# Resume Handbook

Early Career & Alumni Team

# TABLE OF CONTENTS

# Basic Resume Writing Principles

## Introduction

A resume does not define a person, but it often plays a big role in the first impression one makes with a hiring manager. Though there are standard practices and rules to abide by when writing a resume, it is largely up to you to make it your own. The person that knows your skills, experiences, and characteristics the best is you! Thus, you're the best person to craft your resume.

Whenever you're creating or updating your resume, you should keep the following principles in mind:

Principle 1: The purpose of a resume.
Principle 2: Consider your audience.
Principle 3: The readability of your resume.
Principle 4: Your resume is always a work in progress.

Continue reading to learn more and set yourself up for success when you apply for future opportunities.

# Principle 1: Purpose of a resume

The purpose of a resume is to introduce your qualifications and skills to employers and ultimately secure an interview.  A resume is a brief, informative summary of your abilities, education, and experiences, used to highlight your strongest assets and skills relevant to the opportunity you're applying for.

A resume is often used as a piece of an application for employment opportunities such as internship, fellowship, or job. A resume may be used by employers to:

- Identify specific education, skills, and experience
- Identify specific keywords
- Determine overall career progression and direction
- Assess personal brand/online presence
- Analyze trends

On occasion, resumes may be used for other purposes such as a formal introduction to someone you're network ing with, or as a part of a program application.

## Identify specific education skills, and experience

Employers often use a resume to identify specific skills, experiences and/or educational background that align with the qualifications and responsibilities of the role they're hiring for.

Education: Academic expectations such as a specific degree type or area of study may be flexible depending on the specific opportunity. Positions that require technical skills or education are one of the more vital components to the role, will likely have less flexibility in considering candidates outside of the specified education criteria. Some positions, however, may have more flexibility and will be less about the specific area of study, and more about the specific skills and experience a candidate has that easily transfers and can be utilized for the opportunity; this is usually noted in the job description as "equivalent experience."

Skills: Similar to education, some roles require specific skill sets, and there may be flexibility with the skills listed if the candidate has relevant transferable skills, education, or experience. If the skills required are hard skills, there likely is not flexibility. To learn more about hard skills vs soft skills, click here.

Experience: Employers look to a candidate's experience for further insight into qualifications and whether they would be able to carry out the opportunity's responsibilities. It's also a way for employers to determine career progression and career trajectory. Though this doesn't always affect hiring decisions, resumes can offer employers a summarized picture or story; it's important to keep this in mind when targeting your resume.

📖 *RESOURCE: Because the economy and job market are constantly changing and evolving, it's important to note supplemental educational experience that can prepare folks with that may not be offered by a student's 4 year university. Some low-cost skill building and certification and certificate resources include: Udemy, Coursera, and General Assembly; certain platforms like Salesforce, Google, Atlassian, aws, Microsoft 365,  etc. have free courses/trainings for their products as well. You can also check out this article for additional ideas and resources.*

## Identify specific keywords

Larger organizations and corporations may use technology such as applicant tracking systems for managing large volumes of resumes and applications received. These systems may sort candidate's resumes by standards set by the employer, which are used to "score" the resume based on alignment and relevance to the position they're hiring for. Resumes with higher scores are pulled by the employer for further investigation. Keywords may also be used by hiring managers as they scan candidates' resumes.

# Principle 2: Consider your audience – Targeting your resume

A person's resume should always be written with a specific audience in mind. For example, if a student is applying for an internship or job, the hiring manager(s) of the employer is the audience. Writing or adjusting your resume with a specific reader in mind is called "targeting" your resume. Targeted resumes focus on all the context of the opportunity – it's written to highlight the skills and experiences relevant to a particular position with special consideration of the industry and employer as well.

## Why targeting your resume is important

Targeting your resume enables a candidate to show the employer why they're an excellent fit for the opportunity, and how. At a glance, a candidate's targeted resume plainly aligns their most relevant skills and experiences with the opportunity, to make it clear that the candidate is qualified for the position. Targeting resumes also pays dividends if the employer uses an applicant tracking system to screen applicants. Targeting your resume gives you the best chance to showcase the qualifications, accomplishments and particular aspects of your work history that match closely with the requirements listed in the job description.

## How to target your resume

Adapting your resume for each opportunity you apply for takes some additional time and effort. These steps can be utilized to write a targeted resume:

Prep: Create your "master resume" if you haven't already. A master resume highlights all the career information you've acquired to date. You can use your master resume as a starting point whenever you write a targeted resume for a specific opportunity.

6

Step 1: Analyze
Analyze the job description and underline all the keywords. Keywords will often be certain skills, software programs, experiences, etc. Identify the most important facets of the job description and highlight those as well.

Step 2: Alignment
Identify which of your skills, qualifications, and experiences are most relevant to the job you're applying for. These should align with the keywords and most important parts of the job description you previously analyzed.

PRO-TIP: *Create a* <u>*T-chart*</u> *to help you visualize and stay organized with this brainstorming step. On one side of the T-chart list all the keywords and most important parts of the job description, and on the other side, note your experiences that align with what they're looking for.*

Step 3: Research
Take time to research the company/organization to gain a better sense of what they may be looking for. Look to the company's website, social media pages, and any mention of the company in the news.

PRO-TIP: *When researching a company, start with their "About Us" page. Look to their mission, vision, and values. Check out their specific service, product, and/or purpose. View anything mentioned about the company's culture and work environment. These are all hints at what they might be looking for in new employers, and thus can be used when you're thinking about how to target your resume.*

Step 4: Value proposition
Brainstorm and write down what you believe you have to offer your prospective employer in regard to your skills, past experiences, character, etc. This will help you frame your personal brand when creating your targeted resume.

Step 5: Update Resume
5a. Create a copy of your "Master Resume" and rename appropriately such as first and last name and the date or the name of the opportunity

For Example:
- KaitlynEndo_Resume_6.30.23
- KaitlynE_Resume_MarketingInternship
- KaitlynEndo_MarketingInternship(2023)

*Remember when you upload or send your resume as a part of an application, hiring managers see the title of the document.*

5b. Edit down. If your master resume is longer than 1 page, edit down your resume; keep the items that are most relevant to the opportunity. Consider the items you highlighted on the job description from step 1 and step 2. Remember, you're trying to make a case for yourself as a candidate! What experiences prove that you have what the employer is looking for?

5c. Input keywords. Use the same language and tone as the employer! Review keywords you highlighted on the job description (step 1) and weave them into your targeted resume where it

makes sense. This will make it easier for hiring managers when they scan your resume and will help optimize your resume for an applicant tracking system (ATS).

5d. Value proposition. Distinguish yourself from other candidates by detailing your individual role and unique impact for each of your experiences listed in your resume. Keep in mind what the employer is looking for in this regard, and tailor your resume accordingly.

5e. Consider your research. Consider the research you did about the company (step3) and frame your targeted resume accordingly! In addition to incorporating keywords, this can influence the language you use, experiences you choose to highlight, etc. Also make note of the specific industry you're applying in. Industry can influence the style, tone, and content employers are looking for.

Step 6: Be honest & review. Do not use false information. And review and edit accordingly. Keep a close eye on the format and be sure to spell check! Remember, a resume is like a first impression!

## Targeting based on Industry

When applying for full time roles, it's best practice to also consider the specific industry in which the open opposition is in. Some industries have varying expectations or strategies that can be utilized when creating a targeted resume. Though these expectations may change over time, and certain industries may be susceptible to resume trends, it's always a good idea to do a quick google search and check-in with a trusted advisor or school staff to get a second opinion.

📖 RESOURCE: *Check out Zety's [500+ Resume Examples and Guidelines page](#) for more information and resume examples based on category/industry and position.*

## Principle 3: Readability of your resume is important

As a candidate, you should try to do everything you can to make it easy for the hiring manager to move forward with your application. A big part of that initially is the readability of your resume. Hiring managers typically spend less than 30 seconds scanning a resume. Rule of thumb, BE CONSISTENT! Whatever you do, however you format your resume, just ensure everything is consistent throughout – format, spacing, grammar, content, etc.

Consider the following to ensure your resume is easy to read and follow typical resume writing expectations:

Format expectations:
- Use bullet points
- Use CAPS, bold fonts, and line spacing to distinguish between different sections
- Margins should ideally be 0.75" or 1" and no less than 0.5"
- Use consistent font styles and sizes throughout the document
- Font size throughout the document should be 10-12pt font (with the exception of section titles, which can be a little bigger like 12-14pt font)

- Typical font styles include: Times New Roman, Arial, and Calibri – fancy fonts are ill advised because they will not be picked up by applicant tracking systems

Grammar / Content expectations:
- Avoid pronouns (I, we)
- Minimize the use of articles (a, an, the)
- List content in reverse chronological order in each section of your resume
- Use the same format when listing months and dates throughout each section
- Don't abbreviate

For more details, go to "Resume Formatting Basics".

## Type of Resume Format & Readability

There are a variety of ways to capture your experiences and skills to communicate your qualifications for an opportunity – you can make special consideration of the type of resume format as well as consider whether to use a CV instead. Though much of the handbook's content is relevant for all resumes and aspects of a CV, for the purpose of streamlining information and career services, this handbook focuses on a "Combination Resume" format type of the chronological and functional resume type.

Chronological and reverse chronological resume formats are the most commonly used, and thus due to familiarity, often are the easiest for hiring managers to review. It's also easy for a reader to tell at a glance what your work history is, demonstrations of growth, industry interests, etc.

Though the chronological facet of the resume is the focal point, this handbook provides suggestions on ways to build out other areas of your resume beyond the "Experience" section such as a "skills" section, "honors & affiliations," etc -- taking some characteristics of a "functional resume" type format. The shared elements of chronological with functional makes it a "Combination Resume" format type. This is very common for early career opportunities.

To learn a bit more about the different types of resume formats and CVs, go to the "Resume Format Types & CVs".

# Principle 4: Your resume is always a work in progress

Remember your resume will evolve and grow as you do on your career journey! If you are aspiring for professional advancement, your resume will be a work in progress.

Here are some suggestions to keep in mind as you continue your career journey:

- Keep versions of your resume in a singular place. If you're creating targeted resumes for every opportunity you're applying to, you'll quickly collect many versions of your resume. Keep them all in one place and name the documents appropriately; you can always use and re-tailor versions of your resume for similar opportunities.
- Don't be afraid to pivot! Your master resume is a great place to remind yourself of your transferable skills.
- Always ask for feedback and for someone to review your resume. Fresh eyes can catch little typos and/or mistakes.
- After any new experience – club, volunteer, internship, job, etc. – add it to your resume! Adding new items when it's fresh in your mind is easier than reflecting months later.

# Resume Walk Through

## Resume Formatting Introduction

A big part of a resume's readability is its formatting. Remember, the goal of a resume is to tell the story of your experiences as they relate to a specific opportunity and to get you an interview. Resume guidelines and standards may vary from industry to industry, so use the following information as a baseline. When entering a new industry, it's always a good idea to do your research, and familiarize yourself with specific industry standards and examples of resumes.

In this section we'll go over all the foundational sections that are typically included in an early career person's resume.

- Resume Header
- Education Section
- Experience Section
- Skills Section
- Credentials & Licensures
- Honors & Affiliations

Remember! This is only to serve as a baseline! Be sure to talk to folks in the specific industry you're interested in, leverage other resources like your school's career center, do your own research online to get up to date on industry standards and expectations of resume formatting.

## Resume Header

The resume header is at the very top of a resume and includes pertinent contact information. All resumes should have a header. Typically, the header includes your name, location, email address, and phone number. You're also welcome to include your pronouns. The header can also include additional items such as career related profile links, industry title, and industry credentials. Typically the header is a larger font size than the rest of the content so that it's easy for hiring managers to review and identify.

---

### Kaitlyn Endo

she/her | Richmond, CA 99999 | (510) 123-4567 | Kaitlyn.endo@email.com | www.linkedin.com/in/endo

---

### Kaitlyn Endo

she/her | Richmond, CA 99999 | (510) 123-4567 | Kaitlyn.endo@email.com | www.linkedin.com/in/endo

---

### Resume Header - Name

Your resume should always include your first and last name.

- Font size of your name should be 16-30 point font
- The name can also be a different color and/or bolded if you want it to stand out
- A resume is not a legal document, therefore if you have a preferred or chosen name or even a nickname that you'd prefer to be addressed as, you can do so on your resume.

  Here are a few suggestions on how to do this:
  - Example 1: Katie (Kaitlyn) Endo
    Chosen/Preferred/Nickname (Birth/Legal Name) Last Name
  - Example 2: Kaitlyn "Katie" Endo
    Birth/Legal Name "Nickname" Last Name
  - Example 3: Kaitlyn (Katie) Endo
    Birth/Legal Name (Chosen/Preferred/Nickname) Last Name
  - Example 4: Katie Endo
    Chosen/Preferred Name Last Name
  - Example 5: K. Katie Endo
    Birth/Legal first name initial "Chosen/Preferred/Nickname" Last name

  NOTE: *If you've changed your legal name, you can use your new legal name! If you make it through later rounds of the hiring process and are asked to sign official or legal documents such as background check, insurance forms, social security, or application forms, you will likely need to use your legal name.*

## Resume Header – Address

Putting your address on your resume is typical but not required. The only time you'll be required to give your address will be in any official documents towards the end of the hiring process. If you choose to put your address on your resume, consider the following:

- DO NOT put your full address on your resume; the city you live in, the state, and zip code will suffice.
- The address you include on your resume should be the one that you reside at currently.

What ifs….
- If you are planning to move or occupy a different place temporarily, such as going back to your hometown for the summer, you can either include the address you will reside during that time period on its own or include both that address and your college address.

  For Example: If I am applying for a summer internship and am attending school in Eugene, Oregon, but plan to go home to Richmond, California in the summer, I can either put both my Oregon and Richmond address information on my resume or just the address in the area of the opportunity I'm applying to. So, if I was applying for an internship in the Bay Area, I would put my Richmond address.

---

## Kaitlyn Endo
Eugene, OR 97403 | Richmond, CA 94803
(510) 123-4567 | Kaitlyn.endo@email.com | www.linkedin.com/in/kaitlyn-endo

---

## Kaitlyn Endo

Eugene, OR 97403 | (510) 123-4567 | Kaitlyn.endo@email.com | www.linkedin.com/in/kaitlyn-endo
*Summer Address: Richmond, CA 94803*

- If you're planning to relocate, you can include a note below your header that indicates that you're planning to relocate. You can include the specific city you're planning to move to.

# Kaitlyn Endo
Richmond, CA 94803 | (510) 123-4567 | Kaitlyn.endo@email.com | www.linkedin.com/in/kaitlyn-endo
*Plan to relocate to city name*

- If you're willing to relocate, you can include a note below your header that indicates that you're willing to relocate. You can include the specific city/cities you're willing to move to or include language like "nationwide" if you're willing to relocate to wherever the opportunity is.

# Kaitlyn Endo
Eugene, OR 97403 | (510) 123-4567 | Kaitlyn.endo@email.com | www.linkedin.com/in/kaitlyn-endo
*Willing to relocate to city name/nationwide*

## Resume Header – Phone Number & Email
The phone number and email should always be included on your resume. The phone number and email you list should both be ones that you check regularly. Whenever you apply for an opportunity, it's important to promptly reply whenever contacted by the hiring team.

Phone reminders
- Check your voicemail. Before applying to opportunities, be sure that your voicemail of the phone number listed is appropriate. If you need suggestions, check out this Indeed article: 26 Best Professional Voicemail Greetings to Use.
- Empty your voicemail box. Be sure that your voicemail inbox has space for new messages. In the case that an employer contacts you and you're unable to answer, they should be able to leave a message.
- Start answering phone calls. Though it's common to let phone calls from unidentified numbers to go straight to voicemail, if you start applying to opportunities, it'll be important to get into the habit of answering those phone calls in case it's the employer of the opportunity you're applying to.
- Call back. You should also get into the habit of checking your voicemail in case you miss a phone call from an employer.

Email reminders
- Appropriate email. The email you list on your resume should be one you check regularly and should be appropriate. Appropriate emails typically will only include your name and

numbers if needed. Your school email address based on your school's domain is a great example of an appropriate email address.

Examples:
- o Appropriate email: Kaitlyn.endo@email.com, kendo@email.com, kaitlynendo13@email.com, endo1@email.com, kaitlyn.e@email.com
- o Not very appropriate: 808heartbreaker@email.com, volleyballgirl@email.com, warriorsfan2013@email.com
- 24-hour response best practice. It's best practice to reply to emails within 24 hours. If you receive an email from an employer, you should try to be prompt in your response. Remember, you want to make a positive impression.
- Check junk mail. On occasion emails from employers may end up in junk mail. Be mindful of this if you're expecting to hear back about an opportunity.

## Resume Header - Additions

In addition to the typical name, address, email, and phone number there are other items you can place in the header of your resume including career related profile links, industry or job title, and industry credentials.

Pronouns

As mentioned previously, you can add your pronouns in your header if you'd like. You can place it next to your name in the header, or on the same line as your address, email, and phone number.

📖 RESOURCE: *There are a lot of free resources that can provide additional insight into pronouns and why they're important. To start, check out Pronouns.org.*

Career related profile links
- LinkedIn Profile URL: It's common for LinkedIn profile links to be included on a resume in the header. If you need directions on how to access your LinkedIn profile URL, check this article.

🔆 FUN FACT: *Though you can definitely get through a hiring process without a LinkedIn profile, some recruiters and hiring managers use LinkedIn to search for candidates as well as vet job candidates prior to interviewing and/or hiring. According to Zippia, in 2023, 87% of recruiters find LinkedIn to be the most effective platform for vetting job candidates.*

☆ PRO-TIP: *Update your LinkedIn profile URL by customizing it! Custom public profile URLs are available on a first come, first serve basis, but can offer an easier to remember, easier to search URL. Like an acceptable career related email, you can customize your LinkedIn profile URL to include your name and numbers. Check this LinkedIn Help article to learn how to customize your LinkedIn profile URL.*

- Website / Portfolio URL: Though anyone can create their own website to showcase their experience and work, candidates in certain industries could benefit from including their personal website and/or portfolio URL link on their resume.

  A few examples of industries that may ask for website or portfolio:

- o  Visual & Digital Arts (e.g. graphic design, web design, photographer, film, etc.)
- o  Writing
- o  Journalism
- o  Marketing
- o  Finance
- o  Fashion & Design
- o  Architecture
- o  Computer Science / Coding professionals (e.g. data scientists, UX designer, web developers, software engineers, etc.)

📖 RESOURCE: *There are a lot of free resources to help you build your website/portfolio. Here are a few to help you get started:* [10 Portfolio Website Builders](#), [The 16 Best Free Portfolio Websites for Creating an Impressive Digital Portfolio](#), [How to Create a Personal Website From Scratch](#)

Industry or job title
If you would like to include your field of expertise or what you are striving to become, you can add your industry or job title. This depends greatly on the industry you're entering; take a look at examples online and see if folks in the space you're entering typically include this.

See below for examples:

---

## Kaitlyn Endo
Project Management Professional
Eugene, OR 97403 | (510) 123-4567 | [Kaitlyn.endo@email.com](mailto:Kaitlyn.endo@email.com) | [www.linkedin.com/in/kaitlyn-endo](http://www.linkedin.com/in/kaitlyn-endo)

---

## Kaitlyn Endo
Benefits Specialist
Eugene, OR 97403 | (510) 123-4567 | [Kaitlyn.endo@email.com](mailto:Kaitlyn.endo@email.com) | [www.linkedin.com/in/kaitlyn-endo](http://www.linkedin.com/in/kaitlyn-endo)

---

Industry and education certifications or credentials
Certifications, also known as "credentials" are earned through a professional training program. They usually include a formal assessment or exam at the end. There are also education related credentials, which indicate additional education or degree program was completed, such as completing a masters or doctoral program. If you are in an industry that values credentials and/or the position requires it, it's advisable to include them in your resume header. These can also be added in other areas of your resume including the "Education" section, or in your "Skills" section. For more certifications and credentials, see the "[Credentials & Licensures](#)" section.

---

## Kaitlyn Endo, MBA
Eugene, OR 97403 | (510) 123-4567 | [Kaitlyn.endo@email.com](mailto:Kaitlyn.endo@email.com) | [www.linkedin.com/in/kaitlyn-endo](http://www.linkedin.com/in/kaitlyn-endo)

---

## Education Section

The education section of a resume is standard to include, especially if the opportunity requires a specific level of education. Typically, the school's name, the city and state it's in, area of study (your major(s) and minor(s) if applicable) and the month and year you're expected to graduate or graduated are included.

The expected graduation date isn't as relevant as you move into the workforce beyond graduation, however when applying for internships it's particularly important since many internships are looking to hire students or new grads of a specific graduating class/matriculation (e.g. hiring for sophomores in college or graduating seniors, etc.)

Additional items that can be included in the education section include specific courses that you've taken that you want to highlight, certificates earned, and GPA in certain cases.

---

## Education

University of Oregon, Eugene, OR                                     Expected Graduation: June 2024
BA Psychology, Minor in Business Administration

---

## Education Section – School Name

It's common practice to include the name of the school you attended or are attending on your resume. Below are best practices to follow for adding your school name to the education section of your resume:

- Remove high school information. After your first or second year of college, you can remove your high school education information. It's no longer necessary for the opportunities you'll likely be applying for.
- Add name of post-secondary school(s). In your education section include the name of the school(s) you're attending / attended including community college, university, and school attended when studying abroad.
- Use the school's full name. Though your school's abbreviation may seem obvious, it might not be obvious to all employers. Especially since a resume is a formal document, it's best practice to spell out your school's full name.

| Best Practice | Not Best Practice |
| --- | --- |
| University of California, Berkeley | UC Berkeley or Cal |
| University of California, Los Angeles | UCLA |
| San Francisco State University | SFSU or SF State |
| California State University, East Bay | CSEB or Cal State East Bay |

| | |
|---|---|
| California Polytechnic State University, San Luis Obispo | Cal Poly or Cal Poly, Slo |
| Massachusetts Institute of Technology | MIT |
| Texas A&M University | A&M or Texas A&M |
| Arizona State University | ASU |
| De Anza College | De Anza |
| University of Pennsylvania | UPenn or Penn |

What ifs…
- If you've attended community college prior to a 4-year university, include both schools even if you did not receive your AA while attending community college.

---

## Education

University of California, Berkeley, Berkeley, CA       Graduated: May 2023
BS Chemistry, Minors in Social Welfare and Psychology

Diablo Valley College, Pleasant Hill, CA       Graduated: June 2020
AA Psychology

---

## Education

University of California, Berkeley, Berkeley, CA       Graduated: May 2023
BS Chemistry, Minors in Social Welfare and Psychology

Diablo Valley College, Pleasant Hill, CA       August 2021 - June 2022
AA Psychology

---

- If you attended more than one 4-year university for your undergraduate studies, you could include all the schools attended or only include the school you received your degree from.

---

## Education

University of California, Berkeley, Berkeley, CA       Graduated: May 2023
BS Chemistry, Minors in Social Welfare and Psychology

California State University, East Bay, Hayward, CA       August 2019 - June 2020

---

- If you studied abroad, it's encouraged to include the school you studied at and the month and year range in which you were abroad. You can also include things like the courses taken if it's particularly relevant to the opportunity you're applying for.

---

## Education

University of Oregon, Eugene, OR       Graduated: May 2023

BA Business – Finance, Minor in Computer Science

Akita International University, Akita, Japan              March 2021 – June 2021
Akita International University Exchange Study Abroad Program

## Education

University of Oregon, Eugene, OR              Graduated: May 2023
BA Business – Finance, Minor in Computer Science

Global Sports Business Strategy Program, London, United Kingdom    May 2021 – August 2021
Courses completed: International Markets, International Sports Business Operations, Global Strategy in Sports Marketing

## Education Section – Dates

Graduation Date / Expected Graduation Date
Your graduation date or expected graduation date should be included in your education section. Use the month and year in which you graduated or are expected to graduate to keep things consistent with other dates listed throughout your resume, like your experience section.

Examples of how to list graduation dates/expected graduation date:

Graduated: May 2023
Completed: June 2022
Expected Graduation Date: May 2024
Expected Completion: June 2025


Transfer Dates
If you have transferred schools, you can include the month and year range of your experience at a school prior to attending the one you plan to graduate from.

Examples of how to list transfer date:

August 2021 – May 2023
September 2020 – June 2021


## Education Section – Area of Study

The area of study should be included on a resume if a degree was sought and/or completed. Sometimes this is helpful for hiring managers when hiring for a position that requires or values a specific area of expertise or experience.

Here are a few ways to include your area of study:

Call out type of degree
- BA, Psychology
- BS, Chemistry
- Bachelor's Degree, Biology
- Bachelor of Arts, Marketing

17

- AA, Communications
- Associate Degree, Computer Science
- Associate in Science, Business
- MA, Literature
- Master of Arts, Literature

Call out specialization or emphasis in program
- BA Business – Finance
- Bachelor of Arts, Business – Advertising
- BS in Biology, Neuroscience & Behavior

Call out minor(s)
- BA Business – Finance, Minor in Psychology
- BA Psychology, Minor in Computer Science
- BS Biology, Neuroscience & Behavior, Minors in Chemistry and Computer Science

☆ PRO-TIP: *If you are listing multiple degrees, use "and" to separate. If including "and" as a part of the title of the degree, use "&" instead. This helps differentiate between what's a list of items and what's a singular name that includes "and". For example, when trying to communicate with a major in both Biology and Chemistry or Communications and Business – two separate majors – I could write "Biology and Chemistry" or "Communications and Business". When trying to communicate a major that included more than one word like "Ecology and Evolution" or "Social Welfare and Childhood Development" I could write on my resume "Ecology & Evolution" or "Social Welfare & Childhood Development".*

## Education Section – Additions
There are some additional items you can add to your resume if you desire. These are not expected to be included, but something to think about and may bring attention to you as a candidate.

Grade Point Average
GPA can be added to the right of the area of study information, as seen below. Rule of thumb, if your GPA is a 3.0 or higher, consider including your GPA. If your major GPA is higher than your overall GPA, you can also include that.

Though many employers are moving away from candidates disclosing their GPA as a requirement for internship and/or entry level applications, for more competitive opportunities it may be asked of you. It's important to note that GPA may not be a true indicator of whether a candidate is qualified or would do well in a specific role or not, however sometimes it will help or hurt you as an applicant.

| Education | |
| --- | --- |
| University of Oregon, Eugene, OR | Graduated: May 2023 |
| B.A. Business – Finance, Minor in Computer Science | GPA: 3.2 |

Academic honors and awards
Though this information could be separate if you'd like in a specific "Honors & Awards" section, you could include this information in your education section if they're academic related honors and awards such as Latin honors (e.g. cum laude or magna cum laude), Dean's list, and other awards.

---

## Education

University of Oregon, Eugene, OR — Graduated: May 2023
B.A. Business – Finance, Minor in Computer Science — GPA: 3.2
*Cum Laude*

---

## Education

University of Oregon, Eugene, OR — Graduated: May 2023
B.A. Business – Finance, Minor in Computer Science — GPA: 3.2

Honors & Awards: *Cum Laude, University of Oregon Dean's List (2021, 2022, 2023)*

---

Certifications, continued education, and professional development
You can also include any additional courses and certifications you've completed, especially if they're directly related to the opportunity you're applying for. If there are experiences that are more technical that lend themselves to your hard skills, you can include them in your skills section. Go to the "Certifications & Licensure" section for more details.

---

## Education

University of Oregon, Eugene, OR — Graduated: May 2023
B.A. Business – Finance, Minor in Computer Science — GPA: 3.2

Certifications & Professional Development: eCornell Program Management Certificate (June 2023), Coursera Product Management Certificate (August 2021), Udemy Project Management course (May 2021)

---

Courses
Like certifications, continued education, and professional development, if there are specific courses you've taken that are relevant to the opportunity you're applying to, you can include them as well. This is recommended especially if you feel like you don't quite have the hands-on experience yet to show you're qualified for the opportunity (such as internship or fellowships). This is also relevant if you are applying for opportunities that don't clearly align with your area of study, but you've taken courses to supplement your knowledge.

---

## Education

University of Oregon, Eugene, OR — Graduated: May 2023
B.A. Business – Finance, Minor in Computer Science — GPA: 3.2

Relevant Courses: Introduction to Artificial Intelligence, Linear Algebra, Introduction to Data Analytics,

---

Big Data & Databases, Python & Data Analytics, Data Ethics & Machine Learning, Introduction to Web Visualization

# Experience Section

The "Experience" section of your resume is often the focal point for hiring managers. It's vital to be thoughtful when crafting this section, and align your experiences, skills, and qualifications to the opportunity you're applying for. You want to make it clear that you're a good match for the opportunity!

## Experience Section Formatting

It's important to keep aspects of your resume consistent throughout, and especially important for the experience section. Consistency impacts readability and is easier for a hiring manager to review.

Content Overview
- Full name of employer
- City and state you worked in
- Start and end date range – include month and year
- Position / title
- 2-5 accomplishment statements / bullet points highlighting your experience

Format Overview
- Name of employer, city, state, and title are left justified (pushed all the way to the left margin)
- Start and end date range is justified to the right (pushed all the way to the right margin)
- Highlight the employer name and the position title by using bold and/or *italics*
- Accomplishment statements / bullet points use white space for readability
- Date ranges are consistent throughout – include both month (fully spelled out) and year
- Experiences should be listed in reverse chronological order
- If the experience is a current one, instead of a month and year end date, include "Current" or "Present". For Example: "May 2023 – Present"
- No pronouns – like "I," "we," "my," "they"
- Do not include periods, exclamation marks, or question marks
- If the experience has already happened and is completed, accomplishment statements should be written in past tense
- If the experience is currently being carried out, accomplishment statements should be written in present tense, unless describing a project, event, or something that has been completed
- If you use "-" in between start and end date, use that for all start and end dates. If you use "—" use that for all start and end dates.

☆ PRO-TIP: *When formatting your Experience section, be mindful of white space – you don't want to make it look too crammed; you also don't want it to look too empty. Use the white space to your advantage in supporting the readability of your resume. See "*Resume Formatting Tips*" section for more details on how to utilize white space.*

## Experience

| | |
|---|---|
| Meals on Wheels, Berkeley, CA | June 2021 – September 2021 |

*Intern, Executive Director's Assistant*
- Accomplishment Statement 1
- Accomplishment Statement 2
- Accomplishment Statement 3

| | |
|---|---|
| Target, Albany, CA | December 2020 – August 2021 |

*Cashier, Seasonal*
- Accomplishment Statement 1
- Accomplishment Statement 2
- Accomplishment Statement 3

What ifs...
- What if the employer's name, the city, and state run into the date range? Here are some suggested options:
  - Move the dates to the next line so that it's parallel to the job title instead – if you do this for one experience you should do this for all listed experiences
  - Change the size of the font – if you do this, you must do this for all other content in your resume other than the headers for each section

  Remember – keeping everything consistent is key!

## Experience

University of California San Francisco Foundation, San Francisco, CA September 2021 – December 2023
*Lab Tech Intern*
- Accomplishment Statement 1

- What if there wasn't a company name for the experience I'm listing? Entrepreneurship is great! You can list things like "Self Employed" as the job title, and a general name in place of a company name. You can also include the city and state in which you did most of your business/experience. For example, if I was a babysitter I might list the experience like so:

## Experience

| | |
|---|---|
| Childcare, Berkeley, CA | March 2021-- December 2023 |

*Childcare Provider*
- Accomplishment Statement 1

- What if I have more than one position or experience at the same company? There are a few ways to approach this depending on whether or not you need more or less space. Remember, a resume should only be 1 page long.
  - List the positions as you normally would
  - Include one line for employer name, city and state, and in a second line, include the specific position title left justified as it usually is, and include the date range parallel to the title, and justify it to the right

---

## Experience

Richmond Art Center, Richmond, CA
*Art Teach*                                                February 2022 – August 2023
- Accomplishment Statement 1 for Art Teacher
- Accomplishment Statement 2 for Art Teacher

*Art Teacher Aid*                                          *April 2020 -- February 2022*
- Accomplishment Statement 1 for Art Teacher Aid
- Accomplishment Statement 2 for Art Teacher Aid

---

## What Counts as Experience

When folks think of "experience" that goes into this section of the resume, most folks think of internship and/or work experience, however there are other experiences that are noteworthy that can be included, especially when starting your career.

When reflecting, if the experience provides you with new skills or helps you sharpen existing skills, build expertise, offer leadership learnings and other transferable skills, you should consider including them in your resume. If the experience offers insight into your qualifications for the specific opportunity you're applying for, even more of a reason to consider adding it!

Note: *Transferable skills are skills that you use in a variety of jobs across industries and titles. Some transferable skills are hard skills like data analytics, or other technical skills, and some are soft skills like verbal and written communication, relationship building, critical thinking, leadership, etc. To learn more about transferable skills, go to the* Transferable Skills *section below.*

Some examples of experiences that may not be obvious to include in the Experience section of your resume could include:

- Babysitting or providing childcare
- Taking care of elders in your family and/or community
- Supporting with your family's business and/or entrepreneur goals
- Leadership positions in sports or clubs
- Translating and/or interpreting for family or friends
- Volunteer work

| Type of Experience | General Transferable Skills | Applicable Skills to Related Role |
|---|---|---|

| Baby sitting → Childcare | <ul><li>Adaptability</li><li>Communication</li><li>Conflict Resolution</li><li>Creativity</li><li>Flexibility</li><li>Leadership skills</li><li>Organizational skills</li><li>Problem solving</li><li>Relationships building / building rapport</li><li>Scheduling</li><li>Time management</li></ul> | *This can be used for experiences that involve children or youth such summer counselor, tutor, teaching, etc.*<ul><li>Child development skills</li><li>First aid skills / Safety skills</li><li>Entertaining children</li><li>Behavior management strategies</li><li>Child encouragement and motivation</li><li>Organization</li><li>Cleanliness</li></ul> |
|---|---|---|
| Taking care of elders in family or community → Caregiver | <ul><li>Active listening</li><li>Adaptability</li><li>Communication</li><li>Decision making</li><li>Flexibility</li><li>Interpersonal skills</li><li>Organization</li><li>Proactive</li><li>Problem Solving</li><li>Scheduling</li><li>Relationship building / building rapport</li><li>Time management</li></ul> | <ul><li>Customer service</li><li>Budgeting and managing personal finances</li><li>Advocacy</li><li>Long-term planning</li><li>Companionship</li><li>First aid skills/ Safety skills</li><li>In-Home Care</li><li>Medication management</li><li>Cleanliness</li><li>Ongoing monitoring of multiple data points</li></ul> |
| Supporting with your family's business → Entrepreneurship | <ul><li>Adaptability</li><li>Communication</li><li>Delegating</li><li>Flexibility</li><li>Organization</li><li>Prioritizing</li><li>Proactive</li><li>Scheduling</li><li>Teamwork / collaboration</li><li>Time management</li></ul> | *Other specific skills would depend on the type of business.*<ul><li>Customer Service</li><li>Decision making</li><li>Dependability</li><li>Sales</li><li>Budgeting and managing finances</li><li>Marketing</li><li>Problem solving</li></ul> |
| Leadership positions in a club or sports team | <ul><li>Active Listening</li><li>Communication</li><li>Collaboration</li><li>Delegating</li><li>Interpersonal skills</li><li>Leadership</li><li>Motivation</li><li>Proactive</li><li>Teamwork/collaboration</li><li>Time management</li></ul> | *Other specific skills would depend on the type of club or sport and the position held.*<br><br>*For Example: Treasurer for a club could gain budgeting, basic accounting, fundraising/development skills* |
| Translating or interpreting for family or friends | <ul><li>Active listening</li><li>Attention to detail</li><li>Communication</li><li>Fluency in foreign language(s)</li><li>Listening skills</li><li>Organization</li><li>Proofreading</li><li>Reading comprehension</li><li>Research</li></ul> | *This can be used for experiences that involve being multi-lingual and roles that emphasize communication*<ul><li>Advocacy</li><li>Editing and proofreading</li><li>Cultural competence and awareness</li><li>Writing skills</li><li>Customer service</li></ul> |

| | |
|---|---|
| • Technical writing and analysis<br>• Time management | • Verbal communication skills |
| Volunteer work | *Skills would depend on the type of volunteer work completed.* | *Specific skills would also depend on the type of volunteer work completed.* |

## Building Resume Bullet Points / Accomplishment Statements

One of the main attractions in a resume is the resume bullet points, also known as the accomplishment statements. Keep in mind that employers typically only spend a few seconds scanning your resume when you first apply for an opportunity.

Here's an overview of things to keep in mind when creating resume bullet points / accomplishment statements:

Bullet Point Content Overview

| DO | DONT |
|---|---|
| Use an easy-to-read format and structure that highlights your relevant experiences and skills | Don't include anything confidential |
| Use strong action verbs | Don't use the same action verbs over and over |
| Use result-oriented language | Don't use "soft numbers" (about 5, a few, etc.) |
| Highlight your most relevant experiences and transferable skills | Don't include more obvious skills such as using the internet, using email, etc. You want to highlight skills that make you stand out |
| Provide contextual details to inform the reader – answer the "what, how, and why" of the experience | Don't lie – you can frame experiences in a specific way to highlight your skills, but don't lie |
| Quantify your work and achievements when possible – aka use numbers! | Don't use cliches and role-specific, organization, or industry jargon |
| Do include soft skills! Though the "skills" section in your resume should include hard skills, you can include soft skills in the experience section | Don't copy and paste job descriptions into your experience section; you can use the job description as a baseline and use certain phrases or similar language, but don't copy and paste directly |
| Include personal accomplishments | Don't make general claims ("good communication" without examples) |

Bullet Point Format Overview

| DO | DONT |
|---|---|
| You can use semi-colons when appropriate | No periods or exclamation marks |

| | |
|---|---|
| You can shorten content by leaving out certain articles (the, a, an) | No abbreviations |
| List experiences in reverse chronological order | No personal pronouns (I, me, my, we) |
| Display your strongest bullet points near the top for each experience | Don't make too many bullet points for one experience; try your best to keep them to 3-5 |
| Use consistent formatting for dates, job accomplishments, etc. | Don't overload with text |
| Use digits – they're easier to read | Don't forget spell check! |
| Do make sure your job titles and companies/organizations for each of your experiences stand out | Don't go overboard with the text effects – every other word can feel distracting; use emphasis sparingly (e.g. bold, *italics*, and ALL CAPS) |

General Framework – How to write the bullet points / accomplishment statements
Though there isn't a "right" or "wrong" way to write your accomplishment statements, here's a few basic frameworks you can use to help you get started.

| Action Verb → | What You Did → | Additional Information/Results |
|---|---|---|
| Start with a strong action verb. If you're having trouble brainstorming strong action verbs take a look at this list: [185+ Action Verbs That Will Majorly Impress Hiring Managers](#) | This should be a brief statement of the tasks/responsibilities you engaged with. This is an opportunity to quantify what you did, skills used, etc.<br><br>WHAT:<br><br>*What did you do?*<br><br>*What were your responsibilities or goals?* | Go beyond what you did.<br><br>HOW:<br><br>*How and why you did it?*<br><br>*How did you accomplish your task? (include tools, equipment, computer programs, etc.)*<br><br>*Did you work as a part of a team or independently?*<br><br>*How often/when?*<br><br>WHY:<br><br>*Why were these actions important?*<br><br>*How did your actions/work benefit the org?*<br><br>*What was the result or outcome of your actions?*<br><br>*Can you quantify?* |

> When addressing the "What did you do" and the "Additional Information/Results" you can use the **STAR Method** and/or the **PAR Method** to help you incorporate details to make your accomplishment statements more impactful.

STAR Method

The STAR method can help you create impactful descriptions for each experience on your resume. When looking at the General Framework above, this is applicable when addressing "what you did" and "additional information/results".

| Read JD → | Use STAR method → | Create accomplishment statements |
|---|---|---|
| Read through the job description of the opportunity you're applying to. This will help you understand the role and the employer's needs. Identify the skills and qualities they seek – they are typically in the "responsibilities" and "qualifications" sections. | Use the STAR method to describe the context of your work, your actions, and how your actions made an impact on the organization.<br><br>S - Situation: What was the situation, problem, or conflict you were facing?<br><br>T - Task: What were you tasked with? What were your responsibilities or goals?<br><br>A- Action: What action did you take? What did you do to solve this problem? (start with action verb)<br><br>R - Result: What was the result or outcome of your action? What did it benefit the organization? Can this result be quantified? | Follow the STAR method to create descriptions that incorporate the key skills and qualities the employer is seeking that you've identified in the first step. Your final statement can use the "General Framework" and should include the situation, task, action, and result. |

Example:

| Read JD → | Use STAR method → | Create accomplishment statements |
|---|---|---|
| Example: Project Management Internship<br><br>Possess the ability to simultaneously balance and adjust: Scope, Schedule, | S - Situation: Project managed curriculum development and content creation for organization.<br><br>T - Task: Collaborate with 5 team members to create a lot of new content.<br><br>A- Action: Created project charter at the start of the project and hosted kick-off meeting to | Managed curriculum and content creation project by scoping project using project charter, maintained organization by creating project schedule and delegations using Asana, and ensured quality results by reviewing all content created |

| | review together. Created a tracking system that was visible to all involved and used it throughout the project so everyone could stay on the same page. Collaborated with folks to get more content topic ideas. Coordinated check-in meetings, assigned due dates, and ensured everyone stayed on task and on schedule. Created content myself and reviewed other people's content.<br><br>R - Result: Project resulted in 150 pieces of new content to be used for program curriculum, benefiting over 400 students. | Coordinated scheduling regular check-ins with team, collaborating with team members to ensure quality and timely work completion, remained agile making adjustments throughout project as needed<br><br>Lead team of 5 to create over 150 pieces of new content benefiting over 400 college students |
|---|---|---|
| Budget, Quality, and Risk.<br><br>Excellent leadership and communication skills are a must.<br><br>Strong organizational and time management skills | | |

PAR Method

The PAR Method is another mechanism you can use to help you write impactful bullet points or accomplishment statements. PAR stands for Problem – Action – Results. It's very similar to the STAR Method.

| BEFORE | AFTER (using PAR Method) |
|---|---|
| Responsible for data entry | Accurately and efficiently entered data into Salesforce using strong attention to detail to update student contact information after annual intake, resulting in clean data for 80% of students |
| Provide tutoring | Tutored 10 high school students in Algebra 1, Algebra 2, and pre-calculus on a weekly basis for 8 months, resulting in 35% improvement on average of test scores |
| Answer phone calls at front desk | Performed administrative duties and front office coordination for a 20 person office; provided excellent customer service, regularly answering patient questions, confirming appointments, and relaying important messages to appropriate staff, leading to positive feedback from clients |

# Transferable Skills

What are transferable skills

Transferable skills are skills that you use in a variety of jobs across industries and titles. Transferable skills can be hard or soft skills – the distinguishing part about transferable skills is that they can be used in multiple career fields.

Example, Hard vs Soft Transferable Skills

| Transferable Hard Skills | Transferable Soft Skills |
| --- | --- |
| • Computer programs (Google Workspace, Microsoft 365, Adobe, Canva, Asana, Jira)<br>• Computer languages (C++, HTML, Python, R)<br>• Proficiency in another language<br>• People management experience<br>• Project management experience<br>• Program management experience<br>• Marketing experience<br>• Accounting<br>• Data analysis<br>• Research | • Critical thinking<br>• Written and verbal communication<br>• Problem solving<br>• Organization<br>• Time management<br>• Teamwork / Collaboration<br>• Leadership<br>• Flexibility / Adaptability<br>• Active listening<br>• Strategic thinking<br>• Public speaking<br>• Interpersonal skills |

Transferable skills are important because they can prepare you for an array of career opportunities and equip you with what you need to qualify for growth opportunities that align with your previous experience as well as opportunities you're pivoting to.

When brainstorming transferable skills, consider your previous work or volunteer history, extracurricular activities, academic experiences, lived experiences, etc. When thinking through the skills utilized throughout your varied experiences, you can see how they may align with the opportunity you're applying to.

For details on how to brainstorm and align transferable skills and experience to a job description, go to the T-Charting section.

Scenario Example:

Scenario: I'm interested in applying to a marketing internship, but never had formal marketing experience.

Brainstorm:

1. Look at job description and see what skills they're looking for (refer to qualification and/or responsibilities sections)
2. Think about experiences that have given me transferable skills that align with the skills they're looking for

| The skill I've identified in the job description | The transferable skills and experiences I have |
| --- | --- |
| Communication and copy writing | Experience: Did yearbook in high school and have experience with writing content, captions, taking digital photos and doing a little work with InDesign |

| | |
|---|---|
| | • Transferable skills: writing, taking photos for print materials, InDesign<br><br>Experience: Volunteered at org and posted to their blog and Facebook page<br>• Transferable skills: blogging, writing, social media<br><br>Experience: Worked at Target as cashier – have customer service experience<br>• Transferable skills: communication |
| Digital tools like Canva, Instagram, TikTok, SquareSpace for website and blog | Experience: Yearbook in high school<br>• Transferable skills: navigating digital tools like InDesign<br><br>Experience: Personally use Instagram and TikTok, and have used Canva before for personal use<br>• Transferable skills: Instagram and TikTok from user perspective, and Canva<br><br>Experience: Used WordPress for volunteer work and posted to their blog<br>• Transferable skills: blog post / writing |

Adding transferable skills to your resume
It's important to highlight your transferable skills on your resume. The appropriate place to highlight these would be in your experience section in your bullet points/accomplishment statements. If you'd like to further highlight your hard transferable skills, you can do so in the Skills section of your resume – but remember only hard skills in that section!

☆ PRO-TIP: *Transferable skills are also great to highlight in your cover letter and when you interview! Transferable skills typically show up when connecting the dots between your pervious experiences and the opportunity at hand, and sometimes the easiest way to reiterate that beyond your resume is in the cover letter and in interviews when you have a chance to expound on those relevant experiences.*

More on transferable skills
If you're looking for more resources related to transferable skills, you can start with these:

- Indeed, Transferable Skills: 10 Skills That Work Across Industries
- Monster, How to Identify Transferable Skills for a Resume
- Coursera, Transferable Skills: How to Use Them to Land Your Next Job

## Skills Section
Including a "Skills" section on your resume could be a great opportunity to list specific competencies you've developed, and that the hiring manager may be looking for a specific opportunity.

Typically, when first applying for opportunities in college or early in your career you can have a dedicated Skills section. In the future, as you become more established in your career and/or begin to focus in on a specific industry, you can update your resume accordingly, such as only including key skills in a resume summary or objective section. You can also remove the Skills section all together if you feel that you don't have hard skills that are relevant to the opportunity or don't feel you have enough hard skills to highlight at this point in your career.

## What Counts as a Skill

When adding skills to a dedicated "Skills" section, it is best practice to only include hard skills. You can showcase your soft skills in your resume accomplishment statements in the experience section.

*NOTE: Reminder, hard skills are skills that are technical and/or require experience to obtain such as fluency in multiple languages, computer programs, project management, etc. To learn more, check out this Indeed article, Hard Skills vs. Soft Skills: What's the Difference?*

☆ PRO-TIP: *Keep a running list of your hard skills on your LinkedIn Profile! Here's directions on how: https://tinyurl.com/AddSkillstoLinkedIn. This will serve a dual purpose – keeping track of your skills that may come up when applying for an opportunity and to boost your LinkedIn Profile itself! Adding skills on your LinkedIn is a great way to get in front of recruiters and hiring managers.*

## Skills Section Formatting

Where you place the skills section is up to you and depends on what you're prioritizing in your resume – aka what do you want the hiring manager to see first. If you believe your skills section plays a big role in showcasing your qualifications, add it after the Education section; if you feel like it's only a supporting piece in your resume, include them after your Experience section.

When including a Skills section, be mindful of the space it takes up. A suggested way to add a Skills section is by grouping them together based on an overarching theme/category. For example, all computer programs can be listed together, or all data systems can be included together, etc.

---

**Skills**

Computer: Proficient in Microsoft 365, Google Workspace; Beginner in Canva, Constant Contact, Adobe, Google Analytics
Computer Languages: Beginner in C++, HTML, R; Advanced in Python
Language: Fluent in verbal and written Spanish; comfortable with translation and interpretation

---

Proficiency Level
Unless you are proficient in all skills listed, it's best practice to also include proficiency levels for skills. Proficiency levels can be described as follows:

Beginner, Basic – basic knowledge and fundamental awareness

Novice – limited experience

Intermediate, Competent – practical application

Proficient – comfortable beyond practical application

Expert, Fluent, Advanced – applied theory

When including proficiency levels, it's most space efficient to put skills of similar proficiency together as seen in the example above.

Certifications & Licensures in Skills Section
Though certifications and licensures can be its own section, you can also add them to the Skills section if you would like. Strategically, if the opportunity you're applying for requires a specific certification, training, or license, it would be wise to include it in it's own section, as described in the Certifications & Licensures section. However, if the certification or license is a "resume booster" or an addition to strengthen your candidacy, then you can include it in the Skills section.

For example, if I was applying for a program coordinator position that didn't require project management but included project management type responsibilities and qualifications (aka transferable skills), I may include that I completed a project management certificate in my skills section of my resume for this opportunity.

# Certifications & Licensures
Whether or not to include your certifications and licensures really depends on the type of opportunities you apply for. Certain industries and/or careers require or encourage specific certifications or training that will usually be included in the job description. In those cases, you should definitely include the appropriate information on your resume.

## Certificates vs Certification vs Licenses
Though these terms may sound similar and interchangeable, they don't always mean or imply the same things.

Certificates
A certificate usually indicates that you've finished a vocational or educational program of study, or through coursework. They can be beneficial for folks who are wanting to gain additional/specialized knowledge or expertise in a specific area.

Though they are considered as "continued education" or "professional development," certificates aren't quite considered an academic degree, like an associate degree or bachelor's degree, nor do they certify you to work in a particular occupation or industry, however they can be very useful and beneficial for folks looking to skill build in a specific area.

Certificate Examples: Certificates are widely available at most colleges and universities and are becoming more popular online. Here are a few examples:

- eCornell Certificate Programs
- Coursera, Online Certificate Program
- UC Berkeley Extension, Certificate Programs

Certifications

Certifications are also sometimes called "credential" or "credentialing," earned through a professional training program and usually includes a formal assessment or exam at the end. Usually, a private/independent organization or professional association creates criteria to verify that a person has advanced knowledge and skills in the specific field. Certifications are often used for exemplifying industry standards and may be required for career advancement, depending on the specific industry. Certifications are also popular amongst professions that require trade school and/or apprenticeships.

Master's degrees can also be considered as a certification – a master's degree is an academic postgraduate credential in a specific field or discipline.

NOTE: *Master's degree is not to be confused with a graduate certificate; a graduate certificate is a credit-based academic credential offered by a university. A graduate certificate is more narrowly focused on a specialized field than a master's degree, and typically are a smaller investment of time and money than a master's. To learn more about the difference between a master's degree and graduate certificate, check out this article from Harvard University.*

Certification Examples: Professional certifications usually uphold the most recent best practices for a particular industry and can showcase a foundational understanding and expertise.

Master program examples:

- Master of Arts (MA)
- Master of Science (MS)
- Master of Fine Arts (MFA)
- Master of Business Administration (MBA)
- Master of Public Administration (MPA)
- Master of Education (MEd)
- Master of Public Health (MPH)
- Master of Social Work (MSW)
- Master of Public Policy (MPP)
- Masters of Nutritional Sciences & Dietetics (MNSD)
- Master of Engineering (M.Eng)
- Master of Transitional Medicine (MTM)
- Master of City Planning (MCP)
- Master of Design (M.Des)
- Master of Information and Cybersecurity (MICS)
- Master of Information and Data Science (MIDS)
- Master of Information Management and Systems (MIMS)
- Master of Laws (LLM)

Healthcare examples:

- Masters of Nutritional Sciences & Dietetics (MNSD)
- Master of Public Health (MPH)
- Certified Clinical Medical Assistant (CCMA)
- Certified Medical Assistant (CMA)
- Certified Nursing Assistant (CNA)
- Certified EKG Technician (CET)
- Emergency Medical Technician (EMT)
- Registered Dietitian (RD)
- Registered Nurse (RN)
- Registered Nurse – Board Certified (RN-BC)
- Clinical Nurse Specialist (CNS)
- Registered behavior technician (RBT)
- Certified Pharmacy Technician (CPhT)
- Registered Occupational Therapist (OTR)
- Licensed Occupational Therapist (OTL)
- Doctorate in Occupational Therapy (OTD)
- Physician Assistant (PA)
- Physician Assistant Certified (PA-C)
- Doctor of Medicine (MD)
- Doctor of Osteopathic Medicine (DO)
- Doctor of Nursing Practice (DNP)
- Doctor of Dental Surgery (DDS)
- Doctor of Medicine of Dentistry (DND)

- Physical Therapist (PT)
- Doctor of Physical Therapy (DPT)
- Doctor of Optometry (OD)

- Speech Language Pathology (SLP)

## Business examples:

- Master of Business Administration (MBA)
- Certified Public Accountant (CPA)
- Project Management Professional (PMP)
- Certified ScrumMaster (CSM)
- Accreditation in Public Relationship (APR)
- Professional in Human Resources (PHR)
- Professional in Human Resources – International (PHRi)
- Global Professional in Human Resources (GPHR)
- Human Resource Management Professional (HRMP)
- Human Resources Business Professional (HRBP)
- Society for Human Resource Management Certified Professional (SHRM-CP)

- Certified Professional in Talent Development (CPTD)
- Association of International Product Marketing and Management (AIPMM)
- Certified Financial Planner (CFP)
- Certified Management Accountant (CMA)
- Certified Fund Specialist (CFS)
- Chartered Financial Consultant (ChFC)
- Certified Investment Counselor (CIC)
- Certified Investment Management Analyst (CIMA)
- Financial Risk Manager (FRM)
- Certified Inside Sales Professional (CISP)
- Certified Sales Executive (CSE)

## Engineering, Architecture examples:

- Professional Engineer license (PE)
- Engineer in Training (EIT)
- American Institute of Architects (AIA)
- Registered Architect (RA)
- Construction Specifications Institute (CSI)

- Master of Engineering (M.Eng)
- Master of Transitional Medicine (MTM)
- Master of City Planning (MCP)
- Master of Design (M.Des)
- Master of Architeture (M.Arch)

## Law, Policy, and Education examples:

- Master of Public Policy (MPP)
- Master of Education (Med)
- Teaching Credential (will depend on state and subject area)
- Master of Public Administration (MPA)
- Master of Social Work (MSW)

- Juris Doctorate (JD)
- Doctor of the Science of Law (JSD)
- Licensed Speech Language Pathology (SLP)
- Certified Applied Behavior Analyst (ABA)
- Speech Language Pathology (SLP

Licenses

A license is usually used by the state government to give you authority to work in a specific field. Licensures usually require some form of examination and proof of education and/or experience.

Licensure Examples: Below are a few occupations that require a state issued license. For a full list for Licensing information in California, click here.

- Teachers
- Doctors
- Lawyers
- Cosmetologists
- Nurses
- Building Contractors
- Counselors
- Therapists
- Electricians
- Real Estate

## Where and How to Add Certifications, Certificates and Licenses

There are a few places you can put your certifications, certificates, and licenses on your resume. Generally, if the position you're applying for requires or encourages certain certification, certificates, or licenses, you can create a separate section for these items. For each certification and license that you list on your resume, you should include:

- Full name of certification (common abbreviations can be included in parenthesis following the full name)
- The issuing organization (or issuing state when appropriate)
- The date you earned the certification/license including month and year
- The location if applicable
- And any additional details if applicable

Section titles could include "Professional Certifications" or "Licenses". If you're in the process of completing a certificate, certification, or earning a license, you can include language like "In Progress" and/or "Expected", similar to how you would treat the graduation date in your Education section.

There's a few ways you can format your Professional Certifications or Licenses section. You can format it similar to your Education section:

---

### Professional Certifications
Project Management Institute, Project Management Professional (PMP)          June 2023
Scrum Alliance, Certified ScrumMaster (CSM)          April 2023

---

### Licenses
Professional Educator License (PEL), State of Illinois: Elementary Education (January 2020)

---

A certificate, or certifications that may be less relevant to the position you're applying to can also be added to the Education or Skills section of your resume. If you choose to do this, you can change the section title from "Education" to "Education & Certifications" and "Skills" to "Skills & Certifications" or something similar for clarity.

---

### Education
University of Oregon, Eugene, OR          Graduated: May 2023
B.A. Business – Finance, Minor in Computer Science          GPA: 3.2
Project Management Institute, Project Management Professional (PMP)          June 2023
Scrum Alliance, Certified ScrumMaster (CSM)          April 2023

---

### Education & Licenses
University of Oregon, Eugene, OR          Graduated: May 2023
B.A. Education          GPA: 3.5
Oregon Teacher Standards and Practices Commission          July 2023
Preliminary Teaching License

---

<table>
<tr><td>

**Skills & Certifications**

Language: Fluent in verbal and written Spanish, comfortable with translation and interpretation
Certifications: Project Management Institute - Project Management Professional (PMP) (July 2023),
Scrum Alliance – Certified Scrum Master (CSM) (April 2023)
</td></tr>
</table>

You can add credentials in your header/headline when the industry requires this credential or license.

<table>
<tr><td>

# Kaitlyn Endo, RN

Berkeley, CA 94704 | (510) 123-4567 | Kaitlyn.endo@email.com | www.linkedin.com/in/kaitlyn-endo
</td></tr>
</table>

# Honors & Affiliations Section

Including an "Honors and Affiliations" section can be a value add to your resume. It's an opportunity to call attention to additional experiences and achievements outside of leadership and professional experience that go into the "Experience" section.

What are Honors
Honors are any recognition or award you earn. This can include academic honors, like making the Deans list at your school; it could be recognition by a program you participate in or scholarship you've earned.

What are Affiliations
Affiliations are essentially memberships of a group you're a part of. Affiliations can showcase your additional commitment to the industry you're entering as well as your interests and skillsets outside of the industry you're entering. Examples of affiliations include things like clubs you're a part of, volunteer work completed (that maybe don't offer a robust enough experience to call out in the experience section), etc.

## When to Add Honors & Affiliations

When deciding whether or not to include an "Honors and Affiliations" section, here are few things to consider:

1. Consider the position you're applying for
2. Consider the message you want to convey
3. Consider the amount of information to include
4. Determine the appropriate location on your resume

Consider the position you're applying for
Whenever you are adding information on your resume for a specific opportunity, it's important to consider the role and industry you're applying to; honors and affiliations are no different. Think about what the employer is looking for and whether including this section would be a value add. For example, if you're applying a position and employer that values leadership skills, then maybe you want to consider including your affiliation to the scholarship and leadership development program you participated in.

35

Consider the message you want to convey
This section of your resume provides you with an opportunity to tell a part of your story and highlight some of your additional experiences. For example, if you are seeking a position within a creative industry, it could be worthwhile to mention any awards or extracurriculars that could showcase your creativity.

Consider the amount of information to include
Be mindful of the amount of information you can include in this section in relation to the amount of space you have in your resume. Remember, your resume should only be 1 page long. Additionally, if you have an affiliation in which you have a great deal of experience and time dedicated to it, it could be wise to move this into the Experience section. If you have a long list of honors and affiliations, maybe consider creating two separate sections. Think intentionally and strategize which items to include where.

Determine the appropriate location on your resume
If you choose to include an "Honors and Affiliations" section (or just an "Honors" or "Affiliations" section), consider the strategic location the section(s) should go. If you think that this section is vital to your candidacy, maybe include it toward the top of your resume. If you feel like the section is a value add, but maybe not the focal point of your resume, include it towards the bottom.

## Where and How to Add Honors & Affiliations
The format of the Honors & Affiliations section can mirror the "Skills" section of your resume. Typically it will also include:

- Full name of organization or institution of the honor or affiliation (spell it out completely)
- The full name of the honor or affiliation (specific name of scholarship, specific name of program within an organization)
- A very short description sharing how the honor is achieved and/or the involvement with the affiliation
- The date earned or date range experienced (should include month and year)
- Should be listed in reverse chronological order

---

**Honors & Affiliations**

Making Waves Education Foundation, Wave-Maker: Selected for scholarship program offering academic, career, and financial services programming to encourage goal achievement (June 2020 – Present)

San Jose State University, Dean's List: Academic recognition awarded to students who achieve a 3.5 or better during the Fall and Spring semester (June 2021)

Habitat for Humanity, Member: Build in local communities in the Bay Area, collaborating with organization leaders and community members to build homes

---

36

# Resume Tips

## Master Resume Tips

As someone gains more experience over the years and grows along their career path, so does the list of experiences and honors and affiliations. As your resume starts growing beyond 1 page, you can consider keeping a "Master Resume". A master resume can include ALL of your career information and can be used as a starting point whenever you apply for a new opportunity.

Benefits of a Master Resume
- A master resume is beneficial to have because it can serve as a running log of all of your career experiences.
- Whenever you apply for an opportunity, it's always best practice to target your application materials to the particular opportunity. By having a master resume, you can make a copy and have a clear starting point before targeting your resume further for the specific opportunity.
- Creating a master resume can help you optimize your resume – it can make the application process more efficient because it is formatted, and baseline language already built out.
- It's gratifying to see all that you've accomplished over time! It can also help you visualize your career path as well as career patterns.
- A master resume can help you identify new possibilities – because it can help you visualize your career path, you can identify what you want next, new career goals, skills to sharpen or learn, etc.

How to create a master resume
It may take some time upfront, but creating a master resume can save you SO much time in the future!

1. Brainstorm ALL of your past experiences including internships, jobs, work study, fellowships, volunteer work, extracurriculars, etc. and start jotting them down.
2. Start placing your brainstormed items into your resume and format correctly. Build out the following sections in your master resume
   a. Experience: Add all professional experiences, responsibilities, duties, and professional accomplishments. Consider metrics, values, and specific details about each role. Don't worry about the length – remember this is going to serve as a starting place for future targeted resumes.
   b. Education: In addition to the educational institution's name, your major(s), minor(s), the location, and date of graduation, also consider adding study abroad information, relevant courses, certificates, certifications/licenses, etc.
   c. Skills: Add all your hard skills to this section.
   d. Affiliations: Add all affiliations you have including organizations you've volunteered at, programs you've been a part of, extracurricular activities like clubs and sports, etc. Include a short description for each that includes information about how you were involved.
   e. Honors: Add all honors you can think of – scholarships, academic awards, community awards etc. Include a short description of criteria needed in order to be awarded with the particular honor.

3. When you're ready to apply for an opportunity, make a copy of your master resume. Keep the parts of your resume that align with the opportunity you're applying for.

# Resume Targeting Tips

What is a Targeted Resume

A targeted resume is a resume that's written for a particular job or opportunity. It highlights and emphasizes the most relevant skills and experiences to the specific position. Whenever you apply for an opportunity, you should be targeting or tailoring your resume for the specific position. Targeting your resume enables you to show the employer how you fit or align with what they are looking for.

How to Create a Targeted Resume

Though there isn't a right or wrong way to create a targeted resume, here are some suggested steps you can take:

1. Take a close look at the job description. Highlight the parts of the job description that you feel are most important to the position's function and keywords. Try to identify the key responsibilities and qualifications of the position.
2. Either annotate the job description, make a copy of the job description to use or use a T-chart to note the parts that you've highlighted in the job description and how your experience and skillset aligns. Be sure to include specific examples.
   NOTE: *Remember, you're basically trying to "prove" that you meet the qualifications they're looking for + have experience that showcase you can carry out the responsibilities listed in the job description.*
3. Create a copy of your master resume and use your annotations and/or T-chart to help you update your resume so that it's specifically written for the opportunity you're applying for. so that it's specifically written for the opportunity you're applying for.
4. Proofread and compare once more with the job description.
5. Finalize.

📖 RESOURCE: *Here is a T-chart worksheet you can use! Check out Using a T-chart to Create Your Resume for additional details.*

Example: Applying Mayor's Office Internship and using a T-chart to help target your resume

  1. *Take a close look at the job description. Highlight the parts of the job description that you feel are most important to the position's function and keywords. Try to identify the key responsibilities and qualifications of the position.*

Position: Mayor's Office Intern
Application Deadline: December 13th at 11:59pm
Start Date: January 3rd

About: The Oakland Mayor's Office is seeking a responsible, motivated and curious individual who has interest in political science, public policy, community engagement or related fields, and who is reflective of the diversity of Oakland.

Responsibilities & Qualifications:
-   Must be able to attend weekly 1 hour intern huddle for the duration of internship
-   Will have the opportunity to work closely with the Mayor's staff and/or other city departments on special projects of their mutual choosing in the areas of Art & Culture Preservation,

Community Engagement, Economic & Workforce Development, Education, Housing, Intergovernmental Affairs, Media/Communications, Public Safety, and Transportation & Infrastructure; ==comfortable scoping project, creating a plan, and carrying out project==
- Ability to ==collaborate== is key to successful experience
- ==Strong verbal and written communication== skills
- ==Adaptable== and upholds a "can do" attitude
- Will lend support with ==administrative tasks== including ==data entry, constituent casework, and preparing policy or event briefings== for the Mayor and staff
- Highly ==organized==, ability to multitask and ==prioritize== as needed
- Can work in a fast-paced environment
- Strong ==leadership== skills desired
- Support ==planning and hosting of community engagement events==
- Will give ==daily reports== regarding their progress on ongoing assignments, and asked to ==lead weekly meetings== on occasion

2. *Either annotate or use a [T-chart](#) to note the parts that you've highlighted in the job description and how your experience and skillset aligns. Be sure to include specific examples.*

| JOB DESCRIPTION<br>*On the left side, include keywords and key responsibilities / qualifications you highlighted from the job description* | MY EXPERIENCES / SKILLS<br>*On the right side, include notes on your experiences and skills that align with the specific keywords and key responsibilities/ qualifications noted on the right side. Include specific examples.* |
|---|---|
| Comfortable scoping project, creating a plan, and carrying out project | - Major classes is mostly project based – lot of experience with projects<br>- Took project management class last term<br>- Internship at xyz completed blog project from start to finish; required scoping project using project charters, creating a plan with manager, and carrying out project |
| Collaborate | - Played team sports whole life – lots of collab and team work<br>- Editor in-chief of yearbook – lots of collab, delegating, communicating with teacher and contact at company that prints the books<br>- Internship at xyz, with marketing team, had to collaborate a lot with all departments and stakeholders to collect stories, quotes, feedback |
| Strong verbal and written communication | - Internship at xyz required strong verbal and written – blog project had to write copy, answered phones and spoke with all stakeholders, communicated with stakeholders via email<br>- Volunteered at student center to field calls – lot of verbal communication and building rapport |

Example: Applying for an Intern Manager and Program Coordinator position and making a copy of the job description to help target your resume.

Click here.



**PREP NOTES**
This is an example of notes taken using a job description to target a resume or cover letter or prepare for an interview. Text that is italicized are the notes taken; employer names have been replaced to protect anonymity.
(Copy and paste the job description into a document. Go through line by line and try to call out specific experiences and/or transferable skills that showcase that you can meet their expectations and qualifications).

# Formatting Tips
## Using White Space
Effectively using white space when creating
your resume is vital to its readability. Here are a few tips to consider when writing or updating your resume:

Effectively utilize margins
If you feel like you need more space, change your margins; remember 0.5"-1" is standard.

Play around with line spacing size
Sometimes making the whole resume have 1.0 line spacing looks too busy, but 1.15 utilizes too much space. A create way to use spacing is to insert 3pt, 5pt, 8pt font to provide adequate spacing. Below are examples:

1.0pt line spacing:

## HONORS & AFFILIATIONS
Making Waves Education Foundation, Scholar: Scholarship recipient and program participant receiving academic, career, and financial coaching to achieve personal and professional goals (July 2018 – June 2022)
University of Oregon, Business Marking Club, Member: Member of club providing free marketing services for students, alumni, and faculty to broaden marketing portfolio (March 2021 – June 2022)
University of Oregon, Dean's List: Academic recognition for full time students who achieve a GPA of 3.75 or higher (March 2020, June 2020, December 2021, June 2022)

1.15 pt line spacing:

## HONORS & AFFILIATIONS
Making Waves Education Foundation, Scholar: Scholarship recipient and program participant receiving academic, career, and financial coaching to achieve personal and professional goals (July 2018 – June 2022)

University of Oregon, Business Marking Club, Member: Member of club providing free marketing services for students, alumni, and faculty to broaden marketing portfolio (March 2021 – June 2022)
University of Oregon, Dean's List: Academic recognition for full time students who achieve a GPA of 3.75 or higher (March 2020, June 2020, December 2021, June 2022)

Using 1.0pt line spacing with 3pt font for spacing between items:

## HONORS & AFFILIATIONS

Making Waves Education Foundation, Scholar: Scholarship recipient and program participant receiving academic, career, and financial coaching to achieve personal and professional goals (July 2018 – June 2022)

University of Oregon, Business Marking Club, Member: Member of club providing free marketing services for students, alumni, and faculty to broaden marketing portfolio (March 2021 – June 2022)

University of Oregon, Dean's List: Academic recognition for full time students who achieve a GPA of 3.75 or higher (March 2020, June 2020, December 2021, June 2022)

Using 1.0pt line spacing with 5pt font for spacing between items:

## HONORS & AFFILIATIONS

Making Waves Education Foundation, Scholar: Scholarship recipient and program participant receiving academic, career, and financial coaching to achieve personal and professional goals (July 2018 – June 2022)

University of Oregon, Business Marking Club, Member: Member of club providing free marketing services for students, alumni, and faculty to broaden marketing portfolio (March 2021 – June 2022)

University of Oregon, Dean's List: Academic recognition for full time students who achieve a GPA of 3.75 or higher (March 2020, June 2020, December 2021, June 2022)

Using 1.0pt line spacing with 8pt font for spacing between items:

## HONORS & AFFILIATIONS

Making Waves Education Foundation, Scholar: Scholarship recipient and program participant receiving academic, career, and financial coaching to achieve personal and professional goals (July 2018 – June 2022)

University of Oregon, Business Marking Club, Member: Member of club providing free marketing services for students, alumni, and faculty to broaden marketing portfolio (March 2021 – June 2022)

University of Oregon, Dean's List: Academic recognition for full time students who achieve a GPA of 3.75 or higher (March 2020, June 2020, December 2021, June 2022)

# Resume Format Types & CVs

Though this resume handbook focuses on a "Combination Resume" format type, there are other options that exist. Choosing a resume format that aligns with your qualifications and experiences as well as the opportunity you're applying for should be a strategic decision. Use the information below to help you determine what makes the most sense for you and the opportunity you're applying for.

## Chronological, Functional, Combination Resume Format

Chronological, functional, and combination are the most common of the resume format types, with Chronological being the most widely accepted and used. To be safe, especially when applying to large companies, we suggest using a chronological or combination resume format type that includes a chronological or reverse chronological experience section. As mentioned in the "Type of Resume Format & Readability" section, because it's widely used, it is familiar to most, and often is the easiest for hiring managers to review.

|  | Chronological | Functional | Combination |
|---|---|---|---|
| Description | A chronological resume starts by listing your work history typically in reverse chronological order (most recent at the top). This format also may have a professional summary, honors and achievements, certifications, degrees, and hard skills. | A functional resume lists relevant skills rather than specific work experience or history. It may omit specific dates, and offers employers insight into what you can contribute to the company. | A combination resume or hybrid resume usually includes the functional and related skills in addition to reverse-chronological job history. The work history is not the focus of the resume and typically doesn't take up the majority of the resume. |
| Focus area | Work history and experience section | Emphasizes skills rather than work experience | Highlight prominent skills and timeline of your work history |
| Considerations | • This is the most common format<br>• Employers, especially larger companies and companies that are not in the creative space, prefer this type of resume because it's easy to review and identify your work history<br>• Good for highlighting career growth and development in specific industry or profession<br>• Want to showcase your experience working for a previous employer | • If you're wanting to transition to a new industry or role and emphasize your skills that you have and could be transferable<br>• Developed your skills by volunteering or completing academic work rather than working in a traditional role<br>• Though skills are the focal point, it's important to note that communicating you have a soft-skill by simply listing it on your resume isn't compelling – you should have experiences that can | • Good if you're making a small career change or transitioning to a similar position<br>• Good for early career professionals who may not have extensive work history yet<br>• Helps highlight what makes you the best fit for the job, while still giving employer all information they may want/need<br>• Want to highlight your skills and accomplishments instead of just your job duties<br>• Have an inconsistent employment history or gaps and you want to |

| | | showcase you have said skill | highlight your skills or other areas of your experience |
|---|---|---|---|

📖 RESOURCE: *For more details and examples of chronological, functional, and combination resumes, check this article from Indeed.com:* [*7 Types of Resumes to use in Your Job Search (Plus Tips)*](#)

## Other less common resume formats – infographic, profile, nontraditional

Other resume formats that are less common and less conventional include "Infographic Resumes", "Resume Profile", and "Nontraditional Resume".

Infographic Resume typically includes graphic design elements in addition to or instead of text. It leverages the layout, color, design, formatting, icons, and font styling to organize content. It's important to note that most companies prefer a traditional resume, however if you are applying for a creative role or within a creative industry, there could be more flexibility. Another consideration is that most ATS (automatic tracking systems) used by larger companies will not be able to read this type of resume.

💡 FUN FACT: *According to a [survey](#) conducted by Robert Half (international human resources consulting firm), 78% of employers prefer traditional resumes to infographics, even for creative roles.*

Resume Profile includes a summary of the candidate's skills, experiences, and goals as it relates to the particular opportunity. The intention is the "sell" themselves to the employer. This is mostly applicable to folks with extensive experience applying for a senior position that requires comprehensive knowledge and experience. This type of resume also could include a headline – a brief phrase that summarizes what makes you the ideal candidate for the position. This type of resume could also include the most relevant professional experiences, education, and credentials.

📖 RESOURCE: *For more details and examples of a Resume Profile, check out The Balance,* [*Resume Example with a Headline and Profile*](#).

Nontraditional Resume may include infographics, images, videos, portfolios or maybe a custom website or web page. A nontraditional resume usually will showcase your creativity and creative abilities. This is most relevant for creative or artistic roles, applying for positions that ask for additional elements to be included in your application such as a "work sample", and is ideal for someone who wants to display specific skills that wouldn't be well communicated in a list. With this type of resume, it's important to consider the industry in which you hope to enter and review the employer's application guidelines.

## Curriculum Vitae (CV)

### What is a CV

CV stands for Curriculum Vitae, which is Latin for "course of life". It's meaning can be an indicator of what the CV captures – it's a detailed document that includes your professional and academic history. CVs can include work experience, achievements, awards, scholarships or grants, coursework, research projects, and publications.

CVs typically are 2-3 pages long, and for more seasoned professionals, CVs can serve as a complete outline of one's career.

## CV vs. Resume

Though a CV may include similar elements to a resume, and both are used by employers to evaluate an individual's fit for an open position, there are notable differences to consider.

| CV | Resume |
|---|---|
| Curriculum Vitae is Latin for "Course of Life" | Resume is French for "abstract" or "summary" |
| Emphasis on academic credentials and academic qualifications and accolades | Emphasis on experience and skills |
| Typically used in academia – education, science, research, fellowships, grants | Typically used when applying for most jobs |
| One widely accepted format | 3 accepted formats (chronological, functional, combination) |
| 2-3 pages or longer | 1 page |
| Usually includes: Contact information, education history, teaching experience, research experience, honors and awards, relevant professional and volunteer experience, publications, presentations, scholarly/professional affiliations, research interests, extracurricular activities, licensing/registration/certification, grants or fellowships, university service, technical skills, references | Usually includes: Contact information, education degree, licenses/credential, certificates, skills, honors and affiliations, experience |
| Varies by discipline | Varies by industry |

## When to use CV

Though some opportunities may take a resume or CV, most commonly, CVs will be of value if applying for a position in academia or research. For example, CVs are great to use when applying for a faculty position, research position, academic postdoctoral research position or fellowship. International employers also use CVs as well.

📖 RESOURCE: *For more details on how to create a CV and examples, check out this Cornell University article: [Resumes and CVs](Resumes and CVs).*

# Leveraging Resources when Resume Writing

Though creating your resume can feel highly personal, there is great value in leveraging resources and tools to create a resume that feels authentic to you and highlights your strengths and skills strategically.

# Campus Career Center

Most universities and college campuses have a career center. Specific services for each school's career center may vary, however many will have resume writing workshops and career counselors to support in reviewing your resume. Some career centers will even have services available for alumni! It's worthwhile to check our your career center before you graduate, and take advantage of the great resources they have.

Here are some examples of campuses with career centers:

University of California, Berkeley Career Center

Cool Resources:

- Resume writing workshop
- Sample resumes
- Community specific resources
- Resources on Demand
- Career Readiness Workbook
- Berkeley Career Network

Sacramento State University, Career Center

Cool Resources:

- SMARTHINKING tool
- Labor Market Insight Tool
- Drop-In & Appointments for students and alumni
- What Can I Do With This Major tool
- Sac State Career Network

San Francisco State University, Career Center

Cool Resources:

- Resume, CV, Cover Letter & LinkedIn resources
- Career webinars
- Leadership Development opportunities
- Networking resources
- Gator Connect

# AI, Chat GPT & Related Tools

Though AI presents many ethical and societal concerns, it's clear that the movement towards AI is undeniable. There are many benefits of AI as well, including making formal and informal education / knowledge accessible. It should be noted that AI is already used in a variety of ways

in the workforce including ATS (Applicant Tracking Systems), AI recruitment software, etc. This section reviews ways to use the AI powered tools ethically and strategically like Chat GPT to support your resume writing.

## MWEF's Resume Builder Tool:

Making Waves Education Foundation's Product Innovation point person created a resume tool to be utilized by college students, alumni, and Coaches!

Intentions:

- A tool that can serve as a starting point for resume writing when you're not sure where to begin
- Serve as a virtual brainstorm buddy to support resume writing that's informed by staff at MWEF
- Provide access to insights from a college access and success career service when especially when meeting 1:1 with someone isn't possible

How to Use It:

*If you're starting to create your resume from scratch, or need help getting started...*

1. Go to this link: https://www.playlab.ai/app/making-waves-education-foundation/build-a-resume
2. Begin typing.
3. You'll be prompted with questions – answer the questions in as much detail as possible (this will provide the tool with data to use to help you craft resume bullet points).
4. You can also ask the tool questions.
5. Once completed, the tool will generate suggestions on what you can include in a few sections of your resume. Copy and paste the language into your resume / resume template.
6. Review and continue to add/update your resume until it feels accurate and comprehensive.

*If you're wanting feedback on existing resume bullet points...*

1. Go to this link: https://www.playlab.ai/app/making-waves-education-foundation/build-a-resume
2. Ask for feedback (type: "I'd like feedback on my resume")
3. You'll be prompted to share your resume. Be sure to remove any personal identifying information before putting your resume in the tool!
4. You can also ask the tool questions.
5. Once completed, the tool will generate suggestions on what you can include in a few sections of your resume. Copy and paste the language into your resume / resume template.
6. Review and continue to add/update your resume until it feels accurate and comprehensive.

## Tips on How to Ethically use ChatGPT

There are TONS of new AI powered resume tools since Chat GPT has emerged. Some tools work similarly to the MWEF Resume Builder tool, others scan your resume for review, etc. When using any of these tools, it's important to consider how you're using them.

When using a tool like ChatGPT for resume writing support, here are some best practices to follow to get the most out of ChatGPT:

- Personal Information. Make sure to remove any identifying information before using the tool – OpenAI no longer trains their models with user input, but it is still a good practice to uphold.
- Be specific. Whenever you use ChatGPT, the prompt you write should be as specific as possible. In the case of using the tool for resume writing support, it's important to choose prompts that are specific to the role you're applying for. This will allow your resume to be targeted to the opportunity and highlight your relevant skills and experiences.
- Customize. ChatGPT can offer you a great starting point, but it's important to take the step to customize the result for your specific situation, thoughts, etc. In the case of a resume, you know your experience and skillset best! It's important that even if ChatGPT is used, you make necessary updates to ensure your resulting resume is accurate.
- Multiple prompts. Whenever using ChatGPT you should use multiple prompts. Don't rely on using it once to create any materials. It's best to use multiple prompts to create a range of responses.
- Edit and review. Similar to customizing, it's important to ALWAYS edit and review prior to finalizing. When using it for resumes, you should always ensure that the content flows well, the wording/language is error-free, metrics and quantities are accurate, and formatting aligns with best practices described in this handbook.
- Foundational not final. It cannot be emphasized enough that ChatGPT should be used as a tool to help create a foundation, not to use as a final product. Think of ChatGPT as a brainstorming buddy offering suggestions, instead of it being used to create things for you.

Example prompts for ChatGPT for resume writing:

- To review your resume: Review my resume like a career counselor and let me know 5 specific changes I should make based on this job description.
- To write about an experience: Based on this job description for a [title] role at [company name], write a resume for my past [#] years of work experience with 3-5 bullet points per role that include metrics and the most important 5 keywords from the job description. My past titles and companies were [insert]. [copy/paste the job description]
- To update experience section: Update the experience section of my resume to include more action and result oriented language. [copy/paste your resume]
- To update experience section: Use my job description to write 3-5 bullet points demonstrating my ability to [skill or achievement]. [copy/paste resume]
- To tailor/target your resume: Tailor my resume to this job description for [title] role at [company name] [copy/paste your current resume and the job description].

- To tailor/target your resume: Here's my current resume. How would you rewrite it if you were applying to this [title] role at [company]? Include metrics.
- To tailor/target your resume based on skills: Take my experience as [title] and identify which skills I should highlight if I'm looking to apply to [title/industry] roles at [company names] [copy/paste current resume or job description]

📖 RESOURCE: *Here are other resources with additional prompts you can use when using ChatGPT to support resume writing: LinkedIn, 21 ChatGPT Prompts for Your Resume, CareerHigher How to Use ChatGPT for Resume Writing: The Ultimate Guide with Examples.*

# Resume Coaching & Review

This section includes suggestions on what to keep top of mind when reviewing or updating your student's resume as well as different strategies you can utilize when reviewing. When supporting students with creating or updating their resume, follow your coaching style and instincts!

📖 RESOURCE: *Coaches can make comments in the resume document itself, and/or use other resources like the Resume Review Worksheet.*

## Internship Season

When discussing resumes with students, it's important to keep the Internship Season in mind. Internships are very cyclical.
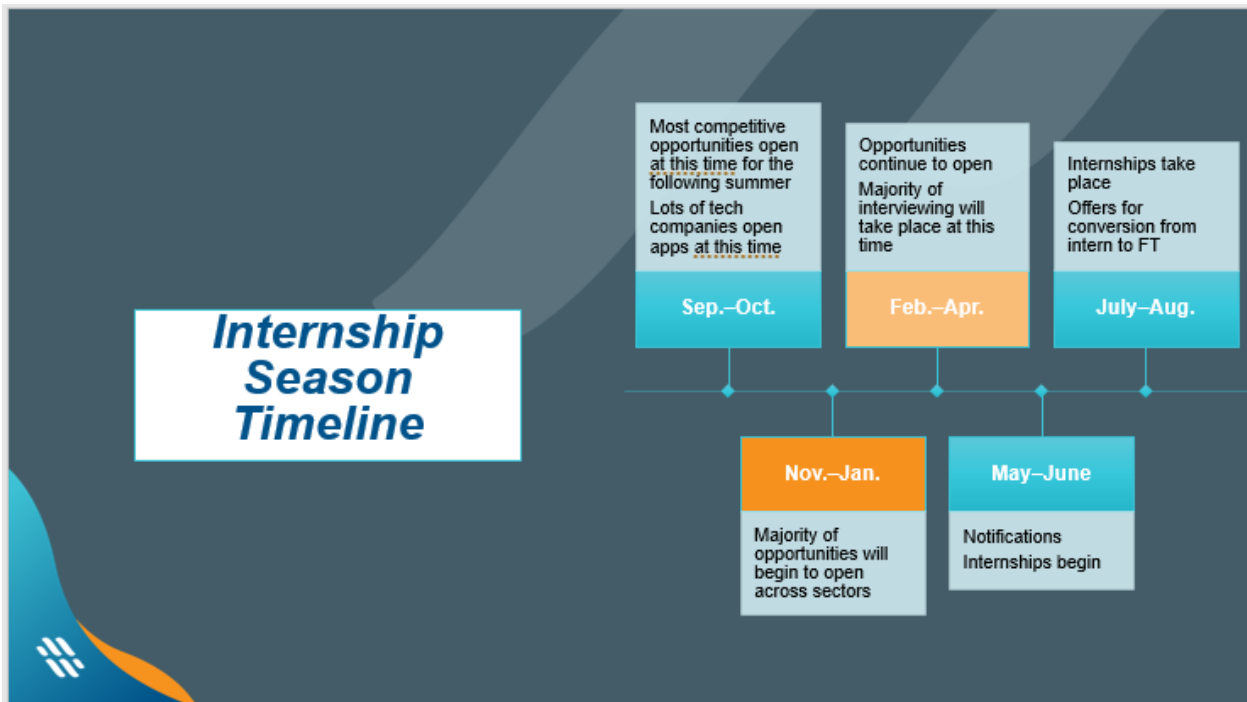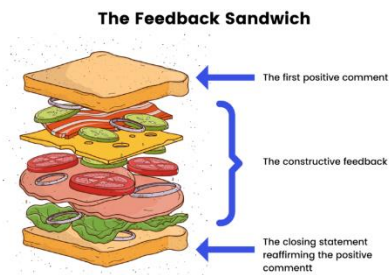
# Value of Having Resumes Early

It's important to keep in mind that with resumes, time is of the essence...

1. Resume writing takes time – it's best to have dedicated time BEFORE internship season when it feels less urgent or stressful
   a. Consider opportunities during the school year
   b. Consider Internship Season timeline (peak internship season is January)
2. More time means more opportunities for feedback – set yourself/student up for success and leave enough time for feedback, updates, etc.
3. More competitive applicant – some opportunities are reviewed on a rolling basis + some opportunities will review applications within the first 2 weeks of posting it
4. Update "as you go" – take time to update your resume when things are fresh in your mind and feels more manageable; this could be during your last week of your internship
5. Great visualization tool – it can be helpful to see everything written down on paper

# General Resume Review Tips

- Start with general formatting review – use the checklist provided in this handbook
- Prioritize time spent and detailed comments on content, specifically the experience section
- Ask prompting questions to encourage student to share more information, reflect on their experience, surface additional transferable skills and experiences
- Take advantage of teaching moments – include explanations when you think necessary (why you made the update, why you're asking for more information, what you're trying to understand or get at, etc.)
- Highlight transferable skills and strengths
- Use your coaching instincts and style when providing feedback
- When in doubt, use the feedback sandwich



**The Feedback Sandwich**

The first positive comment

The constructive feedback

The closing statement reaffirming the positive commentt

## Kaitlyn's Steps to Reviewing Resumes (when trying to highlight transferable skills and strengths)

1. Start with general formatting
2. Review pieces of content in each section
   a. Make sure sections are strategically placed
   b. Make sure that experiences are in the most strategic place (Honors & Affiliations vs. Experience section)
3. Evaluate experiences and identify common transferable skills

      a. Examples of common transferable skills include: organization, detail oriented, time management, communication, collaboration, adaptability, proactiveness, critical thinking/analysis
4. Highlight or surface transferable skills
      a. Bullet points on resumes aren't just what you did, it's also how you did it!
      b. Action verbs are powerful –help incorporate them where you can
5. Connect the dots, give credit, rework accomplishment statements. This could look like...
      a. Leaving or making positive comments
      b. Asking more prompting questions (what, why, how)
      c. Giving language to describe their experience
      d. Drawing connections to the things they did with transferable skills
      e. Reminding them not to be afraid to boast/give themselves credit (be mindful of cultural differences)
6. Final review & summary comment
      a. Do a final review of the resume and make appropriate updates
      b. Leave a final comment summarizing your insights, encouragements, and next steps

## Students with Limited Experience

Consider non-internship / job experience with transferable skills

- Education Section
  - Relevant courses
  - GPA (if above 3.0)
- Experience Section
  - Baby sitting
  - Caring for family /community members
  - Volunteering
  - Clubs /Sports leadership roles
  - Work study
- Honors & Affiliations Section
  - Scholarships / Programs
  - Academic honors
  - Volunteering
  - Clubs/Sports

Consider strategically using white space

- Spacing
  - Between sections
  - Between bullet points / accomplishments statements
- Adjust margins to 1.0"
- Change font size
  - Header up to 30pt
  - Content up to 12pt

Other methods of gaining experience

- Free online certificates

- Volunteer locally
- Passion projects
- Build online portfolio or website for project-based experiences (even highlighting projects from class)

# Resume Review Checklist
## Basic Format Checklist – The Look

✓ Resume is 1 page

✓ Sections are clearly distinguishable from each other and from the other content of the resume
   NOTE: *Can use all CAPS, bold font, underline, larger font (12-14pt), and/or line spacing between each*

✓ Font size of resume content (excluding section titles) is 10-12 point font

✓ Margins are ideally 0.75" or 1.0", and no less than 0.5"

✓ Font type/style is consistent throughout

✓ Font type/style is easy to read and clear – sans serif fonts are typically the best to use, avoid "light" or "thing" fonts
   NOTE: *Some of the best fonts to use that will be accepted by applicant tracking systems include: Times New Roman, Arial, Tahoma, Calibri, Helvetica, Georgia, Avenir, Cambria, Corbel, Gill Sans*

✓ Punctuation is consistent throughout (- is used throughout instead of -- )

✓ Dates listed are consistently written throughout

✓ Items listed in each section in reverse chronological order (most recent at the top/front)

✓ Uses bullet points when appropriate

✓ NO periods, exclamation marks, or question marks are used

✓ Document is saved with appropriate title (e.g. KaitlynEndoResume)

✓ Document is submitted as a PDF or un-editable document – make sure formatting is as expected if converting document

## Advanced Format Checklist – The Look

✓ Utilizes white space effectively
   NOTE: *Check "Resume Formatting Tips" section for details*

✓ Content is justified to the appropriate margin

✓ Each resume section is placed strategically (most important at the top)

✓ Most important resume bullet point/accomplishment statement in "Experience" section is placed at the top

✓ Includes LinkedIn profile URL – and LinkedIn profile URL is personalized

✓ Format of resume is in line with industry expectations and standards
   NOTE: *If you're not sure of what the industry standards are for the industry you're applying into, do a quick Google search. Here's a great resource to start with: Monster, Resume Examples By Industry*

# Basic Format Checklist – The Content

- ✓ Skills listed are [hard skills](#)
- ✓ Month and year are utilized whenever a date is expected to be listed (e.g. in the experience section)
- ✓ Excludes first-person pronouns such as "I," "my," "we"
- ✓ Avoids acronyms and abbreviations including names of schools, organizations, months, programs and tools
  NOTE: *This is included for names of schools, organizations, programs, tools, months*
- ✓ Present tense is used for experiences that are currently in progress
- ✓ Past tense is used to describe past experiences
- ✓ Does not include personal data (e.g. birth date, marital status, photograph)
  NOTE: *A resume only needs to include full name, email address, and phone number. Additional information like LinkedIn profile link and portfolio/website link are also acceptable.*
- ✓ Phone number is accurate, has a professional voicemail set up, and space in voicemail inbox
- ✓ Email listed is a professional email address
  NOTE: *typically this means the email only includes first name, last name, and numbers; your school email address is a good example of a professional email address*

# Advanced Format Checklist – The Content

- ✓ Avoid filler words such as "like," "with," "a," "and," "that"
- ✓ Targeted - effectively communicates relevant skills and experience in relation to the specific opportunity applied for
- ✓ Targeted – only includes items that are targeted to the opportunity (applicable to experience, skills, honors and affiliations section)
- ✓ Highlight all your related/transferable experiences
  NOTE: *Reminder – refer to "[Transferable Skills](#)" section for details*
- ✓ Effectively communicates personal brand
  NOTE: *Not sure what personal brand is? Check out these resources: [Forbes, 5 Reasons To Start Building Your Personal Brand In College](#), [Harvard Business Review, How to Build Your Personal Brand](#)*
- ✓ Utilize action verbs and result-oriented language to describe experience
  NOTE: *Reminder – refer to "[Experience Section](#)" for details*

# Resume Templates

## MWEF Resume Templates

[MWEF Resume Template (2023) – Word Document](#)
*Open link > Download > update as you see fit then Save (Update title of document)*

[MWEF Resume Template (2023) – Google Document](#)

*Click link > Click "Make a Copy" > update as you see fit then Rename (Click on the title of the Google Doc, and update or click on "File" > "Rename")*

## MWEF Resume Template with Prompts
If you want a version of the template with reminders and comments throughout to help you walk through the resume, check out this version of the templates!

Prompted MWEF Resume Template (2023) – Google Document

## Examples of Completed Resume
Example 1

# Resource Index
## Templates
MWEF Resume Builder Tool
MWEF Resume Template (2023) – Word Document
MWEF Resume Template (2023) – Google Document
Prompted MWEF Resume Template (2023) – Google Document
Example of Completed Resume
Example Using JD to Target Resume Cover Letter or Interview Prep
MWEF T-chart Template

## Articles
### Format
Beat the Robots: How to Get Your Resume Past the System and Into Human Hands
18 Tips to Pass Automated Screening Resume Software
What is resume parsing and how an applicant tracking system (ATS) reads a resume

### Skills
Hard Skills vs. Soft Skills
The Ultimate Guide to Hard Skills for the Workplace and Your Resume
Hard Skills vs. Soft Skills: What's the Difference
Add and remove skills on your profile

Transferable Skills: 10 Skills That Work Across Industries
Transferable Skills: How to Use Them to Land Your Next Job
How to Identify Transferable Skills for a Resume

### ChatGPT
21 ChatGPT Prompts for Your Resume
How to Use ChatGPT for Resume Writing: The Ultimate Guide with Examples.

### Targeting Resume
Using a T-chart to Create Your Resume
How to Find Keywords in Job Descriptions and Use Them in Your Resume
How to Use Job Description Keywords.
How to Write a Targeted Resume (With Examples)

### LinkedIn, Portfolio, Websites
10 Portfolio Website Builders
The 16 Best Free Portfolio Websites for Creating an Impressive Digital Portfolio
How to Create a Personal Website From Scratch
Manage your public profile URL

### Personal Information
Pronouns.org.
26 Best Professional Voicemail Greetings to Use

Occupational License – California Occupational Guides and Occupation Profiles

## Skill Building
50 (Cheap!) Professional Development Classes Anyone Can Take
Udemy
Coursera

General Assembly
Salesforce
Google
Atlassian
aws
Microsoft 365
Write a Targeted Resume (With Samples)