

DOCUMENT RESUME

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ABSTRACT

This paper presents a step-by-step guide for developing a resume as part of a job search campaign. The paper presents the following information: purposes of the resume; steps in resume development; resume formats; resume headings; and some "do's and some "don't's." The paper also includes a list of 161 action verbs for use in resume development, a resume worksheet, and 8 sample resumes. (KC)

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# RESUME DEVELOPMENT

The resume is an indispensable part of the job search campaign. It allows you to present your background and qualifications to an employer in a concise manner that highlights your strengths and accomplishments. While the resume allows for individuality in selection of style and format, it should follow the general guidelines and contain the basic information suggested in this publication. Remember, **you have approximately 30 SECONDS to capture the attention and interest of the employer.** Make them count!

## PURPOSES OF THE RESUME

**Initial Contact:** The resume is one of the most important tools used in securing an interview. It introduces you to the employer and summarizes what you can offer to the organization. Therefore it must:

- attract attention
- create interest
- provoke action: an interview

**During the Interview:** The resume can serve as a point of reference during the actual interview. You can elaborate upon information presented and cite examples of skills and accomplishments.

**Network Development:** The resume can be circulated to those whom you feel would be helpful in developing a professional network.

**Supplement Application Process:** The resume serves to provide the employer with more detailed information than might be obtained from the application form alone.

## STEPS IN RESUME DEVELOPMENT

**Take Self-Inventory:** For the resume, as with other areas of the job search, it is important to know your strengths, skills, and capabilities and be able to demonstrate their value to the prospective employer.

**Target Your Resume:** It is essential to have a clear understanding of the types of positions and employing organizations that you are trying to target and the types of skills that will be necessary to that work environment.

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TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

## RESUME FORMATS

There are different formats that can be used to reflect your individual strengths, skills, and accomplishments. Two of the most commonly used are:

**Chronological:** This format is the most often used and the most readily accepted by employers. The information is presented in reverse chronological order (most recent first) and can be easily organized allowing for brevity and conciseness. It is usually recommended for inexperienced candidates.

**Functional:** This format de-emphasizes dates and focuses on professional skills and accomplishments. It provides for flexibility and highlighting of experience. It is most often used by experienced professionals but can be used when seeking a position unrelated to area of preparation or to cover gaps in employment.

## RESUME HEADINGS

While there is no specific order in which material should be presented, the following headings are usually included on a resume.

### IDENTIFYING INFORMATION

- Include your name (in bold type), complete current and permanent addresses, and telephone numbers including area codes.

### CAREER OBJECTIVE

- Optional, but preferred by most employers. If used, the career objective should be a brief, clearly-worded statement indicating the position you are seeking.
- If you are looking at a diverse group of jobs, you may choose to omit the objective and discuss your interests in the cover letter or prepare more than one resume using different objectives.

**EDUCATION**

- List, in reverse chronological order, all college, university, and professional school information. High school need not be listed. Suggestions for what to include are:

- Degree.
- Major, minor, or area of concentration.
- Name and address of institution.
- Graduation or expected graduation date.
- G.P.A. (include cumulative or major if 3.0 or above). Indicate grading scale.
- Relevant coursework.
- Percentage of educational expenses personally financed, if significant (i.e., financed 60% of education through...).

**EMPLOYMENT HISTORY**

- Include information about paid work experiences, co-ops or internships, practicums, student teaching assignments, and field-work experiences. Emphasize responsibilities and achievements in positions held. Cite specific examples. Include:

- Job title.
- Name and address of employer.
- Dates of employment.
- Job description statements beginning with action verbs (use the attached list of action verbs).

i.e., instead of saying...

Responsibilities included stocking shelves in discount store...

**say...**

Designed merchandise displays in a large chain store...

**OR** instead of saying...

Had to listen to complaints of customers...

**say...**

Gained valuable experience from relating to the public and dealing with customer complaints...

Any of the following areas may become separate categories if your background warrants.

**LICENSES/  
CERTIFICATES**

- List those currently held.

**HONORS/AWARDS/  
SCHOLARSHIPS/  
FELLOWSHIPS**

- State title, (date is optional).

**MEMBERSHIPS/  
ACTIVITIES**

- Include professional, student, volunteer, community, recreational, or service groups (emphasize offices held).
- Consider omitting any that may be controversial.
- Do not overemphasize memberships in political or religious organizations.

**PUBLICATIONS/  
PRESENTATIONS/  
RESEARCH**

- List title, date, and bibliographical information.

**SKILLS**

- Indicate skill areas such as foreign languages, computer proficiencies, coaching, or any appropriate to career field.

**REFERENCES**

- If space allows, a statement may be added to the end of your resume indicating that references are available upon request; however, this is assumed by most employers.
- If listing references, enclose a separate page entitled, "REFERENCES FOR (your name)." Include name, title, business address, and telephone number for those who have agreed to serve as favorable references.
- All references should be academic or work-related rather than personal.

**SOME DO'S****DO...**

- Select a high quality paper in ivory, buff, grey, or white.
- Make resume concise. One page is generally preferred, but two pages are acceptable. Second page, if used, should be identified with your name.
- Make certain resume is well spaced and visually attractive.
- Use action words to describe experiences.
- Check spelling, punctuation, and grammar; remember, a correctly spelled, but misused word will not be caught by a computer spellcheck.
- Have resume critiqued and proofread.
- Reproduce resume on a word processor with a letter-quality or laser printer or a high-quality typewriter with a good ribbon.
- Fold and mail in a matching envelope or mail unfolded in an 8 1/2" x 11" white or manila envelope.

\* Consult with the Career Center for advanced degree Vita resources.

**SOME DON'TS****DON'T...**

- Type "Resume" above your name.
- Include a photograph.
- Use personal pronouns.
- Include personal data (i.e., height, weight, date of birth).
- Number the pages of your resume.

## ACTION VERBS FOR USE IN RESUME DEVELOPMENT

accomplished	continued	expedited	presented
achieved	contracted	explained	programmed
acquired	controlled	explored	prohibited
activated	coordinated	financed	projected
adjusted	corrected	forecasted	promoted
administered	corresponded	formulated	purchased
advised	counseled	gathered	qualified
analyzed	created	governed	rated
anticipated	critiqued	graded	recruited
applied	dealt	grouped	related
appraised	decided	guided	reported
approved	defined	handled	researched
arranged	delegated	harmonized	reviewed
assembled	delivered	implemented	revised
assessed	demonstrated	improved	scheduled
assisted	designed	initiated	selected
assured	detected	inspected	set
bargained	determined	instructed	solved
bought	developed	insured	sorted
briefed	devised	interpreted	sought
brought	diagnosed	interviewed	specified
budgeted	directed	introduced	spoke
built	discovered	invented	strengthened
calculated	dispersed	joined	studied
cataloged	displayed	kept	suggested
changed	distributed	led	summarized
chaired	drafted	licensed	supervised
classified	dramatized	maintained	systematized
closed	edited	managed	targeted
coached	effected	moderated	taught
collected	eliminated	modified	tested
communicated	enlarged	monitored	trained
compared	enlisted	named	translated
compiled	ensured	negotiated	treated
completed	entertained	observed	updated
conceived	established	ordered	
concluded	estimated	organized	
conducted	evaluated	participated	
conserved	examined	perceived	
consolidated	executed	performed	
constructed	exhibited	persuaded	
consulted	expanded	planned	

**RESUME WORKSHEET**  
(Fill in those areas that pertain to you)

**IDENTIFYING  
DATA**

\_\_\_\_\_  
Name

\_\_\_\_\_  
Current Address-Street, City, State, Zip Code

\_\_\_\_\_  
Current Area Code and Telephone Number

\_\_\_\_\_  
Permanent Address-Street, City, State, Zip Code

\_\_\_\_\_  
Permanent Area Code and Telephone Number

**CAREER  
OBJECTIVE**

\_\_\_\_\_  
Short, clear statement - 5 to 10 words

**EDUCATION**

\_\_\_\_\_  
Degree, Major, University, City, State

\_\_\_\_\_  
Date of Degree, G.P.A., Grading Scale

Repeat for additional degrees

**RELEVANT  
COURSES**

\_\_\_\_\_  
\_\_\_\_\_  
Financed \_\_\_\_% of educational expenses



**EMPLOYMENT HISTORY**

\_\_\_\_\_  
Job Title, Organization, City, State

\_\_\_\_\_  
Dates of Employment

\_\_\_\_\_  
Statements describing your responsibilities/duties  
\_\_\_\_\_  
\_\_\_\_\_

**LICENSES/  
CERTIFICATES**

\_\_\_\_\_  
Those currently held

**HONORS/  
AWARDS/  
SCHOLARSHIPS/  
FELLOWSHIPS**

\_\_\_\_\_  
Title, Date

**MEMBERSHIPS/  
ACTIVITIES**

**PUBLICATIONS/  
PRESENTATIONS/  
RESEARCH**

**SKILLS**

**REFERENCES**

\_\_\_\_\_  
Name, Title, Business Address, Business Area Code,  
and Telephone Number

# SAMPLE RESUMES

NANCY R. BLAIR

Current Address  
1812 Palm Avenue  
Terre Haute, IN 47803  
(812) 237-8912

Permanent Address  
81 Country Hills Dr.  
Alexandria, VA 23812  
(212) 876-5492

## OBJECTIVE

To obtain a position as a staff accountant.

## EDUCATION

Bachelor of Arts Degree, May 1992  
Indiana State University, Terre Haute, Indiana  
Major: Accounting 3.7/4.0

## RELATED EXPERIENCE

Intern, Harvard Insurance, Indianapolis, Indiana, Fall 1991  
Researched depreciation methods, compiled inventory and cost information, and completed computerized fixed asset project.

Intern, General Merchandise Corp., Terre Haute, Indiana, Spring 1991  
Assisted with preparation of consolidated tax return and resolved tax reporting issues. Reconciled and analyzed bank accounts and prepared general ledgers.

Tax Preparer, H & R Block, Terre Haute, Indiana, Spring 1990  
Gathered income tax data and prepared individual, farm, and small business tax returns.

## WORK EXPERIENCE

Secretary, PSI Energy, Plainfield, Indiana, Summer 1991

Receptionist, Indiana Savings Bank, Terre Haute, Indiana, Summers 1989-1990

## ACTIVITIES

Accounting Society, 1990-1992  
Accounting Center Tutor, 1990  
Beta Gamma Sigma Honor Society, 1991

## Related Internship Experience and Activities

No  
Related  
Experience  
or  
Activities

Christopher Adkins  
1643 Lacondale Avenue  
Terre Haute, Indiana 47803  
(812) 276-8320

## Objectives

Computer Programmer, Computer Analyst, Software Developer

## Education

Bachelor of Arts Degree, May 1993  
Indiana State University, Terre Haute, Indiana  
Major: Computer Science  
Minor: Mathematics  
Cumulative GPA: 3.5/4.0

Financed 100% of education by working 40 hours per week while attending school.

## Relevant Course Work

Systems Software Development	Data Communications Software
Cobol Programming	Compiler Design
C Programming	Graphic Programming
Operating Systems	Business Information Systems
Pascal Programming	Lotus, dBase, wordPerfect
Fortran Programming	

## Work Experience

Sales Associate: J & L Sportmart, Terre Haute, Indiana  
9-89 to present  
Provide customer assistance, monitor inventory control, and coordinate displays.

Painter: Craft Painting Company, Terre Haute, Indiana  
5-89 to 8-89  
Managed a four-person painting crew, handled customer accounts, ordered and prepared painting supplies.

References Available Upon Request

BEST COPY AVAILABLE

## SAMPLE RESUMES

**SCOTT YOUNG**

**CAMPUS ADDRESS**  
Box 201 Jones Hall  
Terre Haute, Indiana 47809  
(812) 237-0000

**AFTER MAY 15, 1992**  
88 Dougherty Court  
St. Louis, Missouri 67812  
(303) 666-3789

**CAREER**

**OBJECTIVE** Packaging Engineer position

**EDUCATION**

**Bachelor of Science**  
Major: Packaging Technology, GPA 3.2/4.0  
Minor: Sociology, GPA 3.3/4.0  
Indiana State University, Terre Haute, Indiana, May 1992

**Related Courses**

Package Development	Advanced CAD
Materials Testing	Industrial Supervision
Packaging Problems	Logistical Management
Plastics Engineering	Quality Control

**RELATED WORK EXPERIENCE**

**Packaging Engineer Internship**  
Compaq Computer Corporation, Houston, Texas  
September 1991 - December 1991  
-Performed shock, vibration, and density testing  
-Designed, constructed, and tested packs for computers, hard drives, keyboards, floppy drives, and bulk packs  
-Operated test lab equipment  
-Programmed environmental monitoring devices  
-Generated mechanical drawings on AutoCad and Prime Medussa  
-Performed foam-in-place qualification testing  
-Trained in Lotus, DOS, WordPerfect, WordStar, NewWord, MultiMate, and Advantage  
-Managed projects from start to finish  
-Collected and interpreted data and presented reports  
-Interviewed and trained replacement co-op workers

**Test Lab Assistant**  
Hulman Regional Airport, Terre Haute, Indiana  
September 1990 - August 1991  
-Performed vibration testing on bulk pack  
-Generated data and reports  
-Used ASTM/NSTA test procedures  
-Constructed test apparatus for bulk pack

**ACTIVITIES/HONORS**

Institute of Packaging Professionals  
Capitol City Container Scholarship  
Dean's List Spring and Fall, 1991  
Indiana State University Baseball Team

### Chronological Format

### Chronological Format: Education

**SUSAN SMITH**

820 Court Road  
Fort Wayne, Indiana 46801  
(219) 863-7062

**CAREER**

**OBJECTIVE** Elementary teaching position within grades 1-6

**EDUCATION**

Bachelor of Arts, May 1992  
Major: Elementary Education  
Minor: Reading  
Indiana State University, Terre Haute, Indiana  
Cumulative GPA: 3.2/4.0

**RELATED EXPERIENCE**

**Student Teacher, Sugar Grove Elementary**  
Terre Haute, Indiana, Fall 1991  
-Instructed 24 fourth grade students in all subject areas  
-Developed lesson and unit plans providing for group instruction and individual learning situations  
-Team-taught mathematics and reading using the Whole Language approach  
-Participated in developing a record system for positive classroom behavior

**Student Teacher, Dixie Bee Elementary**  
Terre Haute, Indiana, Fall 1991  
-Planned and implemented lesson plans for 60 sixth grade students in basic, regular, and accelerated classes  
-Designed an assessment, diagnosis, and 10 week prescription for a remedial student  
-Prepared, organized, and directed a Reader's Theatre Program  
-Participated in parent conferences

**CLINICAL EXPERIENCE**

**Practicum Participant, Vigo County School Corp.**  
Terre Haute, Indiana, Fall 1989 - Spring 1990  
-Developed lesson plans and taught various units in Science, Reading, Corrective Reading, Social Studies, Language Arts, and Math in grades 1-6

**ADDITIONAL WORK EXPERIENCE**

Summer and part-time employment has included swimming instructor, sales associate, and dining room host

**MEMBERSHIPS**

Indiana Student Education Association  
Wabash Valley Reading Association  
Alpha Phi Sorority, Secretary 1990-1991

## SAMPLE RESUMES

**MICHAEL JONES**  
181 Park Drive  
Indianapolis, Indiana 46227  
(317) 632-8240

### OBJECTIVE

To obtain a position in management training

### HIGHLIGHTS OF QUALIFICATIONS

Strong oral and written communication skills  
Skilled in setting priorities and allocating resources  
Knowledgeable in statistics and research methods  
Experienced in word processing and desktop publishing

### PROFESSIONAL EXPERIENCE

#### Management/Supervision

Instructed undergraduate students in speech communication  
Supervised backstage and front-of-house personnel in a professional theater company  
Coordinated talent competition  
Designed and coordinated student research projects

#### Communication/Public Relations

Presented results of marketing research to a production planning committee  
Acted as a Master of Ceremonies for talent competition  
Coordinated publicity for a professional theater company  
Wrote and designed brochures and posters for summer theater production

### EMPLOYMENT HISTORY

Graduate Teaching Assistant	Indiana State University, 1992-present
Production Associate	ISU Summer Theater, 1992
Production Assistant	ISU Summer Theater, 1991
Open Stage Contest: Coordinator/MC	Theta Alpha Phi, ISU, 1991

### EDUCATION

M.S., Communication, Indiana State University, Terre Haute, Indiana, May 1993  
B.S., Psychology, Indiana State University, Terre Haute, Indiana, May 1991

### HONORS/AWARDS

Theta Alpha Phi (Honorary Theater Fraternity)  
All-American Scholar  
National Dean's List

**Functional  
Format:  
Without  
Objective  
for a  
Career  
Change**

**Functional  
Format:  
With  
Objective**

**MARSHA FORDHAM**  
809 Lincoln Avenue  
Evansville, Indiana 46832  
(812) 976-8237

### AREAS OF EFFECTIVENESS

#### PLANNING AND COORDINATING

- Organized and supervised \$200,000 fund raising project for charitable organization.
- Designed and implemented campaign to recruit community volunteers.
- Coordinated public relations committee for school corporation
- Served as liaison between teachers and school board.

#### PROMOTING, MARKETING AND WRITING

- Developed promotional materials for area community services seminar
- Persuaded businesses, agencies, and individuals to donate time, talent, and money in support of community projects
- Developed multi-media instructional package demonstrating classroom computer use
- Wrote student conduct handbook.

#### COMMUNICATING AND INSTRUCTING

- Spoke before varied audiences on behalf of school corporation and local social service agencies.
- Conducted meetings and seminars and chaired committees.
- Taught English for twelve years in public school system

### WORK EXPERIENCE

Midstate Public Schools  
Midstate, Indiana  
Instruct 11th and 12th grade creative writing and composition  
(1982-present)

Tell City School Corporation  
Tell City, Indiana  
Taught 10th and 11th grade composition  
Advised student newspaper staff  
(1980-82)

### MEMBERSHIPS

Midwest Society of Educators  
United Way, Board Member  
American Red Cross  
Committee for Community Progress, Chairperson

### EDUCATION

M S Secondary Education, 1985  
Indiana State University, Terre Haute, Indiana

B S Secondary Education, 1980  
Indiana State University, Terre Haute, Indiana

## SAMPLE RESUMES

**PAUL EVANS SCOTT**  
5627 Camel Court Road  
Indianapolis, Indiana 46251  
(317) 863-7062

**CAREER OBJECTIVE** A position in management training utilizing leadership and decision-making skills

**LEADERSHIP POSITIONS**

**Sigma Delta Tau Fraternity**  
**Treasurer**, 11-89 to 11-91  
-Oversaw daily financial operations of a 92 member chapter  
-Developed and controlled budget in excess of \$225,000  
-Developed and implemented new billing policy and system  
-Chaired chapter financial policy committee  
**Member of Rules Committee**, 9-89 to 8-90  
-Interpreted chapter by-laws and recommended disciplinary action to chapter members

**Interfraternity Council**  
**Rush Monitor**, 9-90 to 1-91  
-Counseled rushees who experienced problems with rush  
-Enforced rules of rush and levied fines for rules violations

**EXPERIENCE**

**Research Intern**, Sigma Delta Tau Fraternity, Indiana State University, Terre Haute, Indiana, Spring 1992  
-Developed system for locating and identifying ways alumni could assist local chapter and the national fraternity  
-Updated alumni files

**Individual Contractor**, Smithson Moving & Storage, Terre Haute, Indiana, Summers 1989, 1990, 1991  
-Completed on-site paper work and fee collections for domestic and commercial relocations  
-Handled customer complaints and inquiries regarding business policy  
-Travelled nationwide performing domestic relocations

**ACTIVITIES** Intramural Athlete  
Community Service Volunteer  
Delegate to Fraternity Conference

**EDUCATION** Bachelor of Science Degree, May 1992  
Indiana State University, Terre Haute, Indiana  
Major: Biological Sciences  
Cumulative GPA 3.5/4.0

**Seeking  
Position  
Outside  
of  
Major**

**Addressing  
Gaps  
in  
Employment**

**ERICA HILL**  
7930 Rose Drive  
Clinton, Indiana 47305  
(812) 832-5678

### CAREER OBJECTIVE

Entry-level position in Personnel or Human Resources Management

### AREAS OF KNOWLEDGE

Experience in interviewing and training  
Excellent written and oral communication skills  
Three years fundraising experience

### EDUCATION

Bachelor of Science, Psychology, May 1984  
Indiana State University, Terre Haute, Indiana

Related Course Work  
Industrial Psychology      Personnel Management  
Marketing Management      Accounting

### RELEVANT EXPERIENCE

#### Personnel Management and Staff Development

- Interviewed, hired, and trained sales representatives
- Recruited and trained volunteers in fundraising
- Identified target markets and made over 100 cold calls per month
- Directed interviews for new board members
- Maintained receivable/payable accounts
- Greeted alumni, students, and employees from area businesses

#### Program Coordination

- Chaired committee to raise money for new equipment for Boy Scout camp
- Built a cooperative team by delegating jobs, treating volunteers with respect, welcoming constructive criticism, and praising good work
- Organized fundraisers which raised \$10,000

#### Advising/Counseling

- Counseled individuals on relocation and personal problems
- Provided crisis intervention
- Assisted with career counseling

### EMPLOYMENT HISTORY 1984 TO PRESENT

Fundraiser, Boy Scouts of America, Fresno, California  
Counselor, Navy Wives Association, Charlotte, North Carolina  
Telemarketing Representative, Indiana Employment Services, Terre Haute, Indiana  
Secretary, Development Office, Indiana State University, Terre Haute, Indiana