonc@yahoo.com

Objective

Physical Therapist Assistant utilizing 5+ years of exceptional, related experience

Education

Midlands Technical College, Columbia, South Carolina
Associate in Health Science, **Physical Therapist Assistant**, 2005

Skills & Accomplishments

- Effectively provide physical therapist assistant services for a 75+ bed rehabilitation hospital, specializing in brain and nerve injuries
- Coordinate the assessment of therapy, patient history, transportation and rehabilitation under the direction of physical therapist with accuracy
- Compassionate, caring and approachable professional
- Experienced in electrical stimulation, massages, exercises, hot and cold packs and ultrasound
- Excellent communication skills with ability to follow detailed and complex directions
- Successfully trained and supervised a diverse clientele in nutrition and strength training
- Proficient in Microsoft Office Suite; extensive Internet research experience

Experience

Physical Therapist Assistant
Healthsouth Rehabilitation Center

2005 – Present
Columbia, South Carolina

Physical Therapist Aide
Lexington Medical Extended Care

2004 - 2005
Lexington, South Carolina

Strength Coach
Kelly's Gym

2002-2004
Columbia, South Carolina

Hobbies

SC Special Olympics, Weight Lifting, Running and Computers

Sample Functional Resume

Lisa Lynn Davenport

337 King's Court
Columbia, South Carolina 29210
(555) 555-5555 I.l.davenport@msn.com

Objective:

Executive Assistant with excellent attention to detail, offering proactive customer service to a variety of professionals in a fast paced office

Office Administration:

- Successfully managed office supporting 20 high volume salespeople
- Coordinated sales calendar to maximize productivity
- Extensive data entry – 70 wpm with accuracy

Customer Service:

- Effectively fielded inquiry calls, resulting in 88% consultation appointments scheduled
- Quickly and professionally assisted existing customers with inquiries and issues needing resolution

Planning:

- Highly adaptive and responsive to changes in master schedule
- Completed quarterly and monthly forecasts for staffing and revenue
- Effectively coordinate multiple projects simultaneously
- Ensured accurate inventory of office supplies for operations

Experience:

2005 - Present Pride Office Systems, Columbia, South Carolina
Senior Administrative Assistant

2002 - 2005 Healthcare Unlimited, Lexington, South Carolina
Data Entry Clerk / Receptionist

Education:

Midlands Technical College, Columbia, South Carolina
Associate in Business, Management, 2007, GPA 3.8
Certificate, Pre-Health Care, 2003

Relevant Courses:

Small Business Management, Sales Principles, Financial Management, Accounting and Medical Terminology

Sample Combination Resume

Jermaine A. Smith

1421 Main Street, Columbia, South Carolina 29209
(555) 555-5555 jermaineasmith555@yahoo.com

Objective: Creative and challenging opportunity to apply innovative skills in computer information systems

Education: *Midlands Technical College, Columbia, South Carolina*
Associate in Computer Technology, December 2008

University of South Carolina, Columbia, South Carolina
Bachelor of Science, Business Management, 2004

Relevant Technology & Projects:

Software: Microsoft Office (Word, PowerPoint, Excel, ACCESS), Awesim, Stat Fit & Minitab

Operating System: Microsoft Windows

Languages: Visual Basic, .NET, COBOL, SQL

Team Member: Gizmo Ball Breakout game: as part of abstract classes calculated pertinent elements to construct ping-pong game; created graphical user interface to mimic ping-pong game

Database Design: Assisted in developing online class registration system: utilized class diagrams and Microsoft ACCESS to assist in design and development

Capstone Software Design: Assisted in design and development of online pizza video game site: utilized class diagrams, interface and OptimalJ

Experience:

2005-Present Communication Services for the Deaf, Columbia, South Carolina
Communication Assistant

- Efficiently relay telephone calls between deaf, hard of hearing, speech impaired (TTY users) and hearing consumers through telephone network
- Maintain strict consumer confidentiality and ensure a high level of customer service

2005-2005 MicroTech Communications, Columbia, South Carolina
Customer Service Representative (April-November, Temporary)

- Assisted residential customers with the setup of DSL service using USB, Ethernet modems and routers
- Effectively troubleshoot e-mail and Internet connection issues related to browser and network configurations, including line tests and diagnostics
- Efficiently researched and tracked customer orders

2002 – 2004 Zales Delaware (Piercing Pagoda), Columbia, South Carolina
Key Sales Associate

- Charged with opening and closing the store
- Provided helpful assistance to customers during product selection
- Accurately maintained daily record of business earnings, inventory and bank deposits
- Entrusted to handle management duties in absence of manager

Activities & Achievements: Phi Theta Kappa Honor Society, 2007
United Way of the Midlands, 2000-Present
Volunteer Mentor, Big Brothers Big Sisters, 1999-Present

Sample Combination Resume

Terence Brown

450 South Boulevard • Troy, New York 84509
(555) 555-5555
brownt@juno.com

Objective: Staff Nurse in Cardiac Care or ER at major research / teaching hospital

Clinical Experience:

- **Cardiac Care:** performed patient assessments and evaluations to establish a plan of care; observed numerous treatments; provided one-on-one patient education regarding medication and exercise
- **Intensive Care:** refined skills in patient care; administered oral medications and feedings via gastrostomy tubes; closely monitored ventilator patients
- **Emergency Room:** provided accurate documentation; effectively balanced several patients at one time; observed and assisted with several treatments
- **General Nursing:** assisted in preparation of shots and distributing medications; took patient histories, assisted with proper maintenance of paperwork and patient files

Education: Acme College, Troy, New York, Associate Degree, **Nursing**
December 2008, **GPA: 3.8**

Work History:

- 2007 – Present St. Alban's Hospital, Troy, New York
Student Nurse
- Carefully prepare patients for testing and surgery
 - Accurately monitor and report patient progress
 - Patiently educate patients and families in home care
- 2005 – 2007 Donna's Café, Troy, New York
Server
- Provided efficient customer service for busy lunch periods
 - Ensured wait station was cleaned and prepared for opening / closing of restaurant daily
 - Effectively maintained and inventoried supplies

Volunteer Activities:

- American Red Cross, Disaster Team
- Special Olympics, Team Captain
- Palmetto Senior Care, Companion

Computer Skills: Proficient in MSWord, Access, Excel and PowerPoint