

Building an Effective Resume

An effective resume can get you "in the door" for an interview.

- Your resume allows potential employers to assess your professional qualifications at a glance.
- Statistics show that employers spend less than 10 seconds scanning a resume, so the design and format should allow the reader to take in your most important credentials at a glance.

It is typical to have several versions of a resume.

- Each one should be fashioned for the particular job/internship for which you are applying.
- Divide your resume into categories and use **bold** formatting to set them off.
 - Below are a few examples for category headings:

Summary of Qualifications
Honors/Awards
Work Experience
Campus/Community Involvement

Objective
Projects
Language Skills
Computer Skills

Education
Related Coursework
Affiliations/Membership
Related Experience

Content:

- The order of your resume categories should reflect the interests of your reader. For example, if you are applying for a teaching job and have teaching experience, list it first. If you are a recent graduate with limited experience, you will want to list education first. As you gain experience, rearrange your categories, add new listings, and delete the less impressive.
- Be consistent in how you list information in each category. If you list the city and state after each entry, continue to do so in subsequent categories.
- Include only information relative to the position you are seeking. Occasionally, however, a prospective employer may be intrigued by your mention of a special skill or work experience. Avoid complete sentences.
- Dates are typically used when listing positions and often, though not always, for listing educational degrees; for example, the year that you received your Bachelor's or Master's degree, or years you attended an educational institution.
 - If you decide to list dates for other categories, begin with the most recent and work back chronologically.
 - The advantage of not including dates is that you can list your experiences in order of their importance.
- Do not state "References available upon request" at the end of your resume.
 - Actual references should never be listed on the resume - instead, use a separate page, printed with your letterhead and the title "References" at the top.
 - List three or four contacts with name, job title, company/organization, address, phone, e-mail address, and professional relationship.
 - Reference sheets should not be mailed with your resume unless specifically requested.

Format - Proofread - Print:

Format your resume so that it looks professional, is reader-friendly, and is graphically attractive.

- Use a typeface that is easy to read; if it is too fancy, it may distract from the content.
- Too much punctuation - underlines, parenthesis, and too many type styles - are also distracting.

Use only one page for your resume. Use two pages only if you have extensive experience, particularly as a professor (if you need to list courses taught or publications written). **Remember, less is more!**

Proofread:

- Always have someone else **proofread the finished resume** for typos before you have it printed, submit it electronically or upload into MyCareer Online and other job databases as well as LinkedIn. You may miss the most obvious mistake which could lead to you not getting the interview and most importantly the job/internship.

- Most computers also have a "spellcheck" - use it but be careful spellcheck will not catch for words in all capital letters nor words spelled correctly but not used in the right context (i.e. there/their, are/our, where/wear, and customer/costumer).
- Finally, make sure to double check the spelling of all names, organizations, and dates.

Resume Structure

Personal Letterhead

- The top of the page should include your **name, mailing address, telephone number, and e-mail address**. It is critical that you use a professional email address such as your school email address or another address that closely resembles your full name (for example: jane.smith@gmail.com). It is also important that you have your voicemail system set-up to receive calls and that you have a professional recording with no background sounds.
- Other items that can be added include: LinkedIn URL, personal website, blog--however, in regards to LinkedIn, you should be sure to fully develop your profile prior to listing your URL. If your profile simply restates the same information that's included on your resume, you won't improve your chances of getting an interview. Lastly, you will want to customize your LinkedIn URL prior to including it on your resume by logging into your LinkedIn account, selecting the Profile tab and Edit profile.
- Create a "letterhead" so that this stands out and will be remembered by the reader.

Examples:

Jane L. Smith

100 Morrissey Blvd. ▪ Boston, MA 02125 ▪ 617-222-5555 ▪ Jane.Smith@gmail.com ▪
<http://www.linkedin.com/in/JaneLSmith/>

Michael Ng

105 Morrissey Blvd.
 Boston, MA 02125
 MichaelNg@yahoo.com
 617-222-5533

Luis Rodriguez

107 Morrissey Blvd. ♦ Boston, MA 02125 ♦ 617-222-5544 ♦ Luis.Rodriguez@gmail.com

An objective - states your purpose:

- Tells the reader what you want to do (include job/internship title and/or industry).
- Is the reason your resume exists.
- Leaves no doubt about the focus of your job search.

Examples:

Objective: To obtain a journalism internship writing articles on local politics for the *Boston Globe*.

Objective: Seeking a job as a direct care counselor, providing a safe and secure environment for clients.

Objective: To obtain the Community Outreach Coordinator position, working to build a strong connection between Bay Cove Human Services and seniors across the Boston community.

Professional Profile/Summary of Qualifications:

- **What skills, experience, and knowledge do you bring to the position?**
- This section offers a brief summary of your best assets that are relevant to the position you are applying to using keywords.
- No matter what type of work you are interested in, it's important to assess your skills and experience to know how marketable you are. Any kind of work requires a range of skills, experiences and personal qualities beyond what is specified in a job description. Employers will be interested in three areas - business/interpersonal skills, personal qualities, and specific work experience. After you have determined your skills/traits/experience, create a skills summary or professional profile, a 20 second "commercial" of the skills/experience "package" you have to offer.
- Be sure to include keywords so that your resume will be effective electronically as well as on paper.
 - Keywords get you noticed.
 - Keywords are labels that a computer uses to match you to what an employer wants.
 - Keywords are nouns and phrases that designate your education, experience, skills and knowledge.
 - One way to know which words to use is to study current job/internship listings for keywords.

Keywords are highlighted in the sample job listing below:

VDC is seeking an intern **interested in pursuing a career in market research and/or consulting**. As an intern with VDC, you will work with a team of seasoned market research professionals and participate in **survey design, data collection, and report creation**. The market research intern will work closely with his or her mentor and will gain an understanding of the day-to-day operations of a leading market research firm. Responsibilities and key tasks will include: participating in the creation and execution of **syndicated research reports, conducting secondary research on leading technology vendors, analyzing quantitative and qualitative data sets**, conducting primary research through interviews with technology suppliers, end users and intermediaries.

Example:

Professional Profile/Summary of Qualifications

Current undergraduate student majoring in Economics; Experience with analyzing data sets through the application of statistical data analysis methods and tools including SPSS; Strong written and oral business communication skills; Strong MS Office skills—Excel, Power Point, and Word.

Education:

- This section is to include your current academic institution. If you have attended more than one college, this will be optional.
- List in reverse chronological order (latest to earliest). List only higher education - not high school.
- The following information can be included:
 - Institution, Location (i.e., University of Massachusetts Boston), location/city, state
 - Degree, Major, Graduation Date
 - GPA, Dean's List

Example:

Education

University of Massachusetts Boston, Boston, MA
Bachelor of Arts in Political Science, June 2014
GPA: 3.4, Dean's List: Fall 2012, Spring 2013

Related Coursework: (optional)

This category is useful for entry-level or internship candidates with limited work experience.

List courses you have completed that are pertinent to the type of position you are seeking; this could include courses in progress or completed within your assigned major as well as any other course/s related to the internship/job position.

Example:

Related Coursework

News Media and Political Power	The Political Economy of New England	Massachusetts Politics
The Politics of Communication	Analyzing Media Writing for the Print Media	

Work Experience:

- This category can be split into more than one section (i.e. Related Work Experience and Additional Work Experience) as well as various combinations. Below are a few examples:
 - **Related Experience** (this could include unpaid/paid experiences you have obtained that are relevant to the position you are applying to) and **Additional Experience** (this would include all other positions held within the last five years)
 - **Teaching Experience** and **Additional Experience** (this would include all other positions held within the last five years that are not teaching related)
 - **Accounting Experience** and **Additional Experience**
 - **Software Development Experience** and **Additional Experience**
- List experiences within the section in reverse chronological order (starting with the most recent). If you have work experience not related to your objective, exclude specific duties that are unrelated.
- List responsibilities and accomplishments of the position in order of importance.
- Begin each descriptive statement with an action verb (See a list of action verbs on page “to input appropriate page”) and be sure to always put the verb in the “I” form and always in the correct tense.
- Use specific numbers when possible rather than generalizations.

Example:

Related Experience:

Writer	9/2012-Present
<i>The Mass Media</i> , University of Massachusetts Boston	Boston, MA
<ul style="list-style-type: none">• Contribute articles focused on how politics in Washington effect the Boston community• Write a three part series centered on college students’ participation in the fall elections to increase voter turnout• Assist in publicizing the newspaper to students on campus, helping to increase readership by 15%	

Additional Experience:

Cashier	5/2010-10/2012
<i>Super Store</i>	Boston, MA
<ul style="list-style-type: none">▪ Provided customer service through resolution of complaints and explanation of store policies▪ Assisted customers in completing their transactions and compiled daily cash report▪ Created and implemented new store closing policies, decreasing the time it took to close the store by 50%	

Developing Effective Action Statements for Your Resume

When developing your resume it is important to have strong action statements. Your resume is not only a reflection of what skills, experiences and abilities you have to offer an employer, but it is also a representation of your written communication skills. An employer will make the decision on whether or not to interview you based on your resume and cover letter. Therefore, it is important to spend an equal amount of time creating strong documents that highlight

your strengths. When creating your resume, take your time in reflecting on your past experiences and develop strong action statements that show an employer your qualifications as a candidate.

Action statements can be difficult to develop. Using the PAR approach can assist you with highlighting your experience with concrete outcomes. It is important to brainstorm your past positions and create a list of your responsibilities and accomplishments. Once you have your list you can use the PAR approach below to develop your action statements.

P – Was there a problem you needed to resolve or was there a situation that needed your attention?

A – What action(s) did you take to resolve the problem or approach the situation?

R – What was the result?

Below are examples of the different stages of an action statement:

Poor: Called participants

Better: Recruited female teenagers to participate in an advertising research study

Best: Recruited female teenagers for an advertising research study that resulted in decreasing marketing costs by 70%

Poor: Customer service

Better: Assisted clients in a fast-paced environment

Best: Managed all returns and responded to clients' inquiries in a fast-paced environment serving 1500 customers daily

Poor: Taught students

Better: Created lesson plans and developed interactive activities

Best: Developed and initiated a lesson plan on writing techniques, culminating in a memoir written by students related to their journey in higher education

Poor Statements: The poor statements do not provide much clarity related to the depth of the candidate's experience. Vague statements leave it up to an employer to guess what a candidate's responsibilities and accomplishments were in those roles. An employer will not guess what you have done in the past, nor will an employer know all you are capable of doing in the position you are applying to if you have poor statements on your resume.

Better Statements: These statements provide more clarity related to the type of experience a candidate has had in past positions. However, they do not list any outcomes related to the impact of the candidate's work.

Best statements: These statements not only provide more clarity related to previous experience, but they also highlight results when possible. This is the best type of statement because an employer sees what a candidate has been capable of in past/present positions and can clearly see the connection between those experiences and the available position.

Strong action verbs can make a big difference between a poor statement and a best statement. On the following page are action verbs you may consider incorporating into your resume.

Action Verbs

accelerated	delivered	generated	participated	saved
accomplished	demonstrated	guided	performed	screened
achieved	described	handled	persuaded	secured
adapted	designed	headed	pioneered	selected
advanced	determined	identified	planned	shaped
advocated	developed	illustrated	prepared	shrank
amplified	devised	implemented	presented	simplified
analyzed	distributed	improvised	prevented	solved
anticipated	diversified	informed	prioritized	spearheaded
assembled	documented	initiated	processed	specified
assessed	doubled	innovated	produced	standardized
attracted	drafted	installed	programmed	stimulated
audited	earned	instigated	projected	strategized
augmented	edited	instituted	promoted	streamlined
authored	eliminated	instructed	proposed	strengthened
automated	enabled	interpreted	proved	structured
balanced	enforced	introduced	provided	suggested
broadened	engineered	joined	publicized	summarized
budgeted	enhanced	launched	quantified	supervised
capitalized	enriched	led	quoted	supplied
carried out	established	lobbied	recommended	surpassed
centralized	evaluated	maintained	recorded	synthesized
clarified	exceeded	managed	reduced	systematized
collaborated	executed	marketed	refined	tailored
communicated	exercised	maximized	remodeled	targeted
completed	expanded	mediated	replaced	taught
computed	expedited	met	represented	trained
conceptualized	explained	modernized	researched	transformed
conducted	extended	monitored	resolved	translated
consolidated	extrapolated	motivated	restored	tripled
constructed	facilitated	multiplied	restructured	undertook
contributed	figured	negotiated	retrieved	unified
converted	financed	noticed	revamped	updated
convinced	focused	obtained	revealed	upgraded
coordinated	forecasted	offset	reversed	used
created	formalized	operated	reviewed	utilized
cultivated	formulated	organized	revised	validated
debugged	fulfilled	originated	revitalized	verified
decided	functioned	overhauled	safeguarded	widened
defined	gauged	oversaw	salvaged	wrote

Computer Skills:

List your proficiency or familiarity with software packages commonly used in your industry. Technical candidates may include sub-categories, such as Hardware, Software, Programming, and Networking. The title of this section could also vary depending on your skills and the positions you are applying to.

Examples:

Computer Skills:

Proficiency in Wordpress and Microsoft Office

Computer Skills:

Classroom: Wikispaces

Social Media: Twitter, Skype, Dropbox, Facebook

General: Microsoft Office, Apple IWork, Photoshop, Adobe Illustrator

Skills

Laboratory Skills: PCR, SDS-Page Gels, Electrophoresis, Protein Purifications, DNA Microarray, Column Chromatography, Spectrophotometric Determination

Technical Skills:

Programming: Java, C/C++, C#, Shell Scripts, Python

Web Development: HTML, XML, CSS, JavaScript, PHP

Platforms: Unix, Linux, MS Windows

Database: MS Access, MySQL

Networking Programming: TCP/IP, Socket

Honors/Awards:

List academic honors such as inclusion on the Dean's List, as well as academic and/or industry-specific awards. Be sure to include the semester or month, and year you received each award/honor.

References available upon request. (Optional - but list references separately)

Example:

Honors/Awards

Merit and Community Involvement Scholarship, UMass Boston, Boston, MA, 2013

Alumni Association Scholarship, UMass Boston, Boston, MA, 2012

Pi Sigma Alpha (Alpha Gamma Upsilon- Political Science National Honor Society), UMass Boston, MA, 2012

Alpha Lambda Delta (National Honor Society for first year students), UMass Boston, Boston, MA, 2010

Resume Example

On the following page is an example of a resume for a student who is applying to an internship. Please note that this example should be used as a visual guide as to how your resume should look in its final draft and it should provide you with ideas as to what type of content should be provided in each section. **Do not copy and use statements from this sample resume or any other samples you see in this handbook. Your resume should be in your own words, reflect your experience and skills, and it should always be tailored to the job description.**

RESUME EXAMPLE

Jane L. Smith

100 Morrissey Blvd. ▪ Boston, MA 02125 ▪ 617-222-5555 ▪ Jane.Smith@gmail.com ▪
<http://www.linkedin.com/in/JaneLSmith/>

Objective: To obtain a journalism internship writing articles on local politics for the *Daily Times*.

Summary of Qualifications:

- Strong writing, editing, proofreading and verbal communication skills
- In-depth experience conducting research
- Ability to edit content following AP Style standards
- Strong organizational skills with an ability to successfully prioritize and multitask in a fast-paced environment
- Proficiency in Wordpress and Microsoft Office
- Experience working independently on multiple projects and deadlines concurrently
- Advanced understanding of language and rules of grammar, punctuation, and the technical aspects of writing

Education:

University of Massachusetts Boston, Boston, MA
Bachelor of Arts in English, June 2014
GPA: 3.4, Dean's List: Fall 2012, Spring 2013

Related Coursework:

News Media and Political Power Analyzing Media Writing for the Print Media

Related Experience:

Writer

9/2012-Present

The Mass Media, University of Massachusetts Boston

Boston, MA

- Contribute articles focused on how politics in Washington effect the Boston community
- Write a three part series centered on college students' participation in the fall elections to increase voter turnout
- Assist in publicizing the newspaper to students on campus, helping to increase readership by 15%

Additional Experience:

Cashier

5/2010-Present

Super Store

Boston, MA

- Provided customer service through resolution of complaints and explanation of store policies
- Assisted customers in completing their transactions and compiled daily cash report
- Created and implemented new store closing policies, decreasing the time it took to close the store by 50%

Campus Involvement:

Historian, Delta Psi Sigma, University of Massachusetts Boston, 2012-Present
Member, Casa Latina, University of Massachusetts Boston, 2012-Present

Additional Skills:

Language Skills: Strong proficiency in Spanish; Intermediate conversational in French, Italian, and Portuguese
Computer Skills: Proficiency in Wordpress and Microsoft Office

Additional Types of Resumes

Your resume is a great document to highlight your related skills, abilities and past experience to employers. In addition to a traditional resume, which is written in reverse-chronological order, there are two other types of resume you can consider using, depending on your experience and the type of position you are applying to at the time. Both functional resumes and hybrid resumes can be viable options to showcase your transferable skills to an employer.

Functional Resumes

Functional resumes can be beneficial to candidates who are transitioning into new fields, who have had a long work history with one employer, who have been out of the workforce for a while or who have had a spotted job history. This type of resume has similar content as a traditional resume, such as you may have the following sections: *objective*, *summary of qualifications*, *related experience*, *work history*, and *education*, but it differs in the overall presentation.

In a functional resume, you may separate your related experience section by transferable skills or qualities that the employer is looking for in the job description. Additionally, another difference with a functional resume is that your job title, organization, location and dates will be listed toward the bottom of your resume, under an employment history section, and your bullet points will be listed underneath section titles, without your job title and employer listed next to them.

This type of resume allows an employer to focus on your direct experience and transferable skills versus making a first impression on your qualifications based by past job titles, employers or work dates. By placing your strongest qualifications first, it is hoped that an employer will gain an interest in the candidate based on related and transferable skills and experience.

An example of different sections you could have on your functional resume include:

Marketing Experience	Public Relations Experience	Management Experience
Event Planning Experience	Finance Experience	Counseling Experience
Research Experience	Community Outreach Experience	Development Experience
Communications Experience	Leadership Experience	Editing/Writing Experience
Budgeting Experience	Teaching Experience	Sales Experience
Technical Experience	Communication Skills	Organizational Skills

A candidate who would like to create a functional resume should first reflect on his/her transferable skills and abilities. Focus2 is a great resource to utilize when evaluating your skills and reflecting on your interests and abilities. You can take Focus2 for free through the Office of Career Services and Internships. Be sure to review your results with a Career Specialist, who will talk with you about how to apply and incorporate your results into your job search and resume.

Remember that it is always easiest to create a resume and tailor it for specific opportunities with a job description. In addition to taking Focus2, it is recommend to search for positions you would like to apply to and then, once you have a few positions selected, start developing your functional resume. Be sure to use the job descriptions as a guide in regard to what skills and experiences you should be highlighting. On the following page is an example of a functional resume.

Hybrid Resumes

A hybrid resume is a fusion of a traditional resume and a functional resume. You will see many similar sections, but under your specialized skills and experience section, you will list your past job titles, employers, locations, and dates. Essentially, a hybrid resume combines the best attributes of both a traditional resume and a functional resume to create a strong, competitive document to submit to employers. There is an example of a hybrid resume following the functional resume example.

FUNCTIONAL RESUME EXAMPLE

Anna Rodriguez

100 Morrissey Blvd. ♦ Boston, MA 02125 ♦ AnnaRodriquez@yahoo.com ♦ 617-257-5551

OBJECTIVE: To obtain a position as a Community Relations Specialist, building strong relationships between Big Brothers Big Sisters of Massachusetts Bay and the community members of Boston.

SUMMARY OF QUALIFICATIONS:

In-depth experience with phone-based customer contact; strong organizational skills with experience planning and organizing large and small scale events; knowledge of current community programs offered through Big Brothers Big Sisters of Massachusetts Bay; experience developing and maintaining relationships with volunteers; proficient in Microsoft Office; fluent in Spanish

RELEVANT SKILLS AND EXPERIENCE:

Communication Skills

- Developed outreach letters, wrote monthly reports, and co-wrote a bi-monthly newsletter to inform employees of important office updates
- Communicated with over 300 clients on a daily basis via phone
- Created flyers to promote volunteer opportunities and communicated with local businesses to post flyers in storefronts
- Proofread and edited manuscripts and presentation materials
- Marketed weekly and monthly promotions to community members
- Trained new hires on policies and procedures

Organizational Skills

- Coordinated approximately 50 volunteers who worked directly with community members
- Managed five staff members with a strong focus on each staff member's growth and development
- Developed tracking system to monitor incoming calls in which the data gathered was used to hire more staff
- Organized logistics of the annual fundraising gala, which generates over one million dollars in donations

Community Outreach Experience

- Proactively made outbound calls and sent outreach material via email to recruit new volunteers
- Promoted upcoming community events by creating a bulletin board in the reception area
- Developed strong relationships with local businesses who would promote upcoming events
- Assisted in planning various events, including ones developed for community members, doctors, and nurses

EMPLOYMENT HISTORY:

Medical Coordinator, Dana-Farber Cancer Institute, Boston, MA, 2012-Present

Administrative Assistant II, Brigham and Women's Hospital, Boston, MA, 2008-2012

Cashier, Customer Service Representative, Shaw's, Boston, MA, 2005-2008

VOLUNTEER EXPERIENCE:

Big Sister, Big Brothers Big Sisters of Massachusetts Bay, Boston, MA, 2011-Present

Volunteer Coordinator, Bay Cove Human Services, Boston, MA, 2007-2010

EDUCATION:

University of Massachusetts Boston, Boston, MA

Bachelor of Arts in Sociology, 2016

Bunker Hill Community College, Boston, MA

Associates in Arts, Concentration in English, 2012

HYBRID RESUME EXAMPLE

Anna Rodriguez

100 Morrissey Blvd. ♦ Boston, MA 02125 ♦ AnnaRodriquez@yahoo.com ♦ 617-257-5551

Objective: To obtain a position as a Community Relations Specialist, building strong relationships between Big Brothers Big Sisters of Massachusetts Bay and the community members of Boston.

Education:

University of Massachusetts Boston, Boston, MA
Bachelor of Arts in Sociology, 2016

Bunker Hill Community College, Boston, MA
Associates in Arts, Concentration in English, 2012

Related Community Outreach Experience:

Big Sister 2011-Present
Big Brothers Big Sisters of Massachusetts Bay Boston, MA

- Promote Big Sister program to potential volunteers
- Serve as a positive adult role model through engaging little sister in activities in the greater Boston community
- Provide encouragement, support and guidance to help foster little sister's growth

Volunteer Coordinator 2007-2010
Bay Cove Human Services Boston, MA

- Coordinated approximately 50 volunteers who worked directly with community members
- Proactively made outbound calls and sent outreach material via email to recruit new volunteers
- Developed strong relationships with local businesses who would promote upcoming events
- Created flyers to promote volunteer opportunities and communicated with local businesses to post flyers in storefronts

Communication/Organizational Experience:

Medical Coordinator 2012-Present
Dana-Farber Cancer Institute Boston, MA

- Develop outreach letters, wrote monthly reports, and co-wrote a bi-monthly newsletter to inform employees of important office updates
- Manage five staff members, with a strong focus on each staff member's growth and development
- Develop tracking system to monitor incoming calls in which the data gathered was used to hire more staff

Administrative Assistant II 2008-2012
Brigham and Women's Hospital Boston, MA

- Promoted upcoming community events by creating a bulletin board in the reception area
- Assisted in planning various events, including ones developed for community members, doctors, and nurses
- Organized logistics of the annual fundraising gala, which generates over one million dollars in donations
- Communicated with over 300 clients on a daily basis via phone
- Proofread and edited manuscripts and presentation materials

Cashier, Customer Service Representative 2005-2008
Shaw's Boston, MA

- Trained new hires on policies and procedures
- Marketed weekly and monthly promotions to community members

Skills: Fluent in Spanish; Proficient in Microsoft Office

Special notes about preparing a resume

To create a visually appealing resume:

- Start by opening up a Microsoft Word document—DO NOT USE A TEMPLATE
- Use a common, clear typeface (i.e. Times New Roman or Arial)
- Use a font size of 10 to 12 points
- Avoid fancy font treatments, such as italics, underlining, shadows, etc.
- Use boldface sparingly and preferably not on key words
- Do not condense spacing between letters
- Use horizontal lines sparingly and avoid graphics and boxes
- Avoid a two-column format
- Keep margins of at least 1/2" on each side
- Place your name alone on the first line
- Include a summary of qualifications full of keywords
- Include the year your degree was completed - do not include the year you entered college
- Do not use abbreviations (Exceptions include G.P.A. for Grade Point Average and MA for Massachusetts)

E-Mailing your Resume:

Computer assisted job search almost always involves forwarding your resume to an employer via email, but depending on the kind of computer (PC or Mac) the recipient uses, your resume may not travel as well as you think it does. Is the resume attachment you send something the employer can readily view? Take the following steps to ensure a successful electronic delivery.

1) Save a copy of your resume as both a Microsoft Word and PDF document.

2) Edit this resume.

- **Proofread and spell check before sending.**

3) E-Mail a test copy to yourself.

Your resume is often the first look an employer gets at you; be sure it looks good on arrival.

Additional Resume Tips:

- You must change the objective to be job/internship specific.
- Carefully review the internship/job description and evaluate your skills and qualifications to ensure you highlight your relevant skills and accomplishments for each position held.
- It is important to incorporate keywords in your resume.
- Be sure to *always* check spelling and grammar – do not rely on spell check.
- Have your resume critiqued by a Career Specialist.

Recommended Readings:

The Office of Career Services and Internships' Career Resource Library has a plethora of resources available for students and alumni. There are over 300 books on a variety of topics, including resumes. Below are just two of the many resources you will find in our Career Resource Library to help you develop your resume:

Best Resumes for College Students and New Grads
Expert Resumes