

Resume Planning Guide



What is a resume?

A resume can be described as your personal advertisement. It describes where you have been, what you have done, and where you are currently directing your career. It always includes positive facts about your accomplishments and your work-related duties and responsibilities. The goal of a resume is to obtain an interview from a prospective employer.



Where do I begin?

To start your resume begin with a list. Write down all of your academic, extracurricular, volunteer, and employment activities you can think of. This is not the time to be modest, everything is potentially important. You can do your editing later. Just get everything down! This information will assist you in organizing your thoughts and life experiences as you begin to develop and create your resume.



Does MCC offer resume assistance for students/alumni?

Yes! Drop off your resume for review at the Career Center. Please allow 48 hours for feedback. Once you have made corrections to your resume, you may want to make an appointment with our staff to further discuss your situation.

For additional information connect to: www.monroecc.edu/go/resumes

RESUME FORMATS

The outward appearance of your resume is as important as the content. The length depends upon your experience. Most students and recent graduates should be able to incorporate this information on one full page. Your use of underlining, "white space," bold type, italics, and capitalization will enhance the appearance of your resume. We recommend that your resume be laser printed. Consider the following formats:

The Chronological Resume - A chronological resume presents your education and work experience in a straightforward, reverse chronological order (most recent first). If the majority of your work experience is related to your stated job objective, this style can be effective.

The Functional Resume - A functional resume differs from a chronological resume by concentrating on your skills that relate to your stated objective rather than on the jobs you have had. A functional resume is particularly effective if your work experience has not been closely related to your job objective, if you are changing careers or if you are seeking a promotion. In this format you elaborate on the skills necessary to perform the desired job and how you have demonstrated those same skills in a different type of job.

The Combination Format - Sometimes a combination format will adequately suit a jobseeker's needs. This can, for example, help to highlight both a chronological employment history while simultaneously highlighting some outstanding skills and achievements.

RESUME HEADING: YOUR CONTACT INFORMATION

The heading information on a resume is used by an employer to contact you. List your name at the top of the page (either centered or pulled out to the margin) and make it stand out through bolding, and capitalization. The heading should be slightly larger than the text of your resume. List your full address, zip code, email address, and one telephone number with area code.

Heading Example:

Susan Sample
1234 Resume Boulevard
Rochester, NY 14620
585-555-1212
email@address.com

DEVELOPING YOUR OBJECTIVE

An objective conveys a sense of direction: it is a "theme" statement that will help you organize the supporting information in your resume. The objective should be written from the perspective of what you have to offer rather than what you want from an employer or a position/job. To develop a strong, targeted objective, think about the following questions:

- What is the job title/position you are applying for?
- Where (type of organization or work environment)?
- What level of responsibility (entry, intern, management, etc.)?
- What skill(s) do you possess that is directly related to this position?
- What special conditions/contributions?

Objective Example:

An entry-level sales position in the Travel and Tourism field with opportunity to contribute effective customer service skills and increase profits.

EDUCATION & RELATED COURSEWORK

Include the complete title of your Associate degree followed by the program name; do not abbreviate. After this, include the month and year of your anticipated graduation date. Place the name of the college that you received your degree from directly below your degree information; include the city and state of the college (avoid including street address). If you hold more than one degree, list the most current related degree first and the remainder in chronological order from most current to least current.

If you lack experience when applying for your first professional job, consider a "Related Courses" section listing those courses that relate to your career objective.

Include your cumulative GPA if it is 3.0 or above.

Education Example:

Bachelor of Science, Computer Science, May 2007

State University of New York at Brockport, Brockport, NY

Associate in Applied Science, Computer Technology, May 2005

Monroe Community College, Rochester, NY

Overall GPA: 3.59

Related Courses Example:

Digital Computers & Information Processing
Introduction to Networks
Operating Systems & Peripherals
Communications & Networking

AC/DC Circuit Analysis
Intro to UNIX
COBOL
Web Site Design

HONORS & ACCOMPLISHMENTS

Your accomplishments and extracurricular activities tell an employer about your interests, motivations, and skills. Always include the year. You may include special recognitions and any of the following:

- Scholarships
- Dean's List
- Honorary Societies
- Athletic Team
- Community Awards
- Club/Campus Activity
- Committee Member
- Awards

Honors Example:

Member, Dean's List, 2003-2004

Recipient, Radiologic Technology Award, Monroe Community College, 2004

SKILLS

Almost every resume should include a skills section. The heading might simply read "Skills," and include a list of various skills, including computer skills, laboratory skills, foreign language skills, etc. Use "action verbs" to describe your skills in a more compelling way and to show your strength in a specific skill area. Additional skill areas may include: management, computer, communication, interpersonal, customer service, creative, leadership, helping, professionalism, mechanical, analytical, organizational, instruction/training, language/cultural, finance/business, etc.

Customer Service Skills Example:

- Demonstrate consistently high levels of professionalism and courtesy with customers
- Welcome customers/guests with a smile, make them feel at home
- Remain aware of customer/guests needs and travel related issues
- Effectively responds to customer/guests requests by placing special orders
- Consistently provides quick, well-timed and professional service
- Interfaces with appropriate departments for prompt and accurate service

RELEVANT WORK EXPERIENCE

When describing any experience or job, always give concrete examples of your duties, accomplishments, or achievements and back them up with numbers or percentages if possible. You may include:

- Full Time and Part Time Jobs
- Internships and Co-op's
- Work Study/On-campus Jobs
- Seasonal Employment
- Volunteer Positions
- Military Service

Include your job title (position held) first to emphasize what you did, followed by the place of employment, the employer's city and state, and the dates of employment (month/year).

Experience Example:

Front Desk Clerk, ABC Hotel, Rochester, NY, May 2003-Present

- Check-in/ out hotel guests, answer questions and provide local area attraction information
- Responsible for booking reservations, operating switchboard, cash/credit card handling, reconciling receipts, record keeping and computer data entry
- Assist with planning and running of events, conferences and meetings
- Provide consistent excellent customer service to all guests and visitors

Work History Example:

Weekend Manager, Burger King, Rochester, NY, February 2003-May 2004

Waiter, Applebee's Restaurant, Rochester, NY, January 2001-January 2003

Cashier, Wegman's, Henrietta, NY, March 2000-January 2001

Cook/Counselor, Camp Lake Rochester, Rochester, NY, Summer(s) 1998-1999

RESUME CHECKLIST

- The content of my resume matches my career objective.
- I emphasize/highlight my abilities, skills and accomplishments.
- I use active power verbs to describe my work experiences and skills.
- I use proper text tense (current work/present tense, previous work/past tense).
- An employer can quickly scan my resume and find information easily.
- I have added a skill or related courses section to further support my objective.
- I have listed awards, honors, certificates, licenses, accomplishments, etc.
- Personal data is not included (ex: age, marital status, etc.).
- The title of my degree is spelled out and in bold (ex: Associate in Science).
- The organization of my resume emphasizes the key points I want to stress.
- Dates of work and job titles are clearly highlighted/emphasized.
- Categories are clear with text bulleted or indented to create eye appeal.
- Type style and font size is consistent throughout (no smaller than 11 pt. font).
- Margins, spacing, bolding, bullets, punctuation, date formats, and state abbreviations are consistent.
- I have avoided using personal pronouns ("I" or "me").
- There is a nice balance of information (it doesn't look crowded or empty).
- I have proofread my resume for typos, spelling and grammatical errors.
- List of references are on a separate page, to accompany my resume if required.

REFERENCES

You may include on your resume a statement: "Available upon request" or "Furnished upon request." Only include a reference page if requested by an employer (usually 3 professional references are sufficient). Use a supervisor, manager, boss, instructor/professor, or advisor/counselor as professional references. As a rule, always check with the person before using them as a reference and ask them how and where they would prefer to be contacted.

On a separate page, include your heading information at the top. Include the name, title, employer, address and telephone number for three professional references.

Reference Example:

Ms. Lisa Reference
President, AEIOU Company
1234 Referential Boulevard
Rochester, NY 14623
585-555-1212

The Career Center at MCC provides numerous services and resources to assist students at all stages of their career development and planning, including the following resume resources:

- Resume Information and Sample Resumes
- 48 Hour Resume Critique Service
- Action Word/Verb List and Creating Action Statements Handouts
- Resume Referral via employer request
- Online Resources @ www.monorecc.edu/go/resumes

