

RESUME



2016-2017

CONSTRUCTION GUIDE



- ♦ *Find tips & samples to help get your resume ready for applications!*
- ♦ *Learn how to provide References, use Cover Letters, & follow-up with Thank You Letters.*
- ♦ *Additional resources may be found via our [Resume](#) web page.*

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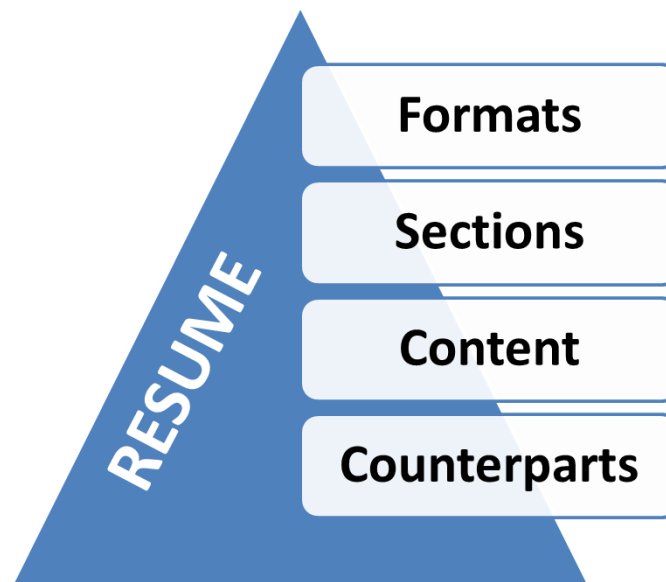
RESUME BASICS

Overview

A **resume** is not a one-size-fits-all document. Every resume is unique to the individual and to the opportunities (full-time job, internships, graduate school admission, etc.) for which he/she applies. It is one's experience, skills, education, and training that will set him/her apart from other applicants.

Refer to this **Resume Construction Guide** to gain insight on how to best portray what you have to offer a potential employer (or for graduate school admission). Additional information, including a **Resume Checklist** (Supplement section) and steps for help with creating/updating your resume, may be found on our **Resume Web Page** via <http://www.citadel.edu/root/career/resources/resume>.

Learn about:



- Once you are ready to actively engage in your search, be sure to upload your **resume** to [hireLINK](#), our on-line career management system: job board, resume database, announcement center, career events, and more!

RESUME BASICS

What is a Resume?

A **resume** is *your* personal marketing tool.

- Writing a resume is an on-going process. You will continually update it throughout your career.
- It concisely outlines your educational background, experience, skills, and training as they relate to how you may contribute to the organization.
- It communicates what makes you stand out from other applicants to potential employers (job search) or universities (graduate school admission).
- Develop a “general resume” to keep track of your experience, qualifications, and skills. Then pull the appropriate information to create a resume tailored to each opportunity for which you apply.
- Include high school involvement when college activities and experiences are limited or when they are related to your career goals (i.e. teach or coach at your home district, work with non-profit you volunteered with, etc.).
- Military contract candidates may find that a resume will help them track their assignments to prepare for promotion and to assist with the transition into civilian employment.
- Employment and graduate school admission processes require applicants to complete the organization’s application form. While **resumes** are typically not accepted in place of this application, still submit one when possible to stand out as a candidate. Go above and beyond!
- Be aware of what potential employers are permitted to ask at the application (and interview) stages of the hiring process. Review the U.S. Equal Employment Opportunity Commission website (www.eeoc.gov) for details.




RESUME BASICS

DOS and DON'Ts

DO

- Use consistent font and formatting (**bold**, *italics*, punctuation, capitalization, abbreviations, align columns, etc.)
- Highlight what makes you stand out from other candidates
- Use proper grammar, including correct verb tense
- Triple-check for possible spelling and typing errors
- Make it easy to read
- Emphasize transferable skills, especially when changing careers or when related experience is minimal
- Highlight your strengths by identifying experiences, activities, honors, and awards
- Focus content on what will benefit the employer's needs, not yours
- Include information specifically requested within a job posting
- Confirm that your contact information is current
- Save as a PDF to preserve formatting when sending electronically
- Print on resume quality paper (20lb.) with watermark showing through right-side-up
- Review and revise your resume regularly to keep it up-to-date

DON'T

- Use personal pronouns (I, Me, My)
 - Use acronyms; write out full name to ensure understanding instead
 - List high school diploma unless you seek employment in same school district; (high school graduation is understood when listing a college degree)
 - Misuse resume samples by repeating content that does not accurately reflect your experience
 - Include a photo or personal data (birthdate, age, gender, marital status, social security number, CWID, etc.) which may unknowingly bias your candidacy or publicize secure information
 - Leave gaps in your work history; be sure to account for your time accordingly
 - Include references on resume unless the posting specifically requests it
 - Write resume in paragraph format
 - Repeat the same action verbs over and over again
- 
- Ultimately it is your responsibility to make your **resume** error-free. Thoroughly review the content, grammar, and spelling before submitting your resume with employment and/or graduate school applications!

RESUME FORMATS

Format Types

Select the resume format (**chronological**, **functional**, or a combination of both) that will best portray your work history and the position of interest to you. If you seek academic employment, consider using the **curriculum vitae** (CV) style to illustrate your experiences.

Chronological

- Most widely used
- Typically best suited for undergraduate resumes
- Arranges information in *descending or reverse* chronological order (most current first)
- Emphasis placed on the timeframe in which experiences, education, and achievement took place

Functional

- Tends to be best suited for more experienced graduate students and alumni, frequent job changers, those seeking a job in another department of an organization, or those making a move to a completely different industry
- Arranges information by grouping together experiences, qualifications, and achievements to stress proficiencies and specializations
- Emphasis placed on experiences and skill sets
- Includes an employment history at the bottom of the resume to list organization, position title, location, and dates of employment in reverse chronological order

RESUME FORMATS

Format Types

Curriculum Vitae (CV)

- Typically best suited for those pursuing scholarly positions in academic research or teaching
- Serves as an overview of your education, academic related employment, research projects and professional papers, as well as departmental and community service
- Emphasis placed on teaching abilities, research, and publications
- Format varies according to discipline as each one will place emphasis on what is most important or unique in the field
- Length is typically 2 pages or more, but should still be concise

Items to Include:

- Name and contact information
 - List education first in reverse chronological order
 - Provide overview of your academic and related employment
 - Include your research and professional publications
 - Share your service work within the academic department and community at large
 - If applying to a research institution, your projects, professional papers/publications, and conference presentations should be emphasized
 - If applying to a 2 or 4 year college, where teaching is the focus, be sure to showcase your related experience
 - Include references within the CV or on a separate page
-
- Find examples to reference in building your **curriculum vitae**, including faculty CVs posted on the institution's website where you are considering graduate study, as well as that of your undergraduate alma mater. Also check out *Career Advice from Vitae on The Chronicle of Higher Education's* website via <https://chronicle.com/section/Advice/66/>.



RESUME FORMATS

NAME

Address / City, State Zip / Phone / Email

OBJECTIVE: (Use varies by employer; refer to application instructions to determine if desired. Encouraged as starting point for all students seeking advice from the Career Center).

An objective is a simple and concise statement that communicates your specific goal

EDUCATION: (Repeat for additional degrees, listing most current or most relevant first)

Degree, Major, Month & Year of Graduation

Name of School, City, State

GPA (include cumulative GPA if 3.2 or higher OR requested; specify if listing Major GPA)

SKILLS/TRAINING:

Use a 3-4 column format to highlight specific skills and training you possess relevant to position

EXPERIENCE: (Most recent position first followed by what occurred just before and so on)

Job Title, Organization, City, State, Dates of Employment (Month/Year)

- Provide two or more bulleted statements leading with an action verb to describe what you did on this job along with what you learned or accomplished relevant to your objective
- Quantify your accomplishments when possible by using figures or percentages
- Include how you positively affected the organization, customers, and/or co-workers as appropriate

Job Title, Organization, City, State, Dates of Employment (Month/Year)

- Follow tips above and within this section for all experiences listed
- Be consistent with use of punctuation (use a period at the end of each statement or don't)
- Be consistent with choice of date formatting options throughout resume (August / Aug / 8)

LEADERSHIP: (Separate section if you have at least 2-3 positions; else include with Experience)

Name of Role, Organization, City, State, Dates of Involvement (Month/Year)

- Follow tips from Experience section

HONORS/ACTIVITIES:

Use a 2-3 column format to list awards, scholarships, organizations, clubs, athletics, etc.

Pull from college experience (and from professional life if you are working)

Use high school only if college honors/activities are limited or if what you did during high school is directly related to your career goals

ADDITIONAL SECTIONS: (Select titles according to what fits your background and objective; See page 19 for related tips)

RESUME FORMATS

Functional

NAME

Address / City, State Zip / Phone / Email

OBJECTIVE: (Use varies by employer; refer to application instructions to determine if desired)
Simple and concise statement that communicates your specific goal

AND/OR

SUMMARY OF QUALIFICATIONS:

Identifies your key abilities and strengths using bullets (2-4) or concise statements (1-2)

PROFESSIONAL PROFILE:

Skill/Competency Category (i.e. logistics, operations, communications, technology, etc.)

- Select 3-4 categories that best highlight your overall accomplishments
- Provide 2-4 bulleted statements under each category describing employment, leadership, or volunteer activities in which you used this skill

Skill/Competency Category

- Follow tips above and within this section for all skills/competencies listed
- Quantify your accomplishments when possible by using figures or percentages
- As appropriate, qualify your accomplishments by briefly describing how the skill attributed to resolving problems or identifying ways to improve production/performance

EDUCATION: (Repeat for additional degrees, listing most current or most relevant first)

Degree, Major, Month & Year of Graduation

The Citadel, The Military College of South Carolina

GPA (include cumulative GPA if 3.2 or higher OR requested; specify if listing Major GPA)

HONORS/ACTIVITIES:

Use a 2-3 column format to list awards, scholarships, organizations, clubs, athletics, etc.

Pull from professional work experience (and from college if a student)

ADDITIONAL SECTIONS: (Select titles according to what fits your background and objective; See page 19 for related tips)

EMPLOYMENT:

Job Title, Organization, City, State, Dates of Employment (Month/Year)

Job Title, Organization, City, State, Dates of Employment (Month/Year)

RESUME FORMATS

NAME, PhD

Phone / Email / Website OR Online Profile Link

EDUCATION: (List in reverse chronological order)

University Name, Month & Year of Graduation

Ph.D. <<insert academic discipline area>>

Advisor's Name & Title:

Dissertation Title:

Provide brief 1 line overview of what study covered

University Name, Month & Year of Graduation

M.A. or M.S. <<insert academic discipline area>>

Advisor's Name & Title:

Thesis Title:

Provide brief 1 line overview of what study covered

The Citadel, The Military College of South Carolina, Month & Year of Graduation

B.A. or B.S. <<insert academic discipline area>>

Advisor's Name & Title:

Capstone Paper/Project Title:

Provide brief 1 line overview of what paper/project covered

TEACHING EXPERIENCE: (List before Research if focus of job search)

College/University Name

Course Name <<indicate if Graduate or Undergraduate>> Timeframe

Use bullets to identify 1-3 key components of your role and Repeat for other courses as needed

RESEARCH EXPERIENCE: (List before Teaching if focus of job search)

College/University Name

Course Name <<indicate if Graduate or Undergraduate>> Timeframe

Use bullets to identify 1-3 key components of your role and Repeat for other courses as needed

PUBLICATIONS / PRESENTATIONS: (Include either or both according to what applies to you)

Write out in profession's accepted format for citations

PROFESSIONAL AFFILIATIONS / MEMBERSHIPS:

List academic-related organization memberships and any officer roles with dates

HONORS / AWARDS:

List academic-related awards and scholarships with date awarded

ADDITIONAL SECTIONS: (Grants, Service, etc.)

(See page 19 for related tips)

REFERENCES: (List alphabetically with titles and contact information)

If listing on a separate page and space is available, make reference here.

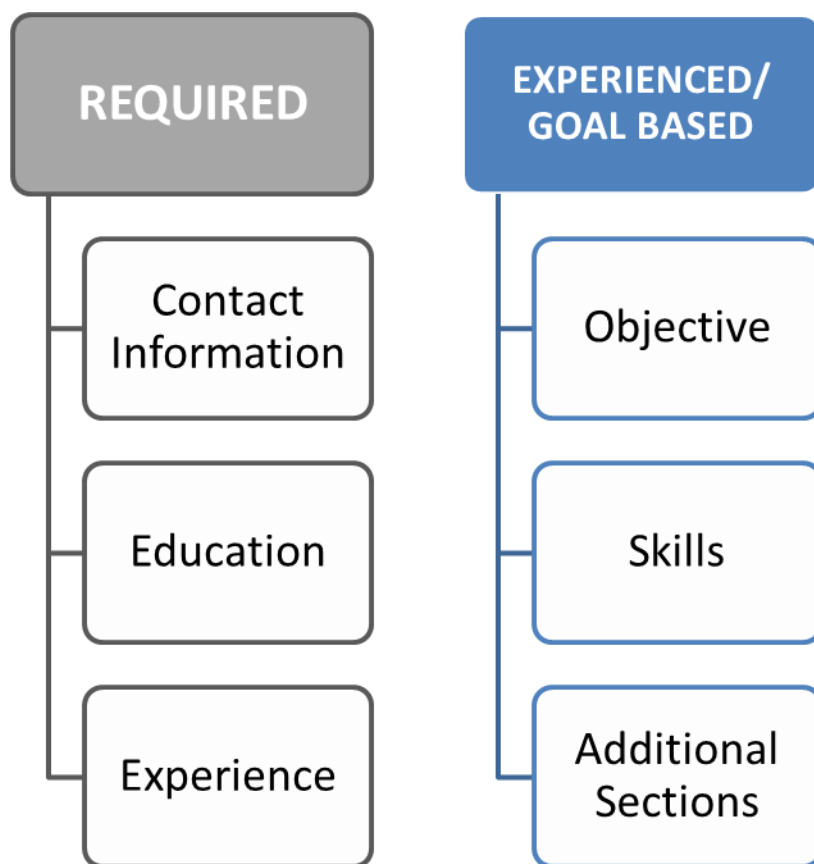
RESUME SECTIONS

Overview

To be competitive in today's job market, you need to stand out from the crowd. Set up your resume to attract attention and invite potential employers to seek more.

Some sections of a resume provide key pieces of information that potential employers need upfront to determine where a candidate fits within their hiring process and are thus considered more of a **"requirement"**, while other elements are **dependent upon your experience and/or goals**.

Thus, the elements of a **resume**, as well as their order, will differ from person to person.



- A clear, concise **resume** will communicate as much information as is necessary to prompt an initial interview. Thus, a one-page resume will be appropriate for most undergraduate and graduate students, while others may need a second page to market themselves.



RESUME SECTIONS

Contact Information

Resumes begin with a section for **contact information** so that potential employers immediately have your name and a means of reaching you to further discuss your qualifications either informally or through an interview.

Be sure to include:

- **Full Name** (Use full legal name to avoid confusion with nicknames)
- **Address** (Use local/school address; include permanent if needed)
- **Email** (Use a professional address that you will check often)
- **Phone Number** (Use a professional voicemail greeting)
- **Website/Link** (For use by those who have an electronic portfolio or website to showcase special skills and accomplishments)

REQUIRED

Sample Resume Headers:

Many formats are acceptable. Do not limit yourself to the samples below. Consider the length of your resume as some options may take up more space than you have available.

Citadel Bulldog Student

123 Main Street • Charleston, SC 29415 • (123) 456-7890 • citadel.student@host.com

Citadel B. Student

The Citadel: MSC 000, 171 Moultrie St, Charleston SC 29409 • (789) 012-3456

Home: 456 Elm Ave • Anywhere, ST 12345

studentc1@citadel.edu

CITADEL B. STUDENT

Charleston, SC

www.myportfolio.com

(123) 456-7890

citadel.student@host.com

- Consider maintaining a separate email account for your search; one that you do not give to family or friends to make it easier to track employer correspondence.
- **Note:** A full mailing address (street, city, state, and zip code) is still common practice for a resume, but if you have concerns about privacy, providing city/state only is acceptable. Students living on campus may wish to provide a school and a home address, especially those who live outside South Carolina and expect to return to their home state for employment.



RESUME SECTIONS

Objective Statements

An objective statement is a brief phrase that describes your career goal(s) and shares your target job or field with a potential employer.

Use an **objective statement** to:

EXPERIENCED/
GOAL BASED

- **Concisely state your career goal(s)**
- **Communicate the types of position(s) or specific job you seek**
(Include the company's position number if one is listed)
- **Set reader's frame of reference for reviewing your resume**

Developing an Effective Objective

- Employers typically spend 10-30 seconds reviewing resumes to determine which ones are to be passed onto the next stage of their hiring process. With the majority of that time being spent on the top 1/3 of the page, your **objective** needs to attract attention quickly.
- It is common practice to include the title and company name within the **objective** when applying to a specific position. However, when your search involves posting a resume on an online job board, attendance at job fairs, or having someone in your network pass your resume around their place of business there are some unknown factors: Which companies will see your resume and for what positions do they seek candidates?
- In such cases, include the industry or field associated with the types of positions that fit your career goals in the **objective**. When you use a job board to apply to a posted position, craft your **objective** to fit directly with the position. After meeting an employer at a job fair or through someone in your network, confirm your interest by providing an updated resume with an appropriate **objective**.
- When an **objective** may not be appropriate or feasible, it is still important for you to further explain the reason for your application. This may be accomplished by attaching a traditional **cover letter** (Resume Counterparts' section) with your application AND/OR using a **summary of qualifications** in addition to or instead of an objective. A summary of qualifications identifies your key abilities and strengths in a bulleted format or 1-2 concise statements.

- See next page for Objective Examples.



RESUME SECTIONS

EXAMPLES:

FOR APPLYING TO A SPECIFIC JOB POSTING:

- ♦ Acceptance into XYZ Inc.'s Marketing Internship Program for Summer 2014
- ♦ To obtain the Sales Associate position with ABC Enterprises, Charlotte NC
- ♦ To secure the positions of Physical Education Teacher & Soccer Coach at Bulldog High School

FOR JOB FAIRS & ONLINE RESUME DATABASES:

- ♦ Education graduate seeks High School Physical Education Teaching position and Coaching opportunity
- ♦ Business candidate fluent in Spanish and German with demonstrated advertising skills seeks a Marketing Consultant position
- ♦ Electrical Engineering major with coursework in computer engineering and communications seeks Networking Internship position

Situations to Consider:

There is debate amongst recruiters and other professionals regarding whether or not an **objective statement** is necessary on a resume. You may or may not wish to include one when the situation does not afford you the ability to provide a generalized objective that will cover all the possible bases or when you need the space to include more critical information about your candidacy.

☐ **Attendance at a job fair.** You will meet employers with various opportunities that may be a fit with your career goals. Unless you know specifics in advance, an objective may not be appropriate.

- INCLUDE an objective if you will make the extra effort to hand out the correct version of your resume to the appropriate employers/graduate schools
- INCLUDE an objective if you are interested in a specific position & company

☐ **Arranging for your resume to be hand-delivered by a mentor, friend, or family member at their place of employment.** Unless you know in advance who will be given your resume and/or if there is a specific position involved, an objective may not be appropriate.

- INCLUDE an objective if you are interested in a specific position and/or company
- DO NOT INCLUDE an objective if you do not know who will receive a copy of your resume, however, ensure the content clarifies what types of work you wish to do. Thus, a **summary of qualifications** may be a better fit.

RESUME SECTIONS

Education

Be sure to include:

- **Name of Institution(s), City & State**
- **Degree(s) earned/earning** (Spell out degree name)
- **Month and Year of Graduation** (NOT when you started program)
- **Concentration and Minors, if applicable**

REQUIRED

The **education** section of a resume may also include other key pieces of information that will strengthen your candidacy, including: *GPA, relevant coursework, scholarships, study abroad, and awards related to your target career. Depending on your experience, some of these areas may also serve you well as sections on their own.

Sample Education Entries:

Many formats are acceptable and not limited to the samples below. List most current degree or most relevant degree first. List your high school if you seek employment in the same school district OR if you are a freshman at The Citadel and have a strong high school GPA to share. Otherwise, having a high school diploma is understood when listing a college degree.

EDUCATION:	Bachelor of Science, Computer Science	GPA 3.5
	<i>The Citadel, The Military College of South Carolina</i>	May 2016

Education	The Citadel, The Military College of South Carolina	May 2015
	Bachelor of Science: Business Administration	GPA 3.2
	Minor: History	
	London Metropolitan University, Economics	Spring 2014

Education		
The Citadel, Charleston SC	Master of Business Administration, GPA 3.8	May 2015
X College, City ST	Bachelor of Arts, Psychology	May 2010

EDUCATION:	
Master of Science, Project Management	December 2015
Bachelor of Science, Civil Engineering	May 2011
The Citadel, The Military College of South Carolina	

*Include cumulative GPA if 3.2 or higher OR when GPA is requested by employer. If your Major GPA is at least 3.2, but your cumulative is not, specify "Major" GPA and list it. If GPA is below a 3.0, be prepared to explain to an employer.



RESUME SECTIONS

Skills

A **skills** section provides a brief summary of the skills you possess related to the position for which you are applying. They are typically provided as a series of bullets or in a column/table format.

Ask Yourself:



What skills do I possess that make me stand out from others and would be of benefit to an employer?

What training have I received that strengthens my candidacy?

What computer skills do I possess?

How will I explain to an employer that I am skilled or trained in a particular area?

EXPERIENCED/
GOAL BASED

Things to Consider:

- If you identify MS Word or other software used to create resumes as a **skill**, be sure your resume demonstrates it well!
- Include a separate Computer or Technology Skills section when you are able to identify 5 or more **skills**.
- If you indicate a proficiency for another language, prepare a resume in that language.
- Be prepared to demonstrate or discuss the **skills** you identify in an interview.
- Some companies electronically search resumes and application forms for key words related to their ideal candidate in order to determine who to further consider. Use a **skills** section to identify key words that accurately describe you and fit what an employer seeks.

RESUME SECTIONS

Skills

Transferrable Skills

Not every job or other opportunity we experience will be directly related to what we will do in our careers. However, there are a variety of **skills** we can acquire and meaningfully “transfer” to what we do. Below are some ideas on the types of skills you may obtain from one experience and be able to apply it to another. Consider other skills you have developed too!

ORGANIZATIONAL SKILLS	ORAL & WRITTEN COMMUNICATION SKILLS
<ul style="list-style-type: none"> Meeting deadlines and managing time Working under pressure Multi-tasking Prioritizing activities to be accomplished Working effectively as a team member Illustrating fortitude and stamina Evaluating the progression of a task Developing goals 	<ul style="list-style-type: none"> Presenting impromptu speeches Composing reports in appropriate format Effectively debating issues while respecting others Brainstorming ideas in a group Illustrating appropriate telephone skills Delivering group presentations clearly Professionally and appropriately defending ideas Using variety of resources to promote organization
INTERPERSONAL SKILLS	CRITICAL THINKING SKILLS
<ul style="list-style-type: none"> Maintaining team cooperation Interacting with and appreciating people of diverse backgrounds Interacting and working professionally with team members and group leaders Illustrating leadership skills Delegating tasks Providing instruction on skills or concepts 	<ul style="list-style-type: none"> Quickly and accurately identifying key issues when making a decision or solving a problem Interpreting validity of theories Analytically creating solutions to problems Examining underlying analyses or conclusions effectively Critically evaluating theories and research to apply results to solve problems
RESEARCH SKILLS	COMPUTER SKILLS
<ul style="list-style-type: none"> Able to identify and use variety of research sources Analyzing and interpreting statistical data Conducting a review of literature Applying variety of research methods Developing and interpreting questionnaires or surveys 	<ul style="list-style-type: none"> Using computer programs to prepare documents, graphs, pamphlets, etc. Conducting effective internet research Illustrating computer programming Designing web pages

RESUME SECTIONS

Experience

REQUIRED

An **experience** section provides an employer (or graduate school) with brief details regarding your background as it relates to the position of interest to you. Experience includes jobs, internships, military background, and leadership opportunities.

Ask Yourself:



Did I supervise or train anyone?



Did I improve conditions or sales numbers by my performance or through my job function?



Did I receive a promotion?



Did I work with others?



Who did I work with & how?



Did I work with customers, peers, management, parents, children, etc.?

Other Considerations:

- Include each relevant job held since high school graduation (or during high school if your job experience is limited).
- Consistently note the title, organization name, location (city/state), and timeframe (start month/year—end month/year).
- If you have held more than 2 leadership positions, consider listing them in a separate Leadership section.
- Use bullets to make it easier to read your qualifications and lead each bullet with an appropriate action verb.

RESUME SECTIONS

Additional Sections

- This page identifies some commonly used **additional sections** for your reference, but depending on your goals and experience, you may need to use others or a combination of them. Other examples include Certifications, Technical Skills, Study Abroad, Grants, Summary of Qualifications, or Core Competencies (more common for those with 5+ years of experience).
- Cadet Rank Holders should include their related training and experience; consider using a Leadership section.

SECTION IDEAS

Leadership

Honors/Activities

Volunteerism

Military

**EXPERIENCED/
GOAL BASED**

Use a **Leadership** section to provide information regarding 3 or more roles you have held or are currently holding that address your leadership skills and background. Follow the same format used for Experience. If you have less than 3 roles to identify, list them within the Experience section.

Use **Honors/Activities** to describe any special awards or scholarships you have earned or activities you are involved in, such as memberships and elected offices in student organizations. Avoid using abbreviations or acronyms and instead spell out the name. Also include a brief description for those who are not familiar with the award/organization.

Use a **Volunteerism** section when you have 3 or more community involvement experiences to describe and at least one of them is on-going. If you have less than 3, include them within Honors/Activities.

Use a **Military** section to identify your involvement and follow the same format used for the Experience section for a consistent look.

RESUME CONTENT

Getting Started

Not sure how to start your resume? Now that you have learned about **resume formats** and **sections**, you need to determine what specific information to include in *your* resume. Use the chart below to make a list of all your experiences, leadership roles, activities, etc. as they align with typical resume section headers. Add or remove sections as appropriate to your needs. Work on it over several days to allow time to reflect.

HONORS/ACTIVITIES:	LEADERSHIP:
VOLUNTEERING:	JOBS:
SKILLS:	EDUCATION:

- When brainstorming your list of experiences, etc. for your **resume**, DO NOT rule anything out. You can re-word and exclude information as you revise your actual resume document.



RESUME CONTENT

PAGE MARGINS

- Use between a .5" to a 1" margin at the top/bottom/left/right of the page.
- Be sure your resume does not look too cramped or have too much white space.
- For proper alignment, use the tab and margin adjustment keys vs. space bar on computer.

FONTS

- Select a font and size that is easy for others to read.
- Use the same font throughout resume.
- Select a font size between 14 and 24-point for your name.
- For the rest of the contact section and the body of your resume, select between 10 and 12-point font.

CONSISTENCY

- Abbreviate dates and locations (city/state) the same throughout resume.
- Punctuation following bulleted items should be consistent. Either use a period at the end of a statement or leave it blank.
- Use consistent and appropriate verb tense throughout resume.
- Section headers should be written the same so their look matches one another. For example, if you use all caps for one, use it for all.

HIGHLIGHTING KEY PIECES

- Use **Bold** and/or *Italics* on key pieces of information (name, section headers, degree(s), job titles, etc.) to appear more prominently on the page.

RESUME CONTENT

TABLES

- Tables help make effective use of the page when providing several one or two-word pieces of information.
- If pasting in an actual table vs. using the tab key to create columns and rows, consider hiding the table outline for a more pleasing look.
- For listing skills or similar, use no more than 3-4 columns and provide at least 1-2 full rows of valid information.

HARD COPY RESUMES

- Print resumes and related documents (cover letters, reference page, thank you letters) on resume quality paper (20lb. bond paper) using a laser printer when possible. Inkjet printers may cause the ink to smear on high quality paper, especially in humid climates.
- Hold the paper to the light to determine if it has a watermark. You should be able to read it from left to right. Print the resume on that side of the paper so that the watermark does not appear backwards or upside down.
- Use light color resume paper (white or ivory) so that employers may make clear copies. Darker colors tend to create blurred copies.
- Bring extra copies to your interviews for those who may not have received it!

HIGH SCHOOL ACTIVITIES

- Leave your high school off the Education section of your resume UNLESS you are applying for a position at the same school or district. It is understood that you graduated from high school when your college degree and expected date of graduation are provided.
- Underclassmen may include experience, leadership, activities, honors, etc. from high school provided it is relevant to your goals and/or you do not have more recent information to share.
- When providing both high school and college activities and/or honors, consider using 2 columns to easily identify high school from college.
- On the following two pages, you will find a set of **Action Verbs** to help you best describe and classify your experiences. Be sure to also refer to a Thesaurus for more ideas.
- Do not forget the **Resume Checklist** (Supplement section)!



RESUME CONTENT

Action Verbs

CLERICAL						
Accumulated	Categorized	Completed	Gathered	Obtained	Purchased	Screened
Approved	Classified	Copied	Generated	Ordered	Recorded	Sorted
Arranged	Coded	Corrected	Implemented	Organized	Registered	Standardized
Assembled	Collected	Distributed	Incorporated	Prepared	Retrieved	Straightened
Assisted	Communicated	Documented	Inspected	Processed	Reviewed	Transcribed
Catalogued	Compiled	Filed	Monitored	Proofread	Scheduled	Updated
CREATIVITY						
Acted	Constructed	Directed	Established	Initiated	Modified	Proposed
Adapted	Created	Discovered	Formed	Instituted	Originated	Revised
Began	Customized	Displayed	Formulated	Integrated	Performed	Shaped
Combined	Designed	Drew	Founded	Introduced	Photographed	Solved
Composed	Developed	Enhanced	Generated	Invented	Planned	Worked
Conceptualized	Devised	Entertained	Illustrated	Modeled	Produced	Wrote
HELPING						
Accommodated	Answered	Collaborated	Eased	Helped	Protected	Relieved
Adapted	Arranged	Contributed	Educated	Intervened	Provided	Represented
Advised	Assisted	Cooperated	Encouraged	Listened	Recommended	Resolved
Advocated	Clarified	Counseled	Facilitated	Mentored	Referred	Supported
Aided	Coached	Demonstrated	Guided	Motivated	Rehabilitated	Volunteered
TEACHING						
Adapted	Conducted	Developed	Explained	Informed	Persuaded	Supported
Advised	Coordinated	Edited	Facilitated	Instructed	Rated	Taught
Clarified	Corrected	Educated	Focused	Judged	Reviewed	Tested
Coached	Created	Encouraged	Graded	Modeled	Showed	Trained
Communicated	Critiqued	Evaluated	Guided	Motivated	Simulated	Tutored
ANALYTICAL & FINANCIAL						
Accounted	Approved	Checked	Determined	Inspected	Programmed	Reduced
Acquired	Assessed	Complied	Developed	Inventoried	Purchased	Researched
Adjusted	Audited	Computed	Earned	Managed	Qualified	Resolved
Allocated	Balanced	Conserved	Estimated	Measured	Quantified	Retrieved
Allotted	Bought	Considered	Evaluated	Obtained	Questioned	Reviewed
Analyzed	Budgeted	Corrected	Examined	Planned	Realized	Settled
Appraised	Calculated	Detected	Forecasted	Prepared	Reconciled	Studied
CRITICAL THINKING						
Analyzed	Categorized	Conducted	Discovered	Forecasted	Investigated	Researched
Applied	Charted	Contrasted	Distinguished	Formulated	Observed	Revealed
Appraised	Compared	Designed	Evaluated	Found	Probed	Reviewed
Assessed	Compiled	Developed	Examined	Identified	Questioned	Segmented
Associated	Computed	Devised	Explored	Inquired	Recommended	Solved
Calculated	Conceived	Diagnosed	Focused	Interpreted	Related	Studied
LEADERSHIP						
Abolished	Attained	Coordinated	Finished	Influenced	Observed	Represented
Accelerated	Authorized	Counseled	Founded	Initiated	Organized	Reviewed
Accommodated	Chaired	Decided	Fulfilled	Inspired	Overhauled	Scheduled
Accomplished	Charged	Delegated	Generated	Instituted	Oversaw	Selected
Achieved	Combined	Designated	Granted	Integrated	Piloted	Settled
Administered	Commanded	Developed	Guided	Joined	Planned	Started
Advised	Completed	Directed	Handled	Judged	Presided	Strengthened
Analyzed	Confirmed	Elected	Hired	Led	Prioritized	Succeeded
Appointed	Considered	Eliminated	Hosted	Managed	Produced	Supervised
Approved	Consolidated	Enforced	Implemented	Mediated	Proposed	Supported
Arbitrated	Controlled	Enhanced	Incorporated	Motivated	Recommended	Unified
Assigned	Converted	Established	Increased	Navigated	Reorganized	United
TECHNICAL						
Adapted	Completed	Determined	Fabricated	Located	Refined	Specialized
Analyzed	Computed	Developed	Formed	Made	Regulated	Standardized
Appraised	Conducted	Devised	Formulated	Maintained	Remodeled	Studied
Assembled	Conserved	Diagnosed	Gathered	Manufactured	Repaired	Summarized
Built	Constructed	Engineered	Inspected	Measured	Replaced	Surveyed
Calculated	Converted	Evaluated	Installed	Operated	Researched	Systematized
Clarified	Created	Examined	Interviewed	Organized	Restored	Tested
Collected	Critiqued	Experimented	Invented	Overhauled	Reviewed	Trained
Compared	Designed	Explored	Inventoried	Produced	Secured	Upgraded
Compiled	Detected	Extracted	Investigated	Programmed	Solved	Utilized

RESUME CONTENT

ORGANIZATIONAL						
Achieved	Collected	Eliminated	Improved	Orchestrated	Recorded	Sorted
Administered	Combined	Enforced	Incorporated	Ordered	Reduced	Standardized
Allowed	Compiled	Enhanced	Increased	Organized	Registered	Straightened
Analyzed	Completed	Established	Influenced	Oversaw	Reorganized	Strengthened
Appointed	Consolidated	Evaluated	Initiated	Passed	Replaced	Submitted
Approved	Controlled	Exceeded	Inspected	Planned	Requested	Supervised
Arranged	Convened	Executed	Instituted	Pooled	Reserved	Supplied
Assembled	Coordinated	Expanded	Led	Positioned	Resolved	Systemized
Assigned	Corrected	Filed	Logged	Prepared	Responded	Trained
Assisted	Corresponded	Gathered	Maintained	Presided	Restored	Transformed
Attained	Delegated	Generated	Managed	Prioritized	Reviewed	Traveled
Authorized	Delivered	Grouped	Mentored	Processed	Routed	Updated
Catalogued	Developed	Guided	Merged	Produced	Scheduled	Utilized
Categorized	Directed	Headed	Monitored	Provided	Screened	Validated
Classified	Displayed	Hired	Motivated	Purchased	Secured	Verified
Coded	Distributed	Hosted	Obtained	Recommended	Selected	Wrote
TEAMWORK						
Accomplished	Composed	Discovered	Fostered	Maintained	Produced	Revised
Achieved	Computed	Displayed	Grouped	Managed	Promoted	Routed
Acquired	Conceived	Distributed	Guided	Marketed	Protected	Scheduled
Adapted	Conducted	Educated	Identified	Mediated	Provided	Searched
Administered	Confronted	Employed	Illustrated	Modeled	Publicized	Selected
Advised	Consolidated	Encouraged	Implemented	Modified	Purchased	Served
Allocated	Constructed	Endured	Imposed	Monitored	Recommended	Shared
Analyzed	Contacted	Enlisted	Improved	Motivated	Recorded	Solicited
Arranged	Contributed	Entertained	Increased	Negotiated	Recruited	Solved
Articulated	Convened	Established	Influenced	Observed	Regulated	Stimulated
Assembled	Coordinated	Estimated	Informed	Obtained	Reinforced	Studied
Assessed	Corresponded	Evaluated	Initiated	Operated	Rendered	Succeeded
Assigned	Counseled	Examined	Instilled	Organized	Repaired	Suggested
Changed	Created	Exchanged	Instituted	Outlined	Reported	Supervised
Clarified	Critiqued	Executed	Instructed	Oversaw	Represented	Supported
Coached	Delegated	Exercised	Interpreted	Participated	Reproduced	Synthesized
Collaborated	Delivered	Exhibited	Intervened	Performed	Researched	Taught
Collected	Demonstrated	Expanded	Interviewed	Persuaded	Resolved	Tested
Communicated	Designed	Experimented	Investigated	Planned	Responded	Trained
Compared	Determined	Explained	Judged	Predicted	Restored	Translated
Competed	Developed	Facilitated	Lectured	Prepared	Retained	Tutored
Compiled	Diagnosed	Focused	Listened	Presented	Retrieved	Updated
Completed	Directed	Forecasted	Located	Processed	Reviewed	Verified
COMMUNICATION						
Addressed	Communicated	Described	Formulated	Listened	Prepared	Requested
Advertised	Composed	Developed	Incorporated	Marketed	Presented	Resolved
Advised	Condensed	Directed	Influenced	Mediated	Promoted	Responded
Agreed	Conferred	Discussed	Informed	Moderated	Proposed	Simplified
Answered	Consulted	Drafted	Inquired	Motivated	Publicized	Solicited
Arbitrated	Contacted	Edited	Interacted	Negotiated	Questioned	Specified
Arranged	Conveyed	Elicited	Interpreted	Notified	Recommended	Suggested
Articulated	Convinced	Endorsed	Interviewed	Observed	Reconciled	Summarized
Asked	Corresponded	Enlisted	Involved	Outlined	Recruited	Synthesized
Authored	Counseled	Explained	Joined	Participated	Referred	Translated
Clarified	Debated	Expressed	Judged	Persuaded	Reinforced	Traveled
Collaborated	Defined	Filtered	Lectured	Portrayed	Reported	Wrote
INITIATIVE						
Adapted	Anticipated	Commenced	Examined	Included	Organized	Reworked
Activated	Assisted	Completed	Expected	Initiated	Planned	Served
Added	Attached	Confronted	Familiarized	Inserted	Predicted	Settled
Adjusted	Attempted	Counted	Fixed	Launched	Prepared	Started
Adopted	Began	Embarked	Foresaw	Led	Reinstated	Structured
Altered	Challenged	Embraced	Helped	Managed	Renovated	Undertook
Analyzed	Changed	Estimated	Implemented	Ordered	Restored	Volunteered
OTHER						
Accepted	Accomplished	Acknowledged	Allowed	Believed	Performed	Succeeded
Acclaimed	Achieved	Admitted	Attended	Fulfilled	Recognized	Understood

RESUME SAMPLES

Overview

While the previous pages cover general information regarding resume format, sections, and content, the next pages will provide some **samples**.

These **samples** are provided to give you *ideas* on resume content and format. Avoid copying content information word for word. Your resume should reflect your experience and use your typical vocabulary to best market yourself to potential employers. And employers may also view this guide and will be able to compare “our” samples to “your” resume.

It is important to note that resume layouts vary; there is no right or wrong. However, it is recommended that you review several different versions beyond what is included in this *Resume Construction Guide* to determine how to best market yourself.



- For more resume information, check out additional resources via our [Resume](#) webpage.



RESUME SAMPLES

Undergraduate Student

Citadel Student

The Citadel: MSC 000, 171 Moultrie St, Charleston SC 29409 • (789) 012-3456

Home: 456 Elm Ave • Anywhere, ST 12345 • JuniorC2@Citadel.edu

OBJECTIVE:	Obtain Production Internship with WNBC-TV News for Summer 2017	
EDUCATION:	Bachelor of Science: Business Administration	GPA 3.65
	Minor: Spanish	
	The Citadel, The Military College of South Carolina	May 2018
	University of ABC, Barcelona, Spain	May 2016
	Spanish Immersion Course	
EXPERIENCE:	Sales Assistant , Morgan Stanley, Atlanta GA	Summer 2016
	<ul style="list-style-type: none"> Organized four sales training seminars for approximately 30 representatives Provided general administrative support for two Senior Sales Representatives Demonstrated excellent teamwork and time management skills 	
	Entrepreneur , Landscaping, Anywhere ST	Summers 2013-2015
	<ul style="list-style-type: none"> Built customer base to 20 within first summer and added 10 more by final summer Earned a net income of \$8,000 in first summer Managed business operations to include acquiring business license, developing marketing plan, equipment maintenance, and budgeting Organized business operations through use of MS Access, Excel, and Word 	
	Spanish Tutor , The Citadel, Charleston SC	Spring 2015—Present
	<ul style="list-style-type: none"> Assist students with Spanish language assignments, written & verbal Ayudar a los estudiantes con idioma Español asignaciones, escrita y verbal 	
	Company Supply Sergeant , The Citadel, Charleston SC	Fall 2016—Present
	<ul style="list-style-type: none"> Served as second junior in command Accountable for the maintenance of living quarters Assisted Company Armorer for proper securing and accountability of rifles 	
	Company Armorer/Squad Corporal , The Citadel, Charleston SC	Fall 2015—Spring 2016
	<ul style="list-style-type: none"> Responsible for daily activity of 9 cadets Accountable to Supply Sergeant for proper cleaning, security, and inventory of rifles Participated in Regimental Mess and Uniform Board Assisted Supply and Squad Sergeants with their duties 	
ACTIVITIES/ INTERESTS:	<i>High School</i>	<i>The Citadel</i>
	Football Team	United States Coast Guard Auxiliary
	Wrestling Team	International Business
	Honors Roll	Dean's List

RESUME SAMPLES

Senior Year

Senior C. Cadet

123 Main Street / City, ST 12345 / (123) 456-7890 / SeniorC1@citadel.edu

OBJECTIVE:	Entry-level management position within the banking industry			
EDUCATION:	Bachelor of Science: Business Administration GPA 3.80 Minor: Spanish The Citadel, The Military College of South Carolina May 2017 Study Abroad: London School of Economics May 2016			
SKILLS:	Analytical	Business Development	Management	Spanish (Fluent)
	Leadership	Operations	Supervisory	Sales
EXPERIENCE:	Business Intern , Atlantic Bank & Trust, Charleston SC Summer 2016 <ul style="list-style-type: none"> Analyze credit reports Developing consultative sales skills Arranging opportunities to learn more about investments, operations, and trusts Production Internship , WNBC-TV News, City ST Summer 2015 <ul style="list-style-type: none"> Investigated business news stories via wire services Wrote approximately 20 news stories and anchor scripts Demonstrated research, reporting, and public speaking skills Entrepreneur , Citadel Landscaping, City ST Summers 2012-2014 <ul style="list-style-type: none"> Built customer base from 20 during first summer to 40 by last summer Responsible for all aspects of business operations, including overseeing one employee Spanish Tutor , The Citadel, Charleston SC Spring 2014—Present <ul style="list-style-type: none"> Assist students one night per week with Spanish language assignments, written & verbal 			
LEADERSHIP:	Company Platoon Leader , The Citadel, Charleston SC Fall 2016—Present <ul style="list-style-type: none"> Responsible for daily activity of 30 cadets Collaborate with Company Commanders for operational planning Train and supervise junior Platoon Sergeants and Squad Sergeants Company Supply Sergeant , The Citadel, Charleston SC Fall 2015—Spring 2016 <ul style="list-style-type: none"> Served as second junior in command Accountable for the maintenance of living quarters Assisted Company Armorer for proper securing and accountability of rifles Company Armorer / Squad Corporal , The Citadel, Charleston SC Fall 2014—Spring 2015 <ul style="list-style-type: none"> Responsible for daily activity of 9 cadets Accountable to Supply Sergeant for proper cleaning, security, and rifle inventory Assisted Supply and Squad Sergeants with their duties 			
HONORS/	Senior Class Board of Directors Summerall Guards			
ACTIVITIES:	The Citadel Coast Guard Society United States Coast Guard Auxiliary			

RESUME SAMPLES

Citadel Cadet

123 Main Street / City, ST 12345 / (123) 456-7890 / Student@citadel.edu

OBJECTIVE

Seeking an internship with a non-profit organization for Summer 2017

EDUCATION

Bachelor of Science: Biology

GPA 3.50

Minor: Psychology

The Citadel, The Military College of South Carolina

May 2019

ACADEMIC HONORS

- **Dean's List:** 3.2+ GPA for semester and not below a "C" prior semester Fall 2016 Spring 2015
- **Gold Stars:** 3.7+ GPA for semester Fall 2016
- **Commandant's Distinguished List:** Recognizes leadership within the Corps Fall 2016
- **President's List:** Recognizes excellence in academics and military duties Fall 2016

LEADERSHIP

Company Armorer/Squad Corporal, The Citadel, Charleston SC

Fall 2016—Present

- Responsible for daily activity of 9 cadets
- Accountable to Supply Sergeant for proper cleaning, security, and inventory of rifles
- Participated in Regimental Mess and Uniform Board
- Assisted Supply and Squad Sergeants with their duties

ROTC Training, The Citadel, Charleston SC

Fall 2015—Present

- Develop leadership and discipline skills through formal weekly military education and physical training to include rules of engagement and professional communication
- Enhance personal skills related to decision-making, problem-solving, and physical fitness

Leadership Training, The Citadel, Charleston SC

Fall 2015—Present

- Cultivate disciplinary and organizational skills by maintaining the military lifestyle and exceeding expectations of the 24/7 daily training schedule
- Fine-tune time management and self-disciplinary skills through strict adherence to rules, regulations, and orders designed to achieve high expectations and daily accountability
- Participate in weekly teambuilding exercises to enhance accountability and perseverance including Spirit Runs and Guard Duty
- Adhere to honor code and support The Citadel's core values of Honor, Duty and Respect

VOLUNTEERING & ACTIVITIES

SHARE Project

Fall 2015

- Enhanced leadership skills through civic engagement at local elementary school
- Supported and mentored students at ABC Elementary School

Greater Issues Series

Fall 2015— Present

- Exposed to current events, presentations on leadership, and inspirational messages delivered by a variety of distinguished scholars, diplomats, and business and military leaders

Citadel Student

123 Cedar Street ▪ Anywhere, ST 12345 ▪ (123) 456-7890 ▪ Student@Citadel.edu

OBJECTIVE

Entry-level Civil Engineering Designer with XYZ Company

EDUCATION

The Citadel, **Bachelor of Science: Civil Engineering** Dec 2016
 Trident Technical College, **Associate of Applied Science: Civil Engineering Technology** Jun 2014
Passed the E.I.T. Oct 2015

Civil Engineering Courses Include:

Transportation Engineering	Fluid Mechanics	Intro to Geotechnical Engineering
Mechanics of Materials	Highway Engineering	Hydrology & Water Resources
Engineering Management	Structural Analysis	Reinforced Concrete Design

SKILLS/TRAINING

AutoCAD	MathCAD	ArcView GIS	Microsoft Word, Excel and PowerPoint
Negotiation	Communication	Leadership	Time Management

EXPERIENCE

Civil Engineering Technician, Smith & Smith, Inc., Charleston SC Jul 2014-Present

- Support Project Engineer with site design and water projects
- Serve as a full-time Drafter while attending evening classes
- Established horizontal and vertical control for site designs
- Assist Civil Engineer with budget requests and management for various water and sewage projects

Engineering Intern, XYZ Company, Charleston SC Jan 2014-Jun2014

- Assisted in preliminary design of water pipelines
- Analyzed flow capacities of water and wastewater treatment plants

Team Member, Home Improvement Store, Charleston SC May 2012-Dec 2013

- Assisted customers with their product questions in a friendly and efficient manner
- Operated store equipment to include computerized paint mixer, forklift, and pallet jack
- Ensured shelves in paint zone were well-stocked at all times

Professional Portfolio Available Upon Request

RESUME SAMPLES

Citadel B. Student

Charleston, SC 29415

(123) 456-7890

<<insert weblink to portfolio>>

citadel.student@host.com

- OBJECTIVE:** Literacy Specialist and Athletic Coach in the James County School District, SC
- INTERESTS:**
- Coordinating a reading program for struggling students
 - Developing strategies to help motivate reluctant readers
 - Possess college credits toward coaching degree; available to coach all female sports
- EDUCATION:** The Citadel Graduate School, **Master of Education: Literacy Education** May 2017
Undergraduate College, **Bachelor of Science: Early Childhood Education** May 2014
Cum Laude, GPA: 3.6
- EXPERIENCE:** **Graduate Assistant**, Human Resources, The Citadel, Charleston SC Aug 2015-Present
- Screen all permanent and temporary applications for job employment at The Citadel
 - Update The Citadel Employment Bulletin via the Internet
 - Update The Citadel Job Line via telephone access
- Preschool Teacher**, First Church, City ST Aug 2014-Jun 2015
- Served as sole instructor for the three and four-year old class
 - Planned and supervised 6 field trips
 - Incorporated music, arts and crafts, and recreation into program
- Student Teaching**, M.S. Baker Elementary School, City ST Spring 2014
- Planned daily units of instruction, arts and crafts, music, and recreation for first grade
 - Prepared and administered activities for the after-school program for fifth graders
- Lifeguard and Swim Instructor**, City Fitness Center, City ST Summers 2012 & 2013
- Conducted beginner and intermediate swim classes 4 times per week for children
 - Taught individual swimming lessons to children and adults 3-5 times per week
 - Certified in First Aid and CPR
- Lifeguard**, City Recreation Department, City ST Summers 2010 & 2011
- Taught swimming lessons to the disadvantaged
 - Supervised swimming pool and surrounding facility
 - Conducted 3 swim camps each summer for children ages 5—15
- ACTIVITIES/HONORS:**
- | Undergraduate College Name | High School Name |
|---------------------------------------|---|
| ▪ Dean's List—6 semesters | ▪ National Beta Club, Biology Honorary—3 years |
| ▪ Kappa Delta Pi Education Honorary | ▪ Clio Scholarship (SC Council of Social Studies) |
| ▪ Zeta Tau Alpha Sorority | ▪ Honor Athlete and Junior Marshal |
| ▪ "Race for Cure" Volunteer—4 years | ▪ Tennis Team—4 years, Captain—2 years |
| ▪ Freshman Orientation Leader—2 years | ▪ Soccer & Softball Teams—3 years |
| ▪ "Meals on Wheels" Volunteer—1 year | ▪ Yearbook Staff—1 year |

RESUME SAMPLES

CITADEL S. RESUME

12345 Anywhere Street • Charleston, SC 12345 / (843) 123-4567 / timcitadel@gmail.com

PROFESSIONAL SUMMARY:

Fire Safety Professional with over 14 years of experience in Management, Logistics, Training, and Fire Prevention and Suppression. Detail-oriented manager with a focus on teamwork and results while also creating efficient processes and maintaining quality standards.

CORE COMPETENCIES:

<i>Human Resources</i>	<i>Auditing & Assessments</i>	<i>Operations Management</i>
<i>Project Management</i>	<i>Strategic Business Planning</i>	<i>Employee Training & Development</i>

PROFESSIONAL EXPERIENCE:

OPERATIONS, *Organization/Communication/Technology*

- Execute and oversee operational functions for 12 locations including site management, budget and administrative duties, communication with team members and weekly reporting for headquarters including acquisition of all accommodations, transportation, and equipment for up to 80 full-time employees and 30 part-time employees
- Manage daily Human Resource functions including: employee performance reviews and appraisals, shift scheduling, and crisis intervention

LOGISTICS, *Information Management/Problem Mitigation/Property Tracking*

- Streamlined reporting on: Inventory Replenishment, Forecasting, and Requisition Procedures and implemented new logistical techniques to reduce cost for inventory and shipping by 33%
- Responsible for shipping and storage of Fire Suppression Equipment and handle Fleet Maintenance and Documentation for 100 vehicles including Fault Logs and Vehicle Readiness

TRAINING, *Instruction/Presentation/Material Development*

- Lead Instructor responsible for organizational certifications, tracking and compliance, and monthly scheduling for all new hires and current employees
- Revised and improved training manuals, instructed course reviews, and oversaw tutoring sessions for fire prevention program audits to reduce training cost and increase efficiencies

EMPLOYMENT HISTORY:

ABC Fire & Emergency Services , Charleston, SC	2012 – Present
City of Mt. Pleasant Fire Department , SC	2008 – 2012
Smith Automation Company , Greenville, SC	2003 – 2008

EDUCATION & CERTIFICATIONS:

Bachelor of Science: Health, Exercise, and Sport Science 2003

The Citadel, The Military College of South Carolina

Hazardous Materials Incident Command Instructor, Officer, Inspector Levels I & II

Hazardous Materials 1st Responder Awareness & Operations Fire Fighter Levels I & II

RESUME SAMPLES

Citadel Alumnus

123 Main Street • Charleston, SC 29415 • (123) 456-7890 • citadel.alumnus@host.com

PROFILE

Customer and team oriented IT professional with a record of successful leadership of professionals in the implementation and support of complex, mission critical technology systems. Creative problem solver with the ability to define and articulate vision, mission, and objectives.

- **Management**—Solid background leading teams in the planning and execution of systems' implementation and support. Experience cultivating strategic business partnerships as well as budgeting and financial management.
- **Systems Implementation**—In-depth knowledge of project management and systems implementation methodologies, including system selection and post-live support and maintenance.
- **Team Building**—Experienced team leader with extensive experience recruiting and hiring IT support teams, developing talent, and creating effective training programs.
- **Communication**—Effective communicator with well-developed oral and written communication skills. Able to develop productive relationships with colleagues and staff at all levels.

PROFESSIONAL DEVELOPMENT

- Effective Management, Leadership Systems Corporation
- Working with Analysts, Knowledge Capital Group
- Leadership Development Program, Charleston Trident Chamber of Commerce
- Project Management, American Management Association

EXPERIENCE

Bulldog Software, Inc., City, ST

Nov 2012—Present

- Progressed in service of company starting as a Client Services' Manager, to a Partner & Analyst Relations' Manager, and currently as the **Director of Professional Services**
- Lead a team of consulting project managers, business analysts, and account reps to broaden the professional services offered and complement the company's technical services capabilities
- Responsible for \$2.5 Million budget and over 100 employees
- Direct a unit responsible for custom development, implementation and support services for new and existing clients using the company's order management/inventory control products
- Devise policies and procedures for implementation, including a project management methodology rated "5 on a scale of 1-5" by one client's CIO in an independent survey
- Manage a staff development program incorporating several e-business certification programs
- Oversaw the business development unit while the company pulled back from the market to redevelop the product set

Citadel Alumnus

123 Main Street • Charleston, SC 29415 • (123) 456-7890 • citadel.alumnus@host.com

EXPERIENCE

CBA Systems, City, ST

Jul 2008—Oct 2012

- Progressed in service of company starting as a Product Account Representative, to a Consulting Project Manager, and finally as a **Client Services' Supervisor**
- Managed a unit responsible for professional services to a mix of production and implementation clients for four integrated AJS midrange products
- Led the implementation of AS/400-based enterprise applications from project planning through post-live support
- Performed requirements analyses and utilization reviews
- Installed software and configured hardware at the customer site
- Performed pre-sales consulting activities
- Provided guidance to less experienced project managers and consultants
- Managed problem resolution, custom development, and upgrades and performed off-hours support for production clients

ZYX Inc., City, ST

Mar 2005—Jun 2008

- Built an independent insurance agency from scratch to over one million dollars annual premium
- Designed insurance programs for individuals and businesses
- Implemented a PC-based agency management system during fourth year in business
- Sold agency to pursue opportunities using new found skills and background in technology

Bulldog Insurance Company, City, ST

May 2003—Feb 2005

- Served as a Commercial Casualty Underwriter
- Oversaw risk selection and pricing for commercial automobile, commercial general liability, and workers' compensation insurance sold through independent agencies in the Georgia and Florida offices

EDUCATION

Bachelor of Science, Business Administration, May 2003

The Citadel, Charleston, SC

Overview

- A **reference page** is a one-page document that accompanies your resume to provide potential employers and graduate schools with the contact information of those who will offer support to your character, qualifications, and performance.
- Secure your references *before* submitting applications. Contact current and former professors, advisors, supervisors, and colleagues to ask if they would be willing to serve in this capacity.
- Do not list anyone as a reference without his/her permission. Should the individual be contacted by an organization about you, it will be awkward for the reference and embarrassing for you.
- When engaging in your first job search after college, plan to have at least 3 references: 1-2 academic and 1-2 employment related. Subsequent searches could require 4 or more references.
- Keep your references well-informed. Provide them with your resume, positions you have applied for, and follow-up with them after accepting or declining an offer. The more they know about your career goals and your search, the better they will be able to speak on your behalf.
- Keep your **reference page** as a separate document to send when requested. However, if the job posting requests that references be included at the bottom of your resume, do so.
- For a professionally printed application packet, use the same contact header and paper for your resume, cover letter and **reference page**.
- An employment application will sometimes request **letters of recommendation** as opposed to a **reference page**. These letters typically need to be sent directly by your references to the employer (unseen by you), so be sure to give them time and the information to do so. It is also a form of business etiquette to provide your reference with a stamped and addressed envelope if the reference letter is to be mailed vs. sent electronically.



CITADEL B. STUDENT

Charleston, SC 29415
www.myportfolio.com

(123) 456-7890
citadel.student@host.com

REFERENCES

Dr. Advisor Smith

Department Head, Psychology, The Citadel
Charleston, SC 29409
843.953.0000 name@citadel.edu

Dr. Smith is a Clinical Psychologist and Department Head of The Citadel Psychology Department. He advised me regarding my graduate program of studies and served as my sponsor for the South Carolina Psychology Association Student Competition. He has witnessed my academic abilities and presentation skills.

Dr. Professor Jones

Professor of Education, The Citadel
Charleston, SC 29409
843.953.0001 name1@citadel.edu

Dr. Jones is a Professor of Education at The Citadel. She wrote a grant that led to my employment at the XYZ County School District. Dr. Jones has witnessed my work performance, grant writing ability, and personal character.

Mr. Smith Bulldog

Director, Evaluation and Research
XYZ County School District
25 Research Blvd
Charleston, SC 29402
843.123.4567 name@email.com

Mr. Bulldog manages the Department of Evaluation and Research for XYZ County Schools. He supervised my research assistantship and witnessed my ability to collect and evaluate data, write grant reports, and work as part of a research team.

Dr. M. E. Childs

Pediatrician, Children's Medical Assessment Center
30 Medical Avenue
Charleston, SC 29401
843.123.4567 name2@email.com

Dr. Childs founded a non-profit organization funded through ABC Hospital to provide medical exams for underprivileged children. He supervised my role as a volunteer with the program and has witnessed my ability to communicate with children and my ability to help them.

RESUME COUNTERPARTS

Lining up your references will take some planning on your part. Do NOT wait until you need them for an application or an interview before you request their assistance in your search.

Getting Started

1. **Make a list** of current and former professors, advisors, supervisors, and colleagues whom you have closely worked with through a class, organization, job, internship, club, or project.
2. **Determine which of these individuals know you best.** Consider what they could share about your knowledge, skills, abilities, potential, and other qualities of interest to employers.
3. **Contact these individuals** to ask if they would be willing to serve as a reference. When possible, ask in person. Otherwise a phone call or an email is appropriate to initiate a conversation.

Prior to Contacting Possible References

Prepare yourself for initiating contact with potential references by:

1. **Practicing how to introduce yourself and stating why you are contacting the person.**
 - Be sure to include something about your current or prior relationship to help trigger the person's memory, especially if it has been some time since you last communicated.
 - Indicate if: you are starting your search and would like them to serve as a reference as the need arises, there is a specific position for which you would like to have them serve as a reference, or you wish to request a reference letter (also called a letter of recommendation) for either general use in the future or to send with a specific job application.
 2. **Arming your references with information about you and your career goals.**
 - Provide your references with a copy of your current resume when you ask them if they are willing to serve.
 - Provide them with the position descriptions of the jobs you are applying to so they know what the employer seeks in a candidate in order to best speak to your related qualifications.
-
- **Asking to be recommended in *LinkedIn* is different than asking someone to serve as a reference for when you apply to jobs or graduate school. However, potential employers may still checkout your *LinkedIn* profile for additional references with or without your knowledge.**
 - **When an employer requests a letter of recommendation, recognize that the reference may need to send the letter directly to the employer vs. to the employer through you.**



Overview

- A **cover letter** is a one-page document that accompanies your resume to introduce yourself to an employer and helps you stand out by outlining what makes you the best candidate.
- **Cover Letters** are generally NOT requested within a position advertisement, but may be expected as part of professional job search etiquette. However, with the influence of **Social Media**, some organizations will not read **cover letters** and instead review your *LinkedIn*, *Facebook*, and other sites. How will you know what they prefer? Unless they specifically state it or you learn at a career fair, you may not know. Best prepare for either scenario by sending a **cover letter** (unless specifically told not to) and making sure your Social Media well-reflects your candidacy.
- Use the same contact header and paper used with your resume and reference page for a professional look.
- A **cover letter** will address the following questions:
 1. Who are you and why are you writing?
 2. What can you do for the organization?
 3. What will you do after submitting your application?
- Another **cover letter** format is one in which two columns are used to respond to "what can you do for the organization" by matching the employer's requirements with your experience. Select 3-4 of the employer's requirements for the left column and use the right column to provide your corresponding experience.

Content Format on
next page

YOUR REQUIREMENTS:

Knowledge of Industry

Marketing Experience

MY EXPERIENCE:

Completed a 6-month business internship with Smith Airlines where I learned about general aviation, contract negotiation, and how to market services to corporations.

Developed a set of brochures for 3 different companies that recently contracted with Smith Airlines and assisted with a \$300,000 marketing campaign. Also created marketing materials for my battalion events to include flyers and website pages.

- When applying for graduate/professional schools, you may wish to include a **cover letter** and a resume in addition to the required application materials to stand out as an applicant.



RESUME COUNTERPARTS

Insert Same Contact Header from Your Resume for a Professional Look!

Recipient's Full Name with appropriate Title (Mr./Mrs./Ms./Dr./etc.)

Business Title

Company Name

Mailing Address

City, State, Zip Code

Dear _____:

First Paragraph. **Address: Who are you and Why are you writing?** Concisely state who you are and the reason for writing. Include the specific position or type of work for which you are applying, the name of the company, and how you learned of the opening (The Citadel Career Center, *hireLINK*, company web page, a professor, a friend, etc.).

Second and Third Paragraphs. **Address: What can I Do for this Organization?** In the second paragraph, indicate why you are interested in the position, the company, its products or services. Most importantly, indicate what you can do for the employer vs. what the employer can do for you. Explain how your academic background and/or your practical work experience make you a qualified candidate. Provide specifics such as training, skills and unique experiences you have had and how they will be of benefit to the employer. Refer to your enclosed resume and/or completed application form. Use a third paragraph if this section is lengthy and would benefit from being divided.

Closing Paragraph. **Address: What will I do next?** In the closing paragraph, indicate your desire for a personal interview. Repeat your phone number and email address, as well as offer any assistance to help in a speedy response. For example, state you will be in the city where the organization is located on a certain date and would like to set up an interview. Or, state you will call on a certain date to follow up on receipt of your application. Or, acknowledge your awareness (by phone or email) of their upcoming recruiting visit through The Citadel Career Center (check the web first for recruitment events) and indicate your plan to participate. Or ask if the company desires additional information from you.

Sincerely,

Your signature.

Type your name as it appears in your contact header.

Email Address

Phone Number

RESUME COUNTERPARTS

Citadel B. Student

The Citadel: MSC 000, 171 Moultrie St, Charleston SC 29409 • (789) 012-3456

Home: 456 Elm Ave • Anywhere, ST 12345 • (789) 456-0123

studentc2@citadel.edu

October 12, 2015

Ms. Jane Smith
Vice President, Marketing and Sales
ABC Dynamics
123 Main Street
Charlotte, NC 12345

Dear Ms. Smith:

I am an Electrical Engineering major at The Citadel in Charleston, South Carolina, graduating in May 2016. I am writing to you because I am very interested in ABC Dynamics expansion in Charlotte, NC. ABC Dynamics' use of composites and energy-efficient power plants leads the industry, and I would like to be a part of your growth in the southeastern markets.

Please find my resume enclosed for your review. In particular, please note my internship with XYZ Corporation that was recently acquired by ABC Dynamics. During this internship, I was able to learn about the power plant industry. I had the opportunity to apply some of my classroom acquired knowledge by being assigned to work with an engineer on a power planning and forecasting project. At the culmination of my internship, I joined the engineer in a presentation to the department regarding our findings. Also, please note my leadership positions at The Citadel, which require excellent time-management skills. I would like to use these skills to contribute to ABC Dynamics' success.

I will be in Charlotte the week of November 22 and would like to introduce myself and discuss how I may be of service to ABC Dynamics. I will call you within ten days to request a convenient time for us to meet. I look forward to speaking with you soon.

Ms. Smith, thank you for your consideration.

Sincerely,

Citadel B. Student
studentc2@citadel.edu
(789) 456-0123



- For more information, refer to additional resources via the [Resume](#) web page.

Overview

- **Thank You Letters** serve to communicate with employers (and graduate/professional schools) regarding your appreciation and understanding of business etiquette.
- Send a **Thank You Letter**...
 - Within 24-48 hours of an interview. If you are no longer interested, note this in the message to show professionalism and appreciation toward their process, as well as keep the door open for future opportunities that may be of interest.
 - To recruiters representing organizations met at a career fair or similar event to inform them of your continued interest. Include another copy of your resume and identify any next steps (i.e. you completed the online application) that they suggested you take.
 - By email for quicker delivery. Use the same contact header and paper used for your Resume when sending by mail or use formal Thank You stationary or card.
- The content of a **Thank You Letter** should:
 - 1. Establish how you know the recruiter.
 - 2. Identify what you learned about the organization.
 - 3. Share how you can contribute to the organization.
 - 4. Either request information on next steps or indicate that you have followed them (if they were outlined at your interview/meeting).
- Each **Thank You Letter** should be unique and organization specific. If you interviewed with 2-3 individuals, it is appropriate to send each person a thank you letter. Make each one unique; do not send the same one to each person. If you interview with a larger group, there is usually one person who serves as the interview leader (typically your main contact for the application process). Direct your letter to this person and extend thanks to all who participated in the interview(s).

Content Format on
next page



RESUME COUNTERPARTS

Thank You Letter Format

Insert Same Contact Header from Your Resume for a Professional Look!

Interviewer's Full Name with appropriate Title (Mr./Mrs./Ms./Dr./etc.)

Business Title

Company Name

Mailing Address

City, State, Zip Code

Dear _____:

First Paragraph. Thank the employer for the opportunity to interview with him/her. Mention the date of the interview and the location or event at which you met. Refer to the position title and the company name. If you are interested in employment with this company, reaffirm your interest in the position and reference a few specific points of discussion you had with the employer during the interview or event. Develop these specific points in a second paragraph as needed.

If you are no longer interested, politely thank the employer, mention one positive aspect of the interview, and in closing indicate that you do not feel the company to be a match for your current career interests and objectives at this time. Keep the door open in the event that a future opportunity with the company matches your interests.

Closing Paragraph. Close by expressing your interest once more and refer to looking forward to the next contact the employer has indicated. If the employer had not already indicated the timeframe of their process, politely ask for information on the next steps. Also, if you were directed at the interview or event to "apply online" be sure you can mention not only that you have done this, but the date and time as well so your application may be easily accessed.

Sincerely,

Your signature.

Type your name as it appears in your contact header.

Email Address

Phone Number

RESUME COUNTERPARTS

Thank You Letter Sample

Citadel B. Student

The Citadel: MSC 000, 171 Moultrie St, Charleston SC 29409 • (789) 012-3456

Home: 456 Elm Ave • Anywhere, ST 12345 • (789) 456-0123

studentc1@citadel.edu

November 15, 2016

Ms. Jane Smith
Vice President, Marketing and Sales
ABC Dynamics
123 Main Street
Charlotte, NC 12345

NOTE:
The nature of this letter requires immediate receipt by the employer. It is appropriate to send by email. Either attach the letter and give a brief introduction to it in the body of the email OR paste the letter, minus the contact header, into the body of the email.

Dear Ms. Smith:

Thank you for the opportunity to interview with ABC Dynamics at The Citadel Career Center on November 14, 2016. I enjoyed learning all about the new initiatives the company is implementing for the Nuclear Power division.

After considering the opportunities you described, I am most interested in the Engineer I for Nuclear Power. This position will allow me to use the experience gained from my internship with XYZ Corporation to further the goals of ABC Dynamics. It will also provide an opportunity to further develop my knowledge of nuclear power. Through our conversation and research I believe that my goals and interests are very compatible with those of your company. I am also very excited about the many professional development and community outreach opportunities that ABC Dynamics provides and in which it encourages employees to participate.

I have completed the online assessment and look forward to hearing from you in the next week regarding next steps. Additionally, I have confirmed that it will be possible for me to shadow one of the engineers on November 23 while I am in Charlotte for our Thanksgiving break.

Thank you very much for your help.

Sincerely,

Citadel B. Student
studentc1@citadel.edu
(789) 456-0123



- For more information, refer to additional resources via the [Resume](#) web page.

SUPPLEMENTS

The supplement section contains additional resources to assist you with your resume construction.



1. Use the **Resume Checklist** to help make sure you include appropriate information supporting your candidacy.
2. Refer to the **hireLINK** section for details about uploading and using your resume in the job board and career management system for your search.
3. Follow the **Next Steps'** section for what to do after you have constructed your resume.
4. Other resources may be found via our **Resume** webpage.

- **Cadets:** Please refer to the **Cadet Corner** section of our website for additional resources associated with career planning presentations for the college's **CSI/LDRS101, Cadet Leadership Training Program (LTP),** and **Leadership Development Program.**

SUPPLEMENTS

Resume Checklist

Follow the checklist below to organize the basic content and layout for *your* resume. For complete tips to set yourself apart from other applicants, refer to the full **Resume Construction Guide** along with additional resources via <http://www.citadel.edu/root/career/resources/resume>.

Style, Format, Grammar, Spelling:	Overall appearance is appealing, professional, and includes: <ul style="list-style-type: none"> <input type="checkbox"/> Same font used throughout body of resume in 10-12 point <input type="checkbox"/> Margins are between 0.5" and 1" on all sides <input type="checkbox"/> Contact information: name, address, phone, and email <input type="checkbox"/> Name listed at the top in a bold font between 14-24 point <input type="checkbox"/> Consistent punctuation and spacing <input type="checkbox"/> Appropriate verb tense <input type="checkbox"/> No spelling or grammatical errors <input type="checkbox"/> No personal pronouns (I, me, my) used <input type="checkbox"/> No acronyms used; spell everything out
Education:	List full name of all degrees earned/earning and include: <ul style="list-style-type: none"> <input type="checkbox"/> Institution's name <input type="checkbox"/> Major (Minor if any) <input type="checkbox"/> Location (City, State) <input type="checkbox"/> Graduation month and year
Experience:	List in descending chronological order (most recent first) & include: <ul style="list-style-type: none"> <input type="checkbox"/> Job title <input type="checkbox"/> Organization name, city, and state <input type="checkbox"/> Timeframe (Start/End - Month/Year) <input type="checkbox"/> Demonstrate skills and qualifications with action statements (include percentages, numbers, or other measurements) <input type="checkbox"/> Use bullet points to lead each action statement
Activities, Honors, Skills OR Leadership:	Resume includes at least 2-3 items from among the following: <ul style="list-style-type: none"> <input type="checkbox"/> School/community activities, honors, or skills that demonstrate qualities, abilities, or achievements OR a separate Leadership section (follow Experience outline)

Need More Help? During the fall and spring semesters, bring your resume to **Resume Blitz** at Mark Clark Hall from 12:30-2:30 pm on Fridays or **Career Education Drop-In Hours** at the Career Center from 1:00-3:00 pm, Mondays-Thursdays. For details and schedule changes please refer to our website at www.citadel.edu/career.



What is *hireLINK*?

- **An online job board** where employers may post jobs in search of candidates from The Citadel.
- **A resume database** where employers may view resumes of students and alumni who elect to make their resume visible.
- Where current students may apply to be considered for positions associated with our **On-Campus Interview (OCI) program** and schedule interview times if selected by the employer.
- **A resource for researching** specific employers in the system.
- **A place to share important information** regarding your use of *hireLINK*, other resources provided through the Career Center, and messages from employers and graduate schools.
- **A site to advertise events** held by the Career Center and/or employers and graduate schools, such as career fairs, employer/graduate school information sessions, and career-related workshops; some will require an RSVP for you to attend.
- Where you may directly access [InterviewStream](#) (left side of *hireLINK* home page), our online interview practice software, without needing a separate set of login credentials.

How do I access *hireLINK*?

- Create an account *OR* login to an existing account via:
<https://www.myinterfase.com/citadel/student>.
- The Citadel Career Center **MUST** process all new accounts before your login information can be used by you to access the account. We process new accounts several times per day during business hours.
- **Current Students:** Use your Citadel email address to create an account. You will receive an automated “Welcome” message *after* we process the account.
- **Alumni:** If you did not have an account while a student, use a Citadel Alumni email address to create an account to enable us to expedite the processing of the account. Non-Citadel email addresses may be used, but may take 1-2 business days to process.
- Look for the appropriate login link beside the *hireLINK* logo on our website:



Resumes & Other Documents

- **Current Students and Alumni:** Before you may apply for a position posted within *hireLINK*, The Citadel Career Center must activate the first resume uploaded to your account. All subsequent documents uploaded to the system will be immediately available for use. Please **Note:** This activation step is NOT a critique of the resume, but rather to confirm your status with The Citadel as a current student or alumnus.
- All career related documents that you upload to your *hireLINK* account should be “Application-Ready”. This means that each document has been thoroughly reviewed by you (and at least one other individual) for formatting, content, proper grammar, and correct spelling and is thus ready to be used in the application process. Ultimately, it is your responsibility to make your resume and other career related documents error free.
- If you need to update a resume or other document, you will need to do so outside of *hireLINK*. Upload the new version before deleting the former version from your account.

Resume Books

Recruiters using *hireLINK* to search for Citadel candidates are given access to [Resume Books](#), a resume database. Employers may choose to review resumes in the Resume Books instead of OR *in addition to* posting a position. **Thus, electing to have your resume appear in Resume Books will make you more visible to employers.**

- **First**, give your authorization to be included from your home page via **My Account > My Profile**, under the ‘Additional Information’ section.
- **You may select only 1 resume to be included in the Resume Books.** If you only have 1 resume in your *hireLINK* account and select “yes” to be in the Resume Books, this resume will automatically be included. If you have more than 1 resume, you need to select which resume will serve as your “default” and thus appear in Resume Books.
- **Once you have accepted employment or are no longer actively searching**, it is appropriate for you to change your authorization to “no” so that employers will no longer consider you as a candidate. (Employers viewing the Resume Books expect those within them to be actively seeking employment).
- Evening students and alumni who are concerned about a current employer being able to view their resume may want to consider selecting “no” for this option with *hireLINK* and other job boards.
- **For detailed information refer to [Resume Books in hireLINK](#).**

After your resume is constructed, be aware of your **next steps**.

- Ask a mentor and/or friend to review your resume. They know you best and may notice content you did not include, as well as identify other ways of telling your story.
- Be sure to review and update your resume regularly. Update it each time you take on a new role, add to your education or training, have a performance review for your current job, or seek new employment.
- When ready for starting your job (full-time, part-time, internship, summer) or graduate school search, review our [Career Planning Guide](#) for tips and information!

Need additional help with your resume?



Step 1.

Use the **Resume Creator** in *hireLINK* to create your resume from scratch; skip to step #2 if you already have a resume. Access via the link on the left menu of your account. Refer to [Resume Creator in hireLINK](#) for details.

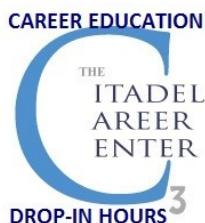


Step 2.

Refer to this **Resume Construction Guide** for tips and information to apply to your resume. Use the Guide to help put the finishing touches on a resume initially created with **Resume Creator** (in *hireLINK*).

Resume *Blitz* *Step 3.

Bring your resume to [Resume Blitz](#) for a quick critique to help make sure you are on the right track! Held most Fridays during the fall and spring semesters from 12:30-2:30 pm in Mark Clark Hall outside the Bookstore.



*Step 4.

After following steps #1-3, if you need further assistance, please bring your resume to the [Career Education Drop-In Hours](#). Held Mondays-Thursdays during the fall and spring semesters from 1:00-3:00 pm in the Career Center Education Lab.

- ***Resume Blitz** and ***Career Education Drop-In Hours** are not held during final exams or student breaks. Please check our [website](#) for any scheduling changes and email any questions to CareerCenter@Citadel.edu.

