Getting started

First, get the necessary information on paper. Don't worry about format yet!

1. List your work experience in **chronological order**, most recent first, including the job title, company, location, and the dates of employment.
2. List **3-4 key accomplishments** for each work experience, using action verbs and specific results to describe your accomplishments.
3. Make a list of your **related awards, certifications, and activities**.
4. Make a list of **competencies and technical skills**, such as languages, software applications, and special training.
5. Using what you just wrote out for the above items, write **3-5 brief statements that summarize** what makes you qualified for the specific job position you want.

Top Action Verbs

Achieved
Improved
Trained/Mentored
Managed
Created
Resolved
Increased/Decreased
Launched
Developed
Coordinated

No professional experience?

Use volunteer experiences, on-campus jobs, coursework, or activities to show marketable skills like organization, teamwork, initiative, communication, planning, technology, leadership and problem solving.

Template and Layout

Now, take what you've written and put it in resume form. The best format brings the **most important information to the top of the page**. A reviewer looks at a resume for an **average of 10 seconds**, so you need a specific objective and a focused summary of qualifications high on the page to make it easier for the employer to see the connection between your skills and the position in which you are applying. **The recommended template is on the third page**.

Your resume should NEVER include...

- Age or date of birth
- A photo
- Gender
- Health
- Marital status
- Race
- References
- Reasons for leaving previous job
- Religion
- Salary information
- Sexual identity

Fonts & Formatting

- Keep body text to 10-12pt
- Use one standard font like Arial or Tahoma
- 1" margins
- Don't use special characters
- Use basic bullets like circle or square

Resume length

- If you don't have much work experience, keep your resume to one page.
- If you have professional experience, your resume may be two pages (but no longer).
- If your resume is two pages, include your name
- and "Page 2" at the top of the second page.

ADD CONTENT AND RESULTS TO BUILD RESUME EXPERIENCE

Verb ➕ Task ➕ Context ➕ Results

Verb
- Strong dynamic verbs to start your statements.
- No repeated verbs in the entire resume.

Task
- What was the task you completed?

Context
- Why was this important?
- Who did you complete it for?
- How was the information used?
- Time frame
- Number of people
- Quantify

Results

Did you:
- Save time
- Increase productivity
- Reduce costs
- Improve a procedure
- Increase sales
- Enhance performance

Examples:

Revamped help desk ticket system through implementation of new processes and training, reducing average response time by 25 percent.

Initiated, wrote, and edited the first training manual for company's data tracking system, which cut training period in half, was adopted across the company, and is still in use today.

Spearheaded initiative to introduce new destinations, developing partnerships with international tour operators located throughout Asia and Europe to expand revenue channels.

Directed development and execution of digital marketing initiatives on behalf of leading agency generating more than $10.5 million in yearly revenue, serving hundreds of enterprise clients nationwide.

Compiled and analyzed weekly reports outlining performance data pertaining to streams, click rates, site heat maps, and customer engagement, presenting key findings to CEO, CMO, Associate Vice President, and Senior Director.