

# What Makes A Resume

Amica Center for Career Education

*Career Identity • Career Exploration • Self Marketing*



**AMICA CENTER  
FOR CAREER EDUCATION**

Explore • Connect • Discover

# What is a resume?

- A 1-Page snapshot of the knowledge and skills you have to offer an employer
- Foundation for what is discussed in the interview

## Some Example Skills

- Communication skills
- Strong work ethic
- Honesty/Integrity
- Analytical skills
- Teamwork skills
- Flexibility/Adaptability
- Interpersonal skills
- Life long learning
- Motivation/initiative
- Self-confidence

# The Basics: Content

- **Content**
  - Contact Information
    - Recent
  - Education
    - GPA
    - Honors/Awards
  - Academic Projects/Relevant Coursework
  - Work Experience
  - Leadership / Involvement
  - Volunteer / Unpaid Work
  - Technology/Language Skills



# The Basics: Format

Or else Automatic Tracking Systems (ATS) might eliminate your resume

- **Format**

- Don't use resume templates, use a blank Word Doc
- Keep dates to the right-hand side
- Every category consistent in style and layout
- Use bold print for headings and job titles/  
companies

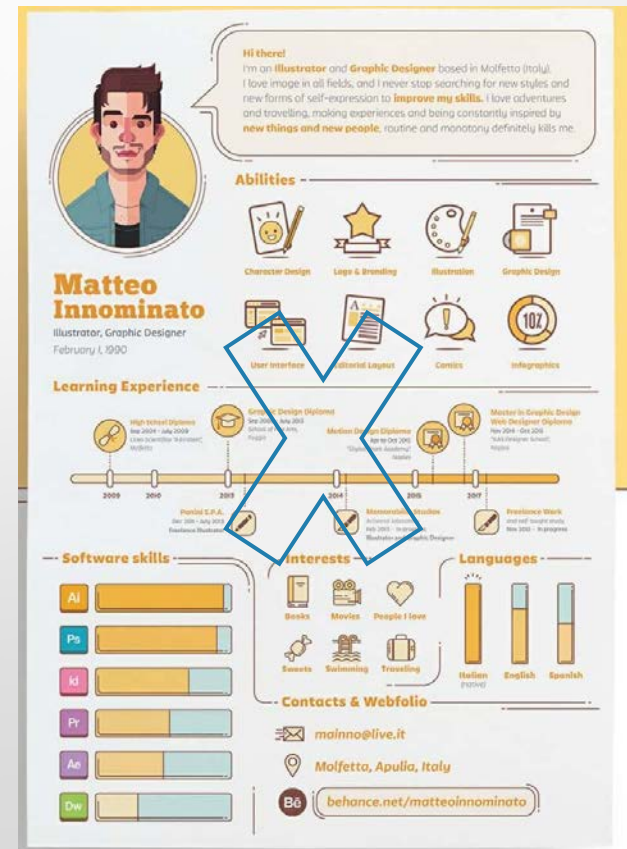
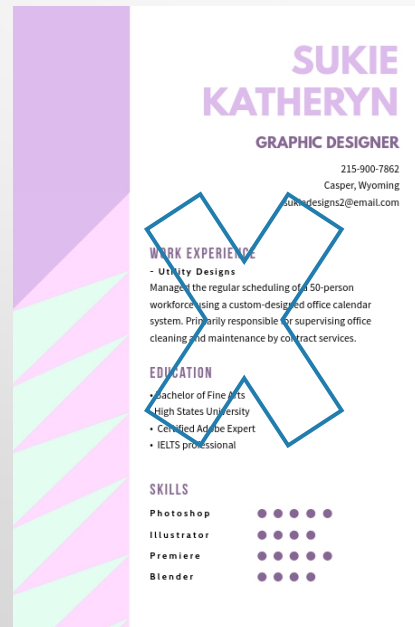
- **Suggestions**

- Name 22 point size, Headings 14 pts, Other 12 pts
- Keep words all in one tense

# Other Format Suggestions

- No icons, designs, or photographs
- Clear, readable font
- Have someone else double check for typos
- No stapling or folding
- Bulleted style

Unless you want an art or creative career, refrain from using artsy formats



# Is That Experience Worth It?

- 9 times out of 10, **yes! It is!**
- All experience is good experience



# The Importance of Action Words and the Word 'to'

- Verbs that show your engagement in experiences
- Example: “Worked with a group of 5 students...”
  - **With action words:** “Collaborate with a group of 5 students...”
- Action verbs like...

✓ Maintain	✓ Organize
✓ Utilize	✓ Collaborate
✓ Inform	✓ Present
- Adding the word 'to' shows application of a skill
  - ie: Collaborate with a group of 5 students *to* analyze data and create reports

Instead say...

## ACTION VERBS

### *Management Skills*

analyzed  
assigned  
chaired  
contracted  
consolidated  
coordinated  
delegated  
developed  
directed  
evaluated  
executed  
improved  
increased  
organized  
oversaw  
planned  
prioritized  
produced  
recommended  
reviewed  
scheduled  
strengthened  
supervised

### *Communication Skills*

arranged  
authored  
corresponded  
directed  
drafted  
edited  
formulated  
influenced  
interpreted  
lectured  
mediated  
moderated  
motivated  
negotiated  
persuaded  
promoted  
publicized  
reconciled  
recruited  
spoke  
translated  
wrote

### *Research Skills*

clarified  
collected  
critiqued  
diagnosed  
evaluated  
examined  
extracted  
identified  
inspected  
interpreted  
interviewed  
investigated  
organized  
reviewed  
summarized  
surveyed  
systematized

### *Helping Skills*

assessed  
assisted  
clarified  
coached  
counseled  
demonstrated  
diagnosed  
educated  
expedited  
facilitated  
familiarized  
guided  
rehabilitated  
represented

### *Creative Skills*

acted  
conceptualized  
created  
designed  
developed  
directed  
established  
fashioned  
founded  
illustrated  
instituted  
integrated  
invented  
originated  
performed  
planned  
revitalized  
shaped

### *Technical Skills*

assembled  
built  
calculated  
computed  
designed  
devised  
engineered  
fabricated  
maintained  
operated  
overhauled  
programmed  
remodeled  
repaired  
solved  
trained  
upgraded

### *Financial Skills*

administered  
allocated  
analyzed  
appraised  
audited  
balanced  
budgeted  
calculated  
computed  
developed  
forecasted  
managed  
marketed  
planned  
projected  
researched

### *Training Skills*

adapted  
advised  
clarified  
coached  
communicated  
coordinated  
developed  
enabled  
encouraged  
evaluated  
explained  
facilitated  
guided  
informed  
initiated  
instructed  
persuaded  
set goals  
stimulated

### *Administrative Skills*

approved  
arranged  
catalogued  
classified  
collected  
compiled  
dispatched  
generated  
implemented  
inspected  
monitored  
operated  
organized  
prepared  
processed  
purchased  
recorded  
screened



# Clarify, add detail etc...

## Bad Examples...

- As an intern I got to know how things worked at my uncle's company
- Administered various areas and learned how each area works
- Internship to get to know how distribution in shipping department works
- Customer Service
- Creating relationships with customers
- Returns and exchanges
- Often 50+ hours per week
- Logging shipment data
- General clerical work

## Better...

- Be more specific and less personal. **Provided lawn care to residential and commercial clients**
- **Rotated to the marketing and finance departments of a cigar company to learn about each business unit and assisted with administrative duties**
- Use "Intern" as your title otherwise it's implied. And dig into what you did more. **Shipped product, replenished materials as needed and logged packages**
- **Handled all customer orders, resolved issues both face to face and over the phone**
- **Created relationships with customers to better meet their individual needs**
- **Conducted all returned item transactions and issued credits or exchanges**
- Add an action verb! **Worked 50+ hours per week**
- Use past tense! **Logged shipment data**
- **Conducted general clerical work**

# AMELIA TAMBLEN

atamblen33@bryant.edu (508) 444-5555  
Bryant University, Box 123, 1150 Douglas Pike, Smithfield, RI 02917

## EDUCATION

**Bryant University**, Smithfield, RI

May 2021

Bachelor of Science in Actuarial Mathematics

Double Concentration: Actuarial Mathematics and Applied Economics

GPA: 3.88

- Honors Program participant, Scholarship recipient for Academic Merit, Dean's List Recognition
- Member of the Actuarial Association

## BUSINESS COURSE PROJECTS

**Global Foundations of Business**

Fall 2017 2016

- Researched current regional market trends for the sporting goods industry in Latin America
- Developed a business plan to support the feasibility of expansion into Latin American markets
- Created a TV advertisement and print media campaign in Spanish

**Bryant IDEA Project**

January 2018

- Utilized design thinking to research recycling use on college campuses and devise a solution
- Led a team of 5 to conduct market research, brainstorm, design rapid prototypes and create a viable solution
- Wrote and presented the executive summary and research findings to a panel of judges

## EXPERIENCE

**Bryant University**, Smithfield, RI

September 2017 - present

Phonathon Student Caller

- Called hundreds of alumni and parents for the annual fund of the university
- Served as an Ambassador for Bryant university

**Food for the Poor**, Brookline, MA

June - August 2017

Administrative Assistant for the CEO and Human Resources Manager

- Created and updated various databases and records for new employees
- Assisted with monthly event planning, arranged logistics and managed RSVP tracking
- Catalogued daily record of inventory reports, created summaries and provided briefs to the CEO

What's  
Good  
here?

Everything!

What's  
wrong  
here?

*Arnold Smith*

Palumbo Carpets, Rahway, NJ

July 2012

- As an intern I got to know how things worked at my families corporation
- Administered various areas and learned how each area works

US Van Lines, Paramus, NJ

October 2013

- Internship to get to know how distribution in retail works
- Shadowed a Global Supply Chain Analyst and learned the basics
- Filing, copying, writing memos, etc.

**SALES LEAD, POLO, RALPH LAUREN**

July 2011- Current

- Customer Service
- Creating relationships with customers
- Returns and Exchanges
- Delegating Tasks
- Communicating manager's needs to associates
- Restocking floor with product to increase sales
- Handling different amounts of money when closing and opening registers
- Balanced working 40 hours a week and school fall semester 2014
- Currently work between 20-30 hours a week

FROVER MARKETPLACE – CUSTOMER SERVICE/CASHIER 8/13 to 1/15

- ASSISTED CUSTOMERS WITH PURCHASING AND PRODUCT SELECTION
- RESPONSIBLE FOR ORGANIZATION AND FUNCTION OF WORK STATION
- GREET AND DIRECT CUSTOMER TO PRODUCTS
- PERFORM PRICING CHECK AND DISCOUNTING FOR CUSTOMERS

**BEST CLEANERS- CUSTOMER SERVICE/CASHIER 4/12- 10/13**

- Use of interpersonal relation skills in order to request and recruit assistance for organization
- Organization and technical skills needed in order to properly record client information
- Responsible for most clients within the state of Connecticut
- Assisted up to five supervisors

# Looking for More Information?

- Contact a Career Coach!
  - Amy Ames – [aames1@Bryant.edu](mailto:aames1@Bryant.edu)
  - Liam Hillery – [lhillery@Bryant.edu](mailto:lhillery@Bryant.edu)
  - Veronica Mansour – [Vmansour@Bryant.edu](mailto:Vmansour@Bryant.edu)
- Schedule a virtual appointment with a Career Coach on the BCC
- Ask us for handouts and information by reaching out to [careers@Bryant.edu](mailto:careers@Bryant.edu)

AMCA CENTER FOR CAREER EDUCATION  
Explore • Connect • Discover

Home

Jobs & Internships

Profile

Documents

Events

Interviews

Coaching Appt

Find Peer Mentors

Employers

Resources

**Coaching & Calendar**

My Account

Welcome to BCC! Search for Internships and Jobs!

Upload your résumé. Add to your profile. Find opportunities!

Explore!

People in your major are interested in