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RESUME WRITING GUIDE

This guide is a résumé overview and supplement to the Post University Career Services online résumé builder, Optimal Résumé. In this guide you will find:

- Understanding results and accomplishments and how to use them to your benefit
- Sample phrases and examples to help craft a powerful Profile OR Summary of Qualifications
- A list of strong action verbs
- Sample résumé to help you visualize the various sections

We offer a world of knowledge to help you succeed at your job search. With a little strategy and understanding, you will be writing professional looking résumés, like a pro, in no time.

Before you begin using the online career tools, you will need to create an account with an access code.

Create Your Account

1. To locate the access code, log onto Blackboard and go to the Academic Support/Policies tab.
2. Once you have your access code, you will need to create an account in the Post University Career Services' Online Career Tools. To create your Online Career Tools account click on **Write Professional Letters**, on the right.

You will only be asked to create an account once and then you will have access to all the online career tools.

NEW Résumé

To create a new Résumé, log in to the **Create Your Résumé**, on the right, and follow these steps:

1. Watch the 20 minute video tutorial to get a preview of how to use the online résumé builder.
2. Select **Create Your Résumé**, name it and select **Start Résumé**.
3. Browse **Résumé Types** or **Samples** and select a format.

EXISTING Résumé

If you have an existing résumé, begin by going to Write Professional Letters, on the right, and sign into your account.

1. Select **Create Your Résumé**, name it and select **Start Résumé**.
2. Browse **Résumé Types** or **Samples** and select a format.
3. Copy and paste the content from your current résumé into the résumé sections that you choose.

There are several custom résumé formats to choose from, created exclusively for Post University students. We encourage you to experiment with the various formats, styles, action verbs, watch tutorials, use spellcheck, and experiment with the editing tools.

Once you are finished creating a résumé, submit it to the Review Center in Career Services. We will review it and send it back to you with comments.

GOOD LUCK!

RESULTS AND ACHIEVEMENTS

You will find that employers are most interested in knowing if you can achieve results. Therefore, you want to assert yourself as the best person for the job by highlighting results you produced. To do this, you must use examples that demonstrate the skills you have and tie them to what the employer needs.

When describing your responsibilities and accomplishments you want to:

1. Emphasize **results** rather than job duties.
2. Use action verbs. They create a picture in the employer's mind of you doing the work.
3. Stay away from subjective information like, "good communicator, detailed-oriented, hard-working, organized, etc." Instead, use examples of your accomplishments to prove you have these attributes.
4. Include keywords; nouns that are relevant to the field in which you are applying.
5. Be as concise as possible. Avoid generalities. Instead of saying you "work well under pressure," give a specific example of a high-pressure situation where you worked well.
6. Complete sentences are not necessary. Action phrases are acceptable.
7. Never use pronouns such as I, you, me, us, he/she, his, her, them, or their.
8. Highlight specific achievements. Employers want to know your accomplishments and results in:
 - a. Leadership
 - b. Saving money
 - c. Solving problems
 - d. Enhancing performance
 - e. Improving products or services
 - f. Saving time
 - g. Managing a crisis
 - h. Increasing profits or services
 - i. Achieving more with fewer resources, etc.
9. Include quantifiable results where possible; such as numbers, dollar signs, and percentages. (*i.e. supervised a staff of 15, increased sales by 20%, handled up to \$15,000 daily, etc.*) Don't say "very short time," say "one hour." Don't say "long report," say "300 page evaluation report." Don't say "managed staff," instead, say "managed a sales staff of twenty."
10. Identify increases in responsibility.
11. Pay attention to your verb tenses. Past experiences should be written in past tense verbs and present experiences should be written in present tense verbs.

If you are having trouble thinking of your accomplishments, then think of problems you have solved. Take a sheet of paper and divide it into three columns, and label in the following manner:

Problems or Obstacles the Employer Had	Action Steps I Took	Results
Poor application processing caused delays over 150 days.	Established a data processing system.	Processing time was reduced from 45 to 30 days.
Downtime of equipment resulted in low productivity.	Set up and implemented a maintenance schedule.	Equipment downtime was reduced by 50% and productivity increased.

“PROFILE” OR “SUMMARY OF QUALIFICATIONS”

Whether you title this section “Profile” **OR** “Summary of Qualifications” is all a matter of preference, but don’t use both. However, whichever you choose, you want to use three (3) to five (5) short, concise phrases to add power to your résumé. These phrases, or statements, need to focus the hiring manager’s attention on the most important qualities, achievements, and abilities you have to offer in relation to what it is they need in a new hire.

It is important to understand that your resume is not about what YOU want. It’s about what you can OFFER the employer. Take what you have done in the past and relate it to how you can help the employer.

Sample Accomplishment/Action-Results Statements:

- Exceeded monthly sales quota for shoes and clothing
- Consistently won awards for highest sales activity
- Acknowledged for having exceptional customer service
- Received merit increase for exceptional work performance
- Consistently maintained a 3.8 grade point average (GPA) while working full-time
- Fluent with conversational Spanish
- Set up and implemented planned maintenance for the production facility, reducing equipment downtime by 50%
- Researched, wrote, and clocked over (x amount) of hours while writing research papers utilizing Microsoft Word (or whatever program it was you used)
- Organized weekly sales meetings to discuss upcoming trends and weekly sales goals
- Implemented a tracking system to help monitor accounts payable and accounts receivable (AP/AR)
- Consistently successful with raising service standards and providing exceptional customer service
- Reorganized and consolidated accounting, analysis and forecasting activities, achieving a \$50,000 annual cost saving
- Initiated a new recruitment strategy resulting in 85 additional parents joining school Parent/Teacher Organization
- Many others...

This is just an example list of things you can include in this section. Below, you will find ways this section can be formatted.

PROFILE

Well-developed field research competence with adolescents, teens and other populations ▪ Created an after school program for under privileged students in an inner city setting ▪ Exemplified innate ability to understand and motivate children in a learning environment ▪ Planned and implemented the 7th grade math curriculum while interning ▪ Fluent in Spanish and Italian

OR

SUMMARY OF QUALIFICATIONS

- Well-developed field research competence with adolescents, teens and other populations
- Created an after school program for under privileged students in an inner city setting
- Exemplified innate ability to understand and motivate children in a learning environment
- Planned and implemented the 7th grade math curriculum while interning
- Fluent in Spanish and Italian



The bottom line, a résumé is used to provide a summary of your skills, abilities, and accomplishments. It is a quick advertisement of who you are and what you can do for an employer. When you are finished creating a résumé, www.cvwordchecker.com provides a quick, free means of checking the quality of the words used and suggests which words could be better.

ACTION VERBS

The use of strong action verbs can bring your résumé and cover letter to life by helping to convey the image of a successful “doer.” Use these words to describe your accomplishments and bring power to your message.

Beginning each bulleted accomplishment statement with a strong action verb helps to highlight your successes and allows the reader to get a sense of your skills by scanning the page prior to reading each individual bullet point. It is a good idea to vary the action verbs on your resume in order to appeal to different audiences and to demonstrate the vocabulary of a college graduate.

ANALYTICAL/RESEARCH VERBS			
Accumulated	Cited	Critiqued	Inspected
Achieved	Coded	Detected	Investigated
Acquired	Collected	Disbursed	Mapped
Advanced	Compared	Discovered	Marked
Analyzed	Compiled	Documented	Matched
Anticipated	Composed	Experimented	Noted
Anticipated	Computed	Explored	Pinpointed
Assessed	Conceptualized	Extracted	Proofread
Calculated	Concluded	Forecasted	Summarized
Accumulated	Contrasted	Formulated	Surveyed
Achieved	Controlled	Identified	Terminated
Chaired	Correlated	Incorporated	Tested
CLERICAL VERBS			
Acquired	Customized	Invoiced	Recorded
Arbitrated	Disbursed	Issued	Rectified
Arranged	Dispatched	Logged	Reported
Calculated	Distributed	Marked	Retrieved
Categorized	Endorsed	Monitored	Screened
Catalogued	Entered	Organized	Simplified
Classified	Generated	Outlined	Specified
Coded	Implemented	Prepared	Systemized
Collated	Improved	Prioritized	Utilized
Combined	Indexed	Processed	Validated
Correlated	Inspected	Purchased	Verified
COMMUNICATION VERBS			
Acted	Cultivated	Lectured	Translated
Addressed	Demonstrated	Marketed	Typed
Advertised	Documented	Mediated	Presented
Advocated	Edited	Moderated	Publicized
Authored	Encouraged	Negotiated	Sold
Communicated	Guided	Notified	Spoke
Counseled	Implemented	Oversaw	Trained
Critiqued	Inspired	Performed	Ordered
Recorded	Instructed	Reported	Resolved
Solicited	Interviewed	Responded	Wrote
CREATIVE VERBS			

Acted	Displayed	Modeled	Provided
Analyzed	Drafted	Modified	Published
Competed	Fabricated	Molded	Rendered
Composed	Fashioned	Originated	Rewrote
Conceptualized	Illustrated	Outlined	Shaped
Created	Inspired	Performed	Sketched
Designed	Integrated	Photographed	Supervised
Developed	Introduced	Promoted	Visualized
Directed	Invented	Proofread	Wrote
FINANCIAL VERBS			
Accumulated	Compared	Invoiced	Researched
Acquired	Completed	Entered	Resolved
Actuated	Computed	Litigated	Proofread
Adjusted	Charted	Logged	Qualified
Advanced	Conserved	Measured	Reduced
Allocated	Corrected	Netted	Reported
Appraised	Correlated	Prepared	Retrieved
Audited	Determined	Projected	Settled
Balanced	Disbursed	Received	Supported
Budgeted	Endorsed	Reconciled	Tabulated
Calculated	Estimated	Rectified	Recorded
Collated	Indexed	Reduced	Verified
GENERAL VERBS			
Articulated	Endured	Matched	Routed
Briefed	Enlisted	Nominated	Segmented
Collaborated	Exceeded	Packaged	Segued
Competed	Exchanged	Perfected	Separated
Completed	Exhibited	Perpetuated	Serviced
Concluded	Expanded	Pioneered	Shaped
Condensed	Expedited	Preserved	Shared
Confronted	Familiarized	Prioritized	Simultaneously
Contacted	Finalized	Promoted	Solicited
Convened	Free-lanced	Protected	Staged
Customized	Implemented	Recruited	Strengthened
Documented	Inquired	Registered	Substituted
Directed	Interpreted	Relayed	Succeeded
Edited	Launched	Represented	Surpassed
Effectuated	Led	Resolved	Targeted
Elicited	Listened	Revised	Unified
Encouraged	Lobbied	Revitalized	Watched
MANAGEMENT VERBS			
Accelerated	Delivered	Hired	Outlined
Achieved	Developed	Hosted	Oversaw
Acted	Directed	Implemented	Packaged
Administered	Dismantled	Improved	Perfected
Advanced	Disproved	Incorporated	Pinpointed
Appointed	Documented	Increased	Planned
Approved	Doubled	Initiated	Presided
Arbitrated	Earned	Inspired	Prevented
Assigned	Eliminated	Installed	Prioritized

Assured	Emphasized	Instituted	Produced
Attained	Employed	Invoiced	Provided
Authorized	Endorsed	Invoiced	Received
Awarded	Enforced	Justified	Recognized
Chaired	Enlarged	Launched	Recommended
Combined	Ensured	Led	Rectified
Commissioned	Established	Litigated	Regulated
Composed	Evaluated	Lobbied	Replaced
Conducted	Exceeded	Managed	Reported
Consulted	Expedited	Merchandised	Reviewed
Contracted	Extended	Merged	Scheduled
Convened	Focused	Mobilized	Secured
Coordinated	Followed	Navigated	Selected
Decreased	Formed	Negotiated	Spearheaded
Defined	Founded	Hired	Streamlined
Delegated	Generated	Hosted	Supervised
Accelerated	Obtained	Organized	Terminated
Achieved	Governed	Originated	Verified
TEACHING VERBS			
Achieved	Discussed	Guided	Logged
Adapted	Educated	Illustrated	Molded
Adopted	Effected	Indexed	Outlined
Advised	Enabled	Informed	Persuaded
Clarified	Encouraged	Initiated	Published
Coached	Engaged	Installed	Stimulated
Coordinated	Ensured	Instructed	Tested
Demonstrated	Explained	Interviewed	Tutored
Directed	Facilitated	Managed	Wrote
TECHNICAL VERBS			
Abstracted	Collated	Engineered	Programmed
Accumulated	Computed	Entered	Remodeled
Acquired	Correlated	Installed	Rendered
Advanced	Created	Maintained	Repaired
Applied	Developed	Mapped	Solved
Assembled	Devised	Operated	Trained
Built	Documented	Outlined	Upgraded
Coded	Drafted	Overhauled	Utilized

KELLY SMITH

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SUMMARY OF QUALIFICATIONS

- Maintained 3.8 G.P.A. while working full-time
 - Recognized as Who's Who Among College Students
 - Served as Class President from 2010 to 2011
 - Implemented a tracking system for monthly expenses and travel arrangements
 - Analyzed competitive information and prepared business proposals for marketing staff
-

EDUCATION

Bachelor of Science Degree ■ Major: Marketing, Minor: Business Administration

Post University, Waterbury, CT ■ G.P.A. 3.8/4.0 ■ 2012

Honors and Awards

- Dean's List, 2010 - 2012
- President's Scholarship Award, 2012

MARKETING COURSE HIGHLIGHTS

- | | | |
|---------------------|--------------------------|--------------------------|
| • Consumer Behavior | • Marketing Management | • Marketing Research |
| • Microeconomics | • International Business | • Social Media Marketing |

INTERNSHIP EXPERIENCE

Marketing Assistant/Intern, ESPN, Bristol, CT 2011 - Present

- Analyze competitive information and prepare business proposals for marketing staff
- Present media kits to new clients and perform follow-ups
- Moderate heavy phone lines and interact directly with clients
- Implemented a tracking system for monthly expenses and travel arrangements
- Organize weekly sales staff-meetings and set up conference calls for the outside office
- Mastered Microsoft Office Word, PowerPoint, Excel, Outlook and Publisher skills

EXPERIENCE

Production Assistant, Media Productions, New York, NY 2010

- Coordinated makeup and wardrobe for commercial and infomercial productions
- Collaborated on identifying wardrobe themes and coordinated wardrobe selections with set designers

Assistant, SMART Magazine, New York, NY 2008 - 2009

- Collaborated with the Fashion Editor and organized clothing and accessories for photo shoots
- Created captions and explained new seasonal fashion trends for monthly issues
- Transformed and wrote the "Makeover" feature for the magazine
- Selected and secured subjects, coordinated photo shoots, and collaborated with the Style Team

EXTRA-CURRICULAR ACTIVITIES

Member, Toastmasters International, Waterbury, CT, 2009 - Present

Volunteer, Koman Race for the Cure, New Britain, CT, 2011

AWARDS/ACHIEVEMENTS

- Recognized as Who's Who Among College Students for 2011
- Recipient of the Dunkin Donuts Scholarship Award, 2010