



**PHILADELPHIA
UNIVERSITY**

**Marianne Able
Career Services Center**

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RÉSUMÉ WRITING

Employers view hundreds of resumes a week, quickly discerning pertinent information from a resume and often making an interview/no-interview decision in less than 30 seconds.

Always keep the reader in mind. The professional resume allows you to present your experience in a format that is easy to read and commands attention from the reader. Too often, job-seekers write their resumes as a list of tasks and responsibilities. Remember, this is not a job description but rather your personal marketing document. An effective resume helps the reader put your experience into context and highlights your accomplishments in the positions you've held. Make sure that after 30 seconds the reader has gotten to the bottom of the page and wants to learn more about you.

The Elements of the Professional Résumé:

HEADING

Include your name, address, email address (philau.edu address is best), and telephone number. The heading needs only 2 lines on your resume.

OBJECTIVE

While an objective on a resume can be helpful to the reader, a poorly-written objective that is vague or non-specific is better left off the resume. The content of your resume should focus not exclusively on you and what you are looking for but instead demonstrates how you can contribute to an organization if they were to hire you. Create your objective by using one of these formats:

1. To obtain a position/internship in a _____ organization utilizing _____, _____, _____ skills.
2. To obtain an internship/position in _____ utilizing skills in _____, _____ and _____.
3. To obtain a position/internship in _____ with an emphasis in _____.

* When selecting which skills to highlight, evaluate where your skills and the needs of the employer intersect.

Note: Job seekers with significant years of experience approach this section by providing a summary of qualifications which describes skills and experience in relation to specific career interests. The summary of qualifications is not an effective approach for entry-level positions.

EDUCATION

List your education as it appears on the resume template, including Philadelphia University, the location of the university, your degree, your (anticipated) graduation date, your major and your minor concentration (if you have declared one) and your GPA.

Create your education section so that it looks like the following:

Philadelphia University, Philadelphia, PA
Bachelor of Science, May 20XX
Major in _____, Minor Concentration in _____
GPA:

If you transferred from another college or university, you can choose to list it below Philadelphia University (space permitting) following the same format but instead of a degree, state "Transferred (date)"

SELECTED COURSEWORK

An optional section of your resume, coursework should be included only if it enhances your candidacy or eligibility for positions and should be selective to the industry or position for which you're applying.

ACTIVITIES & AWARDS

You can separate your activities and awards under its own heading or incorporate them under your education. It's a personal decision usually based on the extent of your involvement. Activities - list your community, school and service activities. Awards - list honor societies, academic and scholarship awards (include those based on merit). BE CONSISTENT in formatting. For example, you may wish to use this format for all activities and awards:

Your title (example: Member, Volunteer, Recipient), Organization Name/Award Name, Location (if applicable), Date

PROJECTS, RESEARCH, or PUBLICATIONS

You can separate your projects, research, or publications under their own heading or incorporate them under your education. It's a personal decision usually based on how much the project(s) are selling your skills for the particular position.

If under Education section, an example format is:

Special Projects: Researched and developed an integrated, technologically based marketing campaign to sell women's accessories.

If creating a Projects section, Research section, or Publications section so they stand out more, an example format is:

PROJECTS: "Title of Project" Time Period (month, year OR semester, year)

- Description of project, focusing on the skill sets you acquired and how it has contributed to your design aesthetic.

EXPERIENCE

This section should highlight your work experiences including paid, unpaid, internship, co-op, volunteer, summer work. Bullets should be written to highlight your accomplishments, quantifying and qualifying accomplishments where appropriate. You may wish to use this format when creating experiences:

Your (Job) Title	Date Range (Month & Year – Month & Year) or (Month & Year – Present)
The Employer's Name	City, State or Location of Employer

- (Bullet point descriptive statements – see below for writing tips)

SKILLS

List computer languages and programs and any technical skills not listed elsewhere on the résumé. Do not list traits or characteristics, just technical skills.

Also list Language skills, if you have any, which can add value to the workplace such as: Spanish – fluent

Writing Effective Bullet Points

Remember to keep your reader in mind. If necessary, place your job in context with regard to one or more (not all) of the following:

- Do you need to describe the industry, or is it obvious?
- Do sales revenues give the reader an idea of your work, or do the number of customers served daily give a better picture?
- Would the reader automatically know what industry you work in by merely reading the name of your company? You may need to inform/assist the reader.
- What is the product or service? Small, medium or large law firm? How many seats are in the restaurant? How many servers? Is it fine dining, a bar, family style?
- How many hotel rooms? 4 star? Commercial or residential mortgages?

Example of context bullet: Receptionist position:
• Handle incoming phone calls and schedule appointments **becomes**
• Coordinate office and technical support for small paper company specializing in invitations, stationary, and specialty printing.

More examples of context bullets:

- Assist owner with operation, sales and merchandising of a small boutique specializing in upscale maternity clothing.
- Provide wait service for high-volume, casual restaurant specializing in creating a family-friendly experience.
- Translated blueprint documents into AutoCAD for a small, locally prestigious firm.

Describe significant milestones, promotions, recognitions, etc.

Example of promotion bullet: “Started as server: promoted to hostess/trainer.”

What if there have been no promotions? Discuss additional options. There are several ways to place job progress in context. For example, do you interface with high level executives, high volume retail customers, special attention clients, vendors?

More examples:

- Promoted within company because of demonstrated project leadership skills.
- Promoted to Lead Student Ambassador in Fall 2013; supervised 10-15 Student Ambassadors
- Received 2012 Salesperson of the Year Award
- Awarded a Fellowship for excellence in service, work, and leadership

Demonstrate how you add(ed) value as an individual contributor.

Are you the one they always count on when others routinely call out sick? Does your employer rely on and trust you to do inventory control and log in merchandise? Are you the one who always fixes the cash register? Can you calm down an irate customer? Can you prove your results in numbers, percentages, dollars, increasing/decreasing something? Did you make someone’s job or a function easier or more efficient?

Examples using quantitative (numerical) results:

- Raised \$100,000 by selling out tickets to a 200-person charity event.
 - Introduced new product line that increased visual hits online by approximately 20%.
 - Increased sales for company by XXX percent within 6 months.
-

Examples using qualitative results (observations):

- Introduced improved internal inventory tracking system, converting from paper process to the utilization of tracking software; trained staff in use.
- Recognized quarterly over three years as the number one representative for delivering quality results at less cost than budgeted.
- Analyzed Finance Department structure, resulting in its reorganization.
- Edited a monthly newsletter for the department, helping to streamline office communication.
- Designed and constructed a web site adopted by organization.
- Maintain efficient and organized inventory control and order placement with suppliers resulting in greater storefront efficiency.

Articulate your tasks/skills/responsibilities.

Examples of task descriptive bullets:

- Represented and promoted Philadelphia University to prospective students, parents, alumni, and other visitors.
- Collaborated with a team of five technicians in caring for and examining animals.
- Prepared conference room and contributed to weekly staff meetings of 35.
- Prepared all financial statements distributed to the firm's limited partners.
- Wrote and edited articles about healthy living for teen newsletter.
- Observe patient conditions, measuring and recording food and liquid intake and output and vital signs, and report changes to responsible RN.

Résumé Do's and Don'ts!

DO:

- Limit your résumé to one page, unless you have a long career and many experiences
 - Use a one-inch margin on all sides
 - Avoid abbreviations
 - Quantify accomplishments wherever possible
 - Place all dates on the right side of the resume
 - Maintain consistent font style, spacing, indentation, capitalization and bullet style
 - Use a font size that is easy to read: 10 - 12 pt. font is recommended
 - Use margins .5 inches – 1 inch all the way around the document
 - List each category's contents in reverse chronological order (most recent to least recent looking first at end date and then at start date)
 - Use phrases that start with ACTION VERBS:
 - Use **correct verb tense** with phrases in the experience section. Each bullet should start with a verb in the past tense if the experience is in the past (ended) or a verb in the present tense if the experience is current (date – present). For example if the experience was in the past, the verb might be "Managed," but if it's an experience you're currently involved in, the verb would be "Manage" (NOT "Managing" or "Manages").
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DON'T:

- Use meaningless words or phrases such as “seeking a challenging position”
 - Start phrases in the experience section with “responsible for” or “my responsibilities included”
 - Use personal pronouns when writing on your resume (words including I, me, my, we, us, our, etc. do not belong on a resume)
 - Exaggerate your experience or your GPA
 - Use a font smaller than 10 pt.
 - Include any demographic information (age, race, gender) or photographs on your resume
 - Include references on the résumé itself. Instead, create a separate document with your name and contact information plus the names and contact information for your recommenders. Be sure to ask their permission first!
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Action Verbs by Skill Set

Below you will find categories of skill sets that an ideal candidate may possess. Underneath each skill set, there is a list of action verbs that can describe your experiences related to those transferable skill sets.

Communication/People Skills

Addressed	Conferred	Drafted	Interpreted	Observed	Reinforced
Advertised	Consulted	Edited	Interviewed	Outlined	Reported
Arbitrated	Contacted	Elicited	Involved	Participated	Resolved
Arranged	Conveyed	Enlisted	Joined	Persuaded	Responded
Articulated	Convinced	Explained	Judged	Presented	Solicited
Authored	Corresponded	Expressed	Lectured	Promoted	Specified
Clarified	Debated	Formulated	Listened	Proposed	Spoke
Collaborated	Defined	Furnished	Marketed	Publicized	Suggested
Communicated	Developed	Incorporated	Mediated	Reconciled	Summarized
Composed	Directed	Influenced	Moderated	Recruited	Translated
Condensed	Discussed	Interacted	Negotiated	Referred	Wrote

Creative Skills

Acted	Condensed	Displayed	Illustrated	Modeled	Revitalized
Adapted	Created	Drew	Initiated	Modified	Shaped
Began	Customized	Entertained	Instituted	Originated	Solved
Combined	Designed	Established	Integrated	Performed	
Composed	Developed	Formulated	Introduced	Planned	
Conceptualized	Directed	Founded	Invented	Revised	

Data/Financial Skills

Administered	Assessed	Computed	Estimated	Netted	Qualified
Adjusted	Audited	Conserved	Forecasted	Planned	Reconciled
Allocated	Balanced	Corrected	Managed	Prepared	Reduced
Analyzed	Budgeted	Determined	Marketed	Programmed	Researched
Appraised	Calculated	Developed	Measured	Projected	Retrieved

Design Skills

Animated	Constructed	Dyed	Maintained	Rendered	Weaved
Branded	Created	Illustrated	Measured	Sewed	
Built	Designed	Implemented	Painted	Sketched	
Colored	Developed	Knitted	Photographed	Storyboarded	
Composed	Draped	Landscaped	Printed	Structured	
Conceptualized	Drew	Mapped	Prototyped	Visualized	

Detail Orientation Skills

Assured	Corrected	Evaluated	Ordered	Reorganized	Summarized
Clarified	Documented	Grouped	Organized	Reviewed	Synthesized
Classified	Edited	Itemized	Outlined	Revised	

Flexibility Skills

Adapted	Changed	Explored	Modified	Restructured	Varied
Adjusted	Experimented	Managed	Reorganized	Revised	

Helping Skills

Adapted	Coached	Encouraged	Individualized	Provided	Trained
Advised	Collaborated	Ensured	Informed	Referred	Tutored
Advocated	Contributed	Facilitated	Instilled	Represented	Volunteered
Aided	Cooperated	Familiarized	Instructed	Resolved	
Answered	Counseled	Focused	Insured	Simplified	
Arranged	Demonstrated	Furthered	Intervened	Supplied	
Assessed	Educated	Guided	Motivated	Supported	
Clarified	Enabled	Helped	Prevented	Taught	

Management/Leadership Skills

Administered	Contracted	Enforced	Incorporated	Organized	Replaced
Analyzed	Controlled	Enhanced	Increased	Originated	Restored
Appointed	Converted	Established	Initiated	Overhauled	Reviewed
Approved	Coordinated	Executed	Inspected	Oversaw	Scheduled
Assigned	Decided	Generated	Instituted	Planned	Secured
Attained	Delegated	Handled	Led	Presided	Selected
Authorized	Developed	Headed	Managed	Prioritized	Streamlined
Chaired	Directed	Hired	Merged	Produced	Strengthened
Considered	Eliminated	Hosted	Motivated	Recommended	Supervised
Consolidated	Emphasized	Improved	Navigated	Reorganized	Terminated

Organizational Skills

Arranged	Collected	Incorporated	Processed	Scheduled	Updated
Catalogued	Compiled	Inspected	Recorded	Screened	Validated
Categorized	Corrected	Logged	Registered	Submitted	Verified
Charted	Distributed	Maintained	Responded	Supplied	
Classified	Generated	Organized	Reviewed	Standardized	
Coded	Filed	Prepared	Routed	Systematized	

Research Skills

Analyzed	Detected	Explored	Invented	Reviewed	Tested
Clarified	Determined	Extracted	Investigated	Searched	
Collected	Diagnosed	Formulated	Located	Solved	
Compared	Evaluated	Gathered	Measured	Summarized	
Conducted	Examined	Inspected	Organized	Surveyed	
Critiqued	Experimented	Interviewed	Researched	Systematized	

Strong Work Ethic Skills

Accomplished	Awarded	Improved	Outperformed	Promoted	Solved
Achieved	Earned	Outpaced	Performed	Produced	Surpassed

Taking Initiative Skills

Achieved	Constructed	Engineered	Initiated	Invented	Recommended
Anticipated	Developed	Established	Innovated	Organized	Shaped
Conceptualized	Devised	Foresaw	Instituted	Originated	Started
Conceived	Effected	Implemented	Introduced	Perceived	Stimulated

Technical Skills

Adapted	Conserved	Developed	Operated	Repaired	Studied
Applied	Constructed	Engineered	Overhauled	Replaced	Upgraded
Assembled	Converted	Fabricated	Programmed	Restored	Utilized
Built	Debugged	Fortified	Rectified	Solved	
Calculated	Designed	Installed	Regulated	Specialized	
Computed	Determined	Maintained	Remodeled	Standardized	

Example Résumé: General

Mary A. Smith

smith05@philau.edu

123 N. Orchard Street | Philadelphia, PA 19111 | tel: 215.999.9999

OBJECTIVE: To obtain an internship in a fashion-related retail organization utilizing merchandising, sales, and marketing skills.

EDUCATION: PHILADELPHIA UNIVERSITY, Philadelphia, PA
Bachelor of Science, Graduation: May 2017
Major: Fashion Merchandising and Management; Specialization: Global Brand Marketing
GPA: 3.0, Dean's List: Spring '14

Special Projects: Researched and developed an integrated, technology-based marketing campaign to sell women's accessories.

Selected Courses:

Principles of Management
Survey of Textile Industry
Microeconomics

Principles of Marketing
Fashion Merchandising
Retail Math

ACTIVITIES & AWARDS:

Member, Fashion Industry Association, Spring 2015 - present
Recipient, Fuller Scholarship for Academic Achievement, Fall 2015
Assistant Coach, Happy Valley Junior Swim League, Summer 2014

EXPERIENCE: **Belly Maternity**, Philadelphia, PA January 2015 - present
Merchandising & Sales Associate

- Assist owner with operations, sales and merchandising of small boutique specializing in upscale maternity clothing.
- Maintain efficient and organized inventory control and order placement with suppliers resulting in greater storefront efficiency.
- Assist with buying operations including product research, trend forecasting and target market analysis.

YMCA, Philadelphia, PA February 2013 - August 2014
Lifeguard, Activities Coordinator

- Supervised 10-50 swimmers while enforcing policies for busy family aquatic facility.
- Started as Lifeguard and promoted to Activities Coordinator; developed skills-based activities for young swimmers resulting in improved participant skills and confidence during free-swim.
- Established tracking method to monitor safety of chlorine levels; oversaw opening and closing operations of pool and locker facilities.

SKILLS & LANGUAGES:

- Excel, PowerPoint, MS Word
- Spanish – fluent
- Social media marketing: Facebook, Pinterest, Instagram, Twitter

Example Résumé: Graduate Student

John Smith

smith06@philau.edu

456 N. Orchard Street | Philadelphia, PA 19111 | tel: 215.999.9999

OBJECTIVE:

To contribute excellent treatment planning skills to the position of pediatric occupational therapist in the Philadelphia, PA metro area.

EDUCATION:

PHILADELPHIA UNIVERSITY, Philadelphia, PA

Master of Science in Occupational Therapy, May 2016

Graduated Magna Cum Laude; GPA: 3.8

Master's Thesis: Occupational Therapy's Role in Treatment of Pediatric Head Trauma Patients

DREXEL UNIVERSITY, Philadelphia, PA

Bachelor of Science in Biological Science, May 2014

Dean's List: Fall 2013, Spring 2014; GPA: 3.4

RELEVANT EXPERIENCE:

Occupational Therapy Intern, January 2015 – present
Kennedy Institute, Philadelphia, PA

- Assist in assessment of pediatric clients with head trauma.
- Monitor, identify, and resolve client behavioral problems.
- Participate in rehab and clinical rounds and family conferences.
- Co-authored "Fun with Games" manual to assist family members of clients in selecting appropriate playtime activities.

Administrative Assistant, May 2013 - December 2014
Woodbine House, Philadelphia, PA

- Completed pre-visit documentation for occupational therapy clients.
- Created HIPPA compliance form and information pamphlet used by organization.

CLINICAL EXPERIENCE:

LEVEL II Fieldwork

St. Louis Children's Hospital, St. Louis, MO, June - August 2014

- Provided comprehensive acute care OT services for children with burns, orthopedic injuries, cardiac or pulmonary diseases, transplants, or developmental delays.

PROFESSIONAL DEVELOPMENT:

School System Annual Program: Working with Students with Emotional Disturbances in the Schools, Philadelphia, PA, April 2015

PROFESSIONAL AFFILIATIONS:

Member, American Occupational Therapy Association

ADDITIONAL EXPERIENCE:

Macy's, Sales Associate, Plymouth Meeting, PA, June 2014 - May 2015

TIPS FOR GRAD STUDENT RÉSUMÉS:

If you are a recent grad or current college student, placing the Education section prior to the Experience section makes the most sense, unless you have significant OT-related experience.

Include GPAs higher than 3.0 (4.0 scale) on your résumé.

At the Master's level, your résumé can be 2 pages in length. When your résumé is two pages, include your last name with page 2 of 2 as a header or footer of the document's second page. Do not repeat your header with your contact info from page one on page 2.

Additional sections to consider for the résumé:

Summary of Qualifications

Profile

Skills

Publications and Presentations

Research

Projects

Certifications/Licenses

Awards and Honors/Fellowships

Grants Received

Volunteer Experience

Leadership Experience

Example Résumé: Design

Education:

Philadelphia University, Philadelphia, PA
Bachelor of Science, May 2015
Major: Graphic Design Communication
GPA:3.9

Design Projects:

"Poster Design" Fall 2013

- With research and creative brain storming, designed a poster depicting the pro or con of a current world issue

Abilities:

Skills:

Conceptualization, Research,
Creative Brainstorming, Typography, Photography

Programs:

MAC & PC operating systems
Adobe: Photoshop, InDesign, Illustrator
Microsoft: Word, PowerPoint, Excel

Activities:

Philadelphia University, Rambassador, Fall 2014-Present
International Peer Mentor Program, Member, Fall 2013-Present
AIGA Philadelphia University Chapter, Member, Fall 2012-Present

Awards & Recognitions:

Academic Scholarship, Philadelphia University, Fall 2012- Spring 2015
Push Pin Exhibit, Philadelphia University, Spring 2014

Experience:

TerraCycle, Trenton, NJ August 2014-Present

Package Design/Graphic Design Intern

- Designed unique packages for different products of company specializing in recycling and "upcycling" trash
- Photographed products for website resulting in an increase of website views and purchases

3601 Creative Group, Philadelphia, PA May 2014-August2014

Graphic Design Intern

- Communicated with clients to design a variety of projects for the Philadelphia Flyers, 76ers, Comcast and other affiliates of Comcast
- Designed promotional flyers and signage using Adobe Software
- Researched target market to better understand what designs would grab their attention

Urban Outfitters, Philadelphia, PA January 2012-July 2014

Sales Associate

- Exceeded individual sales goal by 15%
- Awarded sales associate of the month in February 2012

Online Portfolio: www.designportfolios.philau.edu/janedoe1

Jane Doe

4201 Henry Ave.
Philadelphia, PA

doe1111@mail.philau.edu



TIPS FOR RÉSUMÉ DESIGNING:

-Strong content comes first then add design elements

-Choose appropriate typography

-Have a clear hierarchy. Make decisions on what you feel needs to be noticed first by making the font bold or larger. (example: Name, headings, etc...)

-Consider leaving your GPA off unless it's 3.0 or higher. Ask a professor from your department what they recommend for your industry

-Make it look clean and readable

-This is not a template. Design your resume with your own esthetic and personal touch. Move things around, change the font...MAKE IT YOURS!

Not everyone will have the time to read your resume all at once. Employers want to find certain things fast and easy. Make your headings clear for them to be able to find what they want quickly.

Additional sections to consider for the résumé:

-Projects

-Selected Course Work