

Resume Guide for All Students



This packet is intended to serve as a starting point for creating or improving your resume. Included in this packet are best practices from the University Career Center (UCC). Information and sample resumes within this packet are not intended to be taken verbatim. Make your personal resume unique and stand out from the crowd by making it represent you.

The resources this packet highlights are available to all students and alumni; take advantage of the University Career Center and the services we provide you!

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Resume Aesthetics, Content, & Editing

Writing a resume is an art, not a science. There is no one correct way to formulate your resume, but there are some best practices and standards that the UCC recommends. Stand out from the crowd with high quality content and a clearly written, error-free document. Resumes need to be aesthetically pleasing with relevant content and proper editing.

Aesthetics: Develop a classic, professional resume. These elements include font choice, consistency, an appropriate amount of white space, length and overall appearance of the resume. Resume should be professionally formatted.

Content: While aesthetic mistakes can take you out of the running for a position, the content of the resume is what will make you stand out from the crowd. The information you choose to include in your resume should be the most relevant to your target audience. Bullet points are intended to expand on your relevant experience and highlight your expertise.

Editing: Editing is a necessary component of resume writing that is often underutilized. Editing is where you and others assure that content is accurate and the format is professional. Have as many people proofread your resume as possible and stop by the UCC for an extra set of eyes!

- **Reverse Chronological Order:** Within each section on the resume, your experience should go in reverse chronological order, meaning most recent items first.
- **Bullet Points:** Eliminate the pronoun “I” at the beginning of each bullet point as this is assumed. Avoid introductory phrases such as “My duties included...” and “My responsibilities were...”. Describe achievements, rather than listing duties, quantify outcomes whenever possible, and be sure to highlight your proficiency in field of study and marketable skills.
- **Length:** Most student and new graduates should keep their resume to one page. If you have difficulty narrowing down your resume, consider removing elements that are not closely related to your desired field. Ask yourself, “Will this experience enhance and support my future in XYZ?”
- **Margins:** Make your resume visually attractive by using an appropriate amount of whitespace to allow the reader’s eye to rest. Using 0.7 inch to 1 inch margins is standard practice.
- **Font:** Use a professional font that is easy to read. Times New Roman, Arial, and Calibri are good choices. Avoid script and cursive fonts. A 10 to 12-point font size is recommended.
- **Consistency:** The formatting of a resume should be consistent. For example, if you choose to bold a job title, make sure you bold every job title. Also, make sure that everything lines up neatly on the page.
- **Accuracy:** Your resume, and all other job search materials, must be 100% error free. Be sure to carefully read through your resume, checking grammar, spelling, and punctuation. Editing a resume can always use another set of eyes; have as many people proofread as possible, and come to the UCC!
- **Paper Quality:** Use high quality resume paper when mailing your resume or bringing one to an interview. Use the same paper for cover letters and thank you letters. White, ivory, or light grey are good choices. Avoid cardstock.

Key Elements of a Successful Resume

Recommended Elements

Name and Contact Information

Include your first and last name in a large font size that emphasizes your name but is not too large. The contact information includes phone numbers, either personal and TTU email address, city, state, and zip code. It is not necessary to include your physical address on the resume or cover letter.

Education

All degrees are written in singular format: Bachelor of Art not Bachelors of Art
Include GPA if it is 3.0 or higher or if it is required by employer. Study Abroad can be included in this section. Relevant Coursework, Academic Awards, and Honors can be separate sections or be included in the Education section.

Example:

Texas Tech University, Lubbock, Texas May 2018
Bachelor of University Studies
Concentrations in Organizational Leadership, Health Professions, and General Business

Experience

Experience can be represented in a variety of ways. Choose the most concrete and relevant experiences for your resume and include bullet points detailing your experiences. Relevant experience includes any related paid or non-paid experience. This section immediately follows your Education section. Provide information about specific activities and skills relevant to your career goal.

Observations and Volunteer Experience

Focus on experiences that demonstrate your marketable skills that transfer to your career goals (e.g. pre-med student shadowing at a hospital).

Example:

Observation, University Medical Center, Lubbock, Texas October 2015

Other Work or Professional Experience

Employers and the selection committee will be most interested in your relevant experience; however, you may include skills obtained through other work experiences that transfer to your desired field. For example, sales, customer service, event planning, and fundraising are marketable skills.

Optional Elements

Additional sections that may be on the resume include volunteer experience, leadership experience, honors, activities, special skills, relevant interests, and professional development.

Marketable Skills

Marketable skills are those that can be applied in multiple work settings. Consider incorporating them, in addition to those specific to your intended career field, by providing examples of when you have successfully used them in your bullets. Some examples of transferable skills include the following:

CLERICAL	CREATIVE	HUMAN RELATIONS	PUBLIC RELATIONS	RESEARCH	TRAINING
Bookkeeping	Designing	Advising	Conducting	Assessing	Adapting
Classifying	Developing	Assisting	Consulting	Calculating	Communicating
Collecting	Establishing	Counseling	Informing	Collecting	Demonstrating
Compiling	Illustrating	Empathizing	Planning	Diagnosing	Enabling
Computing	Imagining	Facilitating	Presenting	Evaluating	Encouraging
Examining	Improvising	Guiding	Promoting	Examining	Evaluating
Filing	Inventing	Listening	Representing	Extrapolating	Explaining
Organizing	Performing	Motivating	Responding	Interviewing	Instructing
Recording	Revitalizing	Representing	Researching	Investigating	Planning
	Visualizing	Serving	Writing	Synthesizing	Stimulating
COMMUNICATION	FINANCIAL	MANAGEMENT	PROBLEM SOLVING	TECHNICAL	
Editing	Accounting	Communicating	Analyzing	Adjusting	
Explaining	Administering	Consulting	Appraising	Aligning	
Influencing	Allocating	Coordinating	Diagnosing	Assembling	
Interpreting	Auditing	Delegating	Examining	Drafting	
Listening	Balancing	Directing	Executing	Engineering	
Mediating	Calculating	Evaluating	Planning	Installing	
Promoting	Forecasting	Leading	Proving	Observing	
Speaking	Investing	Negotiating	Reasoning	Operating	
Translating	Projecting	Persuading	Recognizing	Programming	
Writing	Planning	Validating	Repairing		

Constructing Bullets

Under each position you have on your resume, list bullets that explain what you did in the position, how you did it and the results of your actions. The skills you feel you have gained from your related experiences should be represented through your bullets. Brainstorm each experience/position and create bullets unique to you.

Bullet “Formula” = Action Verb + Example + Result

Use a variety of action verbs to show the range of skills you possess.

Action Verb: Collaborated

Good Bullet with Action Verb

Give specifics as to what you did at that position. These details will make you unique.

Example: Collaborated with colleagues

Better Bullet with Action Verb

State what you achieved from your example; what was the purpose of you doing what you did?

Result: Collaborated with colleagues to develop plans

Perfect Achievement Statement with Action Verb, Example and Result

Action Verb + Example + Result: Collaborated with colleagues to develop plans that effectively used marketable resources and reduced costs by 25%

Action Verbs

Beginning each bullet with a strong action verb helps to highlight your successes and allows a 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. Below is a list of verbs to get started.

Planning

Example: Developed and implemented training program that resulted in a 45% increase in employee satisfaction.

Administered	Developed	Formulated	Prepared	Revised
Anticipated	Devised	Identified	Prioritized	Strategized
Commissioned	Evaluated	Observed	Researched	Studied
Determined	Forecasted	Planned	Reserved	Tailored

Organizing

Example: Coordinated weekly office schedules for 8 employees.

Acquired	Cataloged	Designated	Logged	Routed
Activated	Centralized	Designed	Mapped out	Scheduled
Adjusted	Charted	Dispatched	Neatened	Selected
Allocated	Classified	Established	Obtained	Secured
Altered	Collected	Facilitated	Ordered	Simplified
Appointed	Committed	Housed	Organized	Sought
Arranged	Confirmed	Implemented	Procured	Straightened
Assembled	Contracted	Incorporated	Programmed	Suggested
Assessed	Coordinated	Instituted	Recruited	Tracked
Assigned	Customized	Issued	Rectified	
Authorized	Delegated	Linked	Retrieved	

Executing

Example: Handled 20-35 customer calls per shift regarding coverage changes, renewal rates, and billing procedures.

Acted	Forwarded	Input	Processed	Sold
Administered	Displayed	Installed	Produced	Stocked
Carried out	Distributed	Labored	Proofed	Transacted
Collected	Entered	Merchandised	Prospected	
Completed	Exercised	Operated	Proved	
Conducted	Handled	Performed	Shipped	

Supervising

Example: Developed and supervised implementation of new computer filing system that reduced paper use by 35%.

Adjusted	Correlated	Indexed	Overhauled	Screened
Analyzed	Developed	Judged	Oversaw	Set
Apportioned	Discovered	Licensed	Policed	Scrutinized
Assessed	Established	Maintained	Prohibited	Supervised
Certified	Examined	Measured	Refined	Supplied
Compared	Explored	Modified	Regulated	Tightened
Controlled	Graded	Monitored	Reviewed	Traced
Corrected	Inspected	Officiated	Revised	Trained
				Updated

Leading

Example: Trained 20+ new employees in customer service policies over a 2-year period.

Accelerated	Elected	Guided	Managed	Set goals
Assumed	Employed	Hired	Mentored	Spearheaded
Caused	Empowered	Implemented	Motivated	Stimulated
Chaired	Encouraged	Influenced	Originated	Strengthened
Changed	Enlisted	Initiated	Pioneered	Supervised
Conducted	Envisioned	Inspired	Promoted	Trained
Directed	Fostered	Involved	Raised	Transformed
Disproved	Founded	Led	Recognized for	Visualize

Action Verbs, Continued

Getting Results

Accomplished	Consolidated	Enjoyed	Grew	Launched	Reduced (losses)
Achieved	Constructed	Ensured	Hastened	Minimized	Rejuvenated
Added	Contributed	Excelled	Heightened	Modernized	Renovated
Advanced	Delivered	Expanded	Improved	Obtained	Restored
Attained	Demonstrated	Expedited	Increased	Opened	Realized
Augmented	Diminished	Extended	Innovated	Orchestrated	Received
Boosted	Earned	Finalized	Integrated	Overcame	Targeted
Built	Eclipsed	Fulfilled	Introduced	Prevailed	Uncovered
Combined	Eliminated	Gained	Invented	Produced	
Completed	Enlarged	Generated	Joined	Qualified	

Problem Solving

Alleviated	Conceptualized	Detected	Found	Repaired	Solved
Analyzed	Created	Diagnosed	Investigated	Revamped	Synthesized
Brainstormed	Debugged	Engineered	Recommended	Revitalized	Theorized
Collaborated	Decided	Foresaw	Remedied	Revived	
Conceived	Deciphered	Formulated	Remodeled	Satisfied	

Quantitative

Accounted for	Checked	Dispensed	Grossed	Projected	Tabulated
Appraised	Compiled	Dispersed	Increased	Purchased	Totaled
Approximated	Compounded	Earned	Inventoried	Quantified	
Audited	Computed	Enumerated	Maximized	Rated	
Balanced	Conserved	Estimated	Multiplied	Reconciled	
Budgeted	Converted	Figured	Netted	Recorded	
Calculated	Counted	Financed	Profited	Reduced	

Communicating

Acted	Composed	Elicited	Justified	Rendered	Summarized
Adapted	Consented	Explained	Lectured	Reported	Supplemented
Admitted	Concluded	Extracted	Marketed	Represented	Supported
Addressed	Convinced	Fabricated	Mediated	Revealed	Surveyed
Allowed	Consulted	Fashioned	Moderated	Sanctioned	Synthesized
Amended	Corresponded	Greeted	Negotiated	Settled	Systematized
Arbitrated	Critiqued	Highlighted	Perceived	Shaped	Tested
Argued	Dedicated	Illustrated	Persuaded	Smoothed	Taught
Ascertained	Defined	Improvised	Presented	Specified	Translated
Attested	Deliberated	Indicated	Publicized	Spoke	Transmitted
Briefed	Demonstrated	Inferred	Queried	Sold	Verified
Clarified	Drafted	Informed	Questioned	Solicited	Welcomed
Cleared up	Dramatized	Instructed	Referred	Submitted	Wrote
Closed	Edited	Interpreted	Reinforced	Substantiated	
Communicated	Educated	Interviewed	Related	Suggested	

Helping

Aided	Bolstered	Eased	Familiarized	Prescribed	Returned
Accommodated	Coached	Elevated	Helped	Provided	Saved
Advised	Continued	Enabled	Interceded	Protected	Served
Alleviated	Cooperated	Endorsed	Mobilized	Rehabilitated	Sustained
Assisted	Counseled	Enhanced	Modeled	Relieved	Tutored
Assured	Dealt	Enriched	Polished	Rescued	Validated

Student Resume Example

JANET STUDENT

Lubbock, TX 79415 | 806-555-1212 | my.email@ttu.edu

EDUCATION

Texas Tech University, Lubbock, TX
Bachelor of Arts in Political Science
Expected Graduation Date: May 2020

EXPERIENCE

Chancellor's Ambassadors, Lubbock, TX 9/2021 – Present
President

- Act as University representative to audiences ranging in size from 30 to 50 prospective students and alumni
- Serve as liaison between students and upper administration
- Host over 20 of Chancellor's events on and off campus

African Student Organization, Lubbock, TX 1/2021 – Present
Community Service Committee Chair 2020-2021, Student Affairs Committee Chair 2020-2021

- Increase membership 50% through promotion of numerous activities
- Plan and coordinate between 5 to 10 educational and social events each semester
- Aid in reorganization of the association

TTU Office of Community and Multicultural Affairs, Lubbock, TX 6/2020 – Present
Student Assistant

- Oversee and coordinate office projects for student events
- Assist with preparation for various meetings, recruitment workshops, mentor programs, and community events
- Maintain scholarship library for current and prospective students

Legal Aid Society, Lubbock, TX 9/2018 – 3/2019
Runner/Clerk

- Communicated legal procedures and requirements to clients and scheduled appointments
- Completed various tasks assigned by lawyers, including transferring cases to the courthouse
- Maintained and updated client files and records

OTHER WORK EXPERIENCE

Old Navy, *Sales Associate*, Lubbock, TX 6/2020 – 8/2021
Texas Tech Law School, *Career Services Student Assistant*, Lubbock, TX 9/2019 – 12/2019

VOLUNTEER SERVICE

Volunteer Center of Lubbock, *Assistant*, 2020
Lubbock County Assistant Criminal District Attorney, *Civil Division Intern*, 2019

INVOLVEMENT

Cardinal Key Honor Society
National Society of Collegiate Scholars
Student Government Association, Cultural Diversity Committee

Marketable Skills Resume Example

Lilly Stemland

Lubbock, Texas 79409 ▪ (806) 742-2210 ▪ lilly.stemland@email.email

EDUCATION

B.S., Mathematics, Texas Tech University **Expected May 2021**
Minors: Physics, Computer Science, Japanese
CGPA: 3.99 Physics GPA: 4.0 Computer Science GPA 3.8 Japanese GPA: 4.0

RELEVANT EXPERIENCE

Texas Tech University, Lubbock, Texas **August 2018 – May 2021**
Tutor, Math, Physics, and Computer Science

- Tutored undergraduate students in freshman and sophomore-level math, physics, and computer science classes, ensuring every student understood complex concepts of the discipline.
- Identified and analyzed areas of weakness in individual students through questioning and hands-on demonstrations. Developed unique explanations to meet students' needs.

Texas Tech University, Lubbock, Texas **August 2017 – May 2018**
Undergraduate Researcher, Mathematics Department

- Gathered data and completed statistical analysis of prairie dog populations within 5-county region, extrapolating population growth and impact on habitat and environment within the next 10 years.
- Presented research in both poster and paper presentation formats at the Texas Tech University Undergraduate Research Conference, answering questions using easy-to-understand terminology.

ORGANIZATION MEMBERSHIP AND LEADERSHIP

Member, Mathematics Association of America

Member, American Association of Teachers of Languages

President, XYZ Society, Texas Tech University

- Analyzed needs of membership and brainstormed ideas to meet those needs in collaboration with officers, members, and advisor.
- Accepted responsibility for auditing budgets and accounts to identify areas of overspending. Developed and implemented procedures to prevent future issues with budgets.
- Streamlined communication channels and improved membership numbers by 50%, highlighting mutual support and intellectual pursuits across campus departments.

SKILLS

Mentor ▪ Communicate Effectively ▪ Focused Problem Resolution ▪ Naturally Inquisitive
Creative and Innovative ▪ Mediate Confrontation to Achieve Agreement

Analysis/Synthesis

Critical
Thinking

Communication

Problem Resolution

Resume Worksheet

Name (Usually left or centered in 18-20 point font. Rest of document 10-12 point font.)

Contact information: (Usually local or permanent depending on where you're applying)

Cell phone:

Professional email: (Remember you lose your TTU email soon after you graduate)

Objective (Optional statement of purpose. Example: *Seeking internship in the field of health and wellness*)

Profile (Replaces the objective; 3 or 4 bullets that present knowledge, experience, skills, and any information that are directly relevant to job goal)

Education (In reverse chronological order. Not necessary to list high school. Optional to list schools transferred from.)

Institution: Texas Tech University, City: Lubbock, State: TX

Formal Name of Degree: Bachelor of _____ Minor (if applicable): _____

Graduation: Month: _____ Year: _____

GPA: (optional)

Institution: _____, City: _____, State: _____

Area of Study _____

GPA: (optional)

Hours Transferred: (optional)

Relevant Experience (In reverse chronological order. Can list jobs, volunteer and shadowing experience relevant to your intended career.)

Organization: _____, City: _____, State: _____

Position: _____ Dates Employed/Involved: Month: _____ Year: _____ to Month: _____ Year: _____

Responsibilities or Accomplishments:

(Include keywords about experience relevant to job goal or company. Convey marketable skills of your industry.)

Organization: _____, City: _____, State: _____

Position: _____ Dates Employed/Involved: Month: _____ Year: _____ to Month: _____ Year: _____

Responsibilities or Accomplishments:

(Include keywords about experience relevant to job goal or company. Convey marketable skills of your industry.)

Organization: _____, City: _____, State: _____

Position: _____ Dates Employed/Involved: Month: _____ Year: _____ to Month: _____ Year: _____

Responsibilities or Accomplishments:

(Include keywords about experience relevant to job goal or company. Convey marketable skills of your industry.)

Organization: _____, City: _____, State: _____

Organization: _____, City: _____, State: _____

Position: _____ Dates Employed/Involved: Month: _____ Year: _____ to Month: _____ Year: _____

Responsibilities or Accomplishments:

(Include keywords about experience relevant to job goal or company. Convey marketable skills of your industry.)

Other Possible Headings: Awards, Service, Skills, etc. (List any other involvement, honors, or skills you haven't mentioned above)

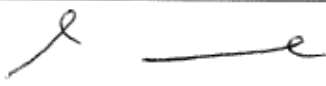
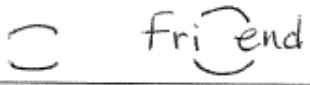

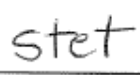











Certifications (if applicable)

Relevant Coursework (if applicable; list only names of courses not course numbers. 3-6 max)

Academic Projects (use this section to demonstrate knowledge gained in classes that is not included in the experience section.)

Proofreading Symbols

For your convenience, a list of the common proofreading and editing symbols are listed below.

	Delete
	Close up space
	Insert
	Keep as written; keep the original text/formatting
	Transpose
	Align left
	Align right
	Align vertically
	Begin new paragraph
	Spell out
	Capitalize
	Lower case
	Insert comma
	Insert apostrophe
	Insert period

Cover Letters

The cover letter accompanies the resume in the application process. It should consist of 3 or 4 very short paragraphs (approximately 3 or 4 lines – not sentences).

Use the same format as the resume: font, font size, and margins if possible. Use the cover letter to provide new or additional information that is not included on the resume. Utilize pronouns (I, me, my, we) judiciously and avoid starting paragraphs with personal pronouns.

If you created a distinctive format for your name and contact information on the resume, this can be copied and pasted to the cover letter to create your personalized letterhead or you can use business letter format (see example).

Address the letter to a specific person or leave the salutation off completely. When you leave off the salutation, you may present the letter as a memo with a line referencing the job title or requisition number (Re: Job16587).

The first paragraph introduces you to the company or hiring manager. The next 1 or 2 paragraphs provide pertinent information about you relevant to the job description and/or the needs of the company. The last paragraph concludes with a request for an interview and reiterates your contact information.

The middle two paragraphs can be bullets or paragraphs. Bullets are easy to change, reword, or substitute depending on the job focus. For ease of targeting the cover letter to many jobs, choose a bulleted format.

Use the middle 1 or 2 paragraphs to target the letter for each opportunity. Use the description in the job posting to identify knowledge or skills that are important to the job or the company

Do not repeat the exact wording or information from the resume. Provide pertinent information concisely so that the prospective employer will want to read the resume. **Focus on demonstrating that you understand the needs of the company.**

Thank You Notes

The thank you letter is a short note showing appreciation to the interviewers for their time and the opportunity to interview. In the letter, make a connection with the prospective employer by mentioning something specific or some topic of discussion during the interview.

Write separate notes to each interviewer with different content – they will compare notes!

Send a short email thank you the same day or no later than the next day to each interviewer. A more in-depth, handwritten or typed note should be mailed to arrive within 3 to 7 days of the interview.

In the longer thank you letter, expand on what you will contribute to the company. You may also revisit a question from the interview that you feel you did not answer well. Do NOT state that you answered the question incorrectly. Instead, write that you want to add information to your previous answer.

Ask permission to take notes during the interview – a couple of words only – to help you remember the interviewers and their interests to reference in the thank you letters.

Thank you letters can be sent after meeting with an employer at a job fair, a job interview, an informational interview, and a networking event. Everyone likes to be remembered and appreciated!

Cover Letter Template

Your address
City, State, ZIP

You may use the same heading as your resume to create a letterhead or use business letter format as seen here.

Today's Date

Name of Contact
Title
Name of Organization
Address
City, State Zip Code

If you do not know the name of the contact, consider leaving off the salutation. Present the letter as a memo and substitute Re: Job Title or Job Number.

Dear _____:

Introduction: Use this paragraph to state the position or type of work you are seeking. Identify how you learned of the position (e.g., Hire Red Raiders or through a networking contact). Briefly introduce yourself (not My name is – that information is obvious from the letterhead) and explain your interest in the position. If possible mention something about the company to show that you understand that industry.

Sell Yourself: In one or two short paragraphs (or 4 to 5 bullets) expand on your skills, qualifications, accomplishments, and education. Research the company and industry. Be sure to draw a connection between the needs of the current job and the skills you bring to the job.

Use the job description as a reference and target your information to the position. This paragraph can also be used to explain something from the resume or add information that did not fit into the resume. Be professional about what information you provide.

Ask for an Interview: In this paragraph emphasize your interest in the position and the company. Thank the employer for their time and express your interest in a phone, video, or face-to-face interview. Provide your phone number and email address again in this paragraph.

Sincerely,

Sign your name here

Your name typed

Enclosure: Resume

If you are mailing the resume you will include the signature and enclosure information as presented here. If you are emailing there will no line about enclosures. And in an email it is acceptable to simply type your name at the end of the email. Or include your signature if you have the option.

After You Graduate, Keep It Up-to-Date!

As you grow in your career, be sure to add each new job to your resume. Save your job descriptions to help with wording. You can also refer to www.onetonline.org to review additional wording suggestions.

Drop specific references to old college activities as you replace them with leadership experience within your job and volunteerism in the community.

After you get your first job, remove your grade point average and specific scholarships, but leave the summary information, such as “Bachelor of Art Cum Laude”.

Remember that you can have your resume reviewed by the UCC at any time after you graduate from Texas Tech.

UCC Resume Resources

The UCC offers several options for getting help in creating and perfecting your resume. Take advantage of one or more of the following services available to students and alumni:

Career Coaching: The UCC has counselors available to meet with students and alumni by appointment. Sessions can cover a variety of topics, including resume development, job search strategies, interviewing skills, and other career related concerns.

Events and Webinars: Each semester the UCC offers several events and webinars on various topics, including resume writing, interviewing, networking, job searching and more! For a list of events and webinars visit www.careercenter.ttu.edu/events.

Online Resources: The UCC offers numerous online resources to assist students with their career development, including application documents, job search strategies, interviewing, and salary negotiation.

- www.careercenter.ttu.edu The UCC website includes resources on events, career exploration and development, job boards, Raider Mentor Network, and instructions on creating a credentials file.
- www.onetonline.org O*NET OnLine is a government website which provides occupational information for over 900 occupations. Use this website to assist you in developing your bullets!

Contact the UCC or log in to Hire Red Raiders to schedule an appointment!



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