



# RESUME BASICS

## Create a personal marketing tool

The purpose of a resume is to get a job interview. It is an advertisement of you as an employee. It is an essential part of every job search.

In writing your resume, your goal is to target a certain job opening. Use the job description and qualifications to tailor your resume. This is done by including experiences relevant to the position you are seeking and highlighting skills and accomplishments related to the position.

## Resume tips:

- Avoid personal pronouns, lengthy bullet points, and complete sentences
- Use a consistent setup and font throughout
- Proofread to ensure it is error free
- Keep to 1 page (2 pages maximum for an experienced professional)

### Create a Master Resume

1

Write down everything you have done since starting college. If you are a freshman, you can still include experience from high school. List everything including volunteer experience, internships or clinicals, jobs, relevant coursework, student clubs or groups.

2

### Pull Together the Pieces

Create individual sections of the resume, such as Education, Experience, Skills, and others if space allows. Fill them in with the necessary information.

3

### Tailor for the Position

Read the job description making note of skills, traits, requirements mentioned. Make a list of the skills you would like to highlight throughout your resume and include them in one section of the resume.

## More Resume Tips:

- **Appearance Matters** Spend time formatting your resume by using a template or integrating bold and italics appropriately and using punctuation and capitalization consistently. Appearance makes the first impression.
- **Skill Verbs** Use tense specific action verbs to begin each bullet point. Diversify your action verbs to convey transferable skills and align with the position.
- **Accomplishment Statements** Create bullet points that highlight accomplishments and contributions made rather than tasks completed. Bullet point formula: Action verb +what +how +why/result



# Parts of the Resume and Sample

<p><b>Heading</b></p> <ul style="list-style-type: none"> <li>• Increase font size of name</li> <li>• Mailing address, email, phone</li> </ul>
<p><b>Objective (Optional)</b></p> <ul style="list-style-type: none"> <li>• Avoid an objective if submitting a cover letter</li> <li>• Use if changing careers or have little to no experience in field</li> <li>• <u>Formula:</u> Action verb (<i>seeking</i> or <i>to obtain</i>) + specific position or industry + most relevant skills</li> </ul>
<p><b>Education</b></p> <ul style="list-style-type: none"> <li>• Cape Fear Community College and any other relevant schooling above high school diploma</li> <li>• Program of Study or Degree (if graduating)</li> <li>• Can also include graduation date, GPA (if 3.0 or above), honors</li> </ul>
<p><b>Experience</b></p> <p>Be consistent in formatting:</p> <ul style="list-style-type: none"> <li>• Name of Employer</li> <li>• Job Title</li> <li>• Location and Dates Employed</li> <li>• 2-5 Bullet Points</li> <li>• Focus on Transferable Skills</li> <li>• Past or Present? If currently employed, write in the present tense. If not currently employed, use past tense</li> <li>• Include jobs, internships, clinicals or rotations, volunteer or leadership experience</li> </ul>
<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Use 3-10 Bullet Points</li> <li>• Include relevant transferable skills such as customer service, language skills, leadership skills, project management, soft skills</li> </ul>

<p style="text-align: right;"><b>Summer Hagy</b> 2811 Park Ave. Wilmington, NC 28403 (910)362-9901 <a href="mailto:Summer.hagy@mail.cfcc.edu">Summer.hagy@mail.cfcc.edu</a></p>	
<p><b>Education</b> <b>Cape Fear Community College</b>, Wilmington, NC AAS Degree—Business Administration GPA 3.8</p>	<p>May 2018</p>
<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Access, PowerPoint, Word, QuickBooks, FAS, Hyperion, Quicken</li> <li>• Basic computer hardware and assembly and component/device replacement</li> <li>• Learn new software applications quickly</li> <li>• Conversant in Spanish</li> <li>• Type 40 WPM and excellent 10 key calculator skills</li> <li>• Strong customer service skills through experience in a retail setting</li> <li>• Strong attention to detail, great math skills, and enjoy working with numbers</li> <li>• Proven ability to prioritize and handle multiple tasks in a challenging environment</li> </ul>	
<p><b>Employment Experience</b> <b>The Law Office</b>, Wilmington, NC <i>Front Office Receptionist</i></p>	<p>December 2016-present</p>
<ul style="list-style-type: none"> <li>• Effectively assist visitors while entering data, answering multiple phone lines, scheduling appointments, and assisting lawyers</li> <li>• Cross trained on all aspects of the business office</li> </ul>	
<p><b>Office Depot</b>, Wilmington, NC <i>Service Representative</i></p>	<p>July 2015-December 2016</p>
<ul style="list-style-type: none"> <li>• Assisted customers with product selection and payment; became a key resource for screening new hires</li> <li>• Provided translation assistance for Spanish-speaking customers, leading to an increase of business of over \$2,000 per month</li> </ul>	
<p><b>Camp Kirkwood</b>, Watha, NC <i>Camp Counselor</i></p>	<p>summers 2016-2018</p>
<ul style="list-style-type: none"> <li>• Conducted classes in swimming, basketball, and track</li> <li>• Developed leadership and team building skills and was given Favorite Counselor Award</li> <li>• Composed weekly newspaper on camp events and recognitions, gaining better exposure for the camp</li> </ul>	



# Resume Bullet Points

## Communicate your accomplishments

### Bullet Points:

This aspect of the resume explains your skills and must provide enough context and detail to convey your capabilities.

Use the following worksheet to practice constructing effective bullet points.

1

### Bullet Point Formula

Start with a strong action **VERB** for each bullet.

Explain **HOW** you demonstrated this skill—what did you do?

Explain **WHY** you used the skill or the **RESULT** of what you accomplished. How were people impacted?

2

### Best Practices

Quantify (use numbers) and qualify whenever possible by emphasizing outcomes

Use transition words such as “by, resulting, utilizing, impacting”

<b>Skill Verb:</b>	
<b>How:</b>	
<b>Why/Result:</b>	

### Competitive Examples:

- Developed and delivered a 6-week employee health promotion program with 75 participants, promoting 150-minutes of weekly physical activity.
- Provided a high level of customer service in a casual restaurant that averages 40 customers an hour.
- Scheduled an average of 20 appointments a day while managing reception of customers, two phone lines, and multiple projects.