

RESUME GUIDELINES

HEADING

Create a professional heading that you can then use as part of “branding” yourself and use the same heading for your resume, cover letters, references, etc. (Career 20/20 manual, page 2.5)

Don't create your heading as a “header”, this can cause problems when posting or uploading your resume on-line. Instead, save your heading as a template and use it on all of your job search correspondence.

- Include: Full name, mailing address, phone number, and email.
- Mailing address: include your full mailing address when posting for specific positions. Do not include it when posting your resume on general job boards, i.e. Monster, Career Builder, etc.
- Email: Be sure to have a professional email address; avoid addresses like: grouchyoldbird, brownsugar or angelfire. Consider getting an email address that is just for your job search.
- Be sure to put your name and either your phone number or email on your second page.
- If you use border lines on your first page, use them on your second.

Example:

NAME	(000)000-0000
Street address City, ST 00000	email address

Example:

NAME
 Any Street
 Anytown, Anywhere 00000
 (000)000-0000
name@email.com
 LinkedIn address

Name: _____

Address: _____

Phone: _____

Email: _____

PROFESSIONAL EXPERIENCE

List companies in reverse chronological order, the years worked, job title, job scope statement and accomplishments. (Career 20/20 manual, page 2.8 – 2.10)

Scope statement:

A brief statement of what you were hired to do. Include the key responsibilities, range and scope of your position. Include number and kind of staff you supervised, size of budget managed, types of projects, etc.

Accomplishment statements:

Accomplishment statements should come from your CAR's:

- **Challenge** – scope and context. The challenge is not usually included on your resume. You will want to share this in your job interview.
- **Action** – what you did, processes/methodologies/key software used, people you managed.
- **Result** – key outcomes, the business need that was met.

List your accomplishments in order of importance to the job for which you are applying.

Remember to distinguish responsibilities from accomplishments:

Responsibilities are the tasks and activities in which you engage for each position you held, and are included in your **scope statement**.

Accomplishment: Responsibilities are what you were hired to do; accomplishments are what you actually did. They demonstrate how you contributed to your department and company. Consider actions/projects that you did that improved processes/procedures, you did better than others, increased revenue, prevented/reduced problems, make getting things done easier, saved time, etc.

Example:

BIGGER BANK (Formerly Smaller Bank, City, State) 1995 – 2004

Vice President, Manager Branch reconciliation, (1997 – 2004)

Managed a staff of 26 who were responsible for the daily reconciliation of 265 branches plus 15 internal departments. Balanced over \$200 million in cash and managed an operating budget of \$1 million.

- Researched and recovered \$25 million in out-of-balance conditions during bank systems conversion and post conversions.
- Streamlined reconciliation probes by creating automated tools that isolated out-of-balance conditions overnight expediting morning workflow. Resulted in reducing two staff positions and assuming responsibility for reconciling branch truncation.

Example:

ARROW ELECTRONICS – Power & Signal Group; Tucson, Arizona 2006 - 2009
Sr. Manager, Business Development & Supply Chain Management

Reported to General Manager, Global Sales. Established & managed \$51 million profit and loss for large contract manufacturer and OEM accounts in Automotive and Commercial Vehicle space.

- Improved support services 50% in 6 months and 100% in 12 months by launching support improvement program for technical delivery of the service co-provider.
- Negotiated multi-million dollar annual contracts with suppliers (Delphi, Molex) and customers that build for GM, Chrysler, Ford, Caterpillar, and Volvo-Mack.

Professional Experience draft

COMPANY , City, State	Years
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Job Title

Job Scope Statement:

Accomplishment statements: Statements of what you actually did. Use the CAR format (Challenge, action, result.) What did you make happen? What did you prevent from happening? These allow you to demonstrate your value add to a company. Include metrics: for whom, with whom, with what, how much, how many, how often, etc.

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EDUCATION AND PROFESSIONAL DEVELOPMENT

Degree names, majors and institution name, and city and state. Highest degree is listed first. If you did not complete your degree you can list the credit hours earned toward a named degree. These programs should be relevant to your resume focus and indicate you are current in your field. May also be used to include key words that cannot yet be reflected in your job experience. (Career 20/20 manual, page 2.14)

Example:

EDUCATION

- **BS, Civil Engineering**, The Catholic University of America, Washington, D.C.
- **BS, Marketing** - Rutgers College, New Brunswick New Jersey - 36 credits earned towards degree, anticipated completion date, June 2010

PROFESSIONAL DEVELOPMENT

- **ITIL v3 Foundation Certification** – 2008
- **Orange Belt** – Microsoft Office Project 2003

Education/professional development draft

Degree name, Institution, City, State

Year optional

Degree name, Institution, City, State

Year optional

Relevant Professional Development programs:

- _____
Course name, Institution, Year optional
- _____
Course name, Institution, Year optional
- _____
Course name, Institution, Year optional

AFFILIATIONS AND MEMBERSHIPS

You may include professional organizations, volunteer work, etc. (Career 20/20 manual, page 2.11)

Example:

- Project Management Institute
- Transportation Research Board – Transportation and Land Use Committee (Chair 1998 – 2004).
- Girl Scouts of America, Leader troop 451, South Riding, Virginia
- So Others Might Eat, SOME, food bank volunteer, food distribution, Leesburg, Virginia

- _____
- _____
- _____
- _____

Military Experience

Include Service branch, last rank and discharge status, area of focus. (Career 20/20 manual, page 2.12)

Example:

U.S Army, Major, Military Intelligence, honorably discharged.

Awards/honors

Awards are usually given as the result of an accomplishment. Instead of an awards section you can include the award within the appropriate accomplishment. This can enhance the impact of the accomplishment. (Career 20/20 manual, page 2.12)

Example:

- Institute of Transportation Engineers Award for Shared Parking, 2005
- Emeritus Member, Transportation Research Board, 2008
- “Make The Difference Global Award” for project’s contribution to Mars, Inc. global Treasury and Benefits vision.

- _____
- _____
- _____
- _____

COMPUTER OR TECHNICAL SKILLS

List any specialized skills not included in your summary. For IT professionals your listing of your computer skills generally is given as a bulleted list right after your summary statement. (Career 20/20 manual, page 2.13)

Example:

- **Technical Skills:** C, C++, Visual C++, Wn32 SDK, OOD, ODBC, SQL, .NET
- **Functional Skills:** Six Sigma, CMMi, Project and Program Management Expertise

<ul style="list-style-type: none"> • _____ • _____ • _____ • _____ 	<ul style="list-style-type: none"> • _____ • _____ • _____ • _____
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Licenses and Certifications

Should be relevant to your career focus. Include security clearance and level if current. If you have held one in the past you can indicate that it is either lapsed or inactive. (Career 20/20 manual, page 2.15)

Example:

- **PMP** - Project Management Professional since 2002, re-certified to 2009
- **SPHR** - Senior Professional Human Resources, from Society for Human Resource Management (SHRM) – since May 2001.

<ul style="list-style-type: none">• _____• _____• _____• _____• _____

CAREER PROFILE/SUMMARY STATEMENT OF QUALIFICATIONS	
Statement outlining your qualifications and value add for an employer. Usually written last and should truly be a summary of your resume. Should be able to “stand alone” and qualify you for your desired position. May be written as a paragraph and/or may include a bulleted list of key skills. Includes: (Career 20/20 manual, page 2.6)	
<ul style="list-style-type: none"> • Years of experience • Industries worked • Roles/functions 	<ul style="list-style-type: none"> • Key certifications/skills • Range and scope of responsibilities • Key words

Example:

Banking executive with extensive experience and knowledge of banking functions. Successfully managed staff of up to sixty employees across multiple shifts for more than 20 years. Demonstrated exceptional skills in account reconciliation, balancing and fraud investigation. Strengths include:

- Adaptive and flexible team player who has maintained departmental productivity and excelled through six mergers and acquisitions.
- Reduced staff positions and costs by raising efficiency expectations, streamlining operations and writing and implementing consistent procedures.
- Developed and maintained department budget while performing cost accounting.
- Extensive experience leading staff in processing, balancing, reconciliation, sales and customer service.
- Motivated and challenged staff through training, coaching and mentoring to become efficient and versatile team players.

Example:

Technical Strategist and Solutions Architect with over 18 years experience in the adoption of emerging technologies, architecting solutions, and advising on technical strategy. Diversified technology background ranging from consulting to large scale enterprise-wide systems design, development, and implementation across consumer, corporate, and federal financial management. Established proficiency in aiding organizations to identify and assimilate new technologies, create architectures with enduring value, and optimize development and business practices through the use of technology.

Competencies lie in bridging the gap between the technical details of emerging technology and the practical financial and political issues of the business domain - discerning what value can be realized, resolving what to build, how to go about building it, and finding the synergy between the two. Expertise stems from a passionate curiosity in the ceaseless evolution of information technology, appreciating its drivers and disruptors in pursuit of the art of predicting, planning, and delivering value with each generation of technology.

Summary draft:

This is a template to create your summary statement. Your actual summary may use different words than the ones listed below.

Functional title: _____

with _____ years of experience in (industries, types/sizes of companies) _____

Responsibilities have included: _____

Have managed: _____

Critical contributions: _____

Key strengths: _____

Expertise/special skills (certifications, IT skills, etc.)

<ul style="list-style-type: none"> • _____ • _____ • _____ • _____ • _____ 	<ul style="list-style-type: none"> • _____ • _____ • _____ • _____ • _____
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TRANSFERABLE SKILLS

These are the key skills all employers desire in an employer. These are especially important to identify and demonstrate when you considering a change of industry, function, etc.

For each skill give examples of how you have used this skill, especially examples of how this is a “value added” skill for you.

1. Leadership skills:

2. Teamwork skills:

3. Interpersonal skills:

4. Communication skills:

5. Flexibility skills:

6. Problem-solving skills:

7. **Organizational skills:**

8. **Analytical skills:**

9. **Quantitative skills:**

Job posting/description specific skills: List the skills identified in specific job postings and then give examples of how you have used these skills.

Skill: _____

Skill: _____

Skill: _____

KEY WORD WORKSHEET

Key words are what both people and software programs looking for when scanning your resume. Key words include the desired: knowledge, skills, abilities, experience, education, certifications, attributes, etc. an employer has identified for their position.

Source	Key words
Position descriptions	
Employer website Employer mission statement	
Industry journals, websites	
HR, recruiters	
Occupational Outlook Handbook (http://www.bls.gov/oco/)	

Resume Editing Guidelines

- **Avoid over-used phrases:** Resumes often include generic, superlative statements that do not mean anything to the reader. Often used phrases include:
 - Proven track record
 - Strong communication, customer service, organization or any other type of skills
 - Excellent anything
 - Team player
 - Quick learner
 - Problem solver

Instead of these generic terms tell the reader what you mean by the term:

Team player: Adaptive and flexible team player who has maintained departmental productivity and excelled through six mergers and acquisitions.

Leadership: Extensive experience leading staff in processing, balancing, reconciliation, sales and customer service.

Motivation/inspiration: Motivated and challenged staff through training, coaching and mentoring to become efficient and versatile team players.

- **Keep it simple:**
 - Use bullets, indentations, line spacing to highlight key elements and make your resume easy to visually scan
 - **Don't underline, bold, bullet and italicize the same item.** Use, at most, two formats per item.
 - Don't let the layout distract from the content.
 - Be sure to keep some "white space" on your resume.
 - Margins no smaller than .75"
 - Avoid long sentences and long paragraphs.
 - Bold what you want your eye to go to first. Dates are not the most important information on your resume so they should not be bolded.
 - Do not "full justify" your resume, as this makes it harder to read, only left justify.
- **Font:**
 - **Use a common, simple font** like Calibri, Times New Roman, Arial, Bookman Antiqua, Century Schoolbook, Garamond, or Verdana.
 - **Font size should be 11 or 12** to be readable. If you keep choosing smaller fonts to get everything on two pages, prune your words.
- **Punctuation:**
 - Use periods at the end of all statements and bullets.
 - Hyphens can be great space savers in resume-speak. Terms like *fast-track*, *well-known*, *high-pressure*, *high-tech* and *in-depth* communicate concepts with economy of words.

- **Grammar:**

- Limit your use of articles like *the, an, and a*.
- Avoid multiple prepositions like *at, by, in, to, with and from* in sentences. Use possessives to reduce prepositions and extra words.
Use “The Company’s performance” instead of “the performance of the company.”
- Omit personal pronouns.
- Use past tense for job descriptions and accomplishments.
- Begin each bullet with a strong verb: *managed, improved, implemented*.

Resume-Speak may create “sentence fragments” in your resume. This is accepted practice and will result in a clear, more concise resume. Use the “Ignore Rule” function when editing your resume to eliminate grammar editing highlights in Word.

Capitalization:

- Capitalize a common noun when it is a part of a proper name, but not when it is used alone in place of the full name.
- Titles of company officials should not be capitalized when they follow or replace a personal name. E.g. Tom Jones, manager of product development, is correct. The Manager of Product Development is incorrect.

Numbers:

- Spell out numbers one through ten (seven).
- Use figures for numbers above ten (11).
- When a number is the first “word” in a sentence, it should be spelled out.

Exceptions to Number Rules:

- Use same style to express related numbers above and below 10 in the following cases:
 - Dates (June 5)
 - Money (\$3)
 - Proportions and ratios (10 – 1)
 - Percentages (8%)

Abbreviations:

- Be consistent in your use of abbreviations. If you use the two-letter state abbreviation in your header (VA), use the abbreviated form in all later references to states. If you spell it out in the header, spell it out everywhere. Never use periods after a two-letter state abbreviation.
- Degrees may be abbreviated or spelled out. (M.B.A.) or written out Master of Business Administration. Be consistent for all degrees.

Acronyms

- Acronyms are words that are coined by taking the first letter of the words they represent like LAN (local area network) and CD-ROM (compact disc, read only memory).
- When using acronyms, spell out the meaning after the first reference and then use the acronym for any additional references.

Edit, Edit, Edit

Eliminate these common errors:

- Eliminate words that repeat themselves throughout the resume by substituting an alternative keyword.
- Do not use the same word twice in the same sentence.
- Switch to a possessive to reduce prepositional phrases such as “women’s programs” instead of “programs in support of women”.
- Eliminate wordy phrases like *on a daily basis* when *daily* will suffice.

Proof, Proof, Proof

- Print out the resume to spot typos more easily. **DO NOT RELY ON SPELL CHECK.**
- Read word for word out loud. Pay attention to dates, phone numbers, email address, spelling of proper nouns and consistency of formatting. If one heading is capitalized and bolded, are all headings capitalized and underlined bolded? If one bullet is indented are all bullets indented with the same spacing?
- Mark your copy with colored ink.
- Read it backwards to look at each word.
- Make changes on the computer.
- Print it again.
- Read it again.
- Compare the first proof copy with the new proof copy. Make sure all changes were made.
- Walk away from it for a day.
- Ask at least two people to review it including your coach.