BELLEVUE COLLEGE

CENTER FOR CAREER CONNECTIONS AND WOMEN'S CENTER

Resume
Essentials

CONNECT! (Jobs & Internships): http://bellevuecollege.edu/careers/connect.html

Center for Career Connections: http://bellevuecollege.edu/careers

Academic Internship Program: http://bellevuecollege.edu/internships

Scholarship Resource Program: http://bellevuecollege.edu/scholarships

Twitter: http://twitter.com/BellevueCCC

LinkedIn Group: Center for Career Connections

Facebook Page: Center for Career Connections at Bellevue College

Office: 2nd floor, Student Services Building B, Room 231

**Phone:** (425) 564-2279 | **Email:** careers@bellevuecollege.edu

Resume Guidelines

Your resume is one of your most important job/internship search tools. It is an announcement of why you are valuable and should be chosen for an interview. The resume should provide a snapshot. 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:
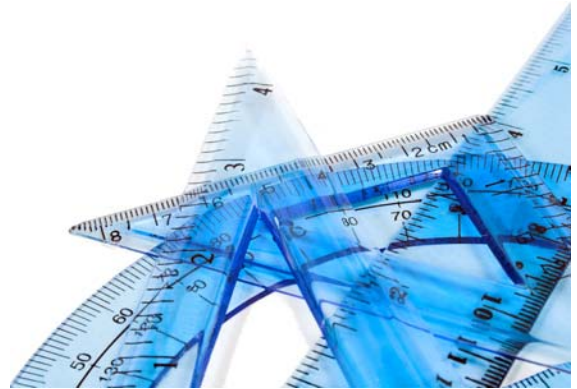
Content:

- **Contact Info:** Do NOT include your home address on your resume. Because we live in such a large metropolitan area, many times employers will make judgments based on where you live. If they think your commute would be too long, they might not even consider hiring you. Your commute is your decision, so we recommend that you not even give them that option. Plus, people don't often mail things anymore. If they 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.

- **Objective:** If you choose to put an Objective at the top of your resume, make sure it is specific and focuses on *what you can do for them* in addition to what you want for yourself. If you just say "To obtain an accounting job" you are being redundant – they already know that. This is the first thing they will read, so take this opportunity to sell yourself! See the "Objective" section below for more tips on writing an Objective.

- **Customization:** Tailor your resume & *especially the cover letter* to the 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. Highlight results and accomplishments.

- **Skills:** Include as much information as possible about specific skills and don't list too many general or "soft skills" (like *good communicator* and *detail-oriented*). Instead, provide an example that illustrates how you apply these skills. Technology and language are increasingly important in all fields, so definitely list your computer skills and language abilities.

- **Concise:** Use clear, concise words. Eliminate words such as articles (a, an, the) and personal pronouns (I, my).

- **References:** Don't include references, and don't say "References Available upon Request." They know this.

- **Perfection:** Use perfect grammar, spelling, and punctuation. Proofread it before sending it to anyone, and have a friend, family member, or Specialist in the Bellevue College Center for Career Connections proofread it before sending it to an employer. If you need help with grammar, visit the Bellevue College Writing Lab: http://bellevuecollege.edu/writinglab/

- **Education Details:** Provide some detail about what specifically you're learning in school. You can't assume employers know exactly what you're studying, and if they've posted a job on the school's web site, they're likely looking for students or recent graduates with current skills – so give them a few names of the most relevant classes you've taken (not course numbers), and provide your GPA if it's over 3.5.

- **Descriptions:** 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. Instead, give information about what you accomplished, how you excelled, and how others noticed your exceptional qualities. Provide 3-4 bullets (not paragraphs) that briefly explain these results. Especially highlight things that can be quantified, such as "Increased traffic from Google 230%, decreased ad spending 40%". If you have more information to provide, save it for your LinkedIn account or online resume.

- **Relevance:** Don't include irrelevant information. Don't list hobbies or personal information such as date of birth or marital status. If you absolutely must include information about hobbies, make sure it's relevant and explain how it's relevant. Also, eliminate any outdated technical or business skills. Employers are most interested in what you did recently. If you have a long career history, focus on the last 10 to 15 years. If your early career is important to your current goal, briefly mention the experience without including details.

Format:

- **Templates:** Don't just enter your information into a template that you found in Microsoft Word or on the internet. 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).**

- **Font:** Use a professional-looking san serif font. Do NOT use frilly fonts, colored paper, photos, etc. Use only one or *maybe* two styles of font. The size should be no smaller than the text in this guide (which is 11 point Calibri). If the employer has to strain to read your resume, they probably won't read it at all.

- **Your Name:** Make your name bigger than the rest of the information on your resume (18-22 point font). When an employer is going through a stack of printed resumes, your name should stand out.

- **Ordering:** You can order the sections in whatever way makes the most sense. Put the most important sections at the top of your resume. If you have little or no work experience in the field, make sure that your educational experience (or whatever else that's relevant) is listed first. Also, within each section dates should be in reverse chronological order – in other words, the most recent events should be listed first.

- **Spacing:** Make your resume easy to read by using 0.8 - 1.0 inch margins, clear headings, and space between sections. There shouldn't be any huge white spaces on the page, and it shouldn't look cramped either.

- **Scanability:** Be consistent with formatting. 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 read quickly, and the most important information (what you have done) should stand out. Particularly, the names of degrees & job titles should stand out with bold formatting – usually, what you did is more important than where you did it!

- **One Page Rule:** Unless you have 10+ years of experience, keep your resume on one page.

- **Verb Tense:** Jobs and other activities that you are still doing should be discussed in the present tense. Anything that happened in the past should be in the past tense.

- **Document Name:** When saving your resume, use your full name and the word "resume". For example: "Jane_Doe_Resume.doc" – don't just name it "Resume.doc."

Anatomy of a Resume

Resumes have distinct sections that provide the potential employer easy access to the types of information that they need. The names of the sections can be changed in whatever way makes the most sense for your experience – **this is a good reason not to use a template!** If a section only has one item in it, find a way to merge that information into another section. Here are some basic sections you may want to consider including:

Subject:	Description:
Contact Information (Required)	Required: full name, phone number (with area code), and email address. Street address and city are NOT recommended (see Resume Guidelines above). When posting your resume on the Bellevue College job/internship site (CONNECT!), do not include your address.
Objective (Optional)	A *good* Objective focuses on what you can do for the company – not what they can do for you. See the section below called "Objective," which includes advice on whether or not to use one.
Tag Line (Optional)	Your professional title or title of the job you're targeting. See the section below called "Tag Line," as well as the sample resume at the end of this guide.
Skill Set (Optional)	A brief, targeted list of your core competencies (one or two words, not sentences). See the section below called "Skill Set," as well as the sample resume at the end of this guide.
Summary of Qualifications (Recommended)	3-6 bulleted phrases that sum up your key experience and knowledge, as it relates to the targeted position. If they read nothing else on the resume, this should give them a good idea of why you are qualified. This can be used with or in place of an Objective, Tag Line, or Skills Set. See the section below called "Qualifications," as well as the sample resume at the end of this guide.
Work Experience (Recommended)	Most recent experiences should be listed first. Include title of position, name of organization, location (city and state only), a date range (month/year or just year), and a brief description of the position. Usually the titles of positions should stand out more than the names of the companies or dates. Provide elaboration about what you did well, what you did that went above-and-beyond your job description, what you did that indicated responsibility, specific accomplishments, promotions, quantifiable results, etc. May include volunteer work, internships, clinical experience, etc.
Education (Recommended)	List degrees, licenses, or relevant certificates in reverse chronological order. Include the specific degree name, school name, location of school (city and state only), and optionally the date you completed the degree (if you haven't finished yet, write "In Progress" or "Projected 2010" or "Expected Graduation 2010"). Usually, the names of degrees should stand out more than the names of the schools. Provide additional information about *relevant* coursework (course titles, not numbers), special projects, accomplishments, etc. in a bulleted list. Include high school only if you don't have much on your resume or if you were very active in high school, if you received special awards, etc. Do not include if you graduated more than 2 years ago.
Awards (Optional)	List merits, awards, commendations, honors, fellowships, scholarships, elected positions, etc. 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.
Special Skills (Optional)	Provide information about specific skills that are relevant, such as languages (you can note fluency level and reading/writing ability), computer experience, use of special equipment, etc.
Computer Skills (Optional)	You may want a separate section for computer skills, especially if you are in a technical industry. List computer applications, programming languages, networking capabilities, troubleshooting skills, hardware experience, or other special talents.
References (Not Recommended)	If the application instructions ask you to provide references, list them on a separate piece of paper. Do not say "Reference Available upon Request" in your resume – they already know that!
Portfolio (Optional)	If you have a portfolio (recommended for all disciplines), you can write "Portfolio Available upon Request," or even better – provide a web link!
Other (Optional)	You can create any section that makes sense, such as Professional Training & Development, Related Activities, Extracurricular Activities, Community Activities, Certifications & Licenses, Professional Memberships, Publications, Additional Experiences, Additional Skills… Find a way to include anything you did that showed initiative or passion: Eagle Scouts, Math Olympics, etc.

Objective

Should you use an Objective?

Many employers say they don't like Objectives, and they don't even bother reading them because more often than not, they don't include any interesting or helpful information. Objectives have traditionally contained information about what the candidate wants (a job, room for advancement, a chance to use a new college degree, etc). But what the employer really wants to know is *what the candidate can do for the company*.

Still, some people argue that it's essential to know that your goals match the company's needs, and they're looking for that quick Objective statement right off the bat. **You may want to consider using a more modern approach, such as a Tag Line and/or Skill Set (see below).** Beneath your Objective / Tag Line / Skill Set, you should include a Qualifications section.

If you use an Objective, make it good:

#1 – Keep it short. Avoid paragraphs. If you launch into a lengthy description of yourself and your hopes and dreams for your future, you're going to lose the reader from the get-go. Use one or two sentences maximum.

#2 – Don't be generic. This is the first thing on your resume, so take advantage of the opportunity to sell yourself. To really stand out in the crowd, you should tailor your Objective to each new position for which you apply. Use the position description as a guide, and use the specific position and company name. When you customize your Objective, the hiring manager (or decision maker) sees instantly that you are a potential fit for the position and that you care enough about first impressions to go that extra step.

#3 – Don't make it *all* about you. Everyone wants good pay, a chance for advancement, and respect. This isn't the place to talk about that. The employer's main concern is what you can do for them. Your objective needs to meet their needs. Mention the #1 way you can contribute.

#4 – Make sure it's true. If your Objective says you're looking for a full-time job and you're applying for a part-time internship, you will likely be disqualified immediately.

Examples:

A general formula you can use is: "To apply my _____ skills as a _____ at _____." Here are some examples:

- To apply my strong analytical and organizational skills as an Administrative Support Intern at XYZ Corporation.
- To find a position as a Java Software Intern developing n-tier applications.
- Seeking an Advertising internship at XYZ Corporation which allows me to expand my current abilities and contribute to XYZ's mission of worldwide environmental sustainability.

If you're writing a general resume for posting online or distributing at a career fair, you can use a more general Objective, such as:

- Seeking a full-time position that will utilize my outstanding communication skills and years of experience in sales and computers.

Tag Line

Instead of an Objective, consider using a Tag Line: your professional title or the title of the job you're targeting. This should, of course, be the same or *very* similar to the position for which you are applying. For example: Certified Public Accountant, Mechanical Engineer, Nurse Midwife, Customer Service Representative, Database Administrator, etc. You can use this in combination with a Skill Set and/or Qualifications section.

Skill Set

A Skill Set is a list of your core competencies as they relate to your targeted career goal. Use one or two words (not sentences) per skill. For example, a business student may have this skill set:

Marketing | Advertising| Sales | Event Planning | Public Relations

Qualifications

Your Qualifications section is the one of the most important sections on your resume. This is likely one of the first section that the employer reads, so it should quickly summarize your strongest and most relevant qualifications. Other names for this section are: Summary of Qualifications, Summary, Profile, Professional Highlights, and Highlights.

Tips:

- Write your Qualifications section last, since it's a summary
- Tailor it for each position, and use words that are in the job announcement
- Focus on 4 – 8 key skills, areas of knowledge, or accomplishments
- Include Power Words to start each bullet (see Power Words list below) and avoid personal pronouns
- Be clear and concise, and quantify with numbers, percentages, and dollar amounts whenever possible
- Don't list too many "soft skills," such as *problem solver*, *team player*, and *good communication skills*

Formula:

Here's a formula you can use. Remember, different circumstances may require a different approach.
- Position title / line of work (similar to an Objective) and years of experience
- 1-2 accomplishments or technical attributes
- 1-2 "soft skills"

Example

Here's an example of a Tag Line / Skill Set / Qualifications combo for a web design position that requires some programming skills:

Web Designer & Developer

Graphic Design | Programming | Freehand Drawing| User Interface Design

o Creative and motivated web designer with five years of artistic and technical experience
o Designed and programmed http://sarahsampleresume.com and http://sarahsampledesign.com
o Expert user of HTML, CSS, Flash, Photoshop, Illustrator, Dreamweaver, and FrontPage
o Finishes projects on time and under budget; develops excellent rapport with clients

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.

Use powerful **action verbs** display your accomplishments and results with impact:

Accomplished	**D**ealt	founded	memorized	**R**aised	studied
achieved	decided	**G**athered	mentored	ranked	succeeded
acquired	defined	gave	met	read	summarized
acted	delivered	generated	modeled	realized	supervised
activated	designed	guided	monitored	reasoned	supplied
adapted	detailed	**H**andled	**N**avigated	received	symbolized
adjusted	detected	headed	negotiated	reconciled	synthesized
administered	determined	helped	**O**bserved	recommended	systematized
advanced	developed	**I**dentified	obtained	recorded	**T**alked
advised	devised	illustrated	offered	recruited	taught
analyzed	diagnosed	implemented	operated	reduced	tested
anticipated	directed	improved	ordered	referred	told
arbitrated	discovered	increased	organized	rehabilitated	took
arranged	dispensed	influenced	originated	related	took
ascertained	displayed	informed	oversaw	remembered	instructions
assembled	disproved	initiated	**P**articipated	rendered	tracked
assessed	dissected	innovated	perceived	repaired	trained
attained	distributed	inspected	performed	reported	transcribed
audited	diverted	inspired	persuaded	represented	transformed
arranged	dramatized	installed	piloted	researched	translated
Budgeted	drew	instituted	pioneered	resolved	treated
built	**E**arned	instructed	planned	responded	traveled
Calculated	edited	integrated	played	restored	troubleshot
charted	eliminated	interpreted	predicted	retrieved	tutored
classified	empathized	introduced	prepared	reviewed	**U**nderstood
coached	enforced	invented	prescribed	revised	understudied
collected	established	inventoried	presented	**S**aved	undertook
communicated	estimated	investigated	printed	scheduled	unified
compared	evaluated	**J**udged	problem-solved	selected	united
compiled	examined	**K**ept	processed	separated	updated
completed	executed	**L**ectured	produced	served	upgraded
composed	explained	learned	programmed	set	used
computed	expanded	led	projected	set-up	utilized
conceptualized	expedited	lifted	promoted	shaped	weighed
conducted	experimented	listened	proofed	shared	won
consolidated	expressed	logged	proposed	showed	worked
constructed	extracted	**M**ade	protected	sketched	wrote
conserved	**F**inanced	maintained	provided	sold	wrought
controlled	fixed	managed	published	solved	**V**erbalized
coordinated	followed	manipulated	publicized	sorted	
counseled	forecasted	marketed	purchased	spearheaded	
created	formulated	mediated	**Q**uestioned	spoke	

<u>Use strong **adjectives** and **adverbs** to describe personal traits and how you perform:</u>

Accurately	Leading	Challenging	Outstanding	Talented	Independently
Dynamic	Significant	Expert	Successful	Diplomatically	Readily
Innovative	Aware	Objective	Detail Oriented	Highly	Versatile
Responsible	Exceptional	Strong	Grasp	Perceptive	Drive
Adept	Mastery	Competent	Organized	Trained	Initiative
Earn Respect	Significantly	Extensively	Tactful	Discretion	Reliability
Instrumental	Broad	Open-Minded	Dependability	Honestly	
Responsive	Experienced	Strongly	High-Level	Pioneering	
Astute	Natural	Creative	People-	Urgent	
Effectively	Sophisticated	Flexible	Oriented	Diverse	

Posting Your Resume Online

You can post your resume on some job or internship search engines or on some company's web sites. Before posting to many of these sites, you will need to convert your resume to a Plain Text document. To do this, click **File → Save As** (in Microsoft Word). Underneath where you type the **File name**, there is a drop down box called **Save file as**. It will be set to: Word Document (*doc). Change it to: Plain Text (*txt) and click **Save**. Re-open the document and edit it using the following guidelines:

- All lines should be left-justified
- Add extra blank lines before key sections. Don't worry about length, as the one-page rule does not apply here.
- Replace all bullets with standard keyboard symbols (*, -, --, >, or +)
- Use ALL CAPS for section headings
- Inspect your resume for keywords. Unlike power words (which are verbs), keywords are nouns that name things such as software, equipment, processes, procedures, etc. Your resume will be entered into a database, and if you don't have certain industry-specific keywords, your resume might not be selected.
- Proofread, proofread, and proofread.
- Copy, paste, and post!

Recommended Web Resources

The following web sites may be useful for finding jobs or internships, but your best bet is talking to people you know (networking) and directly contacting the companies that you *know* you want to work for.

- **Bellevue College's CONNECT! Job & Internship Posting Site**: https://bellevue-csm.symplicity.com/students (Check out the Guide to Using CONNECT! on the home page for instructions on how to set up a Search Agent, which will send you email alerts about new positions in your area of interest)
- **Center for Career Connections on Twitter**: http://twitter.com/BellevueCCC
- **Craig's List**: http://seattle.craigslist.org/jjj
- **Seattle Networking Groups & Events**: http://www.iloveseattle.org
- **Indeed**: http://www.indeed.com
- **Simply Hired**: http://www.simplyhired.com
- **StudentJobs.gov**: http://jobsearch.studentjobs.gov

Visit our web site at http://bellevuecollege.edu/careers for a more complete list of web resources. When you're looking at these sites, look for an orange button that says "RSS feed." Click on it to sign up for email updates.

Projects & Accomplishments Worksheet

Use this worksheet if you are **NOT switching to a new career**. List your job titles, positions or jobs on lines 1, 2, 3, etc. List the important projects on lines a) and c). Explain the results you achieved or how you contributed to the projects on lines b) and d). Whenever possible, use numbers to show the size, volume, money, time, effort, extent or the amount.

1. Job & Title: _____

a) Project #1: _____
b) Results: _____
_____
_____

c) Project #2: _____
d) Results: _____
_____
_____

2. Job & Title: _____

a) Project #1: _____
b) Results: _____
_____
_____

c) Project #2: _____
d) Results: _____
_____
_____

3. Job & Title: _____

a) Project #1: _____
b) Results: _____
_____
_____

c) Project #2: _____
d) Results: _____
_____
_____

Transferable Skills Worksheet

Use this worksheet if you **ARE switching to a new career**.
- On lines 1, 2, 3, etc., list each of the skills needed to do the job. Identify these skills by reading job announcements and visiting ONET at http://online.onetcenter.org.
- On lines a, b, c, etc., give examples of where you used a similar skill somewhere in your past. Start each sentence with a Power Word. Whenever possible, use numbers to show the size, volume, money, time, effort, extent or the amount.

1. Skill I want to demonstrate: _____

a) Example: _____

_____

b) Example: _____

_____

c) Example: _____

_____

2. Skill I want to demonstrate: _____

a) Example: _____

_____

b) Example: _____

_____

c) Example: _____

_____

3. Skill I want to demonstrate: _____

a) Example: _____

_____

b) Example: _____

_____

c) Example: _____

_____

4. Skill I want to demonstrate: _____

a) Example: _____

_____

b) Example: _____

_____

c) Example: _____

_____

Sometimes it helps to see an example. Below you will find a sample internship advertisement, cover letter and resume. You may need to take a different approach – yours may need to look drastically different depending on your industry, experience, skills, etc. Don't just plug your information into this template – give it your own style.

Sample Internship Advertisement

Accounting Intern Wanted:
Small accounting firm is looking for an accounting intern. Qualifications include:
- Associate degree in Accounting or Finance (or nearing completion of degree)
- Advanced MS Excel, Access, and Word required, Peachtree knowledge a plus
- 2+ years of professional work experience
- Effective oral and written communication skills
- Self-motivated, high energy, and excellent organization skills

→ Email resume & cover letter to: lpalm@evergreenaccountingservice.com

Sample Cover Letter

Sarah Sample
Cell: (206) 596-5984 | jsample@email.com

February 20, 2010

Ms. Louise Palm
Evergreen Accounting
10028 South Kensey Avenue
Renton, WA 98124

Dear Ms. Palm:

Thank you for the opportunity to apply for the Accounting Internship you recently advertised on Bellevue College's CONNECT web site. I recently graduated from Bellevue College with an Accounting Transfer Degree. I have been looking for an opportunity to intern at a small accounting firm, and I believe my skills and work ethic are a good fit for your firm.

The Accounting program at Bellevue College provided me with much of the knowledge I would need to be a successful intern at Evergreen Accounting. I gained thorough knowledge of PeachTree, Excel, Access, Word, and QuickBooks. I also studied federal and state income tax regulations, so I understand the bigger picture of the work you do at Evergreen.

In addition to my education, I have four years of office administration experience. As the Lead Receptionist at Media Link, I polished my oral and written communication skills. I was recognized by my supervisor as being highly organized and reliable, and I was twice selected as Employee of the Month. Clients often commented on my upbeat and helpful attitude.

I am eager to apply my knowledge and skills as your intern. I look forward to speaking with you about the position and how I might be able to help your firm. Please feel free to contact me at your convenience to schedule an interview.

Sincerely,

Sarah Sample

Sarah Sample

Sarah Sample

Cell: (206) 596-5984 | jsample@email.com

Professional Accountant

Payroll | Accounts Receivable & Payable | Federal Income Tax

Summary of Qualifications

- Recent graduate of Bellevue College with an Accounting Transfer Degree
- Proficient in PeachTree, QuickBooks, Excel, Access, Word, Outlook, PowerPoint, and Publisher
- Four years of office administration experience, including two years of supervising
- Excellent communication and organization skills; highly-motivated with a can-do attitude

Education

Accounting Transfer Degree   Spring 2009
Bellevue College, Bellevue, WA
- Coursework includes: Business Payroll Tax Accounting, Accounts Receivable, Small Business Computerized Accounting, and Federal Income Taxes
- 3.8 GPA and member of Phi Beta Kappa honor society
- Planning to transfer to the University of Washington in Fall 2010

Experience

Lead Receptionist   February 2005 - Present
Media Link, Bellevue, WA
- Provide reception services and research assistance for a market research company
- Establish excellent rapport with clients by providing excellent customer service
- Recognized by employer and co-workers as highly-reliable and well-organized
- Selected as Employee-of-the-Month twice; promoted three times in four years

Customer Service Representative   2004 - 2005
Excalibur Communications, Bothell, WA
- Provided excellent customer service as a member of the Issue Resolution Department
- Increased departmental profits by 10% and created training manuals for new employees

Volunteer Math Tutor   Summer 2004
Snohomish Public Library, Snohomish, WA
- Assisted K-12 students with math homework and study skills
- Created a self-study guide for 8th grade Algebra students

Additional Skills

- 80+ words per minute typing speed
- Bilingual English and Spanish