



**BELLEVUE
COLLEGE**

CENTER FOR CAREER CONNECTIONS
AND WOMEN'S CENTER

Resume Essentials

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CONNECT (job & internship postings): <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>

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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 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

- **Customization:** Tailor your resume & *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. Highlight your past results and accomplishments that are relevant to your target job.
- **Concise:** Use clear, concise words. Eliminate articles (a, an, the) and personal pronouns (I, my).
- **Perfection:** Use perfect grammar, spelling, and punctuation. Proofread it yourself and also 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/>
- **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.
- **Relevance:** Don't include irrelevant information. Don't list personal information such as date of birth, marital status or number of children. You may choose to include information about hobbies that are relevant to the type of job you seek and explain how they are 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. This can be done by listing under the heading as “Additional Experience”. (Do not include dates of employment if you use this strategy.)

Anatomy of a resume

- **Content Order:** Make sure that your skills and abilities related to the job you seek are at the top of your resume immediately under your name, usually under a heading such as “Qualifications” or “Skills Summary.” If you have little or no work experience, your educational experience can be listed first to document your newly gained skills from classes, school clubs and activities like student government. Within each section, 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.
- **Contact Info:** Do NOT include your home address on your resume. Many employers will make judgments 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, so we recommend that you not even give them that option. 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:** Write a 3-6 bulleted phrases that sum up your key skills, abilities, 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. 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*.
- **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 230%, decreased ad spending 40%”.
- **Education:** 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 3.0.
- **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 important in all fields, so definitely list your computer skills and language abilities.
- **Computer Skills:** You may want a separate section for computer skills, especially if you are in a technology related field. List computer applications, programming languages, networking capabilities, troubleshooting skills, hardware experience, or other special talents. This information may be included in your Skill List/Qualification summary if you don’t choose to have a separate section for computer skills.
- **Awards:** List merits, awards, commendations, honors, fellowships, scholarships or elected positions 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.
- **References:** Don’t include references, and don’t say “References Available upon Request.” They know this.
- **Other Sections:** You can create any section that will give the employer the opportunity to know who you are 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.

Points to note on format of resume

- **Templates:** Refrain from using a resume template that you have found in Microsoft Word or on the internet. Templates often organize information poorly and are usually very 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 about you quickly. Use your formatting to make sure the most important information (your name/contact information as well as skills and abilities related to the job that stands out. The names of degrees and job titles should also stand out– usually, what you did is more important than where you did it! Use key words in case resumes are 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. Do not use unusual/difficult to read fonts, colored paper, or photos unless you are a graphic design student and are demonstrating your design skills. Use one and not more than two styles of font; if you use two, one would be for headings, the other for the rest of the text. 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 (16-22-point font). When an employer is going through a stack of printed resumes, your name should stand out.
- **Spacing:** Make your resume easy to read and use consistent formatting. Use 0.75- 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.
- **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 longer.
- **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." Employers may receive hundreds of resumes for the same job; make sure they can find yours easily.

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:

Accomplished	Dealt	founded	memorized	Raised	studied
achieved	decided	Gathered	mentored	ranked	succeeded
acquired	defined	gave	met	read	summarized
acted	delivered	generated	modeled	realized	supervised
activated	designed	guided	monitored	reasoned	supplied
adapted	detailed	Handled	Navigated	received	symbolized
adjusted	detected	headed	negotiated	reconciled	synthesized
administered	determined	helped	Observed	recommended	systematized
advanced	developed	Identified	obtained	recorded	Talked
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	Participated	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	Earned	instructed	planned	responded	traveled
Calculated	edited	integrated	played	restored	troubleshoot
charted	eliminated	interpreted	predicted	retrieved	tutored
classified	empathized	introduced	prepared	reviewed	Understood
coached	enforced	invented	prescribed	revised	understudied
collected	established	inventoried	presented	Saved	undertook
communicated	estimated	investigated	printed	scheduled	unified
compared	evaluated	Judged	problem-solved	selected	united
compiled	examined	Kept	processed	separated	updated
completed	executed	Lectured	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	Made	protected	sketched	wrote
conserved	Financed	maintained	provided	sold	wrought
controlled	fixed	managed	published	solved	Verbalized
coordinated	followed	manipulated	publicized	sorted	
counseled	forecasted	marketed	purchased	spearheaded	
created	formulated	mediated	Questioned	spoke	

Customize! Customize! Customize your resume!

To increase your chances of being selected for an interview, it is important to customize your resume according to the requirements of the targeted job description. Don't just plug your information into this template. Even though its time consuming, it is worth your time doing so.

Here's an example to illustrate how you can go about customizing your resume according to the 2 different job descriptions.

You can refer to the handout on tips for writing cover letter at the Center for Career Connections.

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

Junior Associate Bookkeeper

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 have the chance to learn from business professionals with many years of experience. 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 job with relate-able skill-sets (retail cashier experience is NOT applicable)
- Experience working in an Administrative Assistant or Bookkeeping role is very desirable
- College Degree in Business, Math, Accounting, or some relate-able field
- Intermediate skills with PCs and Microsoft Office (especially Excel)
- Experience with QuickBooks and/or Paylocity is very 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 skills
- Stable work history

Sample Resume

Sarah Sample

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

Professional Accountant

Payroll | Accounts Receivable & Payable | Federal Income Tax

Summary of Qualifications

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

Education

Accounting Transfer Degree

Spring 2016

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

Experience

Lead Receptionist

2012 - Present

Media Link, Bellevue, WA

- Provide reception services and research assistance for a market research company
- Establish excellent rapport with clients by providing high quality, responsive customer service
- Recognized by employer and co-workers as highly-reliable, well-organized and a team player
- Selected Employee-of-the-Month twice; promoted three times in four years

Customer Service Representative, Issue Resolution Department

2011 - 2012

Excalibur Communications, Bothell, WA

- Solved customer problems in an effective and timely way
- Increased departmental profits by 10% and created training manuals for new employees

Math Tutor

Summer 2011

Snohomish Public Library, Snohomish, WA

- Volunteer position assisting 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

Sarah Sample

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

Junior Associate Book Keeper

Administration | Accounts Receivable | Federal Income Tax

Summary of Qualifications

- Four years of office administration experience, including two years of supervising
- Graduate of Bellevue College with an Accounting Transfer Degree
- Proficient in QuickBooks, Excel, Access, Word, Outlook, PowerPoint and Publisher
- Has strong work ethic, quick learner and great with attention to details.

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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.

2016 Resume tips

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

A great article on LinkedIn on tips to get hiring manager's attention on your resume and personal branding.

Please call the Center for Career Connections at 425 564 2279 to make an appointment to see a career specialist for an appointment to review and feedback of your resume. We are located main campus, Room A265.