

Resume Quick Tips

THE RESUME

- Communicates your skills, major strengths, accomplishments and future potential
- Lets an employer see your value to their organization
- Helps you prepare for the interview and entire job search process

PURPOSE

- Get the interview
- Remind the interviewer about you
- Justify the hiring decision to others

RECOMMENDED FORMAT

- Chronological: states experience, jobs and dates together, usually in reverse chronological order

WRITING TIPS

- One page is strongly recommended unless the strength of your relevant experience requires wrapping to a second page
- Envision the ideal candidate for the job you want by studying the job description. What features, attributes, traits, skills and strengths would this candidate possess
- Put the information in order of interest to your targeted reader, ex: education may proceed or follow your experience section
- It's your job to advertise your abilities. Don't be modest, but never tell a lie
- Use action verbs, be consistent in tense, avoid paragraphs, use concise phrases led by bullets, proofread for typing, grammatical and spelling accuracy - must be error free

REFERENCES

- No need to report "References available upon request" – it is presumed
- Suggested to have name, title, phone and email for 3-5 references on a separate page; may also want to include the relationship the person had to you (past supervisor, faculty advisor)
- References are typically past or current employers, faculty, or advisors who can speak to your skills and performance related to work
- Be sure to secure permission before sharing references with a potential employer
- Copy and paste resume headline at top of page

WHEN APPLYING ONLINE

- Lift key words and phrases from position posting and use them on your résumé and any other online applications you may be asked to submit
- Mention your critical job skills early and often so the software program perceives both recent and frequent experience
- The software can advantage local candidates. Relocate or use a contact's address while searching
- Continue to network to find a human to drive your application internally



NAME

Street Address • City, State Zip Code • Phone Number • Email address

OBJECTIVE -- OPTIONAL

- Tells an employer what kind of job you are looking for
- Be specific about industry or position if you know it
- May be stated in a cover letter

Ex:

- Marketing Assistant in the nonprofit sector

PERSONAL STRENGTHS -- OPTIONAL

- Makes assertions about abilities, qualities, experience and achievements
- Present relevant information related to your objective

Ex:

- Enthusiastic and persuasive in presentations
- Earned compliments for organization, attention to detail and follow through from customers and managers
- Applies analytical problem solving and research skills to excel in the classroom

EDUCATION

- List pertinent educational history (college/university) in reverse chronological order (most recent and back).
- Lead with degree earned, institution, date
- Optional: May add bullets describing minor studies, languages, scholarships/academic honors, GPA, community college, study abroad, etc.
- Optional: Related coursework may be listed in Education or a separate section

Ex:

- **B.A. in Political Science and Philosophy**, University of Oregon, June 2008 (can be on multiple lines)
- Recipient of 3 scholarships based on academic achievement and community involvement
- Study abroad in Barcelona, Spain; proficient in Spanish language, writing and conversation

EXPERIENCE

- Experience can include work, internship, volunteer, research, and leadership activities (paid and unpaid)
- Lead with position title, followed by organization, location and employment dates
- Use numbers to add dimension to your statements. Example- Increased attendance at annual conference by 20%; supervised and delegated work assignments to 5 student workers
- Use WHO method to reflect your experience: W=What did you do? (task, project), H= How did you do the work? (skills, methods, strategies, attitudes), O= Outcome of the work? (results, impact, contribution, scope, intention) leading with strong descriptive action verbs

Ex:

WHAT = positively contributed to a top-notch student organization
HOW = by being prepared, using clear communication, and a positive attitude
OUTCOME = improved interpersonal skills and teamwork skills

Student Worker, UO Student Rec Center, Eugene, OR (2016-present)

- Positively contributed to the Student Rec Center's program planning and implementation by using clear communication and organization skills

COMMUNITY SERVICE/LEADERSHIP/ACTIVITIES -- OPTIONAL

- Includes community or university activities not mentioned in Experience section
- Typically will be formatted as a list and may not require bulleted statements.

Ex:

- Member, Golden Key Honorary (2017-present)
- Volunteer, SMART reading program for elementary students (2016-2017)

SKILLS -- OPTIONAL (only if you haven't put a personal strengths section at the top of the page)

- List skills relevant to the job you are applying to and not immediately apparent from your education or experience description, e.g. computer literacy, languages, writing, technical skills, etc.

INTERESTS -- OPTIONAL



List of Action Verbs for Resumes & Professional Profiles

Management/ Leadership Skills

administered
analyzed
appointed
approved
assigned
attained
authorized
chaired
considered
consolidated
contracted
controlled
converted
coordinated
decided
delegated
developed
directed
eliminated
emphasized
enforced
enhanced
established
executed
generated
handled
headed
hired
hosted
improved
incorporated
increased
initiated
inspected
instituted
led
managed
merged
motivated
organized
originated
overhauled
oversaw
planned
presided
prioritized
produced
recommended
reorganized
replaced
restored
reviewed
scheduled
streamlined
strengthened

supervised
terminated

Communication/ People Skills

addressed
advertised
arbitrated
arranged
articulated
authored
clarified
collaborated
communicated
composed
condensed
conferred
consulted
contacted
conveyed
convinced
corresponded
debated
defined
described
developed
directed
discussed
drafted
edited
elicited
enlisted
explained
expressed
formulated
furnished
incorporated
influenced
interacted
interpreted
interviewed
involved
joined
judged
lectured
listened
marketed
mediated
moderated
negotiated
observed
outlined
participated
persuaded
presented
promoted

proposed
publicized
reconciled
recruited
referred
reinforced
reported
resolved
responded
solicited
specified
spoke
suggested
summarized
synthesized
translated
wrote

Research Skills

analyzed
clarified
collected
compared
conducted
critiqued
detected
determined
diagnosed
evaluated
examined
experimented
explored
extracted
formulated
gathered
identified
inspected
interpreted
interviewed
invented
investigated
located
measured
organized
researched
searched
solved
summarized
surveyed
systematized
tested

Technical Skills

adapted
assembled
built
calculated

computed
conserved
constructed
converted
debugged
designed
determined
developed
engineered
fabricated
fortified
installed
maintained
operated
overhauled
printed
programmed
rectified
regulated
remodeled
repaired
replaced
restored
solved
specialized
standardized
studied
upgraded
utilized

Teaching Skills

adapted
advised
clarified
coached
communicated
conducted
coordinated
critiqued
developed
enabled
encouraged
evaluated
explained
facilitated
focused
guided
individualized
informed
instilled
instructed
motivated
persuaded
set goals
simulated
stimulated

List of Action Verbs for Resumes & Professional Profiles

taught
tested
trained
transmitted
tutored

Financial/ Data Skills

administered
adjusted
allocated
analyzed
appraised
assessed
audited
balanced
calculated
computed
conserved
corrected
determined
developed
estimated
forecasted
managed
marketed
measured
planned
programmed
projected
reconciled
reduced
researched
retrieved

creative skills
acted
adapted
began
combined
conceptualized
condensed
created
customized
designed

developed
directed
displayed
drew
entertained
established
fashioned
formulated
founded
illustrated
initiated
instituted
integrated
introduced
invented
modeled
modified
originated
performed
photographed
planned
revised
revitalized
shaped
solved

Helping skills

adapted
advocated
aided
answered
arranged
assessed
assisted
cared for
clarified
coached
collaborated
contributed
cooperated
counseled
demonstrated
diagnosed
educated
encouraged

ensured
expedited
facilitated
familiarize
furthered
guided
helped
insured
intervened
motivated
provided
referred
rehabilitated
presented
resolved
simplified
supplied
supported
volunteered

Organization/ Detail Skills

approved
arranged
cataloged
categorized
charted
classified
coded
collected
compiled
corresponded
distributed
executed
filed
generated
implemented
incorporated
inspected
logged
maintained
monitored
obtained
operated
ordered

organized
prepared
processed
provided
purchased
recorded
registered
reserved
responded
reviewed
routed
scheduled
screened
set up
submitted
supplied
standardized
systematized
updated
validated
verified

More verbs for Accomplishments

achieved
completed
expanded
exceeded
improved
pioneered
reduced (losses)
resolved (issues)
restored
spearheaded
succeeded
surpassed
transformed
won



Communicating Your Experience

Use WHO method to reflect on your experience

W = What did you do? (task, project)

H = How did you do the work? (skills, methods, strategies, attitudes)

O = Outcome of the work? (results, impact, contribution, scope, intention)

Rather than just saying "I worked in ____ Student Group," break down the skills you developed.

Example:

WHAT = positively contributed to a top-notch student organization

HOW = by being prepared, using clear communication, and a positive attitude

OUTCOME = improved interpersonal skills and teamwork skills

Communicate experience on resume, LinkedIn, etc.

Action verb + who/what + outcome/result

Example: Positively contributed to the band's teamwork by being prepared, using clear communication and having a positive attitude

Articulate experience in an interview, or at a networking event, etc.

SITUATION

TASK

ACTION

RESULT

Example: Tell me about a time when you were working on a group project and someone wasn't pulling their weight? What did you do?

S = One of the largest groups I was a part of was my college student group ____ and sometimes, we would have members not pulling their weight.

T = For example, one of my fellow members consistently came to group meetings without completing the tasks they were assigned for an event we were hosting that quarter.

A = Using my interpersonal and relationship building skills, I approached her and asked how she was doing with her responsibilities, also stating that it had been challenging for me.

R = After talking with her for a couple minutes, it turns out she didn't have that much time to complete her assigned tasks because she was having car troubles and was spending an hour on the bus commuting each way. I offered to give her rides and stay after group meetings to address her tasks. Within a week she was caught up.



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Communication Confidence: Interviewing

Employer goals

1. Assess how well your skills, values, personality, & interests match the open position so you will be happy & work hard
2. Determine your motivation for applying and company/team 'fit'
3. Narrow their applicant pool to one person

Interviewee goals

1. Connect with whomever you are talking
2. Communicate your ability to do the job
3. Distinguish yourself from other candidates
4. Determine if the job / company is a good fit for you

Common interview questions:

- Tell me about yourself
- Why are you interested in this job / internship / program?
- Why are you interested in our organization?
- Why should I hire you?
- What questions do you have for us?

Preparing for an interview

Research the organization or company!

Identify skills and important aspects of the job description. Review the job posting, browse the company's web site, speak with current or former employees.

Prepare for the interview!

Reflect on your past experiences and be familiar with the STAR method to cite specific examples that relate to qualifications. Practice responses to common interview questions (write, record, role play).

Get ready!

Dress the part, bring resume / references/ list of questions, arrive early, prepare to write thank you notes!





10 Rules for Writing Professional Emails

Being able to write professional emails is very important. Learn the following rules to make a good impression on your future employer.

- 1. ALWAYS** include a meaningful heading in the subject line along with a brief outline of what the email body will include.

e.g.
[REQ] Request (for a reference)
[ACTION] Action (to be completed)
[FYI] For your information

- 2. ALWAYS** address the reader in a professional manner. If you are not sure who the reader is you can see the example on how you could address them. You should make it as personal as possible.

e.g.
Dear Miss Rose
Dear Mohammed
To whom it may concern

- 3. Round up** the main point of your email in the opening sentence.

e.g.
Think about what you would like the reader to do next, what actions they need to take or how the information you are sending is useful for them

Think about what you want to say in advance

- 4. DO NOT** use all capital or all small case unless referring to a known acronym or term that is familiar to the reader.

e.g.
CSDO/ WP/ TTFN/ PAF

- 5. ALWAYS** check your grammar before sending and **NEVER** use slang/ text speak/colloquiums.

e.g.
LOLWAG1WUUP2/LY

- 6. ALWAYS** keep language professional. If necessary ask a friend or colleague to proof read before you send the email.

e.g.
Would it be possible to request this information from you?

- 7. Be concise and polite. ALWAYS** remember to use 'please' and 'thank you'.

e.g.
Thank you in advance for your time

- 8. ALWAYS** check for spelling, grammar, punctuation and any careless mistakes.

e.g.
Careless mistakes are more difficult to identify so attention to detail is necessary

- 9. ALWAYS** use paragraphs.

e.g.
Ensure that the email is broken up into paragraphs and not written as an essay

- 10. Add a signature block** at the end of the email to ensure the reader has details on how to contact you.

e.g.
Emma Watson
BSc Sociology and Criminology
2nd year
Student ID: 060002365

NOTE: Add address and contact telephone number if necessary

CONTACT

10 Rules for Writing Professional Emails

Professional Emails Examples

Poor Communication

Hi

I did a MASTERS last yr and i hav come to c u guys in careers n it was RELLI gd i am now applying for an internshio n need to get my cv checked PLS n coz i am overseas i cannot come in to the centre.

Dc u rAv da time to discuss this with me pls?

Ta
Emma Watson

Good Communication

This message has not been sent.

Dear Sarah-Jane,

I hope you are well

It was lovely to meet you at our appointment this morning.

Following our conversation I would like to request an academic reference from you if possible please? I have just secured an internship with Cancer Research and they require me to obtain three references.

Would it be possible for you to fill out the attached form and forward it on to the address below?

Cancerresearchadmissions@research.ac.uk

Do let me know if you require anything else from me.

Many thanks for your time.

Kind regards

Emma Watson
BSc Criminology and Sociology
2nd year

CONTACT

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