



ON-TARGET RESUMES

Your resume is your personal marketing tool that promotes your experience, education, and accomplishments to prospective employers. With the number of resumes in circulation today, usually an employer devotes less than 20 seconds to screening it. So, you must show the employer at a glance what you want to do and what you're good at.

LENGTH

One-page resumes are generally best if you are just beginning your career. Two-page resumes are appropriate if you have a great deal of related experience. If you use two pages, make sure your name is at the top of the second page.

RESUME FORMATS

You can organize and emphasize your information in one of two basic formats. The most common is **CHRONOLOGICAL**. It is particularly appropriate if your most recent work and educational experience match closely with your career/job objectives. In this format, information is listed with your most recent job listed first, followed by the next most recent, and so on.

The **FUNCTIONAL** format is less frequently used and is most appropriate for people who do not have experience in their chosen field, such as new job seekers or career changers. It is designed to highlight specific “transferable” skills that would be useful to an employer, rather than focusing on your employment history. This type of resume organizes your accomplishments into categories (i.e. “Customer Service” or “Technical Skills” or “Leadership”) that relate to the job you are seeking.

SECTIONS OF THE RESUME

HEADING

This section contains your name and contact information including your address and phone number(s). Also include an email address. It is usually in bold.

OBJECTIVE [Optional]

This section tells the employer at a glance what you want and what you can do. It also can show that you are focused. It should be brief and you should tailor it to fit the position you are seeking. Example: “Office Assistant Position where I can use my administrative support experience, computer skills and current education.”

SUMMARY OF QUALIFICATIONS

Here you demonstrate that you are a strong candidate for the job. List your skills and personal attributes (i.e. dependable, detail-oriented, 5 years customer service experience). Analyze your experiences and include the skills related to the position / career field that you are applying for, e.g., computer skills, language skills, etc. This section may be written as a paragraph or a bulleted list. For example:

- Solid communicator: Over four years’ customer service experience
- Recognized by employers for positive attitude and careful attention to detail
- Strong work ethic: have not missed a day of work in the past year

EDUCATION

Generally listed right after “QUALIFICATIONS” section on student or new grad resumes. Once your career is established, “EDUCATION” can follow the “EXPERIENCE” section. This section should include: The name of the college or institution and its location (city, state). List first the most recent degree you have earned, along with your major, concentration or emphasis. Next, your graduation date or anticipated graduation date. List dates of attendance if no degree was received. Include Honors and GPA, if strong (above a 3.0).

RELEVANT COURSE WORK (can follow the “EDUCATION” section)

List courses related to the field you are targeting. It would help to make the list in two or three columns.

EXPERIENCE

This section of your resume includes your work history. List the companies you have worked for, dates of employment (e.g., 2004-2006), the positions you held and a bulleted list of your achievements. Internships, volunteer work and temporary employment should also be included in this section. Use action verbs. Emphasize your accomplishments and use numbers to make your case whenever possible. Do not use pronouns: don't begin statements with "I." Don't use "duties included" or "responsibilities included."

Creating Accomplishment Statements:

To stand apart from your competition, you need to create bulleted statements that describe your accomplishments in each job you have held. Many job seekers make the mistake of only bulleting their job responsibilities. By only listing the tasks you performed in previous positions the employer can't tell if you were an outstanding, mediocre, or a poor performer. If you have no related work or internship experience, use class projects or volunteer experience to demonstrate your capabilities and accomplishments. Begin by making a long list of things you've done that you're proud of. Did you handle a large amount of work? Train a new coworker? Eliminate a safety hazard? Achieve perfect attendance? Create something to make the work easier/better? Begin each phrase with an action verb in the past tense (present tense for a current job), followed by a brief description of what you did and ending with the result.

To create your bullet points, use this formula:

- **O -- Objective, situation, problem or responsibilities associated with the job**
- **A -- Actions you took to do the job and/or meet your employer's expectations**
- **R -- Results of your actions: what did you accomplish: what was note worthy about the way you did your work.**

These results should be stated in terms of how your work made a difference. Be specific and use numbers to show how the **actions** you took (the steps or techniques you used) resulted in those results/benefits. Examples:

- "Trained five new employees on restaurant operations procedures" or
- "Recruited 25 members for a new student environmental organization" or
- "Participated in a team that increased customers served by 30% over one year" or
- "Reduced complaint rate from 15% to 1%"

OTHER OPTIONAL CATEGORIES

The above categories are a foundation of your resume, however, there are many more possibilities:

- Clinicals (Under Education for Allied Health majors)
- Honors/Awards (Can be also be under Education)
- Activities
- Certifications
- Technical Skills
- Interests (if they support your field)
- Languages
- Memberships
- Training
- Volunteer Experience or Community Involvement

RESOURCES

Here are some popular web sites that are an excellent resource as you prepare your resume:

REMEMBER TO POSTYOUR RESUME ON LCCC'S CAREERNET. <http://www.lorainccc.edu/careers>. If you are interested in finding a **paid internship or co-op** contact our office before registering in CareerNet by calling 440-366-4076 or emailing careers@lccc.edu.

- Monster Jobs, www.monster.com
- Yahoo! HotJobs, www.hotjobs.yahoo.com
- JobSniper, www.jobsniper.com
- CareerBuilder, www.careerbuilder.com
- MSN Careers, www.careers.msn.com
- JobWeb, www.jobweb.com
- About. Com. <http://jobsearch.about.com/od/sampleresumes/a/sampleresume2.htm>
- Quintessential Careers: http://www.quintcareers.com/new_grad_resumes.html
- College Grad: <http://www.collegegrad.com/resumes/index.shtml>
- The Riley Guide (free career and employment info) <http://www.rileyguide.com/>
- E resume and other electronic tips: <http://www.eresumes.com/>

RESUME DOS AND DON'TS

To ensure that your resume stands out, consider the following “dos and don'ts” as you develop your resume:

RESUME DOS

- Use high quality white or off-white, 8.5x11, 24 lb. paper with 25% cotton.
- Use 11 or 12 pt standard typeface, such as Arial or Times New Roman.
- Spell out numbers under and including ten.
- Put your name at the top of page two.
- Include a Qualifications summary or statement
- Be concise.
- Keep your resume up to date.
- Use bulleted statements/style to make your resume quick and easy to read.
- Proofread carefully. Misspellings and typos are deadly on a resume.
- Limit the experience reflected on your resume to about 10 years to minimize age discrimination.
- Limit your resume to no more than 1 or 2 pages.
- Keep your resume to one page if you have limited work experience.
- Target your resume to the job you are applying for.
- Use a laser printer, for professional-looking copy.
- Stress accomplishments and quantify whenever possible.
- Use strong action words.
- Make the resume neat, attractive and well organized for the eye.

RESUME DON'TS

- Ø Staple your resume.
- Ø Be cute or fancy when it comes to layout and presentation.
- Ø Use passive phrases, such as “responsible for.” Instead use action words.
- Ø Overlook non-work experiences, such as community or professional organizations involvement and achievements.
- Ø Rely on another person to write your resume.
- Ø Use abbreviations, jargon, or acronyms that are not widely known and recognized.
- Ø Include the reasons you are no longer working at each job listed on your resume.
- Ø Forget to proofread for errors.
- Ø Mention salary.
- Ø Include references.
- Ø Include any information that could be perceived as controversial, such as religion, church affiliations, or political affiliations.
- Ø Include information about hobbies unless they are directly related to your job search.
- Ø Include personal demographics (height, weight, marital status, etc.)
- Ø Include pictures.
- Ø Emphasize skills and job activities you don't want to do in the future, even if they represent great strengths for you.
- Ø Go beyond two pages with your resume; for special situations, an addendum may be used.
- Ø Use a paragraph format.
- Ø Embellish – be truthful about your accomplishments.
- Ø Be too brief. This is your chance to prove you're right for the job!

Included with this packet are sample resumes that may give you some ideas about how you might want to organize the “story” of your experience. A member of the Employment and Career Services staff would be happy to review your resume draft to help you be sure it is “on target” to get you the job you want.

