



# OFFICE OF CAREER OPPORTUNITIES

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## Sections of a Resume

### A. Heading

1. Include name, address, phone number, and email address. Make sure the information is current.
2. Let anyone who may answer your phone (roommates, parents, friends) know you will be expecting phone calls from potential employers! Make sure they take a complete and accurate message in a professional and polite manner.
3. Be professional when answering your phone or recording the greeting on your phone – avoid music in the background, sarcastic messages, cussing, etc.

### B. Objective

1. Optional on the resume. Must be stated in the cover letter.
2. Be clear and concise. Simply state the position/career field for which you are applying.

### C. Education

1. Include degree, major (minor) or program, school, and graduation date (month/year).
2. Spell out the degree you are receiving and include GPA if it is 3.0 or higher.
3. If you worked while attending college, you may want to include a brief statement indicating such. This would help account for a low GPA or little involvement in outside activities. (Refer to page 5)
4. May also include an additional section listing relevant courses (3000 level and above only) or descriptions of academic projects.

### D. Experience

1. Include company name, city and state where you worked, your title, date of employment, and duties.
2. List each job in reverse chronological order (starting with most recent).
3. Duties may be listed as bullets or in paragraph form. However, bullets are advised in most cases for easier reading. Phrase duties in terms of what you accomplished rather than what was required of you.

### E. Skills

1. Consider skills you have in communication/conflict resolution, computers, leadership, foreign languages, etc. *Remember, you should select skills relevant to the job you are applying for.*
2. Try to give three to five statements describing the skills that are most relevant to the position.
3. Skills may be developed from paid employment as well as volunteer work, internships, activities, and coursework.

### F. Honors and Activities

1. Include any organizations or committees in which you have been involved.
2. Provide information on any offices held, committees served, awards, scholarships, etc. May bullet or provide in paragraph form. If there are too many, list only the most relevant or create two sections.

## G. References

1. You may simply state “References available upon request” or you may choose to leave this section off. However, be prepared to provide references during the interview or when requested.
2. If you choose to include references with your resume, list them on a *separate page* with your name and contact information at the top followed by the section title REFERENCES. The Reference Page should be typed in the same format as your resume. You’ll need 3-5 professional references and should request permission before listing an individual as a reference. Include the individual’s name, title, organization, address, and phone number as listed below. Under Relationship include a brief description (as shown below) to indicate how that individual knows you.

Mr./Ms./Dr. Name, Title

Organization

Address

Telephone Number

Relationship: Academic Advisor, Current Supervisor, etc.

## Types of Resumes

**Chronological** – Focuses on work history. This format is useful if you are currently working or have worked recently and the work experience is related to your job objective.

**Functional** – Focuses on your skills and qualifications rather than your actual employment/job titles. A functional format is beneficial if you have been out of work for a length of time, if you have worked for the same company for numerous years, or if you have held several unrelated jobs. If you utilize this format, you will want to provide two to three (no more than five) skill sets and elaborate on how you have developed such skills.

**Combination** – Utilizes components of the above two formats. Typically used by individuals who have a strong background and find certain characteristics of each useful. A list of skills is provided in addition to describing any relevant experience.

## Points to Remember

DO	DON'T
Provide information that is positive and relevant to the job objective.	Provide the reader with your life history or negative information that is not required.
Make use of spacing, bold, capitalization, italics, and indentation to make the resume visually appealing.	Overuse different fonts, graphics, etc. in a way that becomes distracting.
Try to limit to one or two pages. The employer will not take the time to read your resume word for word during the initial screening of resumes.	Include information that is irrelevant simply to fill space.
Use correct terminology related to the industry you are interested in.	Misuse words simply because it sounds impressive or abbreviate terms even when used correctly.
Print resume on 8 ½” X 11” paper. White is preferred but neutral colors are acceptable. Also, do not print in colored ink.	Use paper of an unusual size or color. Fluorescent colors, dark paper, and colored ink are not viewed as professional.
PROOFREAD!!! Check your resume for grammar, punctuation, and spelling. Ask others to critique it.	Assume the computer spell check will catch every mistake.
Leave out information regarding ethnicity, religion, marital status, and age.	Include a photograph or physical description of yourself.

## ACTION WORDS

Refer to the list below for help in selecting the right word when writing your resume and cover letter. Remember that the words you use must convey the skills you have developed that are applicable to the position you are applying for. *Utilize past tense for previous positions and present tense for current positions.*

Ability	Conceive	Encourage	Launch	Proficient	Serve
Accomplish	Conduct	Establish	Lead	Promote	Set
Account	Confirm	Estimate	Lecture	Propose	Simplify
Achieve	Conserve	Evaluate	Locate	Protect	Solve
Active	Consistent	Examine	Log	Prove	Spearhead
Adapt	Consolidate	Expand	Maintain	Provide	Speculate
Advise	Construct	Expedite	Manage	Qualify	Sponsor
Analyze	Consult	Explain	Manipulate	Realize	Study
Answer	Contribute	Facilitate	Manufacture	Receive	Substantial
Apply	Control	File	Measure	Recommend	Succeed
Approve	Coordinate	Formulate	Mediate	Record	Summarize
Arbitrate	Copy	Found	Memorize	Recruit	Supervise
Arrange	Correspond	Gather	Modify	Reduce	Supply
Assemble	Counsel	Generate	Monitor	Refer	Support
Assess	Create	Guide	Motivate	Regulate	Synthesize
Assign	Decide	Handle	Negotiate	Reinforce	Teach
Audit	Decrease	Help	Obtain	Relate	Technical
Build	Define	Identify	Offer	Reorganize	Test
Calculate	Delegate	Illustrate	Operate	Repair	Train
Capacity	Deliver	Implement	Order	Represent	Translate
Categorize	Demonstrate	Improve	Organize	Research	Troubleshoot
Chart	Design	Increase	Originate	Resourceful	Tutor
Classify	Detect	Influence	Outline	Respond	Unite
Coach	Determine	Initiate	Participate	Restore	Utilize
Code	Develop	Install	Perform	Retrieve	Vault
Collaborate	Devise	Institute	Persuade	Revamp	Verify
Collect	Diagnose	Instruct	Pertinent	Review	Versatile
Communicate	Direct	Interact	Plan	Revise	Vigorous
Competent	Discover	Interpret	Prepare	Revitalize	Volunteer
Compile	Distribute	Interview	Prescribe	Route	Write
Complete	Edit	Invent	Present	Schedule	
Compose	Effective	Invest	Print	Search	
Compound	Elaborate	Investigate	Process	Select	
Compute	Eliminate	Judge	Produce	Sell	

# CHRONOLOGICAL RESUME SAMPLE

## NAME

1500 N. Patterson St.  
Valdosta, GA 31698  
(229)123-4567  
jdoe@valdosta.edu

**OBJECTIVE** To obtain a Management-Trainee position.

**EDUCATION** *Bachelor of Business Administration, Management GPA 3.0* *May 2012*  
Valdosta State University *Valdosta, GA*  
-Completed 5 week study abroad in Guadalajara, Mexico studying Spanish culture and language

## RELEVANT EXPERIENCE

**Hibbett Sports** *Valdosta, GA*  
*Assistant Manager* *2010-Present*

- Oversee store opening/closing procedures including daily cash flow, inventory control, and facility security
- Assist in hiring, training, and supervising new employees
- Prepare nightly sales reports and deposits of approximately \$5,000
- Resolve customer and/or employee disputes according to company policies and guidelines

*Sales Associate* *2008-2010*

- Assisted customers with merchandise purchases and exchanges  
-Operated cash register and processed cash, credit, debit, and check transactions
- Marketed benefits of store credit accounts to customers
- Developed creative product displays to promote sale and seasonal items
- Inventoried and replenished floor merchandise

**ACTIVITIES** Society for Human Resource Management, *President-VSU Chapter*  
Student Government Association, *Vice-President*

**HONORS** Beta Gamma Sigma (*Business Honor Society*), Dean's List

**REFERENCES** Available upon request

# FUNCTIONAL RESUME SAMPLE

## NAME

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1500 N. Patterson St. • Valdosta, GA 31698 • (229)123-4567 • jdoe@valdosta.edu

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## OBJECTIVE

Seeking a Counselor position

## EDUCATION

Valdosta State University

*Master of Science, Counseling & Guidance GPA 3.8*

*Bachelor of Science, Psychology GPA: 3.0*

- Worked 30 hours per week while attending school.

Valdosta, GA

*May 2012*

*December 2010*

## RELEVANT SKILLS

### Interpersonal Communication

- Provided counseling and conflict resolution to residents. Made referrals to community and campus resources as appropriate.
- Presented diversity seminar to fellow resident assistants at the Georgia Resident Assistant Saturday Seminar.
- Possess 3 years experience addressing customer requests and complaints in food industry.

### Leadership

- Educated residents about campus and housing policies
- As Student Government Vice-President, presided over committee developed to examine student voting habits. Successfully increased voting turnout by 33%.
- Hired, trained, and supervised new employees in job tasks, organizational policies, and procedures.

### Organization/Planning

- Developed and implemented 8 programs per semester for campus residents addressing social interactions, physical fitness, and personal development.
- Organized week long check-in process to insure that 500 residents were moved into dorm in a timely manner.
- Oversaw allocation of housing budget (\$10,000-\$15,000) for educational programs, staff training, and employee salaries.

## EMPLOYMENT HISTORY

*Resident Hall Director, VSU-Office of Housing & Residence Life, Valdosta, GA 2010-2012*

*Resident Assistant, VSU-Office of Housing & Residence Life, Valdosta, GA 2008-2010*

*Trainer/Server, Red Lobster, Valdosta, GA 2005-2008*

## ACTIVITIES

Psychology Club; Student Government Association, *Vice-President*; Dean's List

# CHRONOLOGICAL-FUNCTIONAL RESUME SAMPLE

## NAME

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1500 N. Patterson St.  
Valdosta, GA 31698

(229) 123-4567  
jdoe@valdosta.edu

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**OBJECTIVE** To obtain position as Office Manager in medical practice.

**EDUCATION** Valdosta State University Valdosta, GA July 2012  
*Bachelor of Science, Office Administration and Technology GPA 3.25*

Valdosta Technical College Valdosta, GA June 1986  
*Associate of Applied Science, Marketing Management*

### RELEVANT SKILLS

- Over 20 years experience resolving customer and employee disputes utilizing interpersonal and conflict resolution skills.
- Strong management background with 8 years experience hiring, training, and supervising up to 20 personnel.
- Proficient in utilizing Microsoft Word and standard office equipment.

### RELEVANT EXPERIENCE

**Family Medical Group** Valdosta, GA 07/2011-Present  
*Receptionist (Part-time)*

- Manage appointment scheduling for three physicians and one nurse practitioner.
- Contact patients and insurance companies to collect payments on outstanding balances.  
-Post payments and adjustments to patient accounts.
- Ensure patient files are properly coded with appropriate ICD-9 codes and filed accordingly.
- Inventory and purchase office supplies.

### PREVIOUS EMPLOYMENT

Wal-Mart Valdosta, GA 04/2007-06/2011  
*Inventory Control Specialist, Support Team Leader*

Kmart Valdosta, GA 03/2003-04/2007  
*Overnight Supervisor, Replenishment/Hardlines Manager*

Handleman Company Conyers, GA 11/1987-01/2003  
*Sales Representative*

## Writing a Cover Letter

A cover letter is essential when you are not able to personally give your resume to the prospective employer. Your cover letter should be personal and convey to its reader what you know about the employer or organization and how you will best fit in with the organization. The letter should be three to four paragraphs in length and should fulfill four goals.

**1. Make direct contact between you and the person you are writing to.** This first paragraph should contain information on the position you are applying for and how you discovered the position (i.e. newspaper ad, mutual acquaintance, or webpage). If the position has not been advertised then this paragraph should state the type of position you're interested in and alert the reader to the characteristics of the organization that appeal to you.

**2. Present your skills, experiences, and special attributes as they relate to the needs of the employer.** The body of the cover letter should show the employer that you have researched the company and the position. Using the information from your research describe your skills and experience in terms of how you can benefit the company. The prospective employer will want to know why he/she should hire you. *Do not restate your resume!* Share with the employer your goals as they relate to the employer's goals or mission, your knowledge about their products and/or services, and your knowledge about the industry as a whole.

**3. Refer the reader to the enclosed resume.**

**4. Initiate direct contact with person reading the letter.** Many individuals leave it up to the employer to make the initial contact. This can be viewed as a passive attitude. It is much more assertive and direct to state a date that you will contact the employer to confirm receipt of your resume and discuss what opportunities might be available to you. *However, some employers may request that you do not call. In this instance, do not call.* Remember, you want to be assertive not aggressive.

<b>DO</b>	<b>DON'T</b>
Address it to an individual. "To Whom It May Concern" is not as personal as a name. Verify spelling, job title, and gender if necessary.	Use a form letter for every application. You should tailor it to the job description and the company.
Call to find out the name and title of the individual who will be receiving your cover letter and resume (unless the company specifies "No Phone Calls").	If the company requests no phone calls then do not call. Sometimes addressing the letter to the Hiring Manager or the Personnel Manager is unavoidable.
Keep it brief but thorough. Address how your background fits the key requirements in the announcement.	Repeat your resume. Rather, expand on one or two things in your resume that the employer would find impressive.
Make sure the final copy is professional. Use quality paper, use a business letter format, and <b>SIGN THE LETTER.</b>	Make any mistakes. Make sure you check grammar, spelling, punctuation, etc.

**LETTER OF APPLICATION**  
(also known as a Cover Letter or Letter of Inquiry)

178 Smith Avenue  
Valdosta, GA 31602  
(229) 333-1234

May 16, 2012

Ms. Mary Jones  
Personnel Director  
XLT Corporation  
1100 Main Street  
Atlanta, GA 30033

Dear Ms. Jones:

I am interested in applying for your management trainee position recently advertised in the *Macon Telegraph*. The skills I have acquired from my work experience, coupled with my academic background, support my interest in the production management field.

As you can see from my resume, I recently completed an internship with XYZ Corporation. Through my internship, I had the opportunity to receive training in a variety of areas to include staffing, production scheduling and procurement of materials. This valuable experience solidified my interest in production management.

I also have had the opportunity to develop and hone my communication and leadership skills as Vice President of the Student Government Association. Serving as a leader for over 8,500 undergraduate students was a valuable experience affording me the essential skills for a successful career in the production environment.

I appreciate your review of my application materials. I look forward to meeting with you to discuss my skills and experiences.

Sincerely,

*John B. Taylor*

John B. Taylor

Enclosure: Resume