

## WHAT SHOULD A RESUME INCLUDE?

### **Contact Information:**

Put your first and last name, home address, phone number, and email address at the top.

- *Note: Use a professional email address. Something like john.smith@yahoo.com is much better than likes2shop@yahoo.com. You might choose to create an email address to use exclusively for job search purposes. Also, make sure your voicemail message is appropriate (no slang, songs playing in the background, etc.).*

### **Skills Summary or Professional Summary**

List technical skills, computer software knowledge, leadership and/or administrative skills, languages spoken besides English, and certifications.

- *Examples: Types 50 WPM, proficient in Microsoft Office software, Certified Nursing Assistant certification, bilingual English/Spanish, etc.*
- *Do not provide a “laundry list” of skills – far better to mention a few very strong skills for which you have been recognized and can talk to during an interview.*

### **Work Experience**

In chronological order (starting with your current or most recent position), list your work experiences. You should include: company name, company location (city, state), your job title, and the dates of your employment (month and year). In addition, you should list the major duties and responsibilities required of you at each job. Use this as an opportunity to highlight your skills.

- *Note: You should generally not include jobs held more than 10-15 years ago unless they are particularly relevant to the position for which you’re applying.*
- *Make sure dates and titles of positions held are accurate – employers will often confirm this information with past employers and inconsistent data will jeopardize your application.*
- *Describe job duties using action verbs. Make sure you do a good job of self-promotion! Think through special assignments, recognitions, awards, boss feedback and incorporate into the duties. If your work directly benefitted the company, include that information.*

### **Volunteer Experience**

List the name and location of the organization, your position title, and dates volunteered. List the tasks and/or projects worked on.

### **Education/Training**

List the names and locations of any schools, colleges, and specialized training courses you have attended. Also include the degree or certification achieved.

- *List education in chronological order. Be accurate.*
- *If you have completed a degree or certification, indicate so. If you are intending to complete a degree, you may indicate so. List significant honors received.*
- *List your high school and diploma, but do not include graduation dates.*
- *If you have a GED or have successfully completed work training programs, you may list them under Education/Training.*

### **Work Experience Gaps**

If you have significant gaps in your work history, think of what you were doing during that time. Did you take any classes or training? Did you do any volunteer work or community service? Did you

provide care to an ailing family member? If so, you might choose to include that activity on your resume to address the gap.

### Short Duration Jobs

If you held jobs for very short periods of time or have a fragmented work history, combine similar jobs. Examples:

- 2000-2003 Secretary/Receptionist ABC Corp, USA Insurance, AT&T
- 1999-2002 Food Prep/Service Panera, Wendy's, Pizza Hut

You may choose to delete jobs held for very brief (1-6 months) time periods unless you acquired an important skill or experience by performing that job.

### Long Duration Jobs

If you've had only one employer for the last 20+ years, then you will separately list each position held to show career progression and to summarize the duties from each position.

### Self-Employment

Take credit for odd jobs and self-employment. Give yourself credit and create a job title that accurately described the work you were doing. Examples:

- A&S Cleaning Services (self-employed)
- Al's Handyman and Repair Services (self-employed)
- Child Care Professional (self-employed)
- Care Giver/Personal Attendant (self-employed)

### Hobbies and Interests

Do not include hobbies and interests unless they are directly relevant to the job you are seeking, or reveal a characteristic that supports a job objective.

### Pronunciation

Some people with names that are unusual or difficult to pronounce may choose to help out the reader by providing a phonetic pronunciation of their name. Example: Cqemina ("Seemena") Williams

### Tips for Resume Creation

- Keep your resume to ONE PAGE. Most resume reviewers will not read the second page. If you have significant work history and/or education or training, you may include a second page but make sure your most relevant information is on page one.
- Use CONSISTENT FORMATTING. If you *italicize* one name, italicize them all.
- Use the PAST TENSE for prior work experience (Managed, Organized).
- PROOFREAD your resume and have someone else proofread it, too.
- Don't use abbreviations or acronyms. Ex. "Certified Nursing Assistant" instead of "CNA".
- Use a variety of words to describe your duties, and do not list skills you do not have.
- DO NOT disclose your religion, ethnicity, family status, or hobbies.
- Do not boast skills you do not have. Be prepared to discuss each of the skills you claim in an interview.
- Avoid using resume wizards. They provide no flexibility and you will end up with a "look alike" resume.
- Print your resume on resume quality paper.