

*Resume Essentials*

**Center for Career Connections office location: U304**

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**Visit this webpage** [**https://www.bellevuecollege.edu/careers/**](https://www.bellevuecollege.edu/careers/) **to:**

* Schedule an on-campus, video or phone appointment to get help with your resume, cover letter, LinkedIn and interviewing skills
* Use HANDSHAKEto find jobs and internships
* Find out about events like job fairs, workshops, and classes

Learn about the **Academic Internship Program:** <http://bellevuecollege.edu/internships>

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| **Resume Guidelines**  |

Your resume is one of your most important job/internship search tools. It is a description of your skills and abilities related to the types of jobs to which you are applying. Your resume identifies your value and skills to a potential employer and is often the primary way employers choose individuals to interview.

Your resume is not a list of everything you have ever done. Instead, your resume is a list of specific skills, knowledge, education, and prior experience, both paid work and volunteer/community service experience, that will help the employer see you as a potential employee or intern. It should not include lengthy descriptions and elaborate details. There is no “right” or “wrong” way to write a resume; however, most employers and career professionals agree with the following guidelines:

**Tips on writing resume content**

* **Customize:** Tailor your resume and *especially the cover letter* to the specific job/internship. Emphasize the skills, experience, and education most important to the particular position for which you are applying. Use the same keywords and concepts that appear in the job/internship announcement.
* **Be Concise:** Use clear, concise words. Eliminate all personal pronouns (examples:. I, my, he/she, his/her, their). Articles (a, an, the) can be eliminated when meaning remains clear without them.
* **Identify/Numerate:** Highlight your past results and accomplishments that are relevant to your target job. When possible, express positive outcomes using numbers and/or percentages.
* **Verbs/Verb Tense:** Describe job duties using action verbs (see page 4). Jobs and other activities that you are still doing should be described in the present tense. Anything that happened in the past should be written using the past tense. Avoid or limit use of the “ing” form of verbs.
* **Relevance:** Don't include irrelevant information. Do not list personal information such as date of birth, marital status or number of children. You may choose to include information about interests (also known as “hobbies”) that are relevant to the type of job you seek with an explanation of how they are relevant. Eliminate any outdated technical or business skills. Employers are most interested in what you are currently doing and what you have done in the recent past. If you have a long career history, focus on the last 10 years. If your early career is important to your current goal, briefly mention the experience without including details. This can be done by listing under the heading as “Additional Experience”. (Do not include dates of employment if you use this strategy.)
* **Perfection:** Use perfect grammar, spelling, and punctuation. First, proofread your resume yourself and then have a friend, family member, or Career Specialist in the Bellevue College Center for Career Connections proofread it for spelling, punctuation, and format errors before sending it to an employer. If you need help with grammar, visit the Bellevue College Writing Lab: <http://bellevuecollege.edu/writinglab/>

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**Anatomy of a resume**

* **Contact Info:** Your name goes on the top of the resume, typically in larger type than the rest of the document. If you use a nick name or are from another country and have adopted an American name, list it like this: First name (American name in parenthesis) Last name. Underneath provide your phone number, email address, LinkedIn link and optionally city and state where you currently live.
	+ **No Home Address:** Do NOT include your home address on your resume for your personal protection (you do not want someone showing up at your home). Some employers select whom to interview based on where you live. If they think your commute would be too long, they might not consider hiring you (Your commute is your decision). If employers want to contact you to schedule an interview, they just need your phone number and/or email address.
	+ **Email Address:** Use a work-appropriate email address (not something like catlover@yahoo.com). Turn off your ring relay and make sure your telephone voice mail greeting is appropriate for employers to hear.
* **Summary of Qualifications:** The first heading, immediately under your name and contact information, should indicate the position to which you are applying with the word(s) “Qualifications”, “Summary of Qualifications” or “Skills Summary.” Under this heading include a 3-6 bulleted list summarizing your key skills, abilities, knowledge, and experience that are related to the targeted position. The list should include skills you have gained from both your education and work experience. Include specific skills and don’t list too many general or “soft skills” (like *good* *communicator* and *detail-oriented*)*.* Technology and team skills are important in all fields, so definitely list your computer skills and ability to work as a team member.
* **Order of Next Sections/Format:** If your most relevant skills were gained primarily through your recent education, list your “Education” section under your qualifications list. If your experience (including internships) demonstrates your preparation for the targeted position, then list the “Experience” section immediately under qualifications. In both the education and experience sections, items should be listed in reverse chronological order – in other words, the most recent events should be listed first. For example, college is listed above high school.
* **Experience:** When writing about past jobs, don’t simply provide a list of duties, and don’t keep repeating the same things if you’ve done the same or similar tasks for each employer. Vary your word usage to make it interesting to read. Provide 3-4 bullets (not paragraphs) that briefly explain what you accomplished, how you excelled, and how others noticed your exceptional qualities. Especially highlight things that can be quantified, such as “Increased traffic from Google 53% or decreased ad spending 40%”.
* **Education:** Identify the name of the degree/certificates you are earning or have earned followed by the name/location of the college/university**.** You can’t assume employers know exactly what you’re studying so list relevant classes you’ve taken (not course numbers) and provide your GPA if it’s over 3.0. Also list merits, awards, commendations, honors, fellowships, scholarships, elected student government positions, and sports activities (this proves team skills) that pertain to the position for which you are applying. Include a brief explanation, such as “for academic achievement” or “community service award” if it’s not obvious from the name of the award.
* **Computer Skills:** if you are in a technology-related field you may choose to have a separate section for technology skills. List computer applications, programming languages, networking capabilities, troubleshooting skills, hardware experience, or other special talents.
* **Other Sections:** You can create any section that will give the employer the opportunity to know who you are such as Professional Training & Development, Academic Projects, Extracurricular Activities, Community Involvement, Certifications & Licenses, Professional Memberships, Publications, Language Skills…Find a way to include anything you have done that shows initiative or passion: Examples include Eagle Scouts, Math Olympics and Hack-a Thons”.
* **References:** Don’t include references and don’t say “References Available upon Request.” Employers know this.

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**Important resume format recommendations**

* **Templates: Do not use a resume template** that you have found in Microsoft Word or on the internet. Templates often organize information poorly, use very small type, and are often difficult to modify. Instead, write the content first and then **apply your own formatting in a way that emphasizes WHAT you’ve done** (as opposed to where or when).
* **Scanability:** The first person at the company to read your resume will likely spend only about 15 seconds reading it, so it should be easy to find information. Use your formatting to make sure the most important information stands out (your name/contact information as well as skills and abilities related to the job). The names of degrees and job titles should also stand out–what you have done is more important than where you did it!
	+ Many large employers use applicant tracking software to identify resumes with specific skill sets. Some software is unable to understand text in columns and tables or with underlines so avoid all of these formats. Use key words in case your resume might be read by robots.
* **Font/Paper/Photos:** Use a professional-looking font such as Calibri, Times New Roman or Arial and no smaller than 10-point type for most text with larger type or all caps for headings. Do not use unusual/difficult to read fonts, colored paper, or photos unless you are a graphic design/interior design student and are demonstrating your design skills. If the employer has to strain to read your resume, they probably won’t read it at all. Use not more than two styles of font; if you use two, one would be for headings, the other for the rest of the text.
* **Your Name:** Make your name bigger than the rest of the information on your resume (16-22-point font). When an employer is going through a stack of printed resumes, your name should stand out.
* **Skill Ratings**: Do not use bars or stars to rate your skills, especially if you rate yourself average on any skill. No employer or internship site is interested in hiring someone who isn’t very good at a skill. Remember, once on the job you will quickly become more proficient. If you are only somewhat knowledgeable about a software, use the words “familiar with” to describe your proficiency—this is both honest and less negative.
* **Spacing:** Make your resume easy to read and use consistent formatting. Use .65-to-1.0-inch margins, clear headings (that are either bolded, larger type or in all caps), and consistent spacing between sections as well as within sections. This does not mean make all spacing identical; instead make slightly larger spaces between sections and smaller spaces between items within a section. Consider using half spaces between jobs if you have a long work history. There shouldn’t be any huge white spaces on the page; and it shouldn’t look cramped either. Center the text on the page, especially if you are a young person with limited education and work experience.
* **Number of pages:** Many employers prefer one-page resumes.If you have over 10 years’ experience and/or you have a good reason to include more details, two pages may be appropriate. Federal resumes and curriculum vitae (CVs-used for academic jobs) can be much longer.
* **File Name:** When saving your resume, use your full name, the type of job for which you are applying and the word “resume”. For example: “Jane\_Doe\_Bookkeeper\_Resume.doc”–don’t just name it “Resume.doc.” Employers may receive hundreds of resumes for the same job; make sure they can find yours easily.

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| **Power Words** |

Describe your skills in functional terms using action verbs, adjectives, or adverbs to express your key accomplishments and relevant experience. **TIP:** Don’t keep repeating the same words over and over.

Here are some powerful **action** **verbs** you can use to display your accomplishments and results with impact:

**A**ccomplished

achieved

acquired

acted

activated

adapted

adjusted

administered

advanced

advised

analyzed

anticipated

arbitrated

arranged

ascertained

assembled

assessed

attained

audited

arranged

**B**udgeted

built

**C**alculated

charted

classified

coached

collected

communicated

compared

compiled

completed

composed

computed

conceptualized

conducted

consolidated

constructed

conserved

controlled

coordinated

counseled

created

**D**ealt

decided

defined

delivered

designed

detailed

detected

determined

developed

devised

diagnosed

directed

discovered

dispensed

displayed

disproved

dissected

distributed

diverted

dramatized

drew

**E**arned

edited

eliminated

empathized

enforced

established

estimated

evaluated

examined

executed

explained

expanded

expedited

experimented

expressed

extracted

**F**inanced

fixed

followed

forecasted

formulated

founded

**G**athered

gave

generated

guided

**H**andled

headed

helped

**I**dentified

illustrated

implemented

improved

increased

influenced

informed

initiated

innovated

inspected

inspired

installed

instituted

instructed

integrated

interpreted

introduced

invented

inventoried

investigated

**J**udged

**K**ept

**L**ectured

learned

led

lifted

listened

logged

**M**ade

maintained

managed

manipulated

marketed

mediated

memorized

mentored

met

modeled

monitored

**N**avigated

negotiated

**O**bserved

obtained

offered

operated

ordered

organized

originated

oversaw

**P**articipated

perceived

performed

persuaded

piloted

pioneered

planned

played

predicted

prepared

prescribed

presented

printed

problem-solved

processed

produced

programmed

projected

promoted

proofed

proposed

protected

provided

published

publicized

purchased

**Q**uestioned

**R**aised

ranked

read

realized

reasoned

received

reconciled

recommended

recorded

recruited

reduced

referred

rehabilitated

related

remembered

rendered

repaired

reported

represented

researched

resolved

responded

restored

retrieved

reviewed

revised

**S**aved

scheduled

selected

separated

served

set

set-up

shaped

shared

showed

sketched

sold

solved

sorted

spearheaded

spoke

studied

succeeded

summarized

supervised

supplied

symbolized

synthesized

systematized

**T**alked

taught

tested

told

took

took instructions

tracked

trained

transcribed

transformed

translated

treated

traveled

troubleshot

tutored

**U**nderstood

understudied

undertook

unified

united

updated

upgraded

used

utilized

weighed

won

worked

wrote

wrought

**V**erbalized

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**Customize! Customize! Customize your resume!**

To increase your chances of being selected for an interview, customize each resume you send based on the targeted job description. Even though its time consuming, it is worth your time to do so.

On the next page there is an example to illustrate how you can go about customizing your resume according to a job description.

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| **Sample Job Advertisement**  |

**Junior Associate Bookkeeper**

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| This is exciting opportunity to gain valuable experience in a growing career field is offered by one of the fastest growing technology companies in western Washington. In this role, you will track the company's revenue and expenses, generate invoices for clients, assist the accountant with payroll, and regularly present reports to executive leadership.Requirements: • Minimum 1 year of experience in a related position • Experience working in an Administrative Assistant or Bookkeeping role desirable • College level courses in Business, Accounting, or other related field; Associates degree required; BA in Accounting preferred • Intermediate skills with Microsoft Office (especially Excel) • Experience with QuickBooks and/or Paylocity desirable (not required) • Strong work ethic, ability to adapt, quick learner, multi-tasker, attention to detail • Experience working in a culturally diverse environment is desirable • Very strong math skillsPage 5 of 7 |
|  |

First Name (American Name) Last Name

(206) 596-5984 ⬩ jsample@email.com ⬩ LinkedIn profile link ⬩ Bellevue, WA

**BOOKKEEPER SUMMARY OF QUALIFICATIONS**

* 2+ years of office administration experience, including two years of supervisory experience
* Skilled at accounts receivable and preparing federal income taxes; type 80+ word per minute
* Proficient with QuickBooks, Microsoft Office (Excel, Access, Word, Outlook, PowerPoint, Publisher, Teams)
* Demonstrated interpersonal, communication and team skills, proven customer service skills

**EDUCATION**

**Accounting,** Associate in Applied Science Transfer Degree Expected 2024

Bellevue College, Bellevue, WA

* Coursework: Business Payroll Tax Accounting, Accounts Receivable, Federal Income Taxes, Small Business Computerized Accounting, 10-key, Business Spreadsheet Analysis & Design, Practical Accounting 1 & 2, Principles of Accounting 1 & 2, Business Mathematics
* 3.8 GPA; member of Phi Beta Kappa Honor Society
* **Accounting Assistant Certificate of Achievement** 2021**; Bookkeeping Certificate of Accomplishment**2022

**CERTIFICATIONS** (this section is optional)

* **Microsoft Office Specialist: Microsoft Word Expert** (Office 19)

**EXPERIENCE**

**Receptionist/Office Staff Supervisor**

Media Link, Bellevue, WA  Jun 2020 - Present

* Provide reception services and research assistance for a market research company
* Assisted in the installation of new call system resulting in 50% reduction in lost/dropped calls
* Supervised team of three while fostering a collaborative work environment
* Recognized by employer and co-workers as highly reliable and well-organized
* Selected Employee-of-the-Month twice; began as office assistant, promoted three times in four years

**Customer Service Representative**

Issue Resolution Department, Excalibur Communications, Bothell, WA     Sep 2019 - Feb 2020

* Identified/resolved customer problems by utilizing critical thinking skills and customer feedback
* Created new employee customer service training manual resulting in 10% increase in business retention
* Maintained monthly budget reporting by using QuickBooks and Excel
* Collaborated with a diverse team of 10-15 members

**COMMUNITY INVOLVEMENT** (this section is optional)

Math Tutor

Snohomish Public Library, Snohomish, WA Jul - Aug 2019

* Assisted K-12 students with math homework, study skills, and test preparation
* Created a self-study guide for 8th grade Algebra students resulting in improved math performance on

 exams by 30% of tutored students

**LANGUAGE SKILLS**  (this section is optional)

* Bilingual English and Spanish   Page 6 of 7

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| **Resources**  |

**EXPRL 220, Resume & Interviewing Strategies**

The Center for Career Connections offers a 2-credit class, over 2 weekends each quarter, for students who wants to learn how to create a winning resume and to represent your best talents during interviews. Guest speakers from the industry will share with you what they look for in a resume. The class will include practice interviews with employers.

## OWL (Online Writing Lab) at PURDUE

<https://owl.english.purdue.edu/owl/resource/723/03/>

This resume workshop at the online writing lab on the Purdue University website offers a comprehensive guide to tips on what to include and exclude in resumes.

**Resume tips**

<https://www.linkedin.com/pulse/2016-resume-tips-jessica-h-hernandez-executive-resume-writer>

An article on LinkedIn on tips to get hiring manager’s attention on your resume and personal branding. We question the suggestion to add charts and graphs to your resume—they take up a lot of space which might be put to better use with information about your skills, education, and experience.

**Individual resume help**

**Students, alumni, and community members can make a no-cost (free) appointment (virtual or on-campus) with a Career Specialist to review a resume or assist with other job/internship activities using our Bookings website:** <https://www.bellevuecollege.edu/careers/>

**Or, you may call the Center for Career Connections at (425) 564-2279 to make an appointment.**

We are located on the main campus, Building U, Room 304.

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