

RESUME GUIDE



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advisingcenter@uwp.edu | uwp.edu/career

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RESUME CHECKLIST

GENERAL CONSIDERATIONS

- Y Resumes should be kept to one or two **full** pages. Typically, college students and entry-level job seekers have a one-page resume.
- Y Tailor your resume to the position or experience to which you are applying.
- Y Resume font should be readable and stay within 10 to 14 points.
- Y Use consistent indentation, capitalization, font style, spacing, margins and abbreviations.
- Y Do not use personal pronouns (I, me, you, etc.).
- Y Avoid using resume templates; they may not interface well with other platforms.
- Y It is not necessary to include a list of professional references or the statement, "References Available Upon Request." Your reference list should be a separate document.

HEADING

Crystal Chronological
Milwaukee, WI | 540-262-2626
crystal.chronolgical@gmail.com
www.linkedin.com/in/crystal.chronological

- Y Remove any automatic hyperlinks.
- Y Phone number: create a professional outgoing message that lists your full name and time you will return their call.
- Y Include your LinkedIn or e-Portfolio address.

EDUCATION

Your education section is one of the first items you will include on your document. List degrees earned and degrees in progress. You may remove your high school diploma once you start your journey at Parkside.

Bachelor of Science in Business Management

December 20xx

University of Wisconsin-Parkside, Kenosha, WI

- Minor: **Mathematics**
- GPA: 3.8; Dean's List
- Organizations: Latinos Unidos; Habitat for Humanity

- Y For chronological resumes, list degrees in reverse chronological order (most recent listed first). You do not need to include your high school diploma once enrolled in college.
- Y Spell out names of degrees "Bachelor of Science", "Master of Science".
- Y List the month and year of your graduation. (i.e., if you are graduating in May 20xx, write "May 20xx").
- Y Include GPA if it 3.0 or above or if it is specified on the job posting.
 - o Round the number up (i.e. 3.5, not 3.47)

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RELEVANT EXPERIENCE

Your experience section should highlight your most relevant experiences to the position to which you are applying. You may include experiences like internships, volunteer work, part-time employment, freelance work, and other extracurricular experiences.

Consider using multiple subheadings to organized your experiences. For example: **Internship Experience, Volunteer Experience, Leadership Experience**, and more. Feel free to get creative in order to draw the eyes of the employer reviewing your document.

Marketing Intern, NEC Corporation of America, Irving, TX

May 20XX-August 20XX

- Generated a digital loyalty program which produced a repeat customer base of >35%
- Assembled sales materials, dealer kits, and collateral in preparation of marketing presentations
- Channeled marketing campaigns and assisted with all components of product messaging
- Supported the NEC Product Marketing Team with various initiatives including writing internal and external communications, web content, and social media for customer growth and allegiance

- Y Use bullet points to give brief, descriptive statements about your most important duties and accomplishments in paid and unpaid roles.
- Y Use strong action words to describe your work experience. Avoid passive phrases such as “responsible for” and “duties included”. Eliminate personal pronouns (I, me, we).
- Y Use appropriate verb tense. Use present tense action words to describe present employment experience and past tense action words to describe past employment experience.

VOLUNTEER EXPERIENCE

Including volunteer experience and other extracurricular experiences will help your document stand out. Make sure you are using accomplishment-statements when describing your experience.

College Possible FAFSA Volunteer, ABC University

May 20XX-August 20XX

- Articulated changes to the application to make students and families aware of the influence on their student aid and future applications
- Guided students and their families with the Free Application for Federal Student Aid (FAFSA) to confirm the application was completed accurately and any questions were answered

ADDITIONAL INFORMATION

If there is room on your resume, feel free to include this additional information:

- Y Language skills: Are you fluent in multiple languages? Which ones?
- Y Military experience: Have you served in the military? If so, list the branch, your position, and any special training or education.
- Y Professional memberships and leadership positions: Have you attended any conferences/workshops/seminars? What were they? Where were they located?
- Y Certificates and licenses: Are you certified in first aid, CPR, mental health skills, etc.?
- Y Computer or technical skills: Do you know how to use any software that pertains to the position? How proficient are you with each program? **If you are applying for technology positions and have extensive computer skills, consider placing this section between the Education and Experience sections.**
- Y Class presentations/projects: Have you presented on a topic that may be important to the company?

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RESUME FORMATS

Which resume format is right for you?

There are three common resume formats: chronological, functional, and combination. Use the table below to decide which is best for you. The Chronological Resume is the most commonly used.

	Chronological Resume	Functional Resume	Combination Resume
Overview	Lists your work history in reverse order – starting with your current or most recent job first.	Focuses on skills and strengths relevant to position and employer.	Blends the flexibility and strength of the other two types of resumes.
Advantage	<p>Easy to write.</p> <p>Emphasizes a steady employment record.</p> <p>Employers like to see job titles, dates of employment, and level of responsibility.</p>	<p>De-emphasizes a spotty work history.</p> <p>Allows you to highlight strengths and transferable skills.</p>	<p>Shows off a strong employment record with upward mobility.</p> <p>Show the skills you have used in the past to apply to the job you are seeking.</p>
Disadvantage	<p>Calls attention to any employment gaps.</p> <p>Skills can be difficult to spot.</p>	<p>Lacks detailed work history.</p> <p>Not favored by many employers – document appears as if you are hiding employment gaps, lack of relevant experience, or underemployment.</p>	<p>Work history is listed lower on the page, which may not receive employer attention.</p>
Best used...	To reemphasize past career growth and development in the same career.	<p>To emphasize transferable skills.</p> <p>Use this format if you have limited work experience or are changing careers.</p>	<p>To show off your skills developed throughout your work history.</p> <p>Use when you are making a career change.</p>
Don't use if...	There are multiple gaps in your work history or are entering the market after a long absence.	<p>You want to emphasize growth/development.</p> <p>Responsibilities in recent jobs were limited.</p>	Your experience is limited, or there are wide gaps in your work history.

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EDUCATION

Bachelor of Science in Computer Science

December 20xx

Minor: Mathematics

University of Wisconsin-Parkside, Kenosha, WI

GPA: 3.8; Dean's List

Organizations: Association for Women in Computing (AWC)

SKILLS

Programming/Scripting Languages: (Proficient) Java; (Familiar) Python, C, SQL, Javascript, MATLAB

Technologies/Environment: Windows, Linux, MySQL, Win32 API/GUI, ASP.NET

EXPERIENCE

Student Intern

Summer 20xx

Mayo Clinic – Rochester, MN

- Migrated existing website from SQL Membership to ASP.NET
- Surveyed and interviewed with end users to determine their information needs
- Wrote application to create custom surveys

Desktop Support Consultant

September 20xx – Present

Campus Technology Services – University of Wisconsin-Parkside

- Provide second level technical support in faculty/staff offices as needed to ensure timely client service and appropriate issue resolution
- Escalate technical support issues that cannot be resolved to ensure timely service to the client and issue resolution
- Ensure the security and confidentiality of all customer data and information; protect against unauthorized access or use of such data or information that could result into substantial harm

PROJECTS

Vintage Foundation

Fall 20xx

Boys and Girls Club – Kenosha, WI

- Advised on new technologies to help further the organizations mission and goals
- Instructed program director on building a user-friendly website and employee database
- Assessed systemic problems and suggested possible solutions

News Delivery System

Spring 20xx

University of Wisconsin-Parkside Foundation

- Integrated old code with new for web application delivering custom tailored web news
- Coded in Java using Model-View-Controller architecture

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Faye Functional

Oak Creek, WI

ffunctional@gmail.com | 222-333-4444 | www.linkedin.com/in/faye.functional

EDUCATION

Bachelor of Science in Communications
University of Wisconsin Parkside – Kenosha, WI

Expected Graduation 20xx

SUMMARY OF QUALIFICATIONS

Customer Service

- Served a diversity pool of customers with a variety of services to help satisfy their needs and wants
- Established methods to complete projects and other major tasks that play a significant role in customer satisfaction
- Increased overall customer satisfaction by 10% and increased new customer rate by 25%

Leadership

- Facilitated training of new employees, and prepared them to work successfully individually and in collaborative settings
- Implemented new policies to continue to satisfy employees and increased retention rate by 15%.
- Develop routines for employees to follow to keep the workflow going and produce effective workers in the long term

Communication and Collaboration

- Organized weekly meetings with team members to develop new strategies for the workplace
- Presented a thesis with other club members to 150+ people on the values of interpersonal communication

JOB EXPERIENCE

Customer Service Manager
Bub's Shop

January 20xx – May 20xx

CAMPUS INVOLVEMENT

Vice President
Communications Club

January 20xx – Present

Chair
Diversity and Inclusion Summit

May 20xx – January 20xx

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Chris Combination

434-555-2000 | ccombination@rangers.uwp.edu
linkedin.com/in/chris-combination

PROFESSIONAL SKILLS PROFILE

- Managed brand development project increasing customer loyalty by >30% within 3 months
- Planned and created promotional and publicity strategies, increasing business membership by 25%
- Directed marketing campaign goals and objectives, target audience, and messaging
- Lead service teams to improve customer satisfaction rating from 72% to >89% within 7 months

EDUCATION

Bachelor of Arts in English

May 20xx

Minor: Graphic Design

University of Wisconsin-Parkside – Kenosha, WI

GPA: 3.7; Dean's List

RELEVANT EXPERIENCE

Marketing Intern, NEC Corporation of America

May 20xx – August 20xx

- Generated a digital loyalty program which produced a repeat customer base of >35%
- Assembled sales materials, dealer kits, and collateral in preparation of marketing presentations
- Channeled marketing campaigns and collaborated with team on all product messaging components
- Supported the NEC Product Marketing Team with various initiatives including writing internal and external communications, web content, and social media for customer growth and allegiance

ADDITIONAL EXPERIENCE

Shift Supervisor, Applebee's

May 20xx – Present

- Promoted from Host/Server to Shift Supervisor after 6 months
- Improved customer satisfaction ratings from 72% to >89% in 7 months as Shift Supervisor
- Select and train staff to provide excellent customer service, and promote highly functioning teams
- Provide leadership and management as Shift Supervisor for 15 staff and >150 guests per shift

Sales Associate, Target

June 20xx – May 20xx

- Greeted customers and responded to guest inquiries with accuracy and punctuality
- Cross-trained to operate in multiple areas of store as needed
- Organized floor sets to strategically place product and rotated season merchandise

VOLUNTEER EXPERIENCE

Volunteer, Food Pantry of Downtown Ministries

August 20xx – Present

- Recruit and organize volunteers to cook, set-up, and serve 3 weekly meals

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Action Verbs for Resumes

Management/ Leadership Skills

administered
analyzed
appointed
approved
assigned
attained
authorized
chaired
considered
consolidated
contracted
controlled
converted
coordinated
decided
delegated
developed
directed
eliminated
emphasized
enforced
enhanced
established
executed
generated
handled
headed
hired
hosted
improved
incorporated
increased
initiated
inspected
instituted
led
managed
merged
motivated
organized
originated
overhauled
oversaw
planned
presided

prioritized
produced
recommended
reorganized
replaced
restored
reviewed
scheduled
streamlined
strengthened
supervised
terminated

Communication/ People Skills

addressed
advertised
arbitrated
arranged
articulated
authored
clarified
collaborated
communicated
composed
condensed
conferred
consulted
contacted
conveyed
convinced
corresponded
debated
defined
described
developed
directed
discussed
drafted
edited
elicited
enlisted
explained
expressed
formulated
furnished
incorporated

interacted
interpreted
interviewed
involved
joined
judged
lectured
listened
marketed
medicated
moderated
negotiated
observed
outlined
participated
persuaded
presented
promoted
proposed
publicized
reconciled
recruited
referred
reinforced
reported
resolved
responded
solicited
specified
spoke
suggested
summarized
synthesized
translated
wrote

Research Skills

analyzed
clarified
collected
compared
conducted
critiqued
detected
determined
diagnosed
evaluated

examined
experimented
explored
extracted
formulated
gathered
identified
inspected
interpreted
interviewed
invented
investigated
located
measured
organized
researched
searched
solved
summarized
surveyed
systemized
tested

Technical Skills

adapted
assembled
built
calculated
computed
conserved
constructed
converted
debugged
designed
determined
developed
engineered
fabricated
fortified
installed
maintained
operated
overhauled
printed
programmed
rectified
regulated

remodeled
repaired
replaced
restored
solved
specialized
standardized
studied
upgraded
utilized

Teaching Skills

adapted
advised
clarified
coached
communicated
conducted
coordinated
critiqued
developed
enabled
encouraged
evaluated
explained
facilitated
focused
guided
individualized
influenced
informed
instilled
instructed
motivated
persuaded
set goals
simulated
stimulated
taught
tested
trained
transmitted
tutored

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Financial/Data Skills

administered
adjusted
allocated
analyzed
appraised
assessed
audited
balanced
calculated
computed
conserved
corrected
determined
developed
estimated
forecasted
managed
marketed
measured
planned
programmed
projected
reconciled
reduced
researched
retrieved

Creative Skills

acted
adapted
began
combined
conceptualized
condensed
created
customized
designed
developed
directed
displayed
drew
entertained
established
fashioned
formulated
founded

illustrated
initiated
instituted
integrated
introduced
invented
modeled
modified
originated
performed
photographed
planned
revised
revitalized
shaped
solved

Helping Skills

adapted
advocated
aided
answered
arranged
assessed
assisted
cared for
clarified
coached
collaborated
contributed
cooperated
counseled
demonstrated
diagnosed
educated
encouraged
ensured
expedited
facilitated
familiarized
furthered
guided
helped
insured
intervened
motivated
provided

referred
rehabilitated
presented
resolved
simplified
supplied
supported
volunteered

Organization/ Detail Skills

approved
arranged
catalogued
categorized
charted
classified
coded
collected
compiled
corresponded
distributed
executed
filed
generated
implemented
incorporated
inspected
logged
maintained
monitored
obtained
operated
ordered
organized
prepared
processed
provided
purchased
recorded
registered
reserved
responded
reviewed
routed
scheduled
screened
set up

submitted
supplied
standardized
systemized
updated
validated
verified

More verbs for Accomplishments

achieved
completed
expanded
exceeded
improved
pioneered
reduced (losses)
resolved (issues)
restored
spearheaded
succeeded
surpassed
transformed
won

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Accomplishment Statements

Action Verb (Skill) → Task or Situation → Result or Impact

Tips for Writing Accomplishment Statements:

- ✓ The goal is to be specific in as little words as possible (1 line min, 2 lines max).
- ✓ Explain the *why* behind the tasks and responsibilities you achieved in your role.
- ✓ Make sure your statements demonstrate the skills that you have and how it brought value to the company.
- ✓ Remember to tailor your resume to a specific company and position and make sure your statements align with the company's requirements, mission, and vision.
- ✓ Include quantifiable data (numbers or statistics) in your statements to show impact.
- ✓ Have 3-5 accomplishment statements per job/competencies section.

Example 1:

Organized campus events such as XYZ to educate the public about equity and inclusion

Action Verb: Organized

Task or Situation: campus events such as XYZ

Result or Impact: educate public about equity and inclusion

Example 2:

Increased customer satisfaction ratings from 72% to >89% by conducting regular staff training and check-ins

Action Verb: Increased

Task or Situation: customer satisfaction ratings

Result or Impact: implemented staff training and check-ins which resulted in higher ratings

Example 3:

Facilitated socialization of sheltered dogs and cats in order to prepare for adoption

Action Verb: Facilitated

Task or Situation: socialization of sheltered dogs and cats

Result or Impact: prepare animals for adoption

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