



MCKENDREE
UNIVERSITY



Career Services

RÉSUMÉ & COVER LETTER GUIDE

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McKendree University Career Services



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CAREER SERVICES' TOP 10 LIST

- 1) **Career Services Web Page** - Career Services invites you to visit our web page for a wealth of information. The site includes job opportunities; Career Planning and Résumé/Cover Letter Guides for majors and jobs; online career assessment tools; a Calendar of Events page; a packet on how to Get Involved; links to various job resource sites on the Internet; sample interview questions; information on majors and graduate schools; and various other resources. www.mckendree.edu/careerservices.
- 2) **Career Counseling & Testing** - Students having difficulty choosing a major or minor field are encouraged to schedule an appointment with Career Services. Students are also welcome to complete online assessments on our website to further assist with the decision-making process.
- 3) **Résumé/Cover Letter Assistance** - The Career Services staff assists students by checking résumés, cover letters, and other job search-related materials for proper grammar, format, and content.
- 4) **Full-time and Part-time Jobs** – Paid internships and full-time/part-time opportunities can be accessed through our webpage by clicking on the “Job Opportunities” link and visiting the College Central Network System. Here, employers look at candidates for position vacancies with their organization, and they will search our online database for résumés. There is also a mentoring component to this system, which will allow you to network with alumni. A list of part-time job opportunities can also be accessed through the “Job Opportunities” link. For information regarding on-campus interviews, please view the Calendar of Events page and visit Career Services to register. Please see Financial Aid for more information regarding Federal Work Study positions.
- 5) **Graduate School Assistance** - Our office can assist students with résumé writing, mock interviews, and personal statement reviews, and we can give you information on the various graduate admission exams that may be required for you to enter graduate school.
- 6) **Mock Interview Sessions** - Career Services offers you the opportunity to participate in these sessions so that you are better prepared for interviews. We also have practice interview question handouts to further prepare you.
- 7) **Internship Program** - Our internship program allows students who have junior and senior standing and meet certain GPA requirements to apply classroom theory and knowledge in a company/organization. Students receive academic credit for the internship program, and must meet with Career Services to begin the process. **HIGHLY RECOMMENDED!**
- 8) **Career Resource Center** - This room is located next to our office, and contains books on résumé writing, cover letter writing, interviewing, the job search, and graduate school.
- 9) **Career Fairs** - Career Services sponsors/co-sponsors several career fairs every year. Please go to our Calendar of Events page for more information.
- 10) **Special Events and Other Services** – Career Services sponsors various events each year, such as a Career Conference, Majors Fair, Career Carnival, class presentations, and drop-in sessions covering a variety of topics. Our office teaches a one credit hour course titled *Careers, the Job Search, and Beyond*, and encourages juniors and seniors to enroll to become better prepared to find a position after graduation and succeed in living on your own.

Opportunity + Training + Initiative = Success

RÉSUMÉS

Here are the “Top 5 Reasons You Need a Résumé”:

- 1. To initiate contact with a potential employer:** Accompanied by a cover letter, your résumé lets an employer know that you’re interested in the company and helps create a positive first impression.

- 2. To provide an employer with a summary of your education, experience, and skills:** Your résumé shares information about you that qualifies you for the position you want. Be sure to focus on relevant information to put into your résumé.

- 3. To facilitate an interview and serve as a guide during the interview:** The résumé should encourage the employer to call you for an interview to hear more. It also provides a common base of knowledge shared by you and the interviewer, leading him/her to ask you to elaborate on information and allowing you to cite examples of skills that would interest the employer.

- 4. To share information with persons assisting you in the job search:** Your résumé can inform others of your job search and can help you develop a network of references. Give copies of your résumé to people who write letters of recommendation for you as well, so you can remind them of your specific qualities and accomplishments.

- 5. To supplement information given when completing applications:** Most applications request a great deal of information but allow little space to write or type. So be sure to answer all questions on the application, but also attach your résumé to provide a more thorough picture of your skills and abilities.



DESIGNING A RÉSUMÉ

Your résumé should outline your educational and employment experiences, your interests and activities, and your goals. Briefly and concisely, your résumé should tell the employer:

- Who you are
- What you know
- What you have done
- What you would like to do
- What you can do for the employer



* Remember that cover letters should always be sent with your résumé. You can see cover letter writing tips and examples later in this guide.

There is no single prescribed format for résumés. Here are some basic rules, however, to follow in designing an attractive and informative résumé:

- Select a format that best suits your qualifications
- Minimize personal information
- Highlight skills and abilities
- Include marketable, relevant data
- Tailor résumé to specific qualifications
- Put your info. in order of interest to your reader
- Make your résumé your own
- Be consistent with format
- Generally, margins are 1 inch from top, bottom, and sides
- Generally, recent graduates should not exceed one page
- Make your résumé easy to skim (don't assume the employer will take time to read it completely)
- Know your audience
- Make sure to **proofread!**
- Review drafts with Career Services and others in your field
- Use quality résumé paper, white or off-white, and do not staple; you may paperclip your résumé, though
- Make the résumé graphically pleasing

Transferable Skills Checklist

Over the years, you have developed many skills from part-time/full-time positions, classes, campus activities, volunteerism, and other leadership experiences. A prospective employer wants to know about these transferable skills you have gained and how they can be applied in their specific work environment. Use the following checklist to help you pinpoint some of your transferable skills.

Communication Skills

<input type="checkbox"/> speaking effectively <input type="checkbox"/> writing clearly and concisely <input type="checkbox"/> listening attentively and objectively <input type="checkbox"/> expressing ideas <input type="checkbox"/> facilitating group discussion <input type="checkbox"/> interviewing <input type="checkbox"/> editing <input type="checkbox"/> responding appropriately to +/- feedback <input type="checkbox"/> using various media to present ideas imaginatively	<input type="checkbox"/> providing appropriate feedback <input type="checkbox"/> negotiating <input type="checkbox"/> perceiving nonverbal messages <input type="checkbox"/> persuading <input type="checkbox"/> reporting information <input type="checkbox"/> describing feelings <input type="checkbox"/> public speaking <input type="checkbox"/> using various styles of written communication <input type="checkbox"/> conveying a positive self-image to others
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Research/Planning/Investigation

<input type="checkbox"/> forecasting/predicting <input type="checkbox"/> creating ideas <input type="checkbox"/> identifying problems <input type="checkbox"/> imagining alternatives <input type="checkbox"/> identifying resources <input type="checkbox"/> gathering information <input type="checkbox"/> solving problems <input type="checkbox"/> setting goals <input type="checkbox"/> extracting important information	<input type="checkbox"/> analyzing <input type="checkbox"/> developing evaluation strategies <input type="checkbox"/> testing validity of data <input type="checkbox"/> designing an experiment or model <input type="checkbox"/> formulating questions <input type="checkbox"/> making conclusions <input type="checkbox"/> conceptualizing <input type="checkbox"/> observing and discovering <input type="checkbox"/> defining needs
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Human Relations/Interpersonal

<input type="checkbox"/> developing rapport <input type="checkbox"/> being sensitive <input type="checkbox"/> listening <input type="checkbox"/> conveying feelings <input type="checkbox"/> providing support for others <input type="checkbox"/> motivating <input type="checkbox"/> sharing credit <input type="checkbox"/> helping others <input type="checkbox"/> counseling <input type="checkbox"/> cooperating	<input type="checkbox"/> keeping a group "on track" <input type="checkbox"/> being patient <input type="checkbox"/> interacting effectively with peers, superiors, and subordinates <input type="checkbox"/> persuading others <input type="checkbox"/> being willing to take risks <input type="checkbox"/> teaching/instructing others <input type="checkbox"/> demonstrating effective social behavior <input type="checkbox"/> perceiving feelings and situations <input type="checkbox"/> delegating with respect
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Work Survival

<input type="checkbox"/> implementing decisions <input type="checkbox"/> cooperating <input type="checkbox"/> enforcing policies <input type="checkbox"/> being punctual <input type="checkbox"/> managing time and stress <input type="checkbox"/> attending to detail <input type="checkbox"/> working effectively under pressure <input type="checkbox"/> taking initiative in job-related duties <input type="checkbox"/> discerning appropriate behaviors for work	<input type="checkbox"/> meeting goals <input type="checkbox"/> enlisting help <input type="checkbox"/> accepting responsibility <input type="checkbox"/> setting and meeting deadlines <input type="checkbox"/> organizing <input type="checkbox"/> making decisions <input type="checkbox"/> seeking opportunities for professional develop. <input type="checkbox"/> evaluating personal and professional strengths and weaknesses
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Organization/Management/Leadership/Decision Making

<input type="checkbox"/> initiating new ideas and tasks <input type="checkbox"/> handling details <input type="checkbox"/> coordinating tasks <input type="checkbox"/> coaching/mentoring <input type="checkbox"/> counseling <input type="checkbox"/> managing conflict <input type="checkbox"/> motivating and leading people <input type="checkbox"/> organizing people/tasks to achieve a specific goal <input type="checkbox"/> following up with others to evaluate progress <input type="checkbox"/> conducting meetings <input type="checkbox"/> giving praise and credit to others for a job well done <input type="checkbox"/> solving problems/mediating <input type="checkbox"/> taking risks <input type="checkbox"/> implementing sound decisions	<input type="checkbox"/> managing groups <input type="checkbox"/> delegating responsibility <input type="checkbox"/> teaching/instructing <input type="checkbox"/> promoting change <input type="checkbox"/> selling ideas or products <input type="checkbox"/> making decisions with others <input type="checkbox"/> analyzing tasks <input type="checkbox"/> identifying people who can contribute to solutions of problems or tasks <input type="checkbox"/> facilitating brainstorming activities <input type="checkbox"/> developing goals for an organization <input type="checkbox"/> prioritizing tasks <input type="checkbox"/> encouraging and inspiring <input type="checkbox"/> negotiating agreements <input type="checkbox"/> taking responsibility for decisions
--	--

Financial/Management

<input type="checkbox"/> developing a budget accurately estimating expenses and income <input type="checkbox"/> keeping accurate and complete financial records <input type="checkbox"/> accounting <input type="checkbox"/> assessing	<input type="checkbox"/> ensuring timelines of payments <input type="checkbox"/> fundraising <input type="checkbox"/> calculating <input type="checkbox"/> projecting/forecasting <input type="checkbox"/> investing
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Critical Thinking/Problem Solving

<input type="checkbox"/> anticipating problems before they occur <input type="checkbox"/> defining problems and identifying possible causes <input type="checkbox"/> identifying possible solutions and selecting the most appropriate ones <input type="checkbox"/> creating innovative solutions to complex Problems	<input type="checkbox"/> involving group members to evaluate solutions <input type="checkbox"/> developing plans to implement solutions <input type="checkbox"/> multi-tasking <input type="checkbox"/> identifying a general principle that explains interrelated experiences
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Putting your transferable skills to work

List your skills that you consider your best transferable skills. Write an example of where and how you used each skill.

- | | Skill | Example |
|----|-------|---------|
| 1. | a) | b) |
| 2. | a) | b) |
| 3. | a) | b) |
| 4. | a) | b) |
| 5. | a) | b) |
| 6. | a) | b) |
| 7. | a) | b) |

RÉSUMÉ FORMATS

The four most commonly used résumé formats are the chronological, the functional/skills, the targeted, and the combination résumé. Here's a chart to help you determine which one is best for you:

RESUME FORMAT	ADVANTAGES	DISADVANTAGES	BEST USED BY
CHRONOLOGICAL	<ul style="list-style-type: none"> ▪ Widely-used format ▪ Logical flow ▪ Easy to read ▪ Showcases growth in skills and responsibility ▪ Easy to prepare 	<ul style="list-style-type: none"> ▪ Emphasizes gaps in employment ▪ Not suitable for no work experience ▪ Highlights frequent job changes ▪ Does not emphasize skill development ▪ Shows lack of related experience 	<ul style="list-style-type: none"> ▪ Individuals with steady work record
FUNCTIONAL/SKILLS	<ul style="list-style-type: none"> ▪ Emphasizes skills ▪ Organizes a variety of experiences (work, volunteerism, activities, etc.) ▪ Disguises gaps in work or short-term jobs 	<ul style="list-style-type: none"> ▪ Viewed with suspicion by employers due to lack of information about specific employers and dates 	<ul style="list-style-type: none"> ▪ Individuals with no previous employment or job changers ▪ Individuals with gaps in employment ▪ Individuals who have developed skills from areas other than work experiences
TARGETED	<ul style="list-style-type: none"> ▪ Personalized to company ▪ Shows research ▪ More impressive to employer ▪ Written specifically to employer's needs 	<ul style="list-style-type: none"> ▪ Time-consuming to prepare ▪ Confusing if not well-organized ▪ Must be revised for each employer 	<ul style="list-style-type: none"> ▪ Everyone – because any of the other formats can be made into a targeted résumé
COMBINATION/HYBRID	<ul style="list-style-type: none"> ▪ Highlights relevant skills combined from jobs and activities ▪ De-emphasizes employment history in less relevant jobs ▪ Minimizes employment gaps and lack of related experience 	<ul style="list-style-type: none"> ▪ Confusing if not well-organized ▪ De-emphasizes job tasks and responsibilities ▪ Requires more effort and creativity to prepare 	<ul style="list-style-type: none"> ▪ Career changers or those in transition ▪ Individuals re-entering job market ▪ Individuals who've grown in skills and responsibility ▪ Individuals pursuing same or similar work as they've had in past

BASIC CONTENTS OF A RÉSUMÉ

NAME

Permanent Address & City/State/Zip

Phone

E-mail address

OBJECTIVE (or PROFILE if also creating bulleted statements)

Concise description of position desired. Tailor your objective to each employer you target and every position you seek.

- Another choice is to use a section titled Profile, which starts with the objective but includes bulleted statements beneath it that summarize your skills, with examples that back-up the stated skills.

EDUCATION

Title of Degree and Major Field

Minor(s) if applicable

Name of Institution, City, State

Date of Graduation, GPA/scale (if higher than a 3.0)

- Your most recent educational information is listed first and is followed by other universities from which you have graduated/transferred from where you were involved with activities. Leave off high school information after your sophomore year of college.
- List Latin honors after graduation, if applicable.

HONORS/AWARDS

These can include University awards/honors as well as community recognition.

EXPERIENCE

Full-time, part-time, summer work, volunteer work, self-employment, and internships can all be included. Write in order, starting from the most recent to the oldest. You want to communicate previous work experience that shows the knowledge, skills, and accomplishments relevant to the position for which you are applying, if at all possible. Quantify and qualify as much as possible! Do not begin with phrases such as “Responsible for” or “Duties include.”

ACTIVITIES & VOLUNTEER SERVICE

This would include participation in school and community activities and service.

- ✓ Various others headings could be beneficial, so see Career Services for guidance.

OTHER HEADINGS

Academic Honors	Licenses
Activities	Military Service
Affiliations	Objective
Areas of Expertise	Other Experiences
Awards	Other Work Experience
Career Objective	Overseas Study
Certificates	Position Desired
Civic Activities	Practicum Experience
Civic Contributions	Presentations
Coaching Interests	Professional Experience
Coaching Skills	Professional Leadership
Committee Assignments	Professional Memberships
Community Involvement (or Activities)	Professional Objective
Community Service	Professional Seminars
Computer Literacy	Professional Societies
Computer Skills	Profile
Conferences	Publications
Distinctions	Related Coursework
Education	Relevant Experience
Employment	Scholarships
Exhibits	Selected Skills
Experience	Seminar Presentations
Extracurricular Interests	Service
Field Experience	Shows
Groups Memberships	Skills
Highlighted Achievements	Skills & Competencies
Honorary Societies	Special Training
Honors and Awards	Teaching Skills
International Experience	Technical Skills
Internship Experience	Training
Language Ability	Volunteer Activities
Language Competencies	Workshops Attended
Languages	

**Skills résumés could include such headings as Supervision, Public Relations, Management Skills, Sales, Communication Abilities, Teamwork Skills, Writing Skills, Leadership Ability, and Motivational Skills.*



HOW TO LIST: NAME & CONTACT INFORMATION

In general, list your basic information for your résumé in the following way:

Name
Street
City/State/Zip Code
Phone Number
E-mail Address



A few tips to remember when you list this information:

- You can either center or left-align the information.
- Take the underline off of your e-mail address and make sure the type is black, not blue (since many computers are defaulted to set a hyperlink).
- Be sure that the message on your voicemail or answering machine is professional and appropriate.
- Make certain that you have an appropriate e-mail address, and remember that your McKendree e-mail address will be cancelled approximately 90 days after graduation.

Here is an example of a Name and Contact Information section:

John C. Doe
123 Unknown Street
Nowhere, Illinois 65432
(987) 654-3210
jcdoe@mckendree.edu

GIVE IT A TRY:

HOW TO LIST: AN OBJECTIVE OR A PROFILE/SUMMARY



OBJECTIVE

The objective statement appears at the top of a résumé and tells the reader about your career goals and/or interest in a specific job or vacancy. You may consider tailoring your objective on each résumé to every position for which you apply.

Here are some tips for writing effective objectives:

- Be specific and focused.
- State your career interests and qualifications, which should be reflected throughout your résumé, cover letter, and interview.
- Use action-oriented words and concise phrases.
- Avoid using first-person pronouns, such as "I" and "me."
- Tell the employer what you can contribute to the organization, not what you want out of the job.
- Do not include more than one occupational field of interest. Instead, create several résumés, each with a different objective.
- Well-written, effective objectives should include several of the following:
 - Type of position (e.g. management trainee, sales representative, nurse)
 - Type of field (e.g. public affairs, arts, finance, health)
 - Type of industry (e.g. communications, social services, government)
 - Type of organization (e.g. small vs. large, urban vs. rural, public vs. private)
 - Functional skills (e.g. public speaking, leadership, organizational, supervisory)

Examples of high-quality objectives:

- **For a Business Major:** To enter a management training program where proven decision-making and teamwork skills can be used to improve organizational productivity.
- **For an Accounting/CSI Major:** A position in data analysis where skills in mathematics, computer programming, and deductive reasoning will contribute to a company's goals.
- **For a Communications/English Major:** A public relations position in a non-profit organization eager to benefit from experience in event planning, editing, and writing.
- **For a Fine Arts Major:** To apply technical, musical, and graphic design abilities, acquired through classroom and internship experiences, in an advertising agency.

GIVE IT A TRY:

PROFILE/SUMMARY

Many job-seekers are using a “Profile” or “Summary” section in place of an “Objective.” Because employers may initially spend only 10-30 seconds looking at your résumé, you want to grab their attention and highlight the most important and relevant information on your résumé (without repeating your résumé).

With this section, it is common to first list the objective, and then to add bulleted statements underneath it to summarize your qualifications and skills. For each bulleted statement, you should list skills with adjectives to describe yourself, and then add examples that back up the stated skills.

Here are two examples of a Profile or Summary section:

Driven individual with strong communication, leadership, and analytical skills seeking a position in sales with a growth-oriented company.

- Hard worker with ability to manage several tasks at one. Work full-time while being a full-time student.
- Creative individual with strict attention to detail. Created a sales plan for a marketing class that won an award.
- Excellent written and verbal communication skills and experience with a variety of software packages. Field experience with ABC Marketing Company.
- Solid negotiating skills. Member of University Debate Team.

To obtain a position in the Accounting Department at ABC & Associates.

- Proven leader in group and work settings. Experience as a supervisor and active in Student Government Association.
- Hard worker and very self-motivated. Created incentive program for department staff members.
- Effective oral and written communication skills. Interact well with customers, supervisors, and colleagues.
- Strict attention to details. Internship with leading firm enhanced these skills.
- Computer skills in QuickBooks, Microsoft Dynamics GP, and Microsoft Excel.

GIVE IT A TRY:





HOW TO LIST: EDUCATION

You want to emphasize the positive aspects of your academic career. List the colleges/universities you have attended and earned a degree, listing the most recent degree first. Normally, high school is not mentioned once you are in the second semester of your sophomore year of college.

In general, list the following for your Education section:

- **Degree expected** – Check the formal title for your degree in the academic catalog, and spell out the proper names of the degree on your résumé.
- **Expected graduation date** – Just list the month and year; it's not necessary to write the word "Anticipated" or "Expected."
- **Major, Minor, and/or Emphasis** – List these parts under your degree to show specifically what you've studied.
- **City and state of school** – List these to show where your school is located.
- **GPA or other academic honors** – Include your GPA if it's 3.0 or above, listing it as 3.0/4.0. You may also consider including your Major GPA if it is much higher than your overall GPA. Add other academic honors here if you just have one or two, such as Dean's List. If you have more, add a section titled, "Honors," to your résumé.
- **Study Abroad** – If you've had this experience, you could add it to your Education section.

Here are some examples of ways to format an Education section:

Bachelor of Arts in Speech Communication, Emphasis in Public Relations McKendree University; Lebanon, IL GPA: 3.5/4.0 Dean's List	May 2012
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McKendree University, Lebanon, IL Bachelor of Business Administration in Marketing, December 2012 Minor in Organizational Communication Major GPA: 3.26/4.00

GIVE IT A TRY:

HOW TO LIST: CLASS PROJECTS



Your class projects can be relevant on a résumé, especially if you do not have a lot of experience from jobs/internships and leadership roles. When employers interview recent graduates, they will take interest in your academic background.

You can list your classes and bulleted statements below them, describing important class projects that relate directly to the career field you are pursuing. Here is an example:

CLASS PROJECTS

Business and Professional Writing

- Developed and proposed business plan for simulated company.
- Conducted over 20 interviews to select three employees.
- Improved writing skills by composing office correspondence, reports, and financial statements.

GIVE IT A TRY:

HOW TO LIST: WORK EXPERIENCE



Showing that you have worked, even if it has been part-time, demonstrates that you have developed transferrable skills and knowledge of the working world. Here are some tips for listing your work experience:

- List your experiences in reverse chronological order.
- Include job title, place of employment, city and state of employer, and dates of employment.
- Describe each job in a way that clearly highlights the skills relevant to your career goals.
- Use short, concise statements set off with bullets and starting with action verbs. **See the Action Verbs list on the following pages.**
- Quantify whenever possible and use superlatives (e.g. most, best, etc.).
- Cite numbers and specifics whenever possible, showing results.
- Avoid using personal pronouns (e.g. "I," "me," etc.).
- Use a present-tense verb when describing a current position and a past-tense verb for completed jobs.

Always describe your accomplishments and results, rather than just listing your job description. To do this, break down descriptive phrases into two areas—“What I Did” and “Results/Purpose.” While you cannot do this for every phrase, it will strengthen the meaning of certain bullet points. You can begin a phrase with either the “What I Did” part of the “Results/Purpose” part. Here are some examples:

<u>WHAT I DID</u>	<u>RESULTS/PURPOSE</u>
Created, marketed, and executed programs...	...to meet the needs of a diverse resident population.
...by organizing fundraiser with residence hall staff.	Generated over \$3,000 for Relay for Life...
Enforced campus policies...	...to ensure a safe living and learning environment.

Here is an example of how someone would transfer this into a résumé format:

Resident Assistant

Fall 2011-Spring 2012

McKendree University; Lebanon, Illinois

- Created, marketed, and executed programs to meet the needs of a diverse population.
- Generated over \$3,000 for Relay for Life by organizing fundraiser with residence hall staff.
- Enforced campus policies to ensure a safe living and learning environment.

GIVE IT A TRY:

Title:

Dates:

Company/Organization:

Location:

-
-
-

Title:

Dates:

Company/Organization:

Location:

-
-
-

Title:

Dates:

Company/Organization:

Location:

-
-
-

WHAT ARE SOME GOOD ACTION VERBS FOR BULLETED STATEMENTS?

Use this list of action verbs to write your brief accomplishment descriptions on your résumé.

<u>Communication/ People Skills</u>	<u>Comm.. cont.</u>	<u>Creative, cont.</u>	<u>Financial, cont.</u>	<u>Helping, cont.</u>
Acted as a liaison	Judged	Displayed	Conserved	Comforted
Addressed	Lectured	Drew	Corrected	Contributed
Advertised	Listened	Entertained	Determined	Cooperated
Advised	Marketed	Established	Developed	Counseled
Advocated	Mediated	Evaluated	Documented	Demonstrated
Arbitrated	Moderated	Fashioned	Estimated	Diagnosed
Arranged	Motivated	Formed	Expedited	Educated
Articulated	Negotiated	Founded	Forecasted	Encouraged
Authored	Notified	Generated	Formulated	Enlisted
Clarified	Observed	Illustrated	Guaranteed	Ensured
Collaborated	Outlined	Initiated	Inventoried	Expedited
Commented	Participated	Instituted	Invested	Facilitated
Communicated	Persuaded	Integrated	Listed	Familiarized
Composed	Presented	Introduced	Logged	Fostered
Condensed	Promoted	Invented	Managed	Furthered
Conferred	Proposed	Modeled	Marketed	Guided
Consulted	Publicized	Modified	Maximized	Helped
Contacted	Recommended	Molded	Measured	Inspired
Conveyed	Reconciled	Originated	Minimized	Insured
Convinced	Recruited	Perceived	Monitored	Intervened
Corresponded	Referred	Performed	Planned	Mentored
Counseled	Reinforced	Photographed	Prepared	Modified
Cultivated	Renegotiated	Pinpointed	Processed	Motivated
Debated	Reported	Planned	Procured	Performed
Defined	Researched	Produced	Programmed	Prevented
Described	Resolved	Refined	Projected	Provided
Developed	Responded	Revised	Purchased	Referred
Directed	Sold	Revitalized	Reconciled	Rehabilitated
Discussed	Solicited	Revolutionized	Recorded	Represented
Displayed	Specified	Rewrote	Reduced	Resolved
Drafted	Spoke	Shaped	Reevaluated	Simplified
Edited	Suggested	Solved	Researched	Supplied
Elicited	Summarized	Updated	Retrieved	Supported
Enlisted	Synthesized		Scheduled	Treated
Expedited	Trained		Sold	Volunteered
Explained	Translated		Tabulated	
Expressed	Wrote		Adjusted	
Extrapolated			Administered	
Facilitated	Creative Skills	Allocated		
Formulated	Acted	Analyzed		Achieved
Furnished	Adapted	Appraised		Administered
Guided	Applied	Assessed		Analyzed
Incorporated	Began	Audited		Appointed
Influenced	Combined	Balanced		Approved
Informed	Composed	Budgeted		Arranged
Instigated	Conceived	Calculated		Assigned
Instructed	Conceptualized	Catalogued		Attained
Interacted	Condensed	Charted		Authorized
Interpreted	Created	Classified		Chaired
Interviewed	Customized	Collected		Completed
Involved	Designed	Compared		Conceived
Joined	Developed	Computed		Considered
	Directed	Condensed		Contracted
				Controlled
				Management/ Leadership Skills
			Helping Skills	

<u>Mgt., cont.</u>	<u>Mgt., cont.</u>	<u>Organiz., Cont.</u>	<u>Research Skills</u>	<u>Teaching, cont.</u>
Converted	Regulated	Executed	Analyzed	Guided
Coordinated	Rejected	Filed	Clarified	Individualized
Decentralized	Reorganized	Generated	Collected	Informed
Decided	Replaced	Implemented	Compared	Instilled
Delegated	Reported	Incorporated	Conceived	Instructed
Determined	Represented	Inspected	Conducted	Invited
Directed	Restored	Listed	Critiqued	Lectured
Dispatched	Revamped	Logged	Detected	Motivated
Dispensed	Routed	Maintained	Determined	Persuaded
Distributed	Scheduled	Monitored	Diagnosed	Represented
Eliminated	Secured	Observed	Disapproved	Set goals
Emphasized	Selected	Obtained	Evaluated	Stimulated
Encouraged	Spearheaded	Operated	Examined	Taught
Enforced	Streamlined	Ordered	Experimented	Tested
Enhanced	Strengthened	Organized	Explored	Trained
Established	Supervised	Overhauled	Extracted	Transmitted
Evaluated	Supplied	Prepared	Formulated	Tutored
Executed	Terminated	Processed	Gathered	Updated
Founded	United	Proofread	Identified	
Generated		Provided	Inspected	Technical Skills
Governed		Published	Interpreted	Adapted
Handled	Manual Skills	Purchased	Interviewed	Analyzed
Headed	Assembled	Recorded	Invented	Applied
Hired	Built	Reduced	Investigated	Assembled
Hosted	Constructed	Registered	Located	Built
Implemented	Delivered	Reserved	Measured	Calculated
Improved	Installed	Responded	Organized	Computed
Incorporated	Maintained	Retrieved	Reported	Conserved
Increased	Modernized	Reviewed	Researched	Constructed
Initiated	Navigated	Routed	Reviewed	Debugged
Inspected	Operated	Scheduled	Searched	Designed
Inspired	Repaired	Screened	Solved	Determined
Issued	Replaced	Streamlined	Studied	Developed
Launched	Restored	Submitted	Summarized	Devised
Led	Rewired	Systematized	Surveyed	Engineered
Managed	Trimmed	Updated	Systematized	Fabricated
Merged		Validated	Tested	Fortified
Motivated	Organizational/ Clerical Skills	Verified	Wrote	Inspected
Obtained	Activated			Installed
Offered	Altered	Planning Skills	Teaching Skills	Maintained
Opened	Approved	Broadened	Adapted	Operated
Ordered	Arranged	Created	Advised	Overhauled
Organized	Assembled	Designed	Clarified	Printed
Originated	Catalogued	Developed	Coached	Programmed
Overhauled	Categorized	Devised	Communicated	Rectified
Oversaw	Charted	Discovered	Conducted	Regulated
Planned	Classified	Drafted	Critiqued	Remodeled
Prescribed	Coded	Estimated	Defined	Repaired
Prioritized	Collected	Improved	Demonstrated	Replaced
Produced	Compiled	Initiated	Developed	Restored
Provided	Corrected	Invented	Enabled	Solved
Recommended	Corresponded	Modified	Encouraged	Specialized
Recruited	Dispatched	Planned	Evaluated	Standardized
Rectified	Distributed	Prepared	Explained	
Reevaluated	Edited	Produced	Facilitated	
Referred	Estimated	Salvaged	Focused	

HOW TO LIST: CAMPUS ACTIVITIES & VOLUNTEER SERVICE



Just like your relevant coursework, you can list your campus activities and volunteerism in one of two ways.

If you have simply been a member of campus organizations or a participant in activities, you can list them in the following way:

ACTIVITIES & VOLUNTEER SERVICE

McKendree University Volleyball Team

Habitat for Humanity

McKendree University Mentoring Program

Second Chance Shelter in East St. Louis

If you have had a leadership role or want to describe what you did in a certain organization, you can list everything in a way similar to your work experience, like this:

ACTIVITIES & VOLUNTEER SERVICE

Student Ambassador

September 2011-May 2012

McKendree University; Lebanon, Illinois

- Recruited prospective students through campus visits, phone calls, and letters.
 - Interviewed prospective Scholarship Days recipients.

Big Brother

January 2011-May 2012

Big Brothers Big Sisters; Belleville, Illinois

- Met with "Little Brother" twice per month and attended special events for organization.

GIVE IT A TRY:



HOW TO PULL IT ALL TOGETHER

Now that you have all of your ideas down on the previous pages, simply throw it all together. You can use this page as your rough draft. Feel free to use the samples on the following pages for more ideas. Then type up your résumé and take it to Career Services to give you some tips and ideas for improvement.

Tyler C. Smith

708 Good Drive
Good, MO 88056
(636) 056-7635
tsmith@yahoo.com

PROFILE

Driven individual with strong communication, leadership, and analytical skills seeking a position in financial sales.

- Hard worker with ability to manage several tasks at once. Full-time employee and student.
- Creative individual with attention to detail. Created award-winning sales plan for marketing class.
- Excellent written and verbal communication skills and experience with a variety of software packages. Field experience with ABC Marketing Company.
- Solid negotiating skills. Member of University Debate Team.

EDUCATION

Bachelor of Business Administration in Marketing

December 2012

Minor in Organizational Communication
McKendree University; Lebanon, IL
GPA of 3.63/4.00

Study Abroad Program

May 2010

Cambridge University; Cambridge, England

- Studied marketing, sales, and other business concepts.
- Participated in student events to become better assimilated to the culture.

EXPERIENCE

Resident Assistant

Spring 2011 – Present

McKendree University; Lebanon, IL

- Create, market, and execute programs to meet needs of diverse resident population.
- Serve as a mentor to residents.
- Enforce campus policies to ensure a safe living and learning environment.

Intern

September 2011 – December 2011

ABC Marketing Company; Concord, IL

- Marketed company and its services to potential clients.
- Assisted in developing marketing plans for clients to maximize profitability.
- Wrote press and media releases, and coordinated with media sources on behalf of clients.
- Conducted market research.

Retail Specialist

March 2009 – April 2011

Great-Mart; Concord, IL

- Demonstrated excellent customer service skills to patrons.
- Assessed inventory needs for management.

LEADERSHIP & ACTIVITIES

McKendree University Debate Team; Vice-President of Phi Beta Lambda Business Club; Model United Nations; Campus Activities Board.

IMA JOBSEEKER

165 Real Road
Lebanon, IL 62254
618.555.7777
imajobseeker123@real.com

EDUCATION

Bachelor of Arts in Psychology, GPA: 3.87/4.00

McKendree University; Lebanon, IL

May 2012

RELATED EXPERIENCE

Internship

United Services; Mascoutah, IL August 2011 - Present

- Care for people with developmental disabilities in their living environment daily
- Engage clients in Learning Programs such as horticulture, culinary, and horsemanship
- Keep accurate documentation of progress and behaviors
- Gain a deeper understanding of the challenges faced by clientele and effectively develop appropriate goals for every individual

Research Assistant

Dr. Sally Smith; McKendree University August 2011 - May 2012

- Studied the retention rate and campus involvement of second-year college students
- Analyzed data using SPSS and reported results in a 45-minute presentation and a 30-page paper

CAMPUS INVOLVEMENT

Student Ambassador August 2011 - Present

- Guide campus tours for prospective students and their families and answer questions
- Represent McKendree in a positive, upbeat, and friendly manner

Campus Activities Board

August 2010 - Present

- Provide the campus community with updated information about events
- Assist with the planning, set-up, and tear-down of various programs throughout the year

Psychology Club

August 2009 - Present

- Participate and contribute ideas during bi-weekly meetings
- Volunteer at Lebanon Care Center to help the elderly create holiday crafts

ADDITIONAL EXPERIENCE

Assistant Manager

Tan Place; O'Fallon, IL August 2011 - Present

- Maintain knowledge of products and services to best serve the needs of customers
- Entrusted with \$3,000 nightly
- Set and meet sales goals by encouraging and motivating employees

Server

16th Street Bar & Grill; O'Fallon, IL June 2009 - August 2011

- Built relationships with customers and ensured positive guest experience
- Completed multiple tasks simultaneously while providing excellent customer service

REBECCA M. KRAUS
234 Employment Lane; Heard, IL 63215
654.789.6754
jobseeker@email.com

PROFILE

To obtain a position in the Accounting Department at Debbie & Lack.

- Proven leader in group and work settings. Experience as a supervisor and active in Student Government Association.
- Hard worker and very self-motivated. Created incentive program for department staff members.
- Excellent oral and written communication skills. Effectively interact with customers, supervisors, and colleagues.
- Give strict attention to details. Internship with leading firm enhanced these skills.
- Computer skills in QuickBooks, Microsoft Dynamics GP, and Microsoft Excel.

EDUCATION

Bachelor of Business Administration in Accounting December 2012
McKendree University Lebanon, IL
GPA of 3.5/4.0, with 150 credits to sit for CPA exam

AWARDS & HONORS

Presidential Scholarship; Sigma Beta Delta Honor Society; Dean's List; Regional Business Council Higher Education Mentor Network Program

EXPERIENCE

Intern – Tax Associate Program January 2012 – Present
Price Way St. Louis, MO

- Participate in service-specific training to bridge academic background and professional duties.
- Work on a team of 5 associates.
- Gain valuable knowledge from program mentor.
- Help clients improve personal financial status through account analysis.

Department Supervisor February 2008 – January 2012
Best Deal Hullings, IL

- Promoted from Retail Associate to Department Supervisor in 2008.
- Trained and managed all staff in Electronics Department.
- Assisted customers with various needs.
- Created an incentive program for department.

Treasurer August 2009 – August 2010
McKendree University Student Government Association (SGA) Lebanon, IL

- Balanced SGA account and drafted annual budgets.
- Advised executive officers on spending and budgeting.
- Submitted account reports to faculty supervisor.

ACTIVITIES & VOLUNTEER SERVICE

McKendree University Varsity Volleyball Team; Habitat for Humanity; McKendree University Mentoring Program; Second Chance Shelter in East St. Louis, IL

Anna L. Park

555 Brown Avenue
Belleville, IL 62223
(618) 635-8963
parkal@email.net

OBJECTIVE

To secure a full-time position with Smith College's Athletic Department, utilizing skills and abilities.

EDUCATION

Bachelor of Science in Athletic Training (CAATE accredited program)
McKendree University, Lebanon, IL; May 2011
GPA: 3.6/4.0

HONORS

McKendree University Athletic Training Scholarship; August 2008 - Present
McKendree University Athletic Training Honor Society (Alpha Phi Chapter); August 2012 - Present
McKendree University Society of Athletic Training Students; August 2012 - Present
American Midwest Conference: Academic All-Conference Team; 2010 - 2012

CLINICAL EXPERIENCE

Athletic Training Student (under direct supervision of an ATC)
Hess Center, Grayville, IL; January 2012 - Present

- Assist with medical documentation of all evaluations, referrals, and treatments
- Conduct injury evaluations
- Gain management and rehabilitation skills

Athletic Training Student (under direct supervision of an ATC)
Women's Volleyball, Track and Field, Men's Soccer, and Women's Softball
McKendree University, Lebanon, IL; August 2010 - December 2011

- Provided treatment to athletes using modalities
- Performed various taping skills and stretched/massaged athletes
- Aided athletes with rehabilitation programs and strengthening exercises

CURRENT CERTIFICATIONS

American Red Cross (CPR, Standard First Aid, and Lifeguard Certification)

WORK EXPERIENCE

Lifeguard
Center of Clayton, Clayton, MO; May 2008 - Present

- Maintain current water safety certification requirements
- Ensure safety by enforcing pool rules and policies
- Observe pool and deck area, ready to apply certified rescue techniques
- Use appropriate techniques to instruct summer camps and private swim lessons

ACTIVITIES

Program/Event Coordinator for Rotaract; Fall 2011 - Present
McKendree University Women's Basketball Team; Fall 2009 - Present
McKendree University Fellowship of Christian Athletes; Fall 2008 - Present

Joseph T. Mills

555 Main Street
Belleville, IL 62226
618-235-9999
jpmills@email.com

OBJECTIVE

To obtain a Lab Technician position at Organic Plus.

EDUCATION

Bachelor of Science in Chemistry, May 2012

McKendree University; Lebanon, IL

GPA of 3.4/4.0

HONORS

Board of Trustees Scholar

Dean's List (3 semesters)

Who's Who Among Students in American Universities & Colleges

Sigma Zeta National Science & Mathematics Honor Society

RELEVANT COURSEWORK

Organic Chemistry, Genetics, Animal Physiology, Microbiology, Ecology, Inorganic Chemistry, Cell Biology, Immunology, Population Biology, Physical Chemistry, Analytical Chemistry (Spring 2012), and Multivariate Calculus (Spring 2012)

EXPERIENCE

Senior Research Project, July 2011 - Present

McKendree University; Lebanon, IL

- Create and conduct research.
- Form conclusions on a project that studies supramolecular derivatives of pentafluorophenyl mercury chloride/bromide with arenes as possible OLED materials by using a number of analytical methods, including NMR, UV/Vis and Luminescence Spectroscopy, and Single Crystal X-ray Diffraction.

Lab Intern, August - December 2011

Annly-Brewster Inc.; St. Louis, MO

- Conducted cloning and other molecular biology techniques in a lab setting.

Customer Service Associate, August 2007 - June 2010

Great Price; O'Fallon, IL

- Assisted customers with various needs and effectively solved problems.

ACTIVITIES & VOLUNTEER SERVICE

McKendree University Student Ambassador

International Student Organization

Fellowship of Christian Athletes

Alpha Phi Omega Service Fraternity

Ranken Jordan Children's Home Volunteer

Kaitlyn R. Druckus

112 Center Street; Grand, MO 76598
756.877.6738
kaitlynd@school.edu

OBJECTIVE

A personal banker position, utilizing customer service and financial analysis knowledge and experience.

- Hard worker with ability to manage several tasks at once. Work part-time and actively involved in campus activities while being a full-time student.
- Creative individual with strict attention to detail. Created a sales plan for a finance class that won an award.
- Excellent written and verbal communication skills and experience with a variety of software packages. Field experience in finance and marketing.
- Solid negotiating skills. Member of University Student Government Association.

EDUCATION

Bachelor of Business Administration, Economics/Finance

May 2012

McKendree University; Lebanon, IL

HONORS

Phi Kappa Phi Honor Society, Presidential Scholarship, and Dean's List (4 semesters)

SELECTED EMPLOYMENT HISTORY

Sales and Service Representative

May 2009 to Present

Great Insurance Agency; St. Louis, MO

- Advise current policy holders and potential clients of appropriate insurance coverage.
- Review, process, and determine eligibility of potential policy holders.
- Calculate and quote insurance premiums, including automobile and homeowners.
- Serve as an agency representative at community functions.
- Analyze and upgrade the computerized system of premium collections.

Resident Assistant

August 2011 to May 2012

McKendree University; Lebanon, IL

- Assisted in selection and training of new residence hall staff.
- Guided forty-five residents in the development of a community atmosphere.
- Served as a liaison between Hall Director and students.

Assistant

Summers 2007 and 2008

Right Oil Company; Wood River, IL

- Maintained daily bookkeeping operations: employee payroll, credit sales, and daily ledgers.
- Carried out accounts receivable procedures.
- Supervised, selected, and trained eight seasonal employees.
- Successfully managed extensive work hours, often exceeding 65 hours/week.

SKILLS

Strong knowledge in Informix, Excel, Word, PowerPoint, Access; Fluent in French and Spanish

ACTIVITIES

McKendree University Student Government, McKendree University Basketball Team, and New Student Orientation Staff

John D. Bauer
555 North 1st Street
Brown, MO 34444
312-123-3567
johnbrown@email.com

OBJECTIVE

To apply for the position of Music Marketing Specialist with Music Biz, Inc.

EDUCATION

McKendree University

Bachelor of Arts in Music Business, Emphasis in Sales and Marketing

3.5/4.0 GPA, Dean's List

Lebanon, IL

May 2012

MUSIC SKILLS & EXPERIENCE

- Concert Band, 1st chair trumpet
 - Jazz Band
 - Performance Trumpet Solo, Junior Recital
 - Private trumpet lessons; Mr. Bob Green

EXPERIENCE

BG Music Store: Fairview Heights, IL

May 2009 - Present

Assistant Manager

- Conduct marketing and advertising initiatives
 - Manage and coach five employees, personalizing for each member to maximize potential and teamwork.
 - Monitor weekly sales to ensure store is on target for goals
 - Record and report sales trends to management and employees

Sales Associate

May 2009 - May 2011

- Maintained current knowledge of music merchandise
 - Provided exceptional customer service at all times

Warner/Elektra/Atlantic; Lebanon, IL

August 2011 – May 2012

Campus Marketing Representative

- Organized promotions on campus and to local businesses
 - Managed online marketing activities
 - Serviced campus press
 - Responded to and communicated consumer trends

COMPUTER SKILLS

- MusicXPC
 - Bias Peak 4.1
 - Microsoft Word, PowerPoint, and Excel

VOLUNTEER SERVICE

- Church youth music program, Great, IL
 - Big Brothers Big Sisters, Belleville, IL
 - Second Chance Shelter, East St. Louis, IL
 - Literacy Program, Great. IL.

Evan M. Rothman
145 State Street; Twin Lakes, IL 12345
(987) 065-4321; evanrothman@charter.net

OBJECTIVE

A challenging technical position utilizing programming and analytical skills to benefit a fast-paced company.

EDUCATION

Bachelor of Science in Computer Science; May 2012

McKendree University; Lebanon, IL

GPA: 3.84/4.00

SELECTED PROJECTS AND TECHNICAL SKILLS

C++, Java, Linux/Unix, PHP, MySQL, Perl, HTML, Visual Basic, JavaScript; AJAX, and Cobol

Class Projects:

- Team Leader on the development and implementation of an environmental simulator.
- Worked on a team to design and implement a simple SMTP mail client.
- Wrote program that parses a server's log file for pertinent failed logons information.

HONORS

Upsilon Pi Epsilon National Honor Society for the Computing and Information Disciplines

President's List (4 times)

Dean's List (3 times)

Board of Trustees Academic Scholarship (every semester)

EXPERIENCE

Computer Operator; June 2011 – August 2011

Indiana University, Bloomington, IN

- Gained valuable research experience in Automatic Text Summarization.
- Increased efficiency in the summarization system by a factor of eight.
- Increased System's Text Analysis Conference ranking as a result of work performed.

Lab Assistant; August 2010 – Present

McKendree University, McKendree University

- Solder and debug digital logic trainers.
- Develop programming skills and implement scripts for use in lab.
- Ensure that lab workstations are operating effectively for all users.

Associate; September 2009 – August 2010

Station Depot, Twin Lakes, IL

- Deliver exceptional customer service at all times and work to solve problems when necessary.
- Advise customers on products that best fit individual needs.
- Trusted to handle large amounts of money in cash drawer.

VOLUNTEER SERVICE & ACTIVITIES

McKendree University Association of Computing Machinery Chapter; August 2010 – Present

Secretary; August 2011 – Present

American Red Cross; January 2009 – Present

Big Brothers Big Sisters; August 2006 – Present

Nicole J. Trixler

145 West Drive; Monroe, IL 12344
(789) 145-5678
ntrixler@net.com

OBJECTIVE

An analyst position where writing and problem-solving skills can aid in the success of the organization

EDUCATION

Bachelor of Science in Computer Information Systems; December 2012
McKendree University; Lebanon, IL
GPA of 3.9/4.0

TECHNICAL SKILLS

Languages & Applications

C++; Visual Basic; Java; COBOL; HTML; Visual Basic; PHP; SQL

Networking

CCNA; TCP/IP; LAN and WAN

Software

Microsoft Word, Excel, and PowerPoint; QuickBooks Pro

NETWORKING PROJECT

Designed a web server application on Linux, using PHP, Apache and MySQL.

HONORS

Provost's Scholarship Recipient; President's List (6 times); Dean's List (2 times); Phi Kappa Phi Honor Society

ACTIVITIES & VOLUNTEER SERVICE

McKendree University Association of Computer Machinery; Bethany Place Technical Assistant; Intramurals

EXPERIENCE

Lab Assistant, Information Technology Department; August 2010 - Present

McKendree University; Lebanon, IL

- Ensure that lab operations are running smoothly for student usage.
- Supervise the area's systems and network.

Network Administration Intern; Summer 2011

Amy Collin Company; St. Louis, MO

- Handled VPN and ASA configuration.
- Assisted with configuration of Cisco Wireless Network for Light Weight and Autonomous functionality.
- Helped with backup, security, and user help systems.
- Installed, upgraded, and moved information systems hardware for users.

Library Assistant; Summer 2009 and 2010

St. Louis Public Library; St. Louis, MO

- Provide excellent customer service to patrons at all times.
- Monitored library to create a safe and welcoming environment.

Brett T. Michaels
1 Happy Street
Happy, IL 67890
(987) 654-5432
Btm123@email.com

PROFILE

To obtain an editor position with Right Way Publishing Group.

- Able to effectively communicate through written and verbal means. Demonstrated skills through school newspaper and classroom presentations.
- Exhibit excellent time management and multi-tasking skills. Full-time student and work two part-time positions.
- Proven leader in group and work settings. Experience as a supervisor and active in Student Government Association.
- Computer skills in Microsoft Word, Excel, PowerPoint, and Publisher.

EDUCATION

McKendree University, Lebanon, IL

Bachelor of Arts; May 2012

Major in English

Minor in History

GPA of 3.92/4.00

HONORS

Sigma Tau Delta English Honor Society; August 2009 to present

Secretary; August 2010 to May 2011

President's List (3 times)

Dean's List (4 times)

Phi Kappa Phi Honor Society; inducted 2011

ACTIVITIES & VOLUNTEER SERVICE

Campus Activities Board; 2010 to present

Student Government Association; 2008 to 2010

Class Senator; August 2009 to May 2010

American Red Cross volunteer; 2011 to present

Christian Activity Center; 2011 to present

EMPLOYMENT

McKendree University, Lebanon, IL

Editor; August 2010 – present

- Edited all content and graphics for the *McKendree Review* student newspaper.
- Wrote interesting varied pieces for the monthly editions.
- Supervised newspaper staff and provided creative ideas and guidance.

Target, O'Fallon, IL

Customer Service Supervisor; June 2008 – present

- Trained and supervised 15+ employees.
- Analyzed customer needs to provide quality service; awarded Employee of the Month two times.
- Provided excellent customer service to a wide variety of consumers.

Sarah K. Parker
5555 Main Avenue
Madison, MA 55555
314-555-9876
sarahparker@email.com

OBJECTIVE

The position of Campaign Coordinator for Economic Relations and Human Rights at Amnesty International.

EDUCATION

INTERNATIONAL EXPERIENCE

Democracy Watch
United Nations Intern Ottawa, Ontario
Summer 2012

- Advocated government and corporate accountability.
 - Campaigned for citizen awareness and civic participation.
 - Implemented the mandate *20 Steps to Modern, Working Democracy*.

Cross-Culture Solutions
International Intern Dakar, Senegal
Summer 2011

- Performed community service in a wide variety of organizations, gaining experience in diverse areas.
 - Completed case studies and research.

PUBLICATIONS

Global Envision – World Connected
Essay Contest Winner: “French Policy in French West Africa: An Economic View”
January 2011

LEADERSHIP EXPERIENCE

McKendree University
Student Ambassador Lebanon, IL
2010-2012

- Recruited prospective students via campus visits, phone calls, and letters.
 - Interviewed prospective Scholarship Days recipients.
 - Conducted campus tours.

ACTIVITIES

Model United Nations; McKendree University
Amnesty International; started McKendree University Chapter
McKendree University Debate Team
- Placed first in parliamentary tournament; 2012

Brooke N. Taylor

123 Main Street; Belleville, IL 62220
(618) 234-5678; btaylor@mckendree.edu

OBJECTIVE

To assume a position with the Department of Children and Family Services where knowledge and skills can be demonstrated and further expanded

EDUCATION

Bachelor of Arts in Psychology, minor in Speech Communication, May 2012
McKendree University; Lebanon, IL
GPA of 3.92/4.00

HONORS

Pi Gamma Mu International Honor Society in Social Sciences, Board of Trustees Scholarship, Varsity Soccer Scholarship, and President's List

RELATED EXPERIENCE

Foster Care Intern, Spring 2012

Catholic Social Services; Belleville, IL

- Assisted Foster Care caseworkers with placement of children into foster homes by assessing the needs of each child.
- Worked with foster care families to ensure successful completion of paperwork and family training requirements.
- Recruited families to provide homes for foster children by presenting information at agency open houses.

Resident Assistant, August 2011 to May 2012

McKendree University; Lebanon, IL

- Assisted in selection and training of new residence hall staff.
- Guided forty-five residents in the development of a community atmosphere.
- Served as a liaison between Hall Director and students.

RESEARCH/PRESENTATIONS

"The Effectiveness of Anti-Smoking Ads to Teenagers"; Experimental Psychology
Senior Thesis; March 2011

"Dieting and Resulting Poor Effects on Children"; ILLOWA Psychology Conference;
February 2011

"The Dangers of Online Social Networks"; McKendree University Brown Bag Series;
October 2010

COMPUTER SKILLS

Advanced Statistical Software; Microsoft Word, PowerPoint, Excel; Adobe PageMaker

ACTIVITIES & VOLUNTEER SERVICE

Kappa Sigma Tau: President, Fall 2012; Pledge Mistress, Spring 2012; Secretary, Spring 2011;
Parliamentarian, Fall 2010; Public Relations Chair, Fall 2010; Pledge-Class Secretary, Spring 2009
Psychology Club
Volunteer service for people with developmental disabilities

Shawn R. Smith
321 Happy Street
Barney, IL 62222
(618) 234-0493
ssmith@mckendree.edu

SUMMARY

To enter the field of law enforcement as a Police Officer.

- Field experience gained through internship with police department and as security at department store.
- Adept at dealing with conflict situations and working under pressure. Gained much experience through Security position.
- Strong analytical and communication skills. Solid foundation acquired through academic courses and life experiences.

EDUCATION

Bachelor of Arts in Sociology, Criminal Justice emphasis; May 2012

McKendree University; Lebanon, IL

GPA of 3.6/4.0

RELEVANT COURSES

Sociology of Deviance; Police and Urban Society; Correctional Institutions; Race and Ethnic Relations; Sociology of Gender; Urban Sociology; Interpersonal Communication; Argumentative Communication

ACTIVITIES AND VOLUNTEER SERVICE

McKendree University Football Team; Lookout Shelter in Valley, IL; Community service in Lebanon, IL homes, assisting with painting and yard maintenance; Sociology Club; Sigma Nu Fraternity; Campus Activities Board

HONORS

Academic Scholarship; Football Scholarship; Dean's List (4 semesters)

RELATED EXPERIENCE

Security; September 2010 - Present

Kerry's; Fairview Heights, IL

- Provide undercover security to assist store with inventory control.

Intern; Fall 2011

Cedar Valley Police Department; Cedar Valley, IL

- Shadowed officers in the patrol division.
- Participated in and observed areas of prisoner operations.
- Assisted in administrative operations.
- Gained a better understanding of investigative operations.

OTHER EXPERIENCE

Sales Associate; January 2009 - September 2010

Great Store; Werner, IL

Ethan C. Summerfield

123 Main Street
Grayville, IL 12345
(123) 456-7890
sales@grayville.com

esummerfield@mckendree.edu

OBJECTIVE

To obtain a position as a Pharmaceutical Sales Representative

PROFESSIONAL SKILLS

- Comfortable making group presentations in a variety of situations
 - Experience in selling and marketing to a diverse group of customers
 - Writing samples include press releases, newsletters, flyers, and memos
 - Detailed organizational ability with groups, projects, and assignments
 - Skilled in Microsoft Word, PageMaker, PowerPoint, Excel, and Access

EDUCATION

Bachelor of Arts in Speech Communication, emphasis in Public Relations

McKendree University; Lebanon, IL

May 2012

GPA: 3.42/4.00

HONORS & ACTIVITIES

- Lambda Pi Eta National Communication Honor Society Member
 - Dean's List (7 semesters)
 - McKendree University Debate Team
 - McKendree University Campus Activities Board
 - Collinsville Community Theater
 - Church Sunday School and Liturgy Committee
 - Collinsville, IL Library Summer Reading Program Teacher

EXPERIENCE

Sales Assistant

Smith & Associates: Collinsville, IL June 2011 - Present

- Complete marketing, communication, and public relations projects
 - Resolve complaints and refer appropriately
 - Process sales and assist customers
 - Answer inquiries from customers and other organizational departments
 - Perform cash/credit transactions

Public Relations Student Assistant

McKendree University; Lebanon, IL January 2009 - February 2011

- Coordinated public relations, marketing, and communications activities
 - Prepared press releases for various University activities and events
 - Assisted in the preparation, organization, and completion of radio fundraising campaign and annual fund-raiser
 - Edited graphics for current University student catalog

RELEVANT COURSEWORK

Personal Selling; Consumer Behavior; Advertising and Promotion; Marketing Research; Business and Professional Presentations; Argumentative Communication; Intercultural Communication

Mia R. Tate

124 ABC Street; Nice City, IL 12345
(678) 567-6321; ddate@abc.com

SUMMARY OF QUALIFICATIONS

To pursue a career in career counseling for undergraduate students

- Experience in all aspects of a Career Services Center, including career assessment training.
- Team player with excellent communication and analytical skills. Creating a career planning course with staff members.
- Experience in PowerPoint, Access, Excel, and SPSS.

EDUCATION

Master of Arts in Professional Counseling, May 2013

McKendree University; Lebanon, IL 3.95/4.00

Bachelor of Arts in Psychology, emphasis in Social Work, May 2011

McKendree University; Lebanon, IL 3.91/4.00

PUBLICATIONS & RESEARCH

Tate, M. and Hopkins, T.; March 2011. *Effectively Counseling the Millennial Student*.
NACE Journal.

Tate, M. and Smith, R.; September 2010. *The Effects of Depression in Childhood*.
(Manuscript in preparation)

Help House Research Grant; September 2010.
Submitted to the National Institute of Justice.
(Review of Literature, Budget, Methods, Timeline)

Tests and Measurements Group Research Project; Spring 2010
Financial Behavior and Alcohol Abuse.
(Designed, analyzed, and critiqued test)

Experimental Psychology Research; Fall 2009.
The Impact of Personality on Introverts, Extraverts, and Perfectionists.
(Designed survey and conducted analyses using the APA Format)

WORK EXPERIENCE

Career Services Practicum, January 2012 - Present

Webster University Career Center; St. Louis, MO

- Assist with individual career assessments and counseling, allowing students to make informed decisions about future career choices.
- Utilize Myers-Briggs Type Indicator, Focus, and Do What You Are assessments with clients.
- Present workshops to students to inform about majors and career options.
- Coach students during job search process, assisting with cover letters, resumes, interviewing, and other related areas.
- Assist in creation of career planning course.

School Social Work Practicum, August – December 2011

Collinsville School District, Collinsville, IL

- Gained experience in a variety of areas, including counseling and crisis management.

Psychology Department Assistant, August 2010 – May 2011

McKendree University, Lebanon, IL

- Assisted with research and writing grants.

Sales and Service Representative, June 2008 – August 2010

Grand Company, St. Louis, MO

- Top salesperson of the quarter in 2008 – 2009.
- Consistently rank in the top 10 in position.
- Number one ranked representative, based on performance, in 2008.

PROFESSIONAL AFFILIATIONS

American Counseling Association, Illinois Counseling Association, National Career Development Association, Missouri Career Development Association, and Multicultural Counseling Association

PROFESSIONAL SEMINARS & TRAINING

Myers-Briggs Type Indicator Qualifying Workshop, April 2012

Strong Interest Inventory Qualifying Workshop, March 2012

Gateway Career Services Professional Development Conference, February 2012

Understanding the Millennial Student, January 2012

Substance Abuse in School Settings, April 2011

Bullying Seminar, April 2011

Divorce and Effects on Children, March 2011

Crisis Intervention Training, March 2011

Mental Health Seminar, February 2011

HONORS

President's List (6 semesters)

Dean's List (2 semester)

Phi Kappa Phi Honor Society

Pi Gamma Mu Social Sciences Honor Society

Vice-President; 2009-2010

VOLUNTEER EXPERIENCE

Second Chance Homeless Shelter

Bohannon Care Center

Lebanon Terrace

Tutor at Lebanon Grade School

March of Dimes

American Cancer Society

SKILLS RÉSUMÉ

Skills résumés obviously focus more on your skills and mesh together your experiences from work, volunteerism, activities, and other areas. Many people who have gaps in work history or who want to tailor their résumé to a specific position requiring specific skills choose this format.

Avery Claire Richards

123 ABC Street
ABC City, IL 12345
(123) 456-7890
everyrichards@abc.net

OBJECTIVE

To begin a professional career in corporate event planning

EDUCATION

Bachelor of Arts in Organizational Communication May 2012
Minor in Journalism
McKendree University; Lebanon, IL
G.P.A. of 3.45/4.00

SKILLS

Coordination

- Planned and monitored daily activities for youth with mental disabilities
 - Organized a successful fundraiser through service fraternity
 - Coursework included organizing a mock convention for 700 people

Leadership

- Vice-President, Lambda Pi Eta National Communication Honor Society
 - Received Leadership Award through the Campus Activities Board (CAB)
 - Participated in the Regional Business Council Mentor Program

Supervision

- Conducted training procedures for new employees at a restaurant
 - Monitored restaurant operations in the absence of manager
 - Maintained inventory and ordered bi-monthly supplies
 - Prepared daily cash transactions and performed accounting functions

Written

- Contributing writer to student newspaper, the *McKendree Review*
 - Newsletter Editor for the American Red Cross
 - Designed publications using PowerPoint, PageMaker, and QuarkXPress

WORK HISTORY

American Red Cross; St. Louis, MO Planning Intern

May - December 2012

Café France; St. Louis, MO
Assistant Manager

June 2009 - Present

EXPERIENCED CANDIDATE RÉSUMÉ

(Below is a sample format for students/alumni with work experience.
The other formats in this guide can also be used.)

Christopher B. Monroe

178 Sierra Road

Tucker, IL 62345

(678) 567-7645

cmonroe@prodigy.net

<http://www.linkedin.com/pub/christopher-monroe/13/a21/877>

SUMMARY

- Service-oriented and persuasive individual with several years of experience as a marketing and sales professional, consistently meeting and exceeding goals.
- Demonstrate strong organizational and communication skills, combined with a high level of creative energy.
- Easily handle multiple projects with extreme competence.
- Viewed by clients as a reliable, knowledgeable, and resourceful manager with a positive attitude.
- Adept at actively listening to needs of clients and managers to customize approach.

EXPERIENCE

Great Concepts; St. Louis, MO

Regional Sales Manager; 2006 - Present

- Helped increase sales by 24% in 2011 for region.
- Ensure that excellent customer service is being delivered to clients.
- Effectively recruit, train, and coach district and local managers, personalizing for each member to maximize potential and teamwork.
- Monitor individual store results and motivate staff to ensure that goals are met.
- Make certain that managers are kept informed of changes that affect product sales.
- Review operation reports to project sales and determine profitability.
- Direct and coordinate activities involving sales of manufactured products, services, commodities, and other areas of sales.

Creative Group; St. Louis, MO

Sales Manager; 2001 - 2006

- Consistently met and exceeded sales goals set forth by company.
- Supervised sales staff and motivated to ensure sales goals were met.
- Monitored customer trends to determine focus of sales efforts.
- Visited potential clients to stimulate interest in featured products.
- Reviewed sales activities for accounting areas; prepared budgets and approved budget expenditures.
- Represented company at pertinent conferences to promote products.

Technology Group, Tucker, IL

Assistant Sales Manager; 1998 – 2001

- Conferred with potential clients to assess product needs and advised on services that fit criteria using effective communication techniques, developing strong relationships as a result.
- Assessed marketing potential of new and existing clients, based on research and statistics.
- Negotiated with vendors to obtain best possible products while maximizing return on investment for clients.
- Surpassed goals by at least 5% for all quarters while in this position.
- Appointed as a mentor to four assistant sales managers and after one year cumulative sales increased by 16%.

COMMUNITY INVOLVEMENT

Clayton, MO Chamber of Commerce; 2010 - Present

Young Ambassadors Group; 2011 - Present

Big Brothers Big Sisters Board Member; 2010 – Present

United Way of St. Louis, MO; 2006 - Present

Steering Committee; 2010 - Present

Mini Campaign Coordinator; 2007 - 2009

YMCA Board of Directors; 2006 - 2010

Young Professionals Group; 2008 - 2010

Richmond, IL Rotary Club 2005 - Present

Tucker, IL School Board Member; 2010 - Present

Tucker, IL Khouri League Coach; 2009 - Present

TECHNOLOGY SKILLS

Microsoft Word, Excel, PowerPoint, Publisher, and FrontPage

SPSS

Art Explosion Publisher Pro

Macintosh software

EDUCATION

McKendree University; Lebanon, IL

Master of Business Administration; 2012

GPA of 4.0/4.0

McKendree University; Lebanon, IL

Bachelor of Business Administration in Marketing; 1998

GPA of 3.8/4.0

FIRST YEAR STUDENT RÉSUMÉ
(Below is a sample format for First Year students)

Angela Brown

123 Great Street

Great, IL 87654

123.654.7890

abrown@mckendree.edu

OBJECTIVE

To obtain a part-time position in retail sales.

EDUCATION

McKendree University, Lebanon, IL

Bachelor of Business Administration in Management, May 2016

GPA of 3.7/4.0

Great High School, Great, IL

High School Diploma, May 2012

GPA of 4.0/4.0

HONORS

McKendree University

Board of Trustees Scholarship; McKendree University Soccer Scholarship; Dean's List

Great High School

Salutatorian; National Honor Society; Illinois State Scholar; Honor Roll (all semester); Student of the Month

ACTIVITIES & VOLUNTEER SERVICE

McKendree University

McKendree University Soccer Team; Campus Ministries; Christian Activity Center

Great High School

Soccer Team; Softball Team; Fellowship of Christian Athletes; Student Council (Senior Class President); Peer Mentor; Joseph Homeless Shelter; Bible School Teacher; Mission Trip to Guam; Nursing Home volunteer

WORK EXPERIENCE

Farm Wonders, Great, IL

Cashier, September 2010 to August 2012

- Delivered excellent customer service to customers at all times.
- Accurately balanced cash drawer at end of shift.

RÉSUMÉ CHECKLIST

- Is my résumé a good length?** The preferred length is one page for recent graduates and up to two pages for education majors. Although, if you have lots of related experience, include it without being afraid of going onto two pages.
- Is it organized?** Your résumé should be consistent in the parts that are bold, capitalized, etc., and it should be easy to follow.
- Do I use bullets to describe my experiences?** You don't want long paragraphs or sentences because it takes too long to say too little. Likewise, you don't want your résumé to be too sparse with only dates and job titles. Instead, use bulleted statements for your relevant experiences, starting with strong action verbs.
- Do I include results in my bulleted statements?** Readers want to know what you accomplished in your jobs or leadership positions.
- Is there any irrelevant information on my résumé?** Height, weight, gender, health, and marital status are not needed and are illegal to ask. Also, be sure to leave off information from over 10 years ago, unless it's related to the position you're seeking.
- Did I have a few people proofread my résumé?** Be aware that misspellings, typographical errors, and poor grammar could cost you the job. Remember that spellcheck won't catch everything either. Résumés should be carefully proofread before they are printed and mailed.
- Am I using anything too fancy that is distracting?** Fancy typesetting, binders, photographs, and exotic paper stocks distract from the clarity of the presentation.
- Is my résumé professional-looking?** Your résumé should be neatly typed and printed in black on one side of quality résumé paper. You may use paperclips to send your résumé, but not staples.
- Did I attach a cover letter?** - Too many résumés arrive on employers' desks that were not requested, with little or no apparent connections to the organization. A cover letter helps direct the résumé to the proper recipient.

REMEMBER: The reason employers become interested in you is the value that **you** can produce for **them**. This value is demonstrated by what you have done, as much as by what you can do. Eliminate things that don't focus on your potential value. Your résumé is a demonstration of your ability to handle written communication. Put as much care and attention into your résumé as you would for a one-page advertisement of a fine product.

REFERENCES LIST

Candidates should receive permission from an individual before using that person for a reference. Normally, you list three to five references. You may left justify or center the information on the page. Do not use family or friends as references unless an employer requests personal references. Examples of good references would be current or previous supervisors, faculty members, coaches, sponsors of your activities, and colleagues.

References for (Name)

Street Address
City, State Zip Code
(Area Code) Phone Number
email@provider.net
[Use same format as your résumé]

Name (with Mr., Ms., or Dr.)
Title
Business Name
Address
City, State Zip
Phone
E-mail

*Indicate how you know the person

Name (with Mr., Ms., or Dr.)
Title
Business Name
Address
City, State Zip
Phone
E-mail

*Indicate how you know the person

Name (with Mr., Ms., or Dr.)
Title
Business Name
Address
City, State Zip
Phone
E-mail

*Indicate how you know the person

COVER LETTERS

COVER LETTER GUIDELINES

1. Use white or off-white high-quality paper and make sure that the same paper is used for your résumé and reference page. Higher-quality envelopes are also recommended.
2. The purpose of your cover letter is to obtain an interview, and writing that first letter is hard work. Put yourself in the position of the employer:
 - a. What would get YOUR attention?
 - b. What would YOU be looking for?
 - c. What would cause YOU to select a certain letter for further consideration?
3. Remain as brief and focused as possible.
4. Address your letter to someone who has the authority to hire (by name and title). If you don't already have the person's name, call the company and obtain it. When impossible to get that information, use the person's most probable functional title. These could include Hiring Manager or Human Resources Manager.
5. Indicate the position for which you are applying, where you read about the opening, or by whom you were referred.
6. Give the employer a reason to pick you over other applicants for an interview.
Personalize your letter!
7. Demonstrate that you have conducted research on the company or organization.
Explain why you want to work for them.
8. Convey your enthusiasm and commitment for this line of work.
9. Outline specifically what you are asking and what you have to offer them.
10. Balance professionalism with warmth and friendliness.
11. Point directly to the next step, telling just what YOU intend to do next. Whenever possible, do not put the burden of responsibility on the company to call you.
12. As with the résumé, thoroughly check your final product for spelling, grammatical, and typographical errors. Use the "spell check" option on your computer, but be sure to proofread. Ask another person to review the letter, too.

DESIGNING A COVER LETTER

A cover letter should always be written when applying for a position. The format that follows is an example of a cover letter/letter of application. You should compose a letter with which you feel comfortable and that best presents you as a candidate for the specific position.

Return Address
City, State and Zip Code
Current Date *[3 or 4 returns]*

Employer's Name
Title of Position
Name of Company or Organization
Street Address, P.O. Box or Building
City, State and Zip Code *[2 returns]*

Dear (Mr., Ms., Dr.) last name: *[2 returns]*

First Paragraph: Attract attention! State your purpose for writing and indicate the position or type of work for which you are applying. Indicate how you heard of the opening and mention, by name, any referring party. State your reasons for wanting to work for this particular company or organization after doing research. Personalize this area to every employer.

[2 returns]

Middle Paragraph(s): Sell yourself! Summarize what you have to offer by stating the qualifications you believe would interest this specific employer. *Tell the employer how you can be of benefit to them!* Emphasize your career interest(s) and briefly point out particular achievements that qualify you for this position. *[2 returns]*

Final Paragraph: Close by informing the reader of your next action (usually arranging for an interview). You might say that you would be happy to meet with the employer at a convenient time for them. It is also appropriate, if a telephone number is given, to mention that you will be telephoning to follow up with them. *[2 returns]*

Sincerely,

(Your signature) *[3 or 4 returns between closing and typed name]*

Your typed name *[2 returns]*

Enclosure(s) (#)

SAMPLE COVER LETTER

215 Market Street

Belleville, IL 62223

April 20, 2012

Ms. Rebecca Weston
Human Resources Director
Walls Rapgo
701 Pine Street
St. Louis, MO 36454

Dear Ms. Weston:

Please accept this letter and résumé as my application for the position of Financial Analyst with Walls Rapgo. I learned of this position through the Director of Financial Planning Services, Mr. Charles Green. While looking at your website, I was impressed to see that Walls Rapgo has aggressive growth plans, and I would like to be a part of that energy in the future. My education and experience would well serve your company.

Through my undergraduate studies and membership in academic organizations, I acquired strong skills and relevant knowledge that will help me succeed in finance. Internship positions that I held at Collins Barkley and Area Bank allowed me to apply my knowledge in this field. I had the opportunity to work closely with client portfolios and in drafting personal financial planning proposals. In addition, I was able to enhance my communication skills in these positions by providing strong customer service and marketing products to clients that would best match their needs. Leadership skills were gained through my participation in a service fraternity and the Campus Activities Board on my university campus. I know my background would be of benefit to Walls Rapgo.

Thank you for your time and consideration in reviewing my résumé. I look forward to hearing from you and will contact you within one week. I can be reached at 618.555.8888 or ejh@email.com. I know that I can be an asset to Walls Rapgo.

Sincerely,

Ellen J. Hayes

Ellen J. Hayes

Enclosures (2)

SENDING AND SCANNING A RÉSUMÉ AND COVER LETTER

HOW TO SEND A RÉSUMÉ THROUGH THE REGULAR MAIL

1. Print your résumé, reference page, and cover letter in black ink onto white or off-white high-quality résumé paper.
2. If using an envelope that matches your résumé paper, type your name and return address, as well as the employer's name and address through Microsoft Word or another program that prints envelopes.
3. If using a larger envelope to keep from folding your documents, neatly type your name and return address, as well as the employer's name and address, onto the envelope.
4. Insert your documents, keeping together with paperclips, and take to the post office to pay for accurate postage.

HOW TO CREATE AND EMAIL A PLAIN TEXT RÉSUMÉ

5. Copy and paste your résumé into any text editor; one example is Notepad through Word. A lot of the formatting will then be gone, and your font will all be uniform. Since the text editor will not show bolds and italics, you can instead use all-caps for your headings. To use bullets, asterisks, or dashes in your plain text file, copy and paste them. After you save your document, make sure there is a .txt file extension at the end. Do not use the tab key because it may not save that way; use the space bar instead. Email a copy of your plain text résumé to yourself first so that you can make certain it looks fine.
6. To create a plain text email, first make certain that your email software is set to submit plain text so that no formatting is added. The directions for sending a plain text email vary depending on your email program. For Microsoft Outlook you create a new email, click on Options, and then select the Plain Text option. Cut and paste your résumé into the email, and then you may need to make some minor changes to the format.

Many employers prefer that you send your résumé as plain text pasted inside of the email message, not as an attachment. But if an attachment is acceptable, it does allow for a nicer presentation. *If you are required to submit résumé in plain text format, do not use bullets.*



HOW TO SEND A SCANNABLE RÉSUMÉ

Electronic applicant tracking helps employers identify prospective employees and manages the influx of résumés that are received daily in their human resources area. Once the résumé is received, some companies scan the document into their computer system as an image. The computer software converts the résumé into a text file or ASCII file. The software then searches for certain **keywords** or **skills** that match a particular job description. ***The more "hits" or matches there are, the better your chances will be to receive an invitation to interview.***

Preparing a scannable résumé is easy. Just like the traditional résumé, the focus is upon format and content. Follow these tips to produce a great scannable résumé.

- Avoid the two-column format/newspaper format.
- Place your name on the first line of text at the top of the page.
- Use standard address format below your name.
- Avoid italics, underlines, shadows, and reverses.
- Avoid vertical and horizontal lines, pictures, and graphics.
- Use bold face type and/or all capital letters for section headings.
- Use standard typefaces such as Arial, Courier, Helvetica, New Century Schoolbook, Times, and Univers.
- Use a font size of 11 to 14 points.
- Do not fold or staple, or paperclip.
- Provide a laser printer original. Don't send copies.
- Keep length to a maximum of 1 page for recent graduates if at all possible.
- Use jargon and acronyms specific to your industry.
- Use white or off-white paper.
- Be careful of using bullets, as certain systems may not be able to scan these.
- Do not use abbreviations.

KEYWORDS:

Keywords are phrases that highlight technical and professional areas of expertise, industry-related jargon, projects, etc. How do you identify keywords? The Occupational Outlook Handbook, employment ads, employer websites, and trade journals are all sources for keywords. Here are some examples:

Accounting Manager

Keywords include: supervisor, CPA, accounts payable and receivable, BBA in Accounting, Lotus, Excel.

Human Resource Manager

Keywords include: compensation, benefits, recruitment, diversity, ADA, Training

Programmer

Keywords include: BS in Computer Science, C++, Cobol



CAREER PLANNING CHECKLIST



Would you build a house without a plan? As foolish as that sounds, many people attempt to build a career without a plan. A Career Plan is a flexible tool to guide you in making decisions regarding courses, extra-curricular activities, part-time/summer jobs, and special projects. Each year of college, your courses and activities provide experiences upon which to build and revise a Career Plan. Career planning doesn't require a great deal of time. What it does require is initial drafting followed by periodic assessments, additions, and revisions. The results are a better picture of who you are, what you can do, where you want to go, and how to get there.

1+ CREDIT HOURS – ASK & EXPERIENCE

- Enroll in core courses.
- Learn about the different majors you may be interested in at the annual Majors Fair event.
- Get to know other students, faculty, and staff on campus.
- Familiarize yourself with our website and “like” our Facebook page to stay up-to-date with events we hold, articles related to getting a job & current part-time/full-time positions available.
- Visit Career Services. Most seniors regret not stopping by their first year.
- Keep your grades up and seek help from the Academic Support Center or Writing Center if needed.
- Take our FREE career assessments that can help to identify what careers best match your interests, skills, values, and abilities.
- Get involved with clubs and organizations, volunteer, and/or obtain a part-time job to gain valuable experience. See our “Get Involved” packet for ideas related to your major.
- Attend the McKendree Career Fair to gather information on potential careers and employers, as well as to simply get acquainted with the format of a career fair.

28+ CREDIT HOURS – ASSESS & EXPLORE

- Explore potential occupations and then select a major with your academic advisor. Visit companies and working professionals in your field of interest and conduct informational interviews. Career Services has information on this type of interview in the office.
- Find 3-5 people in your field of interest to serve as mentors. One way to find contacts is through the alumni mentoring program on College Central Network.
- Gain relevant work experience through volunteering, part-time work, or on-campus activities.
- Attend the McKendree Career Fair to gather information on potential careers and employers, as well as to simply get acquainted with the format of a career fair.
- Talk to Career Services about completing an internship for academic credit your junior or senior year.

60+ CREDIT HOURS – EVALUATE & NETWORK

- Enroll in your major courses for the majority of your classes. Take electives in various areas and think about enrolling in the class, Careers, Job Search, and Beyond (taught by Career Services) that prepares students to get a job and enter the working world.
- Complete an internship for academic credit.
- Explore the possibility of studying abroad for a semester to help you stand out from others.
- Begin to plan your job search strategies. Draft your résumé and cover letter to have them reviewed by Career Services.
- If graduate school is an option, begin studying for your entrance exams and applying.
- Continue to participate in meaningful extra-curricular activities. Seek a leadership role within the group if possible.
- Check academic status related to credits and GPA to ensure you are on track to graduate.
- Build strong professional relationships with people that could be potential references for you.
- Attend the McKendree Career Fair to gather information on potential careers and employers.

92+ CREDIT HOURS – MARKET YOURSELF

- Clean up any social networking sites (i.e. Facebook) for any inappropriate content, and create a LinkedIn account to begin networking professionally with others. Check your voice mail message and email address to make sure they are professional. Google yourself and see what others can find.
- Complete graduation requirements and an internship for academic credit.
- Attend the Career Fair and take advantage of on-campus interviews with employers.
- Participate in the Career Conference to increase your knowledge of networking techniques, interviewing skills and how to financially succeed after graduation.
- Register and take graduate school entrance exams and submit applications if attending.
- Make sure you have a polished résumé, cover letter, and other employer correspondence.
- Ask 3-5 professional people if they would be willing to serve as your references, and then create a references page. Also ask for any letters of recommendation if needed.
- Schedule a mock interview session with Career Services. Purchase appropriate interview attire that is suited for your field.
- Target places of potential employment and begin researching the companies.
- Start the job search process early in senior year through several methods.
- NETWORK with as many people as possible and collect their business cards for follow-up!
- Join related professional organizations while you are a student and save money.
- Register and post your résumé on CCN to have access to full-time positions posted specifically for McKendree graduates, as well as to obtain notices of great openings.