

RESUME WRITING



A resume is a tool designed to convince the reader to contact you for an interview. A well-written resume will market your skills, achievements, experiences and future capabilities.

Experience

Experience should include part-time jobs, internships, volunteer roles, and other professional development experiences. Ensure your title clearly defines your role.



Provide Evidence

The bullet points under your title describe your skills and accomplishments in that role. See formula for writing bullet points on next page.



Additional Categories

Tailor your resume to highlight the skills and qualifications that are most relevant to the position. Additional categories you might consider:



- Activities
- Lab Skills
- Language Skills
- Projects
- Research Experience
- Technology Skills

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EDUCATION: Bachelor of Arts: Psychology Anticipated May 20XX
Alaska Pacific University, GPA: 3.65/4.0
Minor: Communication
Honors: President's Scholarship, Study Abroad: London, England, Fall 20XX

HIGHLIGHTED COURSEWORK:
Abnormal Psychology, Behavioral Psychology, Research Methods, Social Psychology, Psychology of Gender, Group Dynamics and Developmental Psychology

RELATED EXPERIENCE:

School Counselor Intern June 20XX-Present
Wendler Middle School, Anchorage, AK

- Facilitate individual and group counseling sessions on topics related to family/peer relationships, academics and conflict resolution.
- Maintain confidentiality and professionally communicate with all students.
- Interview and observe middle school guidance counselors and psychologists.
- Demonstrate excellent interpersonal relation skills when working with students and staff.

Career Counselor September 20XX-May 20XX
Career Services, Alaska Pacific University, Anchorage, AK

- Assisted student individually and in groups with career research and exploration activities.
- Provided students with information and decision-making strategies related to careers.
- Professionally communicated with alums while planning and coordinating logistics for events.
- Demonstrated attention to detail while helping students with resumes and cover letters.

Emergency Services Program Support Intern January 20XX-May 20XX
Catholic Charities, Anchorage, AK

- Communicated effectively while working with donors, businesses, churches and organizations in the community to increase support for the program.
- Wrote and published articles and media information to educate on program services.
- Planned and facilitated presentations to community on issues regarding poverty and hunger.

Camp Counselor Summers 20XX-20XX
Camp Fire Alaska, Anchorage, AK

- Supervised activities and managed health, wellbeing, and safety of children with special needs.
- Built trusting relationships with campers and served as a role model.
- Ensured open communication with campers, families, and camp staff.
- Assisted in planning and implementing daily and evening activities.
- Utilized problem solving and critical thinking skills when concerns arose with campers.

ADDITIONAL EXPERIENCE:
Landscape Assistant, Henry's Lawn Service, Minnetonka, MN Summers 20XX-20XX

Computer Skills:
Microsoft Office (Outlook, Word, Publisher, PowerPoint, Excel), Adobe Photoshop

CAMPUS AND COMMUNITY INVOLVEMENT:
Psychology Club, Communication Club, Varsity Hockey athlete, church volunteer, intramural sports

TIPS FOR STANDING OUT



Do...

- Keep your resume to one page in length unless you have enough relevant experiences to have two full pages
- Tailor your resume by using keywords from the position description in your bullet points
- Keep more relevant information closer to the top
- Use an easy-to-read font (size 10-12 point)
- Use short phrases rather than sentences
- Have a mentor review your resume for any spelling, grammar, and layout errors
- When printing your resume, print on quality resume paper

Don't...

- Use personal pronouns (e.g. "I", "me" or "my")
- Include high school information, especially as a junior or senior (unless directly relevant)
- Include personal information such as age and marital status
- Rely on spell check to catch typos
- Use abbreviations
- List references (send a list of references separately if asked)



Optimize your Resume for ATS Software:

Applicant Tracking Systems (ATS) help companies collect, sort, and select applicants for further review. They use keywords from the job description looking for exact matches in a candidate's resume. Tips for making sure your resume makes it through an ATS search:

- Include as many keywords from the job description in your resume that match your skills and qualifications
- Keep your formatting simple and consistent, especially section headings and key dates
- Submit your resume in .pdf or .docx format (ensure you are following company directions)
- Don't use programs like Canva, graphics, or charts as they aren't readable by ATS

What Skills are Employers Looking For?

Adaptability	Leadership
Attention to Detail	Management
Building Relationships/Interpersonal	Multitasking
Clerical/Administrative Skills	Negotiation
Communication	Organization
Conflict Resolution	Problem Solving
Creativity/Innovation	Teaching
Customer Service	Teamwork
Decision Making	Time Management
Financial/Money Management	Training/Supervision
Handling Pressure	Work Ethic

CRAFTING BULLET POINTS



Why bullet points?

- Evidence of how/when/where you enhanced your skills
- Job duties ≠ Skills gained
- Quantify, Quantify, Quantify

Bullet point = Strong Action Verb + Skill + Task/Example/Experience + Result/Accomplishment

The WHO Method

W = What did you do? (Job tasks, daily duties)

H = How did you do the work? (Skills, competencies, strategies, tools, techniques, attitudes)

O = Outcome? (Value-add, results, impact, intention, accomplishment)

- **What:** Assisted students
- **How:** Assisted students by using tutor skills
- **Outcome:** Assisted students efficiently, utilizing pedagogical best practices and content expertise, resulting in significant student academic improvement and service enjoyment.

Examples:

- Trained and supervised new staff members
- Trained and supervised ten employees through weekly meetings and direct feedback to instill confidence and initiative among staff.
- Responsible for cleaning store
- Maintained clean environment by organizing and tidying store floor on an hourly basis to ensure a positive experience for over 100 guests per day.
- Worked with others on a team
- Collaborated as a member of a team, helping to attain sales goals and maintain morale among team members to sustain a welcoming atmosphere for customers and increasing profits by 5% annually.
- Helped patients
- Helped patients effectively through utilizing strong interpersonal skills and positive attitude, resulting in high patient and doctor satisfaction.

ACTION VERBS



Start each bullet point with an action verb such as one of the many below.

Additionally, use a search engine on a verb to find a synonym which will help provide variety for expressing your skills.

Communication Skills:		Clerical/Detailed Skills:		Creative Skills:	
Addressed	Interpreted	Approved	Operated	Acted	Innovated
Announced	Lectured	Arranged	Organized	Arranged	Instituted
Arbitrated	Mediated	Classified	Prepared	Built	Integrated
Arranged	Moderated	Collected	Processed	Captured	Introduced
Authored	Motivated	Compiled	Purchased	Conceptualized	Invented
Communicated	Negotiated	Delivered	Recorded	Constructed	Launched
Corresponded	Persuaded	Detected	Reorganized	Created	Marketed
Delivered	Presented	Dispatched	Retrieved	Designed	Originated
Developed	Promoted	Displayed	Revamped	Developed	Performed
Directed	Publicized	Distributed	Reviewed	Directed	Planned
Displayed	Read	Executed	Revised	Edited	Revamped
Drafted	Reconciled	Generated	Screened	Established	Revitalized
Edited	Recruited	Implemented	Specified	Exceeded	Shaped
Enlisted	Sold	Inspected	Systematized	Excelled	Simplified
Formulated	Translated	Interviewed	Tabulated	Founded	Sketched
Influenced	Wrote	Monitored	Validated	Illustrated	Updated
Financial Skills:		Helping/Teaching Skills:		Management Skills:	
Administered	Developed	Adapted	Encouraged	Accelerated	Executed
Allocated	Financed	Advanced	Evaluated	Activated	Implemented
Analyzed	Forecasted	Advised	Facilitated	Analyzed	Improved
Appraised	Handled	Assessed	Guided	Anticipated	Increased
Audited	Managed	Assisted	Informed	Assigned	Led
Balanced	Marketed	Coached	Initiated	Balanced	Managed
Bargained	Planned	Collaborated	Instructed	Conducted	Organized
Budgeted	Projected	Communicated	Mentored	Consolidated	Oversaw
Computed	Researched	Consulted	Planned	Controlled	Planned
Conserved		Contributed	Prepared	Coordinated	Prioritized
		Coordinated	Provided	Delegated	Produced
		Counseled	Referred	Demonstrated	Recommended
		Demonstrated	Represented	Developed	Scheduled
		Diagnosed	Solved	Directed	Streamlined
		Enabled	Supported	Enhanced	Supervised
		Educated	Taught	Evaluated	Trained
Research Skills:		Technical Skills:		Other Skills:	
Clarified	Investigated	Assembled	Overhauled	Anticipated	Judged
Collected	Measured	Built	Programmed	Assembled	Located
Conducted	Observed	Calculated	Remodeled	Bargained	Mastered
Critiqued	Organized	Computed	Repaired	Completed	Obtained
Determined	Predicted	Devised	Serviced	Corresponded	Participated
Diagnosed	Researched	Engineered	Solved	Earned	Prescribed
Discovered	Reviewed	Fabricated	Trained	Effected	Proposed
Evaluated	Sorted	Installed	Updated	Eliminated	Protected
Examined	Studied	Maintained	Upgraded	Entertained	Proved
Extracted	Summarized	Operated	Worked	Estimated	Qualified
Explored	Surveyed	Ordered		Expedited	Received
Identified	Systematized			Familiarized	Reduced
Inspected	Tested			Fostered	Reinforced
Interpreted	Uncovered			Fulfilled	Served

Next steps...

- Have your resume reviewed by a career mentor.
- Review additional resume writing resources by Workforce and Shareholder Development.