

RESUME GUIDE

WHAT MAKES A RESUME STAND OUT?

- It demonstrates the skills and capabilities *that the reader would value, using key words.*
- It directs the reader to important information quickly and clearly using *professional formatting.*
- It tells a story not just about what you have done in the past, but *where you want to go.*

LAYOUT AND FORMATTING

- Career Services recommends a “chronological” resume for most purposes.
- Aim to fit your resume on 1 page. If you have too much content for one page, you may use a second page if the experiences you are presenting are relevant to the job or internship you are applying for (this is rare for a traditional undergraduate student).
- Avoid using templates as a basis for your resume. They are difficult to alter and can be garbled by an employer’s viewing software or printer. They also typically do not use space efficiently.
- Use CAPS, bolding, underlining, bullets, and indentation selectively to direct the reader’s attention, and to separate different sections of the resume.
- Do not use graphics or unusual fonts and colors to “dress up” your resume. Light accent lines that separate sections or your contact information can be okay (if you have a “creative major” you may decide to use a more modern format, however, all the content criteria in this guide still applies to creative fields).
- Use margins between 0.5” – 1.0”. Leave enough blank space on the page that the document is comfortable to read, and enough margin to allow for different viewing software and printers.
- Save your file as a .pdf before submitting electronically to preserve formatting, especially if you used Google Docs or Apple Pages to create your resume. You may also want to prepare a “plain text” version (in which all formatting is done with the Enter and Space keys) to paste into online application portals.

CONTENT

- Describe your experiences to help an employer understand what you learned from each experience, not just what tasks you completed. For example, if you were a server in a restaurant, ask yourself what skills you used in order to serve food (the task) to customers: teamwork, communication, customer service, problem solving, assessing needs, providing complex explanations etc.
- Start each bullet point with an action verb that demonstrates the skill you want to emphasize.
- Write phrases for current experiences/jobs in present-perfect tense and use past tense for experiences/jobs that are no longer current (e.g. – “schedule” VS “scheduled” and NOT “scheduling”).
- Frame experiences in an active voice; be specific about your role and contributions (“Helped design a program” is passive...“Created a program” is active and emphasizes the skill you used).
- Demonstrate skills and abilities; use metrics where applicable to show complexity and scope of your experiences (quantify and qualify).
- As these statements are not complete sentences, it is best to remove punctuation from the end of them.

See the sample resume on page 2 for more information.

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BASIC RESUME OUTLINE:

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Current mailing address (unless you are applying out of state)
appropriate email address | primary phone number | optional URL of website

EDUCATION

Loyola University Chicago, Chicago, IL

Full title of the degree you are working towards, Graduation Expected May 2020

List any minors or concentrations

List GPA if it is strong (a good rule of thumb is >3.0/4.0)

List honors and awards (include name of the award, date received and any affiliated organizations. Explain the significance of the award if applicable – avoid acronyms or abbreviations.)

List relevant coursework (Only list course titles if they are actually relevant to the opportunity and are not obvious in terms of your major)

EXPERIENCE/RELEVANT EXPERIENCE/ [INDUSTRY SPECIFIC] EXPERIENCE

Organization you worked with, City + State

Your Position Title, Date Range (month year - current)

- Be strategic in **naming/categorizing your experience categories**. For example, "Relevant Experience" allows you to combine volunteer or internship experiences with your paid work experiences – indicate "(Internship)" or "(Volunteer)" in your position title
- List your experiences in **reverse chronological order within each subheading**
- Start each bullet point with an **action verb that demonstrates the skill** you want to emphasize (see p. 3)
- Write phrases using the **correct verb tense and punctuation** (see p. 1)
- Frame experiences in an active voice and quantify/qualify them; **be specific about your role and contributions**

Organization you worked with, City + State

Your Position Title, Date Range (month year - month year)

- **Verb** (that represents a skill/in correct tense) + HOW you used that skill in detail (show me/prove you have that skill) + Result (how did this impact your organization/others?)
- "Planned a diversity event by securing three guest speakers and distributing literature in order to develop community among students"

VOLUNTEER/LEADERSHIP EXPERIENCE/ADDITIONAL EXPERIENCE/PROJECTS

Organization you worked with (or name of class you completed a project for), City + State

Your Position Title, Date Range (month year - month year)

- If you have significant, relevant experience in these sections, you can include bullet point descriptions
- Detail roles and responsibilities as you would in the "experience" section
- Be sure to list leadership roles and organizational responsibilities and again focus on the skills used
- Describe the skills you practiced in any class projects; be clear about start and end-dates

SKILLS

- List demonstrable/technical skills, not personality characteristics/soft skills
- If listing language capabilities, rate your ability in reading/writing/speaking each language
- List proficiencies with specialized software such as Excel, Access, Prezi, SPSS, program languages, etc.

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Possible verbs to begin your experience bullet points.

CLERICAL/ADMINISTRATIVE:

Approved	Compiled	Indexed	Prepared	Scheduled	Tabulated
Arranged	Dispatched	Inspected	Processed	Screened	Unified
Cataloged	Executed	Monitored	Purchased	Specified	Validated
Classified	Generated	Operated	Recorded	Systematized	
Collected	Implemented	Organized	Retrieved		

COMMUNICATION:

Addressed	Convinced	Edited	Justified	Persuaded	Recruited
Arbitrated	Corresponded	Enlisted	Lectured	Promoted	Spoke
Arranged	Developed	Formulated	Mediated	Publicized	Translated
Authored	Directed	Influenced	Moderated	Reconciled	Wrote
Collaborated	Drafted	Interpreted	Negotiated		

CREATIVE:

Acted	Customized	Established	Initiated	Invented	Planned
Built	Designed	Fashioned	Instituted	Originated	Revitalized
Conceptualized	Developed	Founded	Integrated	Performed	Shaped
Constructed	Directed	Illustrated	Introduced	Pioneered	

FINANCIAL/ANALYTICAL:

Administered	Appraised	Budgeted	Developed	Marketed	Projected
Allocated	Audited	Calculated	Forecasted	Planned	Researched
Analyzed	Balanced	Computed	Managed	Supported	

HELPING/SOCIAL SERVICE:

Advocated	Coached	Diagnosed	Expedited	Guided	Referred
Assessed	Counseled	Educated	Facilitated	Modeled	Rehabilitated
Clarified	Demonstrated	Empowered	Familiarized	Motivated	Represented

LEADERSHIP/MANAGEMENT:

Achieved	Consolidated	Developed	Increased	Planned	Reviewed
Administered	Contracted	Directed	Led	Prioritized	Scheduled
Anticipated	Coordinated	Evaluated	Organized	Produced	Strengthened
Assigned	Delegated	Executed	Oversaw	Recommended	Supervised

RESEARCH:

Analyzed	Diagnosed	Extracted	Interpreted	Observed	Summarized
Clarified	Evaluated	Handled	Interviewed	Organized	Surveyed
Collected	Examined	Identified	Investigated	Researched	Systematized
Critiqued	Experimented	Inspected	Measured	Reviewed	

TEACHING/TRAINING:

Adapted	Communicated	Enabled	Facilitated	Instructed	Sparked
Advised	Coordinated	Encouraged	Guided	Motivated	Stimulated
Clarified	Demystified	Evaluated	Informed	Persuaded	Strengthened
Coached	Developed	Explained	Inspired	Set Goals	Trained

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REFERENCES

- Prepare a reference list to bring with you to interviews or to submit via email if requested.
- References should not be on a resume.
- These people (usually 2-4) should also be familiar with your applicable skills and personal attributes. They may include:
 - Former supervisors, Professors, Academic advisors, Student group advisors, former colleagues
- Your reference page should use the same header that appears on the top of your resume and include each reference's name, title, place of employment and contact information.

Avoid using personal references (family members, neighbors, etc.). Make sure to **contact your references first to ask their permission** to be listed, then give them a copy of your resume and information about the positions for which you are applying, so that they will be prepared if someone contacts them. **Select individuals who you believe will give you a positive recommendation.**

FINAL CHECK

- There are no spelling, grammar, or punctuation errors.
- My resume is clear, concise and makes a positive impression quickly.
- My resume lists skills and accomplishments that are relevant to employer needs.
- Descriptions of my experiences start with action verbs and are not vague or confusing.

Proofread repeatedly. Reading out loud and having others read your resume are great strategies to find flaws in spelling, grammar, and punctuation.

POSTING YOUR RESUME TO HANDSHAKE

Before using your resume for any professional profiles or applications, be sure to follow these key rules:

- Resume must be less than 1 page (undergrad only)
- No photo on resume, or other highly personal information beyond contact information
- No first-person pronouns ("I" or "we")
- Within each section (e.g. "education" or "experience"), entries must be listed in reverse-chronological order by ending date (most recent start date is listed first for ongoing experiences)
- Loyola University Chicago must be included in your education section
 - Even if you are just beginning your program - use an "expected graduation" (MO/YR) date
 - If you are a Quinlan business student please list, Quinlan School of Business next to Loyola University Chicago
- No inconsistent style/format, or font too small or difficult to read (must be 11pt or above)
- No spelling/grammar errors or typos
- No references (not best practice - see guides)
- No bullet points that are vague or poorly demonstrate skills and capabilities
 - Must use: [Action Verb (skill) + how you used that skill in detail (show/prove you have that skill) + Result
 - EX: "Planned a diversity event securing guest speakers and distributing literature in order to develop community among students
 - EX: "Executed quality customer service for over 100 patrons daily, resulting in a positive brand experience for each person
- Must use correct tenses:
 - Past tense for former jobs/experiences ("collaborated")
 - Present tense for current jobs/experience ("collaborate")
- No personal qualities listed in "skills section" (e.g.: organized; good communicator; multitasking) – must demonstrate those qualities in your experience bullets
 - "Skills" section should contain discrete abilities, e.g. CPR-certified, intermediate Excel, fluent in Spanish, SPSS proficiency, etc.
- Objective statements are optional, and are no longer a common best practice - see "Profile Statements" instead