

## Resume

Your resume is a marketing tool which will determine whether or not an employer will consider you a strong candidate. There is no one correct resume format; your choice of presentation will depend on the targeted industry and your experience.

Employers expect a polished resume which is graphically easy to read. Given the competitiveness of the job market, employers receive a multitude of responses for each advertised position. Preparing your resume in a professional, well written, and concise manner is critical toward achieving a positive response from an employer. Recruiters are seeking individuals who can contribute new ideas, execute the desired job requirements, and demonstrate leadership skills. Your resume needs to make a strong impact, communicating to an employer that you have skills and experience which will meet the employer's needs. Here are some suggestions while writing your resume:

### TIPS

- One page resume is preferable. If you must go to two pages, place the least important information on your second page. To keep your resume to one page list the experiences that match the needs expressed in the job description.
- The top portion of your resume should have the most pertinent information.
- Create your resume in a logical, concise, and readable format.
- Proofread your resume carefully; don't rely solely on spell check.
- Avoid personal pronouns. Limit your use of abbreviations.
- Review Career Services resume resources.
- Save your resume on a thumbdrive to allow for easy updates.
- Don't list the names of your references anywhere on the resume.
- Select white or off-white heavy weight resume paper (bond) if you are mailing a hard copy.
- Update your resume on a regular basis.
- Checkout <http://www.salemstate.edu/careersvs> for further resume information.

## SECTIONS

- Personal Data:** List name, address, telephone number, and e-mail address. Give a telephone number which will be answered during normal business hours. Create a professional message on your answering machine.
- Objective:** (Optional) Identify the specific position, industry and skills you wish to utilize. If you are unclear regarding your objective, omit it.
- Computer Skills:** Share your knowledge of hardware (IBM, Macintosh), software (Excel, WordPerfect 6.1) and Internet experience.
- Education:** Your educational background should be listed in reverse chronological order beginning with your highest degree. Do not list high school experience unless this is the extent of your education. Other optional categories which can be included in this section are relevant course work, research projects, certifications, language skills, Deans List, awards, and GPA. Employers are often interested in extra curricula activities and whether you worked while attending college to finance your education. This is a great way to communicate your time management skills (i.e., Financed 100% of college expenses).
- Field Experience:** Describe your practical experience that relates to your field of interest such as student teaching and clinical rotations.
- Experience:** Employers value experience and specific skills regardless of whether you were paid or not. In addition to paid employment be sure to include internships and volunteer experiences that relate to the position. Each position should include title, company name, location of employment (city & state), dates, and a brief description of your responsibilities.  
*\*Hint--start each phrase or short sentence with an action verb and include an accomplishment to bring your resume alive.*
- Passive voice describes basic duties and responsibilities.*
- Worked with customer service.
- Active voice changes the passive phrases into active statements using action verbs.*
- Provided customer service to new bank customers.
- Active voice with accomplishment includes accomplishment oriented results.*
- Provided customer service through conflict resolution, explanation of bank services and policies and knowledge of financial planning, resulting in greater customer satisfaction.

## ADVANCED TIPS

*While creating your job descriptions look for productive ways to include #, \$, progression of responsibility and any training or supervision you have done.*

# = You can include the number of people you supervise, the number of customers you serve per shift, the number of items you sell or any other quantification of a significant amount. • *Supervise 6 employees. Manage 12 accounts.*

\$ = If you helped to land a deal worth a significant amount to an organization, handle a large amount of cash in your register or any other activity associated with a large amount of money. • *Reconcile receipts totaling \$5,000 daily.*

Progression of responsibility = If you started out as a stockroom clerk and advanced to floor manager in a short period of time it is worth including on your resume. • *Promoted from Social Worker I to Assistant Director in 6 months.*

Training or supervision = Supervision is clear-cut, if you had direct responsibility managing other employees it should be included on your resume. In addition, you should describe if you trained other employees in any aspect of your job. This indicates a higher level of competence in those tasks. • *Train all new employees in opening and closing procedures.*

# JAMES FREEMONT

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Cambridge, MA 02134  
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EDUCATION      *Bachelor of Science in Business Administration*      May 2009  
SALEM STATE COLLEGE, Salem, MA  
Accounting Concentration GPA: 3.8

*Associate Degree, Business Administration*      May 2007  
NORTH SHORE COMMUNITY COLLEGE, Lynn, MA  
GPA: 3.6

HONORS      • Who's Who in American Universities and Colleges Award  
• Student Services Scholarship  
• Volunteers of America Award

EXPERIENCE      *Internship/Customer Service Representative*      2008-present  
**Cambridge Credit Union**, Cambridge, MA  
Transferred funds for customers, provided customer service, trained personnel.  
Utilized IBM/PC/ATS for inquiries and on-line transactions. Provided  
assistance in developing training manual.

*Tax Volunteer*      2006-2008  
**Somerville Public Library**, Somerville, MA  
Met with elderly clients concerning tax return preparation. Assisted  
individuals with 1040 tax forms and provided referrals as needed.

*Administrative Assistant*      2004-2006  
**First Commerce**, Lynn, MA  
Answered customer inquiries, handled billing process, coordinated office  
payroll and bulk mailings.

COMPUTER  
SKILLS      IBM, Macintosh; QuickBooks, Peachtree, ACCESS, FileMaker, Microsoft Word

LANGUAGE      Fluent in Spanish and working knowledge of French

# Karen Smith

76 Lee Street  
Dallas, Texas 06543  
[ksmith@aol.com](mailto:ksmith@aol.com)  
(555)555-5555

## EDUCATION:

**Salem State College**  
*Bachelor of Arts in Art*  
Concentration: *Graphic Design* Minor: *Art History*  
GPA: 3.7

Salem, MA  
May 2008

## COURSE PROJECTS:

\*Designed graphics for a mock webzine                      \*Created a graphic design portfolio

## RELEVANT COURSES:

\*Electronic Publication Design                      \*Graphic Design Theory and Application  
\*Art of the Modern World                      \*Intro to Business

## COLLEGE ACTIVITIES:

\*Student Government Association, President                      \*Program Council, Activity Coordinator  
\*Art Society, Vice President                      \*African - American Association, Treasurer

## GALLERY EXPERIENCE:

**Tremont Gallery**                      Boston, MA  
*Gallery Assistant*                      06/06-01/08

- Designed floor plans, handled catering arrangements and developed key marketing strategies.
- Maintained insurance database and answered inquiries.

## OTHER EXPERIENCE:

**Peabody Institute Library**                      Peabody, MA  
*Research Assistant*                      09/07- Present

- Prepare statistics for an annual survey maintain database.
- Assist staff with promotion of library programs.
- Answer phone inquiries and refer appropriately.

**Children's Museum**                      Boston, MA  
*Volunteer*                      03/04-06/06

- Trained new volunteers.
- Aided children with interactive museum projects, and answered phones.

## TECHNICAL SKILLS:

Hardware: IBM, Macintosh  
Software: PageMaker, Microsoft Word, Frontpage, FileMaker Pro

\* For more information on writing resumes, visit the Career Services Office and/or check out our website:  
[www.salemst.edu/careersvs](http://www.salemst.edu/careersvs) for additional resources.

\* To make an appointment, or have your resume critiqued call 978.542.6406