



Résumé Quick Guide

Résumé Writing

A résumé is often the first impression a potential employer makes of a candidate. Statistics indicate that an average recruiter or hiring manager will spend only 20 seconds reading a résumé. Tailored résumés include a highlight of professional experiences, educational background, and additional information and keywords relevant to the position.

Many companies now utilize some form of an online applicant tracking system (ATS) to handle job applications and to manage résumé data. Often the ATS will provide an employer with an initial online screen of a candidate, by searching for keywords in the résumé and also matching job requirements to advance to a recruiter or hiring manager.

This Résumé Guide will detail common sections of a résumé, describing professional experiences and accomplishments, résumé examples and sample résumé templates to use.

Résumé Basics:

- **Length of a résumé:** For professionals with less than 10 years of experience, a 1 page résumé is sufficient. 10+ years of experience should limit the résumé to 2 pages with either all experiences or selected experiences.
 - For professionals applying to academic or specialized professions, a curriculum vitae (CV) may be required which includes additional information such as publications and presentations and may be up to 20+ pages long depending on what professional experiences and activities one has had.
- **Formatting your résumé:** Résumés should be easy to read, 10-12 point font. Recommended fonts are: Arial, Georgia, Tahoma, Trebuchet, and Verdana. Ensure consistent formatting (font and font size) throughout your résumé.
- **References:** Adding references or the statement, “References furnished upon request” is no longer necessary.
- **Ways to save your résumé:** It is important to note that there are various ways to save your résumé, especially for online applications. Those include:
 - **.doc or .docx [Microsoft Word Document]**– Most online application systems will ask a candidate to upload a document, Microsoft Word is a common software system to use.
 - **.txt [Plain Text]** – Ideal for copying and pasting résumé content into an online application system.
 - **.pdf [Portable Document Format]** – Some applicant tracking systems experience difficulty when scanning keywords in a PDF document, however, this format would be recommended for e-mail résumé submission as most cannot edit a PDF document.
- **Things to avoid adding to a résumé:** borders, shading, photos, age, birth date, marital status, hobbies, salaries, text color, and graphics unless otherwise suggested. For example, it is not abnormal for a Graphic Designer to add some creative flare to their paper or electronic résumé/CV.
- **Grammar tips:**
 - Use a variety of action verbs to begin bullet point statements (*see attached list).
 - Sentence fragments are acceptable, complete sentences are not required in résumé writing. The preference is to NOT use the words, “I” or “My” in describing your job functions.
 - Check action verb tenses for all positions. Current position should be in present tense while previously held positions should be in past tense.
 - Check your spelling and grammar! PROOFREAD, PROOFREAD AND PROOFREAD!!

Building an Effective Résumé

The **Heading** includes personal information; include entire first name and last name, address, phone number and an e-mail address.

- The heading should be placed at the top of the résumé. Do not include any information in the Header and Footer of the document.
- Use a professional voicemail greeting on the phone number listed
- List a professional e-mail address such as: nancy.smith@gmail.com or nsmith@yahoo.com. CCPL offers technology courses to assist individuals in creating e-mail accounts. Ask a librarian for more details.
- It is appropriate to add a website, link to a portfolio, or your LinkedIn URL address to the heading section.

Sample:

NANCY SMITH

5555 Lucky Lane, Marbury Heights, OH • (216) 555-5555 • nancy1smith@emailaddress.com

Résumé Styles

1. Chronological (most commonly used)
 - a. In using this format, the main body of the document focuses on the Professional Experience section starting from the most recent experience and going chronologically backwards with bullet point statements.
 - b. Illustrates career growth over time and filling all gaps in a career path.
2. Functional
 - a. Ideal format for the job seeker with employment gaps and/or those making a career transition.
 - b. This format directly highlights specific professional competencies and skills by including summary statements as its primary means of communicating capabilities from past experiences to enable the reader to identify qualifications quickly.
3. Combination
 - a. This format is a combination of both chronological and functional styles, with a chronological list of employers, followed by a functional list of primary skill-sets acquired/used in each job.

A **Professional Summary or Summary of Qualifications** may be included beneath the résumé heading to provide the reader with a quick glance of your career and academic highlights. This section is optional and replaces the “Objective” section as employers are more interested in who you are and what you have to offer professionally.

Professional Summary Sample:

PROFESSIONAL SUMMARY

Healthcare Professional with 5+ years of experience in research, clinical and administrative medical environments. Current State Tested Nursing Assistant (STNA) license with diverse experience in long-term care and hospital settings. Proven strengths include superior communication skills, dependability, advocacy, and compassion towards patients and their families.

Summary of Qualifications Sample:

SUMMARY OF QUALIFICATIONS

- Administrative professional with 10+ years of experience in an office setting, supporting internal team members, senior leaders, and customers
- Experience in organizing new hire orientation and on boarding new staff members
- Designed and implemented a filing system to ensure security and confidentiality of data
- Technical skills include: Microsoft Office and proficient with computer and Internet skills
- Language skills: English (fluent) and Spanish (conversational)

The **Education Section** includes education history and achieved degree programs and/or certifications. Recent graduates may choose to list this section first on the résumé, followed by project and/or professional experience. Otherwise, this section is placed towards the end of the résumé.

List completed degrees in reverse chronological order to include school name, location, degree and dates (this is optional for those professionals who do not want to disclose the year of completion on the résumé; however the year of completion is typically required when submitting an employment application).

Sample:

EDUCATION

School Name, Location

Master of Business Administration, Expected Completion: May 2018

- Human Resources Emphasis
- 3.65/4.0 GPA
- Executive Coaching Certificate

School Name, Location

Bachelor of Arts, Business Administration, Psychology Minor, 1994 (*Optional*)

- Student Representative, Cleveland Society of Human Resource Management
- Dean's List and graduated *cum laude*
- Study Abroad – England, France and Germany

Sample:

EDUCATION

School Name, Location

Associate's Degree in Nursing, 2008

Ohio Board of Nursing, **Registered Nurse**, 2008 - Present

***NOTE:** It is optional to use dates. Overtime dates can do just that, date you and the educational experience. If necessary an employer will ask for a transcript of degree/diploma.*

Sample:

EDUCATION

School Name, Cleveland, OH

- Completed general elective coursework

School Name, Cleveland, OH

High School Diploma

***NOTE:** With completion of an Associate's or Bachelor's degree, it is not necessary to list a High School Diploma on the résumé.*

You can also add other experience that you feel is “**relevant**” to your professional endeavors such as **volunteer** roles or **other professional experience**. Example: You may feel that it is important for a prospective employer to know about a professional experience/position you had beyond 10+ years because of its relevancy to the position being applied for. *This section is optional, and dates can be omitted.*

Sample:

VOLUNTEER EXPERIENCE

COMPANY NAME, Location

Lead Volunteer, 2013 - Present

- Planned monthly food bank event in impoverished communities.
- Created flyers, and advertised event at local community businesses.
- Maintained records of donations, volunteers, and attendance.

Sample:

OTHER PROFESSIONAL EXPERIENCE

COMPANY NAME, Location

Title (3 years)

- Communicated effectively with 27 client businesses, colleagues, sales force and management on a daily basis.
- Trained 5 client organizations and 20 internal employees.
- Maintained confidential relations with clientele.

The **Professional Affiliations** section is designed to list membership and leadership experience in professional organizations. *This section is optional.*

Sample:

PROFESSIONAL AFFILIATIONS

- National Professional Organization, Member 2010 – Present
- Ohio Professional Organization, Cleveland Chapter Director, 2010 – Present
 - Manage membership and professional events for the Cleveland area.

The **Project Section** is intended for recent graduates with limited professional experience, to expand upon academic projects that are relevant to the career field of interest to show a competitive advantage.

Follow guidelines for the professional experience section to emphasize transferable skills to demonstrate alignment with preferred positions. Transferable skills are “general abilities you develop that are useful across a range of different jobs and industries”. *This section is optional.*

Sample:

PROJECT EXPERIENCE

COMPANY NAME or ACADEMIC PROJECT TITLE, Cleveland, OH

Spring 2015

- Part of a team managing a Million Dollar online Trading Fund as part of investment management MBA course. Appointed as an Equity Analyst and performed sector analysis, prepared financial reports and presented in front of the board.



Many job seekers and professionals are building an online presence through LinkedIn by importing information from a resume, connecting to past and previous colleagues, joining groups, and more!

LinkedIn is the world's largest professional networking with over millions of members and growing rapidly. There are a number of ways to learn about LinkedIn and how it can help you.

Cuyahoga Works, Job and Career Services – Cuyahoga County Public Library

INDIVIDUAL APPOINTMENTS

Make an appointment with a Career Counselor for review of LinkedIn and how to optimize your profile.

Call 216.475.2225 to find out about appointment locations near you.

WORKSHOPS

Join a Career Counselor for helpful workshops at various branch locations on LinkedIn. We offer two classes: LinkedIn for Beginners and LinkedIn for Advanced Users. For more information on our current workshops visit our website at www.cuyahogaworks.org and click on Workshops for a schedule of upcoming times and locations.

LinkedIn Learning Webinars

“To help you get started using your account or to learn more about LinkedIn features and functionalities, we invite you to attend a free online presentation or view a pre-recorded session.”

INSTRUCTIONS:

- Sign into LinkedIn
- Go to your Account and Settings
- Locate the “Help Center” and click on “Get Help”
- Type in, “Learning Webinars”
- View and select from the list of offered sessions

Action Verb List: Alphabetical

Accomplished	Discovered	Investigated	Proposed	Secured
Achieved	Distributed	Launched	Protected	Selected
Acted	Drafted	Led	Proved	Shared
Activated	Earned	Maintained	Publicized	Shaped
Adjusted	Edited	Manipulated	Purchased	Showed
Administered	Effectuated	Marketed	Quantified	Simplified
Advertised	Eliminated	Mastered	Raised	Sketched
Advocated	Empowered	Matched	Read	Sold
Aided	Enforced	Measured	Realized	Solicited
Analyzed	Established	Mediated	Reasoned	Served
Approved	Evaluated	Met	Received	Solved
Arranged	Examined	Modeled	Recognized	Sorted
Assembled	Executed	Moderated	Repaired	Spearheaded
Assisted	Expanded	Modernized	Reported	Standardized
Balanced	Expedited	Modified	Represented	Stimulated
Budgeted	Experimented	Monitored	Recommended	Streamlined
Built	Explained	Motivated	Reconciled	Strengthened
Calculated	Familiarized	Multiplied	Reconstructed	Structured
Chaired	Filed	Navigated	Recruited	Submitted
Collaborated	Facilitated	Observed	Redesigned	Succeeded
Collected	Forecasted	Obtained	Reduced	Summarized
Communicated	Gathered	Offered	Referred	Supervised
Complied	Governed	Operated	Refined	Supplemented
Composed	Increased	Ordered	Regulated	Supported
Computed	Generated	Organized	Rehabilitated	Surpassed
Conducted	Headed	Originated	Reinforced	Tailored
Constructed	Helped	Outlined	Related	Targeted
Consulted	Hired	Participated	Reordered	Taught
Contracted	Identified	Problem-solved	Reorganized	Trained
Controlled	Implemented	Oversaw	Researched	Transcribed
Corrected	Improved	Piloted	Resolved	Transformed
Created	Improvised	Performed	Restored	Translated
Decided	Influenced	Prepared	Retrieved	Tutored
Defined	Initiated	Presided	Set up	Uncovered
Delegated	Informed	Presented	Restructured	Updated
Delivered	Inspected	Prevented	Revamped	Upgraded
Demonstrated	Installed	Prioritized	Reviewed	Utilized
Designed	Instructed	Processed	Revised	Verified
Determined	Interpreted	Procured	Revitalized	Wrote
Developed	Interviewed	Persuaded	Salvaged	Yielded
Devised	Introduced	Promoted	Scheduled	Zeal
Diagnosed	Invented	Produced		

Chronological Résumé

The most common style of résumé. List most recent (last 10 or so years) work history. Includes action-oriented statements of accomplishments throughout ones professional experiences. Highlights career stability and progression.

NANCY SMITH

5555 Lucky Lane, Marbury Heights, OH • (216) 555-5555 • nancy1smith@emailaddress.com

SUMMARY OF QUALIFICATIONS

Self-starter with 9 years of analytical, leadership, communication and creative experience with:

- Training Sessions
- Succession planning
- Government Audits and Inquiries
- Supervision
- Task Forces
- Policies and Procedures
- Presentations
- Microsoft Office

PROFESSIONAL EXPERIENCE

Company Name, City, ST

2007 – Present

Benefits Analyst, Corporate Human Resources (2012-Present)

- Design and conduct seminars on handling domestic relations proceedings for company-wide Human Resources Representatives, which resulted in improved employee relations and efficient handling of sensitive issues.
- Evaluate, select and implement software package for government filings, which simplified process between Accounting and Human Resources for savings of approximately \$6,000 per year.
- Serve as a key member of Communications Task Force, resulting in moral improvement for the department.

Benefits Coordinator, Corporate Human Resources (2007-2012)

- Created system for tracking and reporting domestic relations orders, which reduced time and provided data reports for all business groups.

Company Name, City, ST

2005 – 2007

Succession Planning Coordinator, Human Resources

- Initiated and organized succession planning process including the implementation of monthly quality control.
- Assumed responsibilities of supervisor during 10-month vacancy in addition to existing responsibilities.
- Conducted survey and cost benefit analysis, to recommend changes in succession planning computer system, which enhanced report capabilities.

Company Name, City, ST

2000 – 2004

Administrative Support, Human Resources

- Started project to clean-up management profiles and improve upon accuracy of company-wide organization charts. Resulted in improved relations with U.S. management and Europe.
- Involved with organization review, salary and appraisal information and maintenance of succession planning system.
- Organized and prepared management profiles, succession development charts and company-wide organization charts.

EDUCATION

University Name, City, ST

B.A., Business Administration, Psychology Minor, 1999 (*Date Optional)

- Student Representative, Cleveland Society of Human Resource Management
- Dean's List and graduated *Cum Laude*
- Member of the Cleveland Society for Human Resource Management

Functional Résumé

This résumé is best suited for those that are transitioning careers because it highlights key skills and competencies. It is also suited for the purposes of concealing employment gaps and perceived job hopping.

NANCY SMITH

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SUMMARY

Research and Campaign Development experience
Strong writing and editing communication skills
Bilingual: English (fluent) and Spanish (intermediate)

Areas Of Expertise

Writing/Editing

- Designed radio spots, television spots, and newspaper copy.
- Created public relations materials: brochures, press releases and newspaper articles.
- Co-wrote office procedure, training and user reference manuals.
- Wrote and edited sales proposals and technical documentation.
- Using Microsoft Office Programs; Word, Excel, PowerPoint, Access, Publisher, and Outlook to create, manage, and complete functions.

Research/Campaign Development

- Developed and implemented marketing campaign for mental health facility.
- Planned promotional campaign for radio station including special contests, new radio format and public relations ideas.
- Conceptualized media campaign for small, rural hospital.
- Developed research surveys, analyzed data and presented findings.

Interpersonal Communications

- Communicated effectively with 27 client businesses, colleagues, sales force and management on a daily basis.
- Trained 5 client organizations and 20 internal employees.
- Maintained confidential relations with clientele.

Work History

Job Title	Company Name, City, ST	2008 – Present
Job Title	Company Name, City, ST	2005 – 2007
Job Title	Company Name, City, ST	2000 – 2004

Education

University Name, City, ST
Bachelor of Arts,
Communications and Spanish
Minor, 1999 (*Date Optional)

Additional

- Volunteer, Organization Name, 2010-Present
- Member, Professional Organization, 2008 - Present

Combination / Hybrid Résumé

This style of résumé highlights ones key skills and/or abilities like a functional résumé, but it also includes a chronological list of ones employment history with action-oriented statements.

Nancy Smith

5555 Lucky Lane, Marbury Heights, OH • (216) 555-5555 • nancy1smith@emailaddress.com

Summary of Major Accomplishments

- Increased sales volume 13% versus last year and 5.7% versus target.
- Planned and presented style shows for profit and nonprofit organizations.
- Implemented staff sales incentive programs to boost staff morale.
- Coordinated and participated in promotional events and activities for local and regional clothing chains.

Professional Experience

Clothes Ur' Us City, ST 11/2006 – Present

Women's clothing store chain with \$150 million in annual sales. www.clothesurus.biz

Associate Store Manager

DIRECT SALES

- Exceeded personal productivity target by 19%.
- Met and exceeded payroll targets through effective forecasting and scheduling, and managed payroll to current business trends.

MANAGEMENT

- Interviewed, hired, and trained all new sales associates.
- Implemented staff sales incentive programs to boost staff morale.

Top to Bottom City, ST 09/2000 – 10/2006

Higher-end children's clothing store located in a Legacy Village. www.top2bottom.com

Manager Trainee

MARKETING/VISUAL PRESENTATION

- Planned and presented in-store seminars, such as "Accessories" and "Dress Down Fridays."
- Chosen to be an integral member of the visual team at fashion shows.

TRAINING

- Planned and presented management and sales associate customer service meetings.
- Administered and provided ongoing supervision for 35 member staff.

Education

School City, ST
Name

Bachelor in Arts, Communication Studies, 1994 (**Date Optional*)