



SAINT MARY'S COLLEGE
of California



How to Write a Winning Resume:

Resume Workbook

Career Center
Saint Mary's College of California
Ferroggiaro Hall, 2nd Floor
925-631-4600

*See a career counselor for personalized help or to answer your questions.
We're here for you!*



Objectives

By the end of this workshop, you will:

1. Learn the guidelines of a college resume
2. Practice writing bullet points
3. Write a "rough draft" resume
4. Learn formatting tips for resumes
5. Learn the basics of cover letter writing and references

Why write a Resume?

- To get an interview

General Resume Rules (these are *general* guidelines, not "set in stone" rules)

- 10-12 point font, no smaller or it's hard to read. Name is 14-16 point font.
- Single page for a college resume, in most cases.
- One inch borders.
- Put on high-quality resume paper, 24lb bond weight. Colors: white, buff, ivory (found at copy shops). Avoid speckled paper. Use a high-quality printer, no photocopies.
- Include information relevant to the job on your resume. This may mean you have different versions of your resume for different jobs.
- Add any information that will help "sell" you to an employer.
- Proofread your resume very carefully. Resumes must be perfect, containing no typos or grammatical errors.

Cardinal Sins of Resume Writing

- a. Unprofessionalism
 - Using paper or ink in unusual colors (such as pink or blue).
 - No extraneous pen or pencil marks. No printer lines.
 - Poorly formatted i.e. margins don't line up.
 - Font size too large or too small
- b. Carelessness
 - Spelling errors, typos, grammatical mistakes.
- c. Cuteness and cleverness
 - Forget puns and clever play on words—they usually backfire.
- d. Irrelevance and fluff
 - Prospective employers are interested in one thing: whether you are a candidate for the job. Leave off things like "write music" on your Accounting resume.
- e. Misrepresentation
 - Don't lie or embellish the truth.
- f. Others
 - Don't fold a resume or cover letter. Resumes are sent flat with a cover letter on top.
 - Never use the word "I". The subject is implied.



1. Letterhead

Basics:

- Name should be a larger font size than rest of resume. 14-18 point font.
- Name can be centered or on right side. All letterhead formats are acceptable as long as your name stands out and your margins are lined up. Avoid left side, as resumes can be stored in binders.
- An identical heading is used on your resume, cover letter, reference sheet, and all correspondence.
- College resumes often have two addresses, one for campus and one for home (permanent address).
- E-mail should be a professional email, not hotmama@aol.com
- Recommendation: Do not use cell phone number unless necessary.

Examples:

Erin Sutherland
esutherla@stmarys-ca.edu

Present Address:
256 Money Court
Lafayette, CA 94562
(925) 323-4526

Permanent Address:
345 Econ Street
Numbers, TX 90012
(905) 556-0203

Name _____ (16 font)

_____ @ _____

Present Address:

Permanent Address:

Julia Childs

4 Food Way, Walnut Creek, CA 94524 (925) 455-8798 jchilds@ucb.edu

Name _____ (16 font)

Address, city, state, zip, phone #, e-mail



2. Objective

Basics:

- The objective is essential, and everything that follows should support it. It should be brief and to the point.
- Be specific. If you are applying for a specific job, use the job title in the objective.
- Your career objective should indicate what it is you *want to do*.
- **Exceptions:** For On-Campus Recruiting and Career Fair, you will not need an objective on your resume.
- **Avoid** objectives that are not specific, i.e. “a challenging position”, “opportunity for advancement”, “using my education and skills”, “in a field where I can grow and learn”.

Examples:

Objective: To obtain a position in a sports-oriented business utilizing promotional and organizational skills.

Objective: A position in public relations.

Objective: To obtain the accounting internship at XYZ company.

Objective: _____.



3. Education

Information that can be added under Education:

- Saint Mary's College of California, Moraga (Do not abbreviate the word Saint).
- BA, BS, B.A., B.S., Bachelor of Arts, Bachelor of Science. All are fine.
- Minor and/or area of emphasis.
- Graduation date: month and year.
- GPA if 3.0 or higher, or use major GPA if it's over 3.0. If under 3.0, omit GPA.
- List awards, scholarships and Dean's List.
- **Coursework:** list those upper division classes that are relevant to the job for which you are applying.
- **Projects:** list and briefly describe relevant class projects. Begin each sentence with an "Action Verb". See list of Action Verbs under "Experience". List class projects that are relevant to the job for which you are applying.
- Study Abroad and/or January Term. Note area of study.
- Financing your education, i.e. 100% of college financed through scholarships, employment and loans.

Examples of Education:

EDUCATION: Saint Mary's College of California, Moraga
B.S.E. Business Administration, Honors Concentration in Financial Services, Minor in Economics, May 2005

- GPA 3.4, Major 3.6
- Deans List
- 100% of education paid through scholarships, grants and employment

Coursework: Money Credit and Banking, Macro / Micro Economic Theory, Financial Management, Business Statistics, Marketing, Business Ethics, Honors Forum, Organizational Theory

Projects: Financial Analysis of FedEx Corporation: Acquired relevant information and data, computed financial ratios and compared to industry, conducted SWOT analysis and forecasted expected growth.

Education	Saint Mary's College of California, Moraga BA Kinesiology, Minor in Psychology 3.28 GPA / Deans List Fall 2004 100% of education financed through scholarships, grants, and loans Coursework: Anatomy, Physiology, Cell/Molecular Biology, Systemic Physiology, Sports Medicine, Sport Psych., Care and Prevention of Athletic Injuries, Theory of Motor Performance, Therapeutic Modalities.	May 2006
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Examples of Projects:

Marketing Case Studies: Worked on a team to analyze a company's financial status. Redefined target markets. Formulated a new technique of marketing to these target markets in order to maximize profits. Presented the central issues to the company. Organized a more effective way to deal with these issues and presented the new marketing strategy to the class.

Infancy and Childhood Project: Conducted case study. Focused on the physical, emotional, and cognitive development of a 20- month old child. Used both naturalistic and structured observation methods to gather information.



Education Saint Mary's College of California, Moraga
BA or BS _____ Minor in _____, May _____
_____ GPA
Awards and/or Scholarships _____

Coursework: _____

_____ (project name): _____

Study abroad: (where) _____ Studied _____



4. Experience

Basics:

- On or off-campus jobs:
 - ✓ Paid and unpaid jobs
 - ✓ Internships
 - ✓ Volunteer / community service
 - ✓ Campus jobs: Student Government, committees, RA, Club officer, Student Orientation Staff, Tutor, Peer mentor, Collegian writer, ...
- Include job title, employer/organization, city & state, dates (years only).
- Describe your accomplishments using actions verbs (see below). Do not use the word "I", it's implied.
- Current jobs - use present tense verbs. Past jobs - use past tense verbs.
- List most current job first. Reverse chronological order.
- Seniors - use college jobs only, leave off high school information.
- Freshmen, Sophomores & Juniors- OK to list high school jobs/ activities.
- Number of bullet points can vary depending on relevance to the job applied for.

Examples:

EXPERIENCE: Career Center, Saint Mary's College of California Moraga, CA
Student Assistant 2003 – Present

- Assist director in organizing and planning career events.

Experience: Accounting Clerk
Phillips Farms Marketing Visalia, CA 2002 – Present

- Accurately prepare Federal and State documents for international shipping

List your last 2 jobs and write 2-4 bullet points for each. Start each with an action verb (attached)

Tip: Write whatever comes to mind and then edit, edit, edit.

Experience: _____

- _____
- _____
- _____
- _____

- _____
- _____
- _____



Action Verbs / Skills for Your Resume

Communication Skills

Arranged
Clarified
Communicated
Corresponded
Created
Defined
Drafted
Edited
Enlisted
Influenced
Informed
Interpreted
Mediated
Motivated
Negotiated
Obtained
Persuaded
Presented
Read
Reconciled
Sold
Summarized
Wrote

Detail Skills

Approved
Arranged
Audited
Classified
Collated
Collected
Compared
Compiled
Counted
Dispatched
Documented
Edit
Estimated
Evaluated
Formatted
Generated
Implemented
Monitored
Operated
Organized
Prepared
Prioritized
Processed
Proof read
Recorded

Financial Skills

Administered
Allocated
Analyzed
Appraised
Assessed
Audited
Balanced
Bookkeeping
Budgeted
Calculated
Computed
Decreased
Developed
Established
Identified (problem)
Improved
Managed (\$)
Planned
Prepared
Presented
Reconciled
Researched
Reviewed
Solved

Helping Skills

Adjusted
Advised
Advocated
Appraised
Assisted
Attended
Cared
Coached
Collaborated
Counseled
Demonstrated
Directed
Encouraged
Enlightened
Facilitated
Guided
Intuited
Lead
Listened
Mentored
Modeled
Perceived
Planned
Referred
Trained

Sales Skills

Achieved
Analyzed
Closed
Coordinated
Decreased
Developed
Earned
Exceeded
Expanded
Explained
Generated
Increased
Listened
Maintained
Marketed
Merchandised
Monitored
Negotiated
Persuaded
Presented
Promoted
Publicized
Represented
Sold
Targeted

Knowledge of/experienced as...

In charge of...

Initially employed...

Familiar with...

...amounting to a total savings of ...

Acted/Functioned as...

Experience involved/included...

Sales quota accountability...

Temporarily assigned to...

Worked closely with...

Promoted to/from...

Specialize in...



<u>Analytical</u>	<u>Creative Skills</u>	<u>Management/ Leadership</u>	<u>Research Skills</u>	<u>Teaching Skills</u>
Arranged	Abstracted	Authorized	Clarified	Adapted
Administered	Created	Directed	Collected	Advised
Allocated	Demonstrated	Evaluated	Critiqued	Clarified
Appraised	Designed	Evaluated	Diagnosed	Developed
Assessed	Developed	Fired	Evaluated	Educated
Audited	Devised	Headed	Examined	Encouraged
Compared	Directed	Hired	Extracted	Explained
Critiqued	Discovered	Led	Gathered	Facilitated
Collected	Displayed	Managed	Identified	Guided
Determined	Illustrated	Mediated	Inspected	Graded
Examined	Imagined	Mentored	Interpreted	Influenced
Identified	Innovated	Motivated	Interviewed	Informed
Inspected	Integrated	Recruited	Investigated	Intuitied
Interpreted	Originated	Resolved	Reviewed	Persuaded
Maintained	Performed	Scheduled	Summarized	Taught
Prepared	Played	Supervised	Tested	Trained
Processed	Predicted	Trained	Wrote	Tutored
Recognized	Visualized	Trouble Shoot		
Reviewed				
<u>General</u>				
Analyzed	Expedited			
Assessed	Lead			
Assigned to...	Organized			
Compared	Participated			
Conducted	Planned			
Consolidated	Prioritized			
Consulted	Recommended			
Coordinated	Reduced			
Corrected	Reviewed			
Delegated	Revised			
Demonstrated	Updated			
Determined	Upgraded			
Developed				
Displayed				



5. Skills

Basics:

- List computer programs, i.e. MS Word, Excel, PowerPoint, Adobe Photoshop, QuickBooks ...
- Languages, qualify if bilingual, fluent, or conversational

Examples:

Skills: Microsoft Windows, Word, Excel, Internet Research.

Skills: MS Word, Excel
Spanish, fluent

Skills: _____

6. Activities

Basics:

- List all SMC activities.
- Show teamwork, leadership, and community involvement.

Examples:

ACTIVITIES: Business Club, Peer Mentor, CircleK Club, Dante Club

Activities: _____

7. Interests

- Hobbies, travel, sports, ...
- May be combined under Activities.

Examples:

Interests: Biking, painting, travel, writing, football, soccer

8. Combined Activities and Interests

- List SMC activities first, then list Interests.

Example:

Activities: Business Club, Peer Mentor, Biking, Graphic Design



Font used for resume is Times New Roman 11pt

Line up
margin

Center name
Name is 18 pt font

Right
justify

Jessica A. Kidd
jakidd@stmarys-ca.edu

Present Address:
130 Geary Ave. #345
Moraga, CA 94556
925.346.5556

Line up

Permanent Address:
875 Treat Street
Newark, NJ 24065
320.589.5432

Objective: A position as a high school history teacher.

Education: Saint Mary's College of California, Moraga
Bachelor of Arts, History, May 2005
GPA 3.25

Coursework: Modern Japan, African American History, Education, History of California, Culture and Society, and Collegiate Seminar
Special Projects: Thesis in Medieval Studies– Spring Semester

Line up
using tabs

Experience: **Accounting Clerk**

Phillips Farms Marketing

Visalia, CA 2002 – Present

Job to present
time = present
tense verb

- Accurately prepare Federal and State documents for international shipping
- Compute invoices for sales department
- Train new employees in computer operations, accounts payable
- Organize employee safety training and followup meetings

Right
justify

1" margin

Office Clerk

Saint Mary's College Softball Clinics

Moraga, CA 2002 – Present

- Instruct girls ages 6-17 in basic softball skills
- Serve as a role model to promote and develop sportsmanship
- Maintain discipline and give performance evaluation

1" margin

Job in the
past = past
tense verb

Office Clerk

Tulare County Social Services/Personnel Dept.

Visalia, CA 2001 – 2002

- Utilized county mainframe to generate fraud investigation paperwork

Skills: MS Word, Excel
Spanish, fluent

Activities: **Saint Mary's College Intercollegiate Softball Team**

- Four year letter winner

Student Athlete Advisory Committee

- Meet and confer with staff and athletes regarding, facilities, scholarships, etc.

Football Statistics

- Kept written record as backup for computerized system

Student Alumni Association

- Helped to plan and organize Homecoming

The Admissions Group

- Conducted student tours. Hosted overnight visits for potential students.

Student Orientation Staff

- Communicated with new students over the summer
- Assisted in orientation sessions, move-ins, and ice-breaker sessions
- Received leadership training for facilitating groups



Font used for resume is Arial 11pt

Center name
Name is 16 pt font

Line up
margin

Erin Sutherland
esutherla@stmarys-ca.edu

Line up
Using tabs

Present Address:
256 Money Court
Lafayette, CA 94562
(925) 323-4526

Line up

Permanent Address:
345 Econ Street
Numbers, TX 90012
(905) 556-0203

EDUCATION: Saint Mary's College of California, Moraga
B.S.E. Business Administration, Honors Concentration in Financial Services, Minor in Economics, May 2005

- GPA 3.4, Major 3.6
- Deans List
- 100% of education paid through scholarships, grants and employment

COURSEWORK: Money Credit and Banking, Macro / Micro Economic Theory, Financial Management, Business Statistics, Marketing, Business Ethics, Honors, Forum, Organizational Theory

3/4" to 1" margin

PROJECTS: **Financial Analysis of FedEx Corporation:** Acquired relevant information and data, computed financial ratios and compared to industry, conducted SWOT analysis and forecasted expected growth.

3/4" to 1" margin

Community Development Project: Designed plan to revitalize Fruitvale District in Oakland, conducted a parking inventory, turnover and survey and analyzed traffic flow to determine maximum space allocation.

Right justify

EXPERIENCE: Career Center, Saint Mary's College of California Moraga, CA 2002 – Present
Student Assistant

- Assist director in organizing and planning career events
- Create and maintain student data base
- Publicize and promote student awareness of career center activities

Job to present
time = present
tense verb

The Bindi Family Lafayette, CA 2002 – Present
Child Care Provider

- Provide care for children ages two, four and six
- Supervise and monitor children's afternoon activities
- Tutor children in reading and other school work

Job in the
past = past
tense verb

Coca-Cola Bottling Company Sacramento, CA Summers 2003, 2004
Merchandiser

- Analyzed customer needs and promoted sales
- Merchandized products for effective displays
- Collaborated with sales force to maintain retail stores inventory

SKILLS: MS Word, PowerPoint, Excel, Works, File Maker

ACTIVITIES:

- Economic Development
- Business Club
- Painting
- Independent Tutor
- CircleK Club
- Snowboarding



Julia Childs

4 Food Way, Walnut Creek, CA 94524 (925) 455-8798 jchilds@ucb.edu

Objective Internship position in a sports medicine setting

Education Saint Mary's College of California, Moraga May 2005

BA: Health and Human Performance Minor: Psychology

3.28 GPA / Dean's List Fall 2001

100% of education financed through scholarships, grants, and loans

Coursework: Anatomy, Physiology, Cell/Molecular Biology, Systemic Physiology, Sports Medicine, Sport Psych., Care and Prevention of Athletic Injuries, Theory of Motor Performance, Therapeutic Modalities. All science courses completed with labs.

Experience Tice Valley Physical Therapy Walnut Creek, CA 2003–Present

Physical Therapy Aide

- Assist all clients with their specific rehab program
- Instruct and demonstrate proper techniques to all clients
- Provide clients with information on injury, treatment and prevention
- Follow protocol for use of various modalities during rehab programs

Wells Fargo Bank Walnut Creek, CA 2001–2003

Bank Teller

- Complimented on excellent service in developing customer loyalty
- Analyzed customers' needs and promoted appropriate sales to meet goals
- Trained new tellers in operational procedures

Lady Footlocker Pleasant Hill, CA 2000–2001

Sales Associate

- Created merchandise displays
- Recognized as Employee of the Month
- Possessed product knowledge of all merchandise to sell ethically

Skills Microsoft Windows, Word, Works, Excel

Activities

- Voted as two-time Captain of nationally-ranked SMC Women's Soccer Team
- Awarded WCC Second Team (2002) and Honorable Mention (2001) honors
- Recognized as "Elite Athlete" by Soccer Buzz Magazine
- SMC Student Athlete Advisory Committee and Fiscal Integrity Subcommittee
- Volunteered at Moraga Clean-Up Day, SMC Kids Carnival, Boys and Girls Club
- Mountain Biking, Reading, Travel, Basketball, Football, Soccer

Making Your Cover Letter Count



Basics:

- A cover letter should always accompany your resume. Exception: On-campus recruiting.
- Your 1 page cover letter directs the reader's attention to those areas you wish to highlight.
- Always research the company first. You must demonstrate your knowledge of the company and/or industry.
- Focus on what *you can offer* the prospective employer and not what you want.
- It must look professional and follow a left justified standard business format.
- If e-mailed, then put cover letter in body of email and attach resume.
- If mailed, use matching resume paper with identical letterhead to match resume.

1. Date

2. Name and address of the recipient

Standard information on a business letter is to include the following information in the following sequence.

Line 1: The person's full name

Line 2: The person's title, spelled correctly

Line 3: The department (use if you can't access the person's title)

Line 4: The name of the company

Line 5: Street name and address

Line 6: City, state, and zip code

Example:

Mr. Steve Barrons
Director of Field Operations
Gallo Sales Company
30825 Wiegman Road
Hayward, CA 94544

3. Salutation

- If you don't know the person's name, find out! Pick up the phone and call, the receptionist will usually give out this information.
- Do not say: Dear Sir or Madam; or To Whom It May Concern.
- A general rule is to use the surname preceded by Mr. or Ms. Only use the person's first name when you've been personally introduced and have already referred to that person by the first name in conversation.
- The person's name should be followed by a colon, not a comma.



- Certain titles, such as Dr. always precede the person's name and titles. PhD., M.D., R.N, come after the name. Remember, it's one or the other, never both.
- The salutation is 2 spaces after the name & address of the person.

Examples:

- ✓ Dear Mr. Barrons:
- ✓ Dear Dr. Morow:
- ✓ Dear Ms. Smith:

4. First Paragraph

State why you are contacting them, the position for which you are applying and how you learned about the opening (friend, career center, monstertrak.com, etc.)

- Use someone else's name as an introduction, if possible. It is the best way to ensure that your letter gets attention. The person whose name you use does not have to be a close friend. It can be someone you know casually or recently met.

Here are two examples:

- ✓ I am writing to apply for the sales representative position at Gallo in Modesto. Ann Smith, a Saint Mary's graduate and Gallo employee, informed me of this opening.
- ✓ Your colleague, John Smith, suggested I contact you about the Marketing Assistant position with Waycross Industries.

5. Second Paragraph

Indicate why you are interested the company, the position, its products or services. What is it about the organization that makes you want to work for them? This is where you show the company you have done your research. Answers the question: Why do you want to work here?

6. Third Paragraph

Summarize your qualifications, training and experience. Explain how your qualifications or transferable skills match the qualifications for the position. Show your personality and enthusiasm. Here's what I can offer *you*. Answers the question: Why should they hire you?

7. Final Paragraph

In the closing paragraph, ask for the interview and indicate your flexibility as to the time and place.

8. Closing

Any of the following will do the job:

- ✓ Sincerely,
- ✓ Sincerely yours,
- ✓ Cordially,



SAINT MARY'S COLLEGE
of California

SAMPLE COVER LETTER

Susie Jones

sjones@stmarys-ca.edu

Permanent Address:
702 Marigold Ave.
St. Louis, MO 63103
256-280-5555

College Address:
980 Saint Mary's Road
Moraga, CA 94556
925-555-5656

April 7, 2005

Mr. Steve Barons
Director of Field Operations
Gallo Sales Company
30825 Wiegman Road
Hayward, CA 94544

Dear Mr. Barons:

I am writing to apply for the sales representative position at Gallo in Modesto. Ann Smith, a Saint Mary's graduate and Gallo employee, informed me of this opening.

As you can see from my resume, the internship I had with XYZ Corporation provided an opportunity for me to gain practical experience with account maintenance and cold-calling new accounts. As a waiter in a high end restaurant for the past four years, I have learned firsthand how to effectively manage customers and their demands. I have been formally commended by management several times, and honored as "Employee of the Month."

The skills I have developed from my work experience and academic background support my strong interest in a sales career. Ever since I decided to pursue a sales career, Gallo has been at the top of my list of prospective employers. The strides your company has taken in the retail consumer marketplace – namely the integration of your product mix in expanding markets – make Gallo a leader in the industry.

I would very much like an opportunity to speak with you regarding the sales representative position. I will call you late next week to discuss my qualifications for the position, or you can reach me in the meantime at (925) 631-1234. Thank you for considering me for this position.

Sincerely,

(4 spaces)

Susie Jones

Enclosure



References

- List 3-5 references. These can include: employers, coaches, professors, supervisors. Don't use family or friends.
- Put on matching resume paper, with identical resume letterhead.
- Generally you don't include this with the resume & cover letter.
- You submit references when asked.

Mary Smith

msmith@aol.com

Current Address:

1928 Saint Mary's Road
Moraga, CA 94575
(925) 631-4600

Permanent Address:

12345 Home Street
Old town, CA 99999
(650) 987-6543

REFERENCES:

Mr. James Dean

Vice President, Human Resources
The All-American Company
5758 Bumpy Road
Muddyville, CA 91234-5678
888.222.0987

jdean@hotmail.com

Dr. Indiana Jones

Professor, English Department
University of Knowledge
2242 Learning Loop
Smartsville, TX 65656-3434
308.724.0394

ijones@uknow.edu

Ms. Mary Poppins

Childcare Supervisor
Heavenly Home for Children
2003 Carousel Park
Funtown, CA 45612-0987
183.839.4037

mpoppins@supernanny.com

References: *Job Hunting for Dummies*, by Max Messmer