

# **RESUME GUIDE**

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## WHAT IS YOUR PURPOSE?

The first step of the resume writing process is gathering information about you in order to make an effective resume. A self-assessment should include a look at the following: transferable skills (skills you can take from one job to another) and abilities as well as your experience, including paid and volunteer work, research projects, extracurricular activities, and awards.

### Business Resume

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#### PROFESSIONAL SUMMARY

A certified administrator excited at the prospect of overseeing office activities and administering records in a professional setting. Looking to apply acquired skillset in Oracle PeopleSoft and data entry software at your company.

#### EDUCATION

**The University of Texas Rio Grande Valley** Expected Graduation: May 2027  
Major: Ex. *Accounting*; Minor: *Spanish*  
Overall GPA: 4.0

#### WORK EXPERIENCE

**UTRGV Human Resources** August 2023-Present  
*Business Analyst*

- Conducted what-if financial scenarios based on sales volume and other variables.
- Performed cost-benefit analysis for company foreign distribution options.
- Skillfully negotiated a key two-year \$65,000 contract with strategic distributor for company target market.

#### PROJECTS

**Data Modeling Management** January 2019  
*Group Organizer*

- Conducted what-if analyses of reports and charts based on real-world data.
- Shared findings with a team of peers to create a working database.

#### ACTIVITIES & ACHIEVEMENTS

**Enactus** August 2018-Present  
*Member*

- Manage \$1,000 Fall 2023 budget and invest \$500 of idle funds in appropriate high-yielding fundraisers returning a 5% profit over the year.
- Donate \$2,000 to Yaqui animal shelter while coordinating organization fundraising efforts by selling various goods.

**UTRGV Homecoming Steering Committee** May 2018  
*Member*

- Assisted in planning of homecoming parade and recruited 25 parade drivers to engage 700+ people.
- Decorated, advertised, and prepared for all homecoming activities over a 72-hour period.

**Provost's Gold Scholarship**  
May 2018

- Awarded \$7,000/year for academic performance and maintaining 3.0 minimum cumulative GPA.

#### SKILLS, CAPABILITIES & INTERESTS

**Technical Skills:** [List software experience/proficiency and programming languages–Excel, Visio, etc.]  
**Certifications & Training:** [Any extra courses or programs relevant to Business/Career]  
**Soft Skills:** [Keep this to 1-2 lines and be specific; do **not** go overboard]  
**Languages:** Fluent in [xx]; Conversational Proficiency in [xx]

# PARTS OF A RESUME

SECTION	CONTENT	DETAILS
<b>Contact Information</b>	Include your name, city, state, phone number, and email address at the top of the page. Can include link to online portfolio or LinkedIn profile.	Place it in the header to save space. Name should be in a larger font. Make sure your outgoing voicemail and your email address are appropriate for potential employers.
<b>Education</b>	Degree (i.e. Bachelor of Arts), Major, Concentration, Minor, or Certificate, and Expected Graduation Date.	Can include study abroad experience, GPA (if above a 3.0).
<p><b>Tips</b></p> <p>Contact Info: If early in your academic journey use your UTRGV email as your contact email.</p> <p>Education: If a recent graduate you can still list your High School education but should be removed once taking courses in your major as.</p>		
<b>Experience</b>	List paid and unpaid experiences including full or part-time jobs, internships, undergraduate research, volunteer experiences, projects, or student organizations. Include job title, company name, location, and employment dates. Use bullet points and begin each with an action verb.	Positions should be listed in reverse chronological order (most recent first) under each heading. Consider using more specific headings to group similar experiences together (like Marketing Experience or Professional Sales Experience). Highlight relevant skills, responsibilities, and contributions. Quantify your experiences when possible (i.e. trained 10 new hires, increased sales by 15%).
<p><b>The following are optional sections (Only include if relevant to the position)</b></p>		
<b>Relevant Coursework</b>	List coursework that demonstrates your experience and is relevant for the position. Can be included in Education or its own separate section.	Helpful when your degree may not obviously line up with the position you are applying for (i.e. taking Computer Science courses as an English major) or if you lack other experience.
<b>Skills</b>	Foreign language proficiencies, computer skills, and other technical skills. These should be objective and measurable.	List language proficiencies accordingly: native, fluent, conversational, basic. Make sure to include concrete examples of your abilities. If a skill you have is mentioned in the position description, list it.
<b>Leadership &amp; Involvement</b>	List offices held or involvement in student activities/organizations, community service, or professional organizations.	Consider using generic descriptions if the group may be controversial (i.e. Youth Leader for on-campus church group). Consider listing in Experience if it is directly relevant.
<b>Honors &amp; Awards</b>	Show honors like Dean's List, merit-based scholarships, and honor societies.	Consider listing under Education or separately.
<b>Research &amp; Publications</b>	Describe research projects and list relevant papers, articles, or books.	Can include conference attendance or professional presentations.
<b>Projects</b>	List any relevant projects (in or out of class.) Describe research/lab skills & programming languages used.	Helps to demonstrate real-world experience for individuals with less experience.
<b>References</b>	References should be listed on a separate page. Think of 3-5 individuals who can speak to your strengths.	Don't state "references available upon request." Provide references only if asked. List references contact information: Phone Number, Email

# WHAT FORMAT IS RIGHT FOR YOU

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## WHAT IS THE DIFFERENCE?

There are three basic types of resume formats (each emphasizing different strengths): chronological, functional, and combination, also known as modified chronological.

### CHRONOLOGICAL:

- If the majority of your work experience is related to your stated objective, this style is most effective
- The most common format; starts with the most recent experience
- Highlights impressive past employers and titles
- Accentuates trends in work history such as promotions and increased responsibility

### FUNCTIONAL

- Perfect if you are entering a field in which you have no directly related experience but you do have relevant qualifications for the job
- Qualifications and skills are categorized by function
- Identify three to six major skill areas related to your objective; be consistent, use either all nouns or all adjectives
- Able to draw on experiences from class and skills gained in non-work experiences

### COMBINATION/MODIFIED CHRONOLOGICAL

- Perfect if the employer needs to see both history and related skills and your recent work is not the most impressive
- Combines chronological and functional formats to your advantage
- Emphasizes important, relevant, or unique skills gained in non-work environments
- Draws attention to skills developed from employment
- Be sure that the theme word you use to describe each Experience section is descriptive of aspects of the job you stated in your objective

# DO'S AND DON'TS WHEN WRITING A RESUME

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## DO'S:

- Do use a two-page resume if appropriate. Two-page resumes are fine (and in some cases, preferable) if you have been in the workforce for about ten years or more or have particularly impressive work experience.
- Do use simple and professional fonts like Times New Roman or Arial.
- Utilize action verbs as opposed to simple verbs "Worked". "Collaborate(d)" is often a good substitute.
- Do think in terms of accomplishments when preparing your resume. Accomplishments are so much more meaningful to prospective employers than run-of-the-mill litanies of job responsibilities.
- Do proofread carefully. Misspellings and typos are deadly on a resume.
- The font should be readable and within the following size parameters
  - Name: 18-24pt
  - Body: 10-12pt

## DON'TS:

- Do not make things up or exaggerate your accomplishments, level of responsibility, or skills.
- Do not provide personal data. Marital status, date of birth, height/weight, and similar non-work-related information can be used to illegally discriminate against applicants, and they rarely add anything of value to your qualifications.
- Do not repeat the same action words throughout the resume. Instead of using the verb developed or led over and over, pull out your thesaurus and mix in terms like accelerated, delivered, directed, established, initiated, or re-engineered.
- Do not use personal pronouns (I, my, me) in a resume.
- Do not ever lie on your resume.

## WORDS MATTER: TRANSFERABLE SKILLS LIST

These skills are provided to stimulate you to develop your own list of skills in your own writing style. On a resume, skills should always be used in conjunction with specific job duties or responsibilities.

**Communication:** The skillful expression, transmission, and interpretation of knowledge and ideas.

Speaking effectively	Writing concisely	Listening attentively
Expressing ideas	Facilitating group discussion	Negotiating
Persuading	Providing appropriate feedback	Reporting information
Describing feelings	Interviewing	Editing

**Research and Planning:** the search for specific knowledge and the ability to conceptualize future needs and solutions for meeting those needs.

Forecasting, predicting	Creating ideas	Identifying problems
Imagining alternatives	Identifying resources	Gathering information
Solving problems	Setting goals	Defining needs
Analyzing	Extracting important information	
Developing evaluation strategies		

**Human Relations:** The use of interpersonal skills to resolve conflict, relate to, and help people.

Developing rapport	Being sensitive	Listening
Conveying feelings	Providing support for others	Motivating
Sharing credit	Counseling	Cooperating
Delegating with respect	Representing others	Perceiving feelings, situations
Asserting		

**Organization, Management, and Leadership:** The ability to supervise, direct and guide individuals and groups in completing tasks and fulfilling goals.

Initiating new ideas	Handling details	Coordinating tasks
Managing groups	Delegating responsibility	Teaching
Coaching	Counseling	Promoting change
Selling ideas or products	Managing conflict	Decision making with others

**Work Survival:** The day-to-day skills that assist in promoting effective production and work satisfaction.

Implementing decisions	Cooperating	Enforcing policies
Being punctual	Managing time	Attending to detail
Meeting goals	Enlisting help	Accepting responsibility
Organizing	Making decisions	Setting and meeting deadlines

## WORDS MATTER: ACTION VERBS LIST

### ADMINISTRATIVE/ DETAIL-ORIENTED

APPROVED  
ARRANGED  
CATALOGUED  
CLASSIFIED  
COLLECTED  
COMPILED  
DISPATCHED  
EXECUTED  
GENERATED  
IMPLEMENTED  
INSPECTED  
MONITORED  
OPERATED  
ORGANIZED  
PREPARED  
PROCESSED  
PURCHASED  
RECORDED  
RETRIEVED  
SCREENED  
SPECIFIED  
TABULATED  
VALIDATED

### COMMUNICATION

ADDRESSED  
ARBITRATED  
ARRANGED  
AUTHORED  
COLLABORATED  
CONVINCED  
CORRESPONDED  
DEVELOPED  
DIRECTED  
DRAFTED  
EDITED  
ENLISTED  
FORMULATED  
INFLUENCED  
INTERPRETED  
LECTURED  
MEDIATED  
MODERATED  
NEGOTIATED  
PERSUADED  
PRESENTED  
PROMOTED  
PUBLICIZED  
RECONCILED  
RECRUITED  
SPOKE  
TRANSLATED  
WROTE

### CREATIVE

ACTED  
CONCEPTUALIZED  
CREATED  
CUSTOMIZED  
DESIGNED  
DEVELOPED  
DIRECTED  
ESTABLISHED  
FASHIONED  
FOUNDED  
ILLUSTRATED  
INITIATED  
INSTITUTED  
INTEGRATED  
INTRODUCED  
INVENTED  
MODERNIZED  
ORIGINATED  
PERFORMED  
PLANNED  
REVITALIZED  
SHAPED  
VISUALIZED

### FINANCIAL

ADMINISTERED  
ALLOCATED  
ANALYZED  
APPRAISED  
AUDITED  
BALANCED  
BUDGETED  
CALCULATED  
COMPUTED  
DEVELOPED  
FORECASTED  
MANAGED  
MARKETED  
PLANNED  
PROJECTED  
RESEARCHED

### HELPING

ASSESSED  
ASSISTED  
CLARIFIED  
COACHED  
COUNSELED  
DEMONSTRATED  
DIAGNOSED  
EDUCATED  
EXPEDITED  
FACILITATED  
FAMILIARIZED  
GUIDED  
MOTIVATED  
REFERRED  
REHABILITATED  
REPRESENTED

### MANAGEMENT

ADMINISTERED  
ANALYZED  
ASSIGNED  
ATTAINED  
CHAired  
CONTRACTED  
CONSOLIDATED  
COORDINATED  
DELEGATED  
DEVELOPED  
DIRECTED  
EVALUATED  
EXECUTED  
IMPROVED  
INCREASED  
ORGANIZED  
OVERSAW  
PLANNED  
PRIORITIZED  
PRODUCED  
RECOMMENDED  
REVIEWED  
SCHEDULED  
STRENGTHENED  
SUPERVISED

### RESEARCH

CLARIFIED  
COLLECTED  
CRITIQUED  
DIAGNOSED  
EVALUATED  
EXAMINED  
EXTRACTED  
IDENTIFIED  
INSPECTED  
INTERPRETED  
INTERVIEWED  
INVESTIGATED  
ORGANIZED  
REVIEWED  
SUMMARIZED  
SURVEYED

### RESULTS

ACCELERATED  
ACCOMPLISHED  
ACHIEVED  
ATTAINED  
AWARDED  
COMPLETED  
CONSOLIDATED  
CONTRIBUTED  
DECREASED  
ELIMINATED  
ESTABLISHED  
EXPANDED  
IMPROVED  
INCREASED  
INITIATED  
INTRODUCED  
LAUNCHED  
PIONEERED  
RECOGNIZED AS  
REDUCED  
RESOLVED  
SELECTED AS  
SUCCEEDED

### TEACHING

ADAPTED  
ADOPTED  
ADVISED  
BRIEFED  
CLARIFIED  
COACHED  
COMMUNICATED  
COORDINATED  
COUNSELED  
DEMYSTIFIED  
DEVELOPED  
EDUCATED  
ENABLED  
ENCOURAGED  
ENGAGED  
EVALUATED  
EXPLAINED  
FACILITATED  
GUIDED  
INFORMED  
INSTRUCTED  
INTEGRATED  
MENTORED  
PERSUADED  
PREPARED  
STIMULATED  
TRAINING

### TECHNICAL

ANALYZED  
APPLIED  
ASSEMBLED  
BUILT  
CALCULATED  
COMPUTED  
CONFIGURED  
CONSTRUCTED  
CONVERTED  
DESIGNED  
DEvised  
DIAGNOSED  
DRAFTED  
ESTIMATED  
ENGINEERED  
FABRICATED  
MAINTAINED  
OPERATED  
OVERHAULED  
PROGRAMMED  
REMODELED  
REPAIRED  
SOLVED  
TESTED  
TRAINED  
UPGRADED