

# USM Career Services & Professional Life Development

## Components of a Résumé

THE RÉSUMÉ is a skillfully designed advertisement that provides information about your education, work experience, and other qualifications that are pertinent to prospective employers. Your résumé should not be an all-inclusive biography, but should select and highlight your background and achievements in such a way that it will generate job interviews.

MAJOR COMPONENTS common to most résumé:

**Heading:** At the top of your résumé should be your name, present (local) address and/or permanent (home) address. Include apartment number and zip code, phone numbers with area codes, and e-mail address. A daytime phone number is a must.

**Objective:** State your objective clearly and specifically in a phrase such as “seeking a drafting position in supervisory capacity with manufacturer of electrical products.” It is possible to have two or more résumé with different job objectives, and you may also use the cover letter accompanying your résumé to state your career goals.

**Education:** Degrees earned (or to be completed) should be listed in reverse chronological order. Generally, you need not include high school unless that is the extent of your formal education. For each degree, give the following:

- Name and location of school attended
- Degree, and (expected) date of graduation
- Major, minor if relevant
- Grade point average (optional)
- Research/thesis topic (if applicable)
- Relevant courses (optional)
- Scholarships, honors, awards (optional)
- Extracurricular activities (optional)

**Experience:** Depending upon which format you choose, organize your work experience either in reverse chronological order or by functions and skills.

**Chronological.** List your employment in reverse chronological order. Give position held, employer, and dates of employment. Describe each position according to job duties: list tasks performed, emphasizing those requiring the highest level of skill, responsibility and judgement. Begin each phrase with action verbs. Quantify and qualify your accomplishments, i.e. “surpassed sales quota by 15%,” “trained and supervised 5 employees,” “maintained average caseload of 85 clients.”

**Functional.** Group your work accomplishments, responsibilities, and duties according to functional skill areas such as “Teaching and Training,” “Managerial Skills,” “Sales.” Choose your skill headings according to your job objective and briefly describe, using action statements, the work you did in each of the broad categories you identify. For example, if you did financial analysis and planning in previous positions, describe these responsibilities under the heading “Financial Planning” and treat your experience in this area as one complete unit. Work experience can be briefly listed in reverse chronological order.

OTHER POSSIBLE SECTIONS OF THE RÉSUMÉ :

- Professional certificates or licenses
- Special skills and abilities
- Publications
- Major accomplishments
- Memberships/affiliations
- Interests
- Additional training
- Military experience (if applicable)



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## Sample Résumé

<YOUR FULL NAME IN CAPS AND BOLD>

Street Address

City, State, Zipcode

(Area Code) Telephone Number

**OBJECTIVE:** If you are applying for a specific position for which you possess unique qualifications, you may want to include an employment objective. The objective should be clear and to the point.

**EDUCATION:** *Institution Currently Attending*, City, State  
Expected degree, date of graduation.  
GPA (optional, include if 3.0 or better.).  
Course Work: list courses taken that display breadth and directly relate to the objective. Mark with an asterisk those courses which are currently being taken.  
Previous institution attended: List the institution from which you have transferred.

**EXPERIENCE:** *Most Recent Place of Employment*, City, State  
Position held Job dates

- A brief description of the job duties and your tasks.
- Be succinct and use action verbs that explain your job responsibilities.
- Emphasize your learning.
- Highlight each duty with a • not an \*.

*Previous Place of Employment*, City, State  
Position held Job dates

- This should follow the format above.
- All jobs should be listed in descending order so that the most recent job experience tops the list.
- This experience can also include a volunteer activity that is relevant to the job you're applying for.

**SKILLS:** List computer operating systems and application programs that you have used and understand (Ex: IBM PC and Macintosh computers; Microsoft Word, Microsoft Works, Microsoft Excel.)  
List all languages that you know and level of fluency (Ex: Italian-Speak, Read, Write)

**ACTIVITIES:** List any interests you enjoy (Ex: biking, golf, hiking, reading, running)

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## Little Work Experience

Have you ever said, “I don’t have enough work experience to write an effective résumé?” Try again, keeping in mind the following important issues:

- Consider all activities in which you have been involved: volunteer, extracurricular, sports, fraternity, etc.
- In describing these positions, be as specific as you can, listing the number of people you assisted, the types of activities you organized, the subjects you covered.
- Keep in mind the fact that the skills you displayed in these experiences will be useful in other future jobs – i.e., interpersonal and organizational training are essential in professional positions.

Here are some examples taken from freshman and sophomore resumes, that illustrate how to capitalize on the experience *you* have:

*Jones Beach Lifeguard*, Parks and Recreation, Wantaugh, NY (Summers 1999-2003)

- Watched over 500 patrons daily
- Performed an average of 8 rescues each day
- Trained 20 new employees and made weekly schedules

*Part-time Delivery and Stock Person*, Anthony’s Restaurant, Cleveland, OH (Summer 2001)

- Averaged 15 deliveries on a 5-hour shift, while stocking shelves, cleaning pans, folding boxes
- Handled \$200-\$500 each day

*Social Director, Secretary* Hughes Residence Hall, The ABC University, Washington D.C. (April-December)

- Planned ten social and cultural events for 300 residents
- Increased attendance by 10% at annual semiformal by reducing costs and changing location
- Edited weekly 4-page newsletter, “The Hughes News”

*Sales Associate*, The Limited, Inc., Rochester, NY (Summers 2001-2002)

- Personally assisted 30-50 customers during each 6-hour shift
- Handled more than \$1,000 in daily cash transactions
- Hired, trained, and supervised eight new employees
- Performed monthly inventory on merchandise valued at \$5,000

*Counselor*, Good Hope Camp, Severn, MD (Summer 1997)

- Designed and implemented social, recreational, and educational activities for 50 young people
- Trained five other counselors
- Interacted with parents on regular weekend visits throughout the Summer

*Waitress*, Denny’s Restaurant, Cheyenne, WY (Summers 1999-2001 and during college vacations 1999)

- Selected as “Employee of the Month” three times in eight months
- Assisted 40-60 customers during each 8-hour shift
- Handled between \$200 and \$400 in daily cash transactions

These examples demonstrate how to put forth your skills gained in volunteer and paid positions. Doing a Co-op or internship can help you broaden your skills base and continue to strengthen your résumé. Above all, remember, you can design a strong résumé if you take time to describe the skills you used in each experience!

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## Notes on Résumé Preparation

- The whole document should not exceed one page in length.
- The entire document should be done in the same font.
- Use larger font sizes for headings and emphasis.
- Use bold, italics to draw attention to a few key items. Do not underline.
- Print résumé on plain résumé paper (a shade of off-white is recommended).
- Include information that highlights your strengths for the particular job.
- Do not use the pronoun “I”.
- Use action verbs to emphasize accomplishments

### Action Verbs For Your Résumé

#### Management Skills

administered  
analyzed  
assigned  
attained  
chaired  
consolidated  
contracted  
coordinated  
delegated  
developed  
directed  
evaluated  
executed  
improved  
increased  
organized  
oversaw  
planned  
prioritized  
produced  
recommended  
reviewed  
scheduled  
strengthened  
supervised

#### Communication Skills

addressed  
arbitrated  
arranged  
authored  
collaborated  
convinced  
corresponded  
developed  
directed  
drafted  
edited  
enlisted  
formulated  
influenced  
interpreted  
lectured  
mediated

moderated  
negotiated  
persuaded  
promoted  
publicized  
reconciled  
recruited  
spoke  
translated  
wrote

#### Research Skills

clarified  
collected  
critiqued  
diagnosed  
evaluated  
examined  
extracted  
identified  
inspected  
interpreted  
interviewed  
investigated  
organized  
reviewed  
summarized  
surveyed  
systematized

#### Technical Skills

assembled  
built  
calculated  
computed  
designed  
devised  
engineered  
fabricated  
maintained  
operated  
overhauled  
programmed  
remodeled  
repaired  
solved  
upgraded

#### Teaching Skills

adapted  
advised  
clarified  
coached  
communicated  
coordinated  
demystified  
developed  
enabled  
encouraged  
evaluated  
explained  
facilitated  
guided  
informed  
instructed  
persuaded  
set goals  
stimulated  
trained

#### Financial Skills

administered  
allocated  
analyzed  
appraised  
audited  
balanced  
budgeted  
calculated  
computed  
developed  
forecasted  
managed  
marketed  
planned  
projected  
researched  
conceptualized  
created  
customized  
designed  
developed  
directed

established  
fashioned  
founded  
illustrated  
initiated  
instituted  
integrated  
introduced  
invented  
originated  
performed  
planned  
revitalized  
shaped

#### Helping Skills

assessed  
assisted  
clarified  
coached  
counseled  
demonstrated  
diagnosed  
educated  
expedited  
facilitated  
familiarized  
guided  
motivated  
referred  
rehabilitated  
represented

#### Creative Skills

conceptualized  
created  
customized  
designed  
developed  
directed  
established  
fashioned  
founded  
illustrated  
initiated

instituted  
integrated  
introduced  
invented  
originated  
performed  
planned  
revitalized  
shaped

#### Detail Skills

approved  
arranged  
catalogued  
classified  
collected  
compiled  
dispatched  
executed  
generated  
implemented  
inspected  
monitored  
operated  
organized  
prepared  
processed  
purchased  
recorded  
retrieved  
screened  
specified  
systematized  
tabulated  
validated

#### More Verbs For Accomplishments

achieved  
expanded  
improved  
pioneered  
reduced (losses)  
resolved (problems)  
restored  
transformed