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# Résumé Workbook

CAREER SERVICES






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# How to Use this Workbook

This workbook is designed to introduce you to the major components of an effective résumé and walk you through the process of writing your first draft.

It is important to remember that résumé writing is unique. It is different from the type of writing you are usually asked to complete. As a result, writing a résumé is rarely easy and most people construct several drafts before they feel satisfied with the finished product.

When you complete the instructions in this workbook, you will have a good first draft of your résumé. After the draft is completed, Career Services invites you to make an appointment with a career counselor. Career Services expects you to have questions, and strongly encourages you to have a career counselor critique your résumé before you send it out to potential employers.

In addition, Career Services would like to invite you to make an appointment with a career counselor to discuss your overall job search strategy.

You can make an appointment to see a career counselor at the following locations:

**Career Services, Room 1125**

Des Plaines Campus  
1600 East Golf Road  
Des Plaines, Illinois 60016  
(847) 635-1735

**Student Services, Room A105**

Ray Hartstein Campus  
7701 North Lincoln Avenue  
Skokie, Illinois 60077  
(847) 635-1417

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# Before You Begin There Are Some Things To Think About

## Why do you need a résumé?

A job search is similar to a sales campaign — except with a job search you are the product. The one thing all successful sales campaigns have in common is thoughtful marketing, which highlights what the consumer gets when they buy the product. Your résumé is your key marketing tool, essential for selling yourself. You want to be invited in for an interview. Without an excellent résumé, it is not likely that you will be asked to interview. It is important to remember that the résumé alone will not get you the job. It is at the interview where the job is sold.

## What should you keep in mind when creating your résumé?

Keep your résumé **short, simple, and to the point**. Keep in mind most employers will only skim a résumé. It is not possible to include all your experiences, skills and talents in this short document. It is not a disadvantage to leave things out of your résumé. Your résumé is an advertisement, not an autobiography. Including too much can hurt you.

## Résumé Types

The most widely accepted résumé type used today is called a **combination** résumé. It combines the best features of the reverse chronological and functional résumé. This type effectively illustrates your contributions to an employer while listing your employment history in reverse chronological order. This workbook will describe how to write a combination résumé.

If you are interested in learning about the other résumé types, please make an appointment with a career counselor.

## Electronic Résumés

Electronic Résumés will use a different file format than Paper Résumés.

If you are planning to email your résumé to a prospective employer, or if the employer is going to scan your résumé, you will need to save the document as plain text, also called ASCII or DOS text.

Here are some easy steps to follow. First type your résumé into your word processing program. Remember that you can't use any special formatting features other than tabs and spacing (like bold, italics, underlining, etc.)

When you are finished, open the "File" menu in your word processing program. Click on "Save As." When you choose the Save As option, you should be able to choose from a variety of formats. If you are using Microsoft Word, use the drop down menu in "Save as type:" to select "Text Only (\*.txt)." In WordPerfect, choose "DOS text," which is plain text. Give the document a name in "File name." Click on "Save."

After you save your résumé in plain text, make sure to re-open the file to verify that it looks good. Remember to save a copy on a diskette.

Check out the following website or make an appointment with a career counselor for more information on creating an electronic résumé.

<http://www.oakton.edu/resource/stuserv/netjobs/resumes/index.html>

# The Building Blocks of a Good Résumé

Remember: Keep it Super Simple

First and foremost --Your  
résumé needs to be  
relevant to the job you are  
seeking.  
**RELEVANCE!**  
**RELEVANCE!**

## **Content**

- ✓ Use simple, every day language.
- ✓ Be specific & give examples.
- ✓ Stress achievement.
- ✓ Be positive and enthusiastic.
- ✓ Be honest.
- ✓ Don't mention salary or wages.
- ✓ Don't list references (they go on a separate sheet of paper).

## **Polishing**

- ✓ Correct all spelling and grammatical errors.
- ✓ Have someone proofread it for you.
- ✓ If it looks sloppy or unbalanced, redo it.
- ✓ Expect to write 2-3 drafts until it's right.

## **Layout**

- ✓ Capitalize or bold your section headings.
- ✓ Use single line bullet entries.
- ✓ Single space within sections.
- ✓ Double space between sections.
- ✓ Never, ever use the word "I".

## **Length**

- ✓ Keep it brief. It's not an autobiography.
- ✓ Don't exceed two pages.
- ✓ Do not write in paragraphs, use statements.
- ✓ Keep statements short.

## **Printing**

- ✓ Use 8 ½ X 11 inch paper.
- ✓ Use good quality bond paper.
- ✓ Use a laser printer.
- ✓ Use white, ivory, or off-white paper.



Let's begin!



## Résumé Specifics

The first step is to get some information down on paper. When you are done, you will have the ingredients for a good first draft.

### Personal Information

Write down your personal contact information, including email address. If you don't have an email address, get one. There are a number of Web sites that offer free email. If your email address does not sound professional, change it. If your telephone number leads to voice mail or an answering machine, make sure the message is an appropriate one. Remember that prospective employers will be calling you. While your résumé is their first impression of you, your telephone message is their second.

Name: \_\_\_\_\_  
First                      Middle Initial      Last

Address: \_\_\_\_\_  
Street

\_\_\_\_\_  
City, State, Zip Code

Phone: (\_\_\_\_) \_\_\_\_\_

Email: \_\_\_\_\_



## The Importance of Choosing Your Words

It is essential that you use words in your résumé which will demonstrate your knowledge of the field. These “key words” are the words commonly used in your career area of interest.

If you do not have a good understanding of jobs in your career area of interest, you cannot begin to create an effective résumé.

If you need more information about jobs in your career area of interest, make an appointment with a career counselor. They can teach you how to research your chosen field.

### Relevance! Relevance!

Every statement about your skills and talents needs to be relevant to the field or position you are pursuing.

**“Key Words” are very important for digital or scanned résumés because they make résumés searchable.**

Employers identify the key words that they think represent essential qualifications and then ask for those keywords when they search a résumé database.




### Look for key words that describe your career area of interest in:

**Professional Associations** – most associations develop a list of competences (required skills) for the profession. Which words, that describe your skills, are used in the list of competences?

**Job Ads**—If you read enough ads for jobs in your field, you’ll notice that certain key words are repeatedly used to describe desired skills, knowledge and experiences.

**Computer Assisted Career Guidance Software**—Oakton leases a number of these programs and they provide descriptions (including required skills) for hundreds of occupations. See a career counselor to learn how to access these programs at Oakton.

**Networking**—Talk with as many people as you can who hold similar positions. They will give you clues as to what is expected in your field and which key words are commonly used.

 What are some Key Words from your field?

 What are some Key Words from your past experience?

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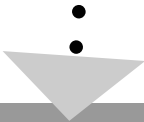
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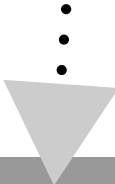
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**You'll want to keep these keywords in mind and use as many of them as possible while writing your résumé.**

  
**Résumés that get noticed are the ones that are short, concise, and vibrant. The relevant information pops off the page, into the employer's thinking, making him or her want to contact you for an interview.**



# Objective

*A well written objective can be helpful, but a poorly written objective can hurt you.*

An overwhelming majority of résumé objectives don't tell an employer anything relevant about the candidate or reveal any compelling reason for why the résumé's owner should be interviewed. Consider this objective: "I'm seeking a challenging and interesting position with a profitable company, that allows me to utilize my degree and experience."

Unfortunately, this really doesn't say anything. "C'mon, isn't everyone looking for a challenging and interesting position with profitable a company?" Do you really expect someone to write, "I'm seeking a low paying and unchallenging position with a company on the brink of failure?" Of course not! Sure, this objective sounds good. It flows off of the tongue and sounds semi-intelligent. However, upon further examination it says absolutely nothing of value.

The bottom line is that an employer really doesn't care about a grandiose objective. They care about what you can do for them and what you bring to the table, not necessarily that you want a "nurturing environment that allows you to grow as an individual while contributing to a team."

Remember that right after your name and address an objective is often the second thing an employer sees. It doesn't matter how stellar you are, a poorly written or aimless objective can do more harm than good. It can turn off an employer before he or she can even get to the meat of your résumé where you really shine.

A good objective tells an employer the position you are pursuing. It also helps you stay focused as you're writing the content of your résumé. Combine the position title and the work environment into an objective statement that is focused.

Remember the following when writing an objective: Keep it simple, direct and extremely targeted for the position or industry you are pursuing. For example, a good simple objective would be "Seeking Entry Level Position in Brand Management". Short, sweet and to the point. Once you've simply and clearly established what you want you can move on and start telling an employer how wonderful you are so he or she wants to meet with you.

Here are some other examples:

*"A position as working foreman for residential construction."*

*"Position in software support for a computer software retailer."*

If your objective statement does not add to an employer's understanding of you as a candidate, leave it off your résumé. Use your limited space wisely and remember if it is not selling you, then dump it.

**Write your objective statement below:**

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Much of the text regarding objectives was taken from "Object to Bad Résumé Objectives" by Bradley Richardson, Author of "JobSmarts for TwentySomethings"

## Summary of Qualifications

Your summary of qualifications contains four to six statements that support your job aspiration. These statements describe your top skills and assets that will be valuable in the job that you are seeking. These statements set you apart from the other candidates and encourage the reader to notice the talents that you want to focus on. Therefore, it is important to include only those skills you WANT to use.

The statements in your summary of qualifications don't need to be proven with examples; they can stand-alone for now. These statements are saying, "Here's what I can do for you."

Don't underestimate the importance of the summary of qualifications. The summary of qualifications has the highest impact on whether your résumé will go in the interview, don't interview, or maybe pile.

**Relevancy is the key.** If the statements in your summary of qualifications are not relevant to the job you are applying for, they will not be effective. Knowledge regarding the top skills and talents employers are looking for is the essential first step in creating an effective summary of qualifications. If you want to learn more about how to research which skills are sought in your chosen field, meet with a career counselor.

It is important to highlight your signature skills. Don't limit yourself to skills that you have used on a job. The summary of qualifications lists those skills and talents you will provide your next employer. If you're looking for a job in a field in which you have not worked, highlight the skills you gained in your education, internships and past experiences that are applicable to the new job. It's also a great place to list any computer programs or languages in which you are proficient.

**Examples** (note: this is not the Summary of Qualifications of a single individual):

- Proven professional with over 5 years of (insert occupational title) experience.
- Excellent oral and written communication skills.
- Strong organizational skills; alert to organizational priorities when scheduling and prioritizing tasks.
- Self-starter who can work independently and handle multiple priorities and deadlines.
- Demonstrated proficiency with Excel, Word, PowerPoint, and Access.
- Skilled at closing; always ask for the sale.
- Excellent organizer with solid planning and problem-solving skills.
- Active self-starter; consistently complete multiple projects independently and with initiative.
- Persuasive speaker; adept at keeping both small and large groups engaged in learning.
- Sensitive to cultural differences, ensuring a productive and respectful work environment.
- Fluent in Spanish.
- Work well with diverse groups at all levels.

**Write your summary of qualifications below:**

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

# Education



**Education should directly follow your summary of qualifications if you have completed your education within the past five years. Otherwise, education should follow work experience.**

List your education and any other training programs you have completed. Your most recent educational experience is listed first. Once you have attended college, do not list high school (high school will be assumed). Don't forget workshops and seminars that are relevant to the job you are pursuing.

**Examples** (note: these are not the educational experiences of a single individual):

**Associate of Arts in Liberal Arts**, (graduation in December 2003)  
Oakton Community College, Des Plaines, Illinois

**Bachelor of Arts in English**, 1995  
University of Illinois at Chicago, Chicago, Illinois

Oakton Community College, Des Plaines, Illinois  
Completed courses in preparation for transfer, 1998-2000

**Desktop Design Certificate**, 2000  
Oakton Community College, Des Plaines, Illinois

Leadership in the 21<sup>st</sup> Century, 2002  
American Accounting Association Conference, Pittsburgh, Pennsylvania

If you earned your education more than 10 years ago, you might want to leave off the year.

**List your education and training below:**

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## Work and Related Experience

### What (were you called), when and where:

Make a reverse chronological list (*last job is listed first*) of all your employment, whether paid or unpaid. Include the beginning and end dates of employment, job title, company name, and city and state or country where the company is located.

#### Example:

**Dates of Employment:** 10/1999 to 5/2002

**Job Title:** Retail Sales Clerk

**Company Name:** Old Navy

**Location:** Mt. Prospect, Illinois

If you cannot remember your various job titles or dates worked, you are not alone. However, you do need to get this information. Call your past employer (the Human Resources department) and ask. These days, many potential employers check the basics — verifying dates of employment, and job duties, with your previous employers. If you list on your résumé something different than what your former employer says, it is likely that the potential employer will think you are lying — not that you just didn't remember. This can cost you the job.

Current position or last position held:

**Dates of Employment:** \_\_\_\_\_

**Job Title:** \_\_\_\_\_

**Company Name:** \_\_\_\_\_

**Location:** \_\_\_\_\_

Previous to last position listed:

**Dates of Employment:** \_\_\_\_\_

**Job Title:** \_\_\_\_\_

**Company Name:** \_\_\_\_\_

**Location:** \_\_\_\_\_

Previous to last position listed:

**Dates of Employment:** \_\_\_\_\_

**Job Title:** \_\_\_\_\_

**Company Name:** \_\_\_\_\_

**Location:** \_\_\_\_\_

Previous to last position listed:

**Dates of Employment:** \_\_\_\_\_

**Job Title:** \_\_\_\_\_

**Company Name:** \_\_\_\_\_

**Location:** \_\_\_\_\_

Résumés typically go back four positions or ten years.

If you are uncertain about what to do with gaps in employment see a career counselor.

If you had more than four previous jobs, consider summarizing them at the end of your work and related experience section as follows:

**Other Work Experience Includes:** job title, job title, and job title.

## Work and Related Experience, continued

### What you accomplished and what skills you used:

You need to describe your duties, responsibilities, and accomplishments while you were employed at each position.

In your résumé you will need to describe your duties, responsibilities and accomplishments in simple, powerful action statements that emphasize your professional uniqueness and contributions to an employer. (By the way, you should NOT use the words “duties,” “responsibilities” or “accomplishments” in your résumé.) But, don’t be concerned about how these descriptions read at this point. Right now, it is more important to get your thoughts down on paper. You will transform these descriptions to action statements later.

The following suggestions and questions are designed to walk you through this process.

1. Show off recent accomplishments. If you have held the same job for several years, don’t include a rote description of what your job duties are. Instead, highlight important accomplishments – each innovation, improvement and achievement you amassed through your years of experience. It is important to show what you did to creatively do your job, outside the basic job description.
2. What skills did you use in past jobs that are the most relevant to the job you are pursuing? Do you remember those keywords from your past work history and the ones from your field? (see page 8) It is time to look at these keywords again. Which keywords describe the skills that are the most relevant to the job you want? Can you use these keywords to describe the skills that you used in past jobs?
3. For each of these skills, think of several accomplishments from your past work history that illustrate that skill. To come up with a list of your strongest skills and accomplishments, think about the following:
  - ✓ **What skills or knowledge did you need to perform this job?** (e.g., operating a certain computer program, ability to reconcile bills with purchase orders, dealing with angry customers, fast and accurate typing.)
  - ✓ **What were some of your biggest achievements?** (e.g., saved money for employer, developed a new filing system, generated ideas for advertising.)
  - ✓ **What comments (written or verbal) have been made about your work?** (e.g., “He’s a quick learner!” “She’s always able to smooth things over with an angry customer.” “That new method of dealing with reports saves us so much time!”)
  - ✓ **What aspects of your personality were illustrated by your work performance?** (e.g., attention to detail, determination, verbal or written skill.)

## Work and Related Experience, continued



**What skills or knowledge did you need to perform this job?:** I ran a cash register, made bank deposits, completed an accurate inventory, used an Access database. I used my great customer service skills to make customers happy and solve their problems, and interact positively with various managers and coworkers.

**What were some of your biggest achievements?:** I always sold over my daily sales quota, I won a sales contest for most tee-shirts sold during the summer sale, I am always on time, and was given periodic raises.

**What comments (written or verbal) have been made about your work?:** My manager always commented on my professional appearance and ability to learn new things with ease, my customers were always happy and said hello when they returned to the store.

**Characteristics you illustrated when performing these skills and accomplishments:** I am friendly, I consistently paid attention to detail, professional appearance and manner, quick learner, establishing immediate rapport with customers and coworkers.

**Current or last job:**

**Job Title** \_\_\_\_\_

**What skills or knowledge did you need to perform this job?:**

\_\_\_\_\_

**What were some of your biggest achievements?:**

\_\_\_\_\_

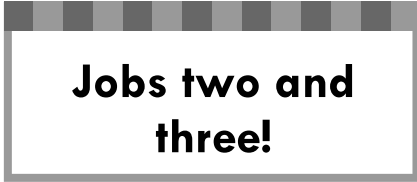
**What comments (written or verbal) have been made about your work?:**

\_\_\_\_\_

**Characteristics you illustrated when performing these skills and accomplishments:**

\_\_\_\_\_

## Work and Related Experience, continued



The job before that:

**Job Title** \_\_\_\_\_

What skills or knowledge did you need to perform this job?:

\_\_\_\_\_

What were some of your biggest achievements?:

\_\_\_\_\_

What comments (written or verbal) have been made about your work?:

\_\_\_\_\_

Characteristics you illustrated when performing these skills and accomplishments:

\_\_\_\_\_

The job before that:

**Job Title** \_\_\_\_\_

What skills or knowledge did you need to perform this job?:

\_\_\_\_\_

What were some of your biggest achievements?:

\_\_\_\_\_

What comments (written or verbal) have been made about your work?:

\_\_\_\_\_

Characteristics you illustrated when performing these skills and accomplishments:

\_\_\_\_\_

## Work and Related Experience, continued

**One more!**

The job before that:

**Job Title** \_\_\_\_\_

**What skills or knowledge did you need to perform this job?:**

\_\_\_\_\_

**What were some of your biggest achievements?:**

\_\_\_\_\_

**What comments (written or verbal) have been made about your work?:**

\_\_\_\_\_

**Characteristics you illustrated when performing these skills and accomplishments:**

\_\_\_\_\_

**You are now ready to transform the information into action statements (proper résumé form.)**

Your next task is to take what you wrote about each of your jobs and fine-tune (rewrite) the information into simple powerful action statements.

**Before you begin to write, review how the person who worked at Old Navy transformed her information.** *(She is not currently employed and is looking for a position in retail sales.)*

- Consistently exceeded daily sales quota by 15-20%; won a summer sales contest.
- Reconciled the physical and computerized inventory utilizing an Access database.
- Maintained an accurate, consistently balanced cash register.
- Stimulated customer requests for assistance in coordinating ensembles by wearing merchandise with polished style.
- Contributed to creative merchandise displays.
- Increased number of repeat customers by providing excellent customer service.

**Each statement should begin with an action verb.** A list of action verbs can be found on the next three pages (15 -17) of this workbook and there are some helpful hints on page 18. Also, remember to use as many of your keywords as possible.

*(Did you notice the word sentence was not used? The word statement was used because complete sentences are not used in résumés.)*

## Good Words

### Good Words for Administration and Management

advised	explained	mediated	referred
approved	governed	mentored	reorganized
authorized	guided	moderated	represented
chaired	headed	monitored	responded
consolidated	initiated	motivated	reviewed
counseled	influenced	negotiated	routed
delegated	inspired	originated	sponsored
determined	installed	oversaw	streamlined
developed	instituted	pioneered	strengthened
diagnosed	instructed	presided	supervised
directed	integrated	prioritized	taught
disseminated	launched	processed	trained
enforced	lectured	promoted	validated
ensured	listened	recommended	
examined	managed	redirected	

### Good Words for Communications and Creativity

acted	demonstrated	launched	remodeled
addressed	designed	lectured	reported
arranged	developed	modernized	revitalized
assessed	directed	performed	scheduled
authored	edited	planned	screened
briefed	enabled	presented	shaped
built	facilitated	produced	simulated
clarified	fashioned	projected	summarized
composed	formulated	proofread	taught
conducted	influenced	publicized	trained
constructed	initiated	published	translated
corresponded	interpreted	realized	wrote
costumed	interviewed	reconciled	
created	introduced	recruited	
critiqued	invented	rectified	

### Good Words for Sales and Persuasion

arbitrated	moderated	proposed	investigated
catalogued	negotiated	publicized	judged
centralized	ordered	purchased	restored
consulted	performed	realized	reviewed
dissuaded	established	recruited	routed
documented	expedited	reduced	saved
launched	familiarized	reported	served
lectured	identified	researched	set goals
led	implemented	resolved	sold
liaised	improved	influenced	solved
maintained	increased	inspired	stimulated
manipulated	planned	installed	summarized
marketed	processed	integrated	surveyed
mediated	produced	interpreted	translated

## Good Words for Technical Ability

analyzed	programmed	generated	maintained
broadened	published	improved	marketed
charted	reconstructed	increased	mastered
classified	reduced	inspected	modified
communicated	researched	installed	molded
compiled	edited	restore	operated
computed	educated	revamped	packaged
conceived	eliminated	streamlined	pioneered
conducted	excelled	supplemented	prepared
coordinated	expanded	surveyed	processed
designed	expedited	instituted	systematized
detected	fabricated	integrated	trained
developed	facilitated	interfaced	upgraded
devised	forecast	launched	wrote
drafted	formed	lectured	

## Good Words for Office Support

adhered	coordinated	formulated	planned
administered	cut	hired	prepared
allocated	defined	identified	prescribed
applied	determined	implemented	processed
appropriated	dispensed	improved	provided
assisted	distributed	installed	recorded
assured	documented	instituted	repaired
attained	drafted	justified	reshaped
awarded	enacted	liaised	resolved
balanced	enlarged	maintained	scheduled
budgeted	evaluated	managed	screened
built	examined	operated	secured
charted	executed	ordered	solved
completed	followed up	organized	started
contributed	formalized	packaged	

## Good Words for Teaching

acquainted	conducted	enlarged	instituted
adapted	coordinated	expanded	instructed
advised	delegated	facilitated	integrate
answered	delivered	fomented	lectured
apprised	demonstrated	formulated	listened
augmented	designed	generated	originated
briefed	developed	grouped	persuaded
built	directed	guided	presented
certified	dispensed	harmonized	responded
chaired	distributed	implemented	revolutionized
charted	educated	influenced	set goals
clarified	effected	informed	stimulated
coached	empowered	initiated	summarized
collaborated	enabled	innovated	trained
communicated	enacted	installed	translated

## Good Words for Helping and Caregiving

advanced	counseled	mentored	referred
advised	comforted	ministered	reformed
aided	consulted	negotiated	rehabilitated
arbitrated	demonstrated	nourished	repaired
assisted	diagnosed	nursed	represented
attended	encouraged	nurtured	served
augmented	expedited	obliged	settled
balanced	facilitated	optimized	supported
backed	familiarized	promoted	supplied
braced	fostered	provided	stabilized
boosted	furthered	reassured	streamlined
clarified	guided	reclaimed	translated
collaborated	helped	rectified	treated
consoled	instilled	redeemed	tutored
contributed	liaised	reeducated	unified

## Good Words for Financial Management

adjusted	dispensed	invested	shopped
administered	disbursed	maintained	secured
allocated	distributed	managed	sold
analyzed	doubled	marketed	solicited
appraised	downsized	merchandised	sourced
audited	eliminated	planned	specified
balanced	economized	projected	supplemented
bought	exceeded	purchased	systematized
budgeted	financed	quadrupled	tested
calculated	forecast	reconciled	tripled
computed	funded	reduced reported	underwrote
conciliated	gained	researched	upgraded
cut	generated	reshaped	upsized
decreased	increased	retailed	vended
developed		saved	

## Good Words for many Skills

accomplished	conserved	initiated	reconciled
achieved	contributed	integrated	rectified
adapted	coordinated	interpreted	remodeled
adhered	demonstrated	invented	repaired
allocated	dispensed	launched	reshaped
appraised	evaluated	led	retrieved
arbitrated	executed	navigated	solved
arranged	facilitated	optimized	stimulated
articulated	forecast	organized	streamlined
assured	founded	originated	strengthened
augmented	governed	overhauled	trained
collected	guided	performed	upgraded
communicated	illustrated	prioritized	validated
composed	improved	promoted	won
conceptualized	increased	proposed	

## Words to Avoid and Some Thoughts on Grammar

### Keep These Words Off Your Résumé

- **Personal Pronouns:** It's redundant to fill your résumé with "I" and "my." Who else would your résumé be about? Also, don't use third-person pronouns (he, she) when referring to yourself.
- **Abbreviations:** Unless you're including basic technical acronyms, you should avoid abbreviations for professional groups and areas of certification.
- **Overused Words:** Keep words like "a," "an," "because," and "very" to a minimum. You don't want to waste valuable space on unnecessary text.

### Résumé language is different than typical writing.

Therefore you need to follow different rules. If these rules feel strange as you write, don't worry about it — they feel strange to everyone at first.

- **Articles (the, a, an):** Articles crowd sentences and don't clarify meaning. Substitute *retrained staff* for *retrained the staff*.
- **Helping verbs (have, had, may, might):** Helping verbs weaken claims and credibility — implying that your time has passed and portraying you as a job-hunting weakling. Say *managed* instead of *have managed*.
- **"Being" verbs (am, is, are, was, were):** Being verbs suggest a state of existence rather than a state of motion. Try *monitored requisitions* instead of *requisitions were monitored*. The active voice gives a stronger, more confident delivery.
- **Shifts in tense:** Don't switch back and forth between tenses. Another big mistake: dating a job as though you are still employed (10/2000—Present) and then describing it in past tense.
- **Complex statements:** Keep your statements lean and clean — your reader won't take the time to decipher them. Complex statements can be eliminated by dividing ideas into statements of their own and getting rid of extraneous details.
- **Overwriting:** Use your own voice; don't say *expeditious* when you want to say *swift*.

The good words and rules on grammar was taken from *Résumés for Dummies*, by Joyce Lain Kennedy.

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## Use this sheet to write your action statements.

**Job Title:** \_\_\_\_\_

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**Job Title:** \_\_\_\_\_

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**Job Title:** \_\_\_\_\_

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**Job Title:** \_\_\_\_\_

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## Honors and Awards

Have you received any honors or awards, including scholarships? The Honors and Awards section of your résumé is the place to show off. Don't be modest.

**Here are some examples:**

Employee of the Month, McDonalds Corp., May 2000  
Oakton Community College Foundation Scholarship recipient, 2001

**Write your honors and awards below:**

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## Affiliations

Are you a member or have you served as an officer in a school or professional organization? *(If you are not a member of any of the professional organizations in your field, seriously consider joining one.)*

**Here are some examples:**

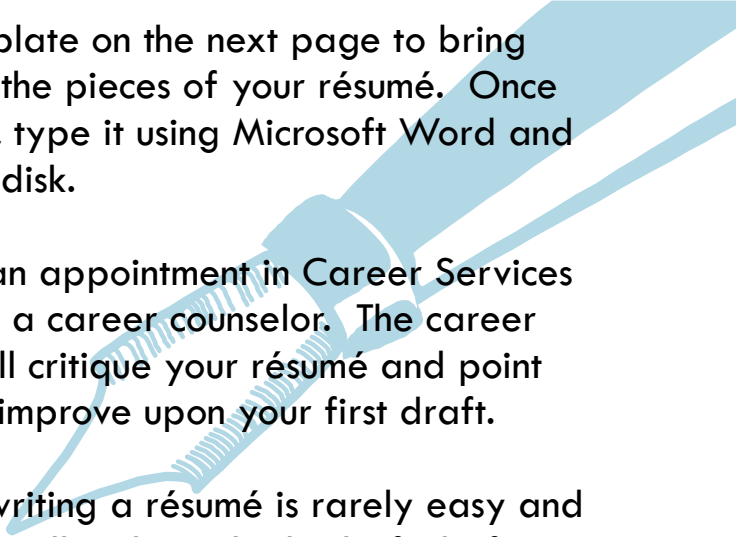

Student Senator, Northern Illinois University, 2000, 2001  
Member, American Psychological Association, 1998-present  
American Occupational Therapy Association *(listing dates of membership is optional)*

**Write your affiliations below:**

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## You are in the home stretch!



Use the template on the next page to bring together all the pieces of your résumé. Once you're done, type it using Microsoft Word and save it on a disk.

Then make an appointment in Career Services to meet with a career counselor. The career counselor will critique your résumé and point out ways to improve upon your first draft.

Remember writing a résumé is rarely easy and most people will make multiple drafts before they feel satisfied with the finished product.



**There are some  
examples of good  
résumés  
after the template.**