



Guide to Résumé Writing

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IMPORTANT RESUME TIPS

An impressive resume can be a tremendous aid in generating employment interviews for you. Here are some tips to help you create the most **effective advertisement of your qualifications**.

- A resume should be **easy on the eyes of the reader**. The employer should be able to go directly to the information that is being used for screening purposes. This can be accomplished through the use of white space and graphics such as underlining, italics, and bolding.
- The order of information should be placed so **your strengths are the first items read**. If you feel your curricular activities would be more significant to an employer than your employment, then put those higher up on your resume.
- The descriptions of your experiences should be as **concrete as possible**. This can be accomplished by the use of numbers, percentages, and dollar amounts. This will give an employer the idea of the responsibility you were given in various positions. Don't assume that employers understand everything about a job title.
- For most people applying for entry-level positions, the **final copy of a resume will be one page**. A two-page resume is acceptable for certain majors.
- In working out your first draft, put down any ideas you have about your qualifications. Try starting with a **Summary of Qualifications**, rather than and/or in addition to the objective.
- Compose your own resume. It's best to have descriptions in your own words, because **YOU** will be the one discussing them in an interview.
- Some advice about GPA – **if it's 3.0 or better, list it**. Some employers jump to negative conclusions when they don't see one. There are some career fields where GPA's are not seen as a predictor of success, and the employer is not overly concerned when it's not listed.
- **Seek the advice of others** as you are composing your resume. It's good to check with Career Services staff, professors, parents, or professionals in the industry that you wish to enter. However, the final decisions on content and format are **YOURS**.
- Present your resume as **professionally as possible**. Use a readable font type and size. Use buzzwords throughout. Watch for grammar and spelling errors. Paper should be conservative (white, ivory, gray). Always use matching paper for your cover letter.

“BUZZ WORDS” Describing Your Experience

The following are action-oriented verbs that can be used throughout your resume and personal presentations to convey energy, accomplishments and demonstrated skills. Avoid using the phrase, “Responsibilities include...” which appears all too frequently on resumes.

ACCOMPLISHED	CONSTRUCTED	FACILITATED	PERFORMED
ACHIEVED	CONTRACTED	FORMULATED	PERSUADED
ACQUIRED	CONTROLLED	GATHERED	PROCESSED
ADMINISTERED	COORDINATED	HANDLED	PROJECTED
ADVISED	COUNSELED	IMPLEMENTED	PROMOTED
ANALYZED	CREATED	IMPROVED	QUALIFIED
APPLIED	CRITIQUED	INITIATED	RATED
ARRANGED	DEALT	INSTRUCTED	RECEIVED
ASSESSED	DECODED	INTERPRETED	RECOMMENDED
ASSISTED	DEFINED	INTRODUCED	RECORDED
ASSURED	DELEGATED	INVESTIGATED	RECRUITED
BRIEFED	DEMONSTRATED	MAINTAINED	RELATED
BROUGHT	DESIGNED	MANAGED	REPORTED
BUDGETED	DETERMINED	MEASURED	REPRESENTED
CALCULATED	DEVELOPED	MEDIATED	RESEARCHED
CATALOGED	DEvised	MODIFIED	REVIEWED
CHAired	DIRECTED	MONITORED	REVISED
COLLECTED	DISPLAYED	MOTIVATED	SELECTED
COMMUNICATED	DISTRIBUTED	NEGOTIATED	SOLVED
COMPARED	EDITED	OBSERVED	SOUGHT
COMPUTED	ENSURED	OBTAINED	SUGGESTED
COMPLETED	ESTABLISHED	OPERATED	SUMMARIZED
CONCEIVED	ESTIMATED	ORDERED	SUPERVISED
CONCLUDED	EVALUATED	ORGANIZED	TRAINED
CONDUCTED	EXPEDITED	PARTICIPATED	TRANSLATED

LIST OF PERSONAL STRENGTHS

The following list will help you identify some of your personal characteristics. Understanding the characteristics that best describe you will be helpful in your search for employment. Use the words that best describe you. You may want to use these in your cover letter.

ACCOMPLISHED	CONSCIENTIOUS	FARSIGHTED	SELF-CONFIDENT
ACCURATE	COOPERATIVE	FLEXIBLE	SKILLFUL
ADAPTABLE	CREATIVE	HONEST	SPONTANEOUS
AGGRESSIVE	DECISIVE	IMAGINATIVE	TENACIOUS
AMBITIOUS	DETERMINED	INDEPENDENT	THOROUGH
ARTICULATE	DILIGENT	INDUSTRIOUS	TRAINED
ASSERTIVE	DISCIPLINED	INGENIOUS	TRUSTWORTHY
BUSINESSLIKE	EAGER	METHODICAL	UNASSUMING
CAPABLE	EASILY-TAUGHT	PERCEPTIVE	UNDERSTANDING
CLEVER	EFFICIENT	PERSEVERING	UNINHIBITED
COMPETENT	ENERGETIC	PROFICIENT	VERBAL
COMPETITIVE	ENTHUSIASTIC	PRUDENT	VERSATILE
CONFIDENT	EXPERIENCED	RESPONSIBLE	WISE

A POOR RESUME

John Doe
386 Charles St.
Utica, NY 13501
(315) 772-4020

OBJECTIVE: Hope to get a position that utilizes my education.
Key
Qualifications: I am a fast learner
Know computers like Microsoft Word, Access, Excel
I can handle cash
People person
I am motivated and really want to do well.

Educiton: **Utica College**
BS in Management/Marketing, May 2006
GPA: 2.25
Proctor Senior H.S.

Experience: Hannaford Stores, Utica, NY 6/05-8/05
Grocery Clerk
Responsible for money
Stocked groceries
Responsible for cleaning up
I trained new people

VOLUNTEER
5/02-8/02 Summer Valley Hospital, Summer Valley, NY
Worked with the older population, in the elderly day care.
Planned activities
Worked in the gift shop

Personnel single, 20 years old, male, good health

Activities Soccer, piano, reading, Management Club

References: References available upon request

YOUR RESUME SHOULD NEVER LOOK LIKE THIS!!!

YOUR NAME

Current Address
Area Code & Number

Permanent Address
Area Code & Number

**KEY
QUALIFICATIONS**

- * Dependable, Conscientious and Enthusiastic
- * Sensitive and Compassionate with mentally and physically challenged individuals
- * Demonstrated ability to work as a team member and independently
- * Strong interpersonal communication skills
- * CPR certified

EDUCATION

UTICA COLLEGE
Master of Science Occupational Therapy, May 2005
Overall GPA: 3.9

UTICA, NY

Bachelor of Science, Health Studies, August 2004

LICENSURE

Date of professional licensure and registration August 2005

HONORS

Dean's High Honor List – Fall 2001, Spring 2002, Fall 2002
Dean's Honor List – Fall 2000, Spring 2001, Spring 2002
Recipient of the Utica College Presidential Scholarship – Fall 2001 to Spring 2004

**FIELDWORK
EXPERIENCE**
9/04 to 12/04

SUNNYVIEW HOSPITAL
Fieldwork Level II

Schenectady, NY

Populations Primarily Served: Adults with a variety of diagnosis including traumatic brain injury, cerebral vascular accidents, hip replacements and fractures, chronic obstructive pulmonary disease and amputations.

- Evaluated clients, developed and implemented treatment plans, and formulated discharge plans.
- Coordinated and performed co-treatment with physical therapy and speech therapy.
- Participated in interdisciplinary team meetings.
- Developed and presented an inservice in a professional manner.
- Fabricated splints for clients.
- Conducted family and patient education groups.

5/04 to 8/04

PROSPECT CHILD AND FAMILY CENTER
Fieldwork Level II

Queensbury, NY

Populations Primarily Served: Children with developmental disabilities.

- Designed and fabricated splints and adaptive equipment.
- Evaluated and implemented treatment to pediatric population.
- Participated in IEP and IFSP meetings.
- Developed and presented an inservice in a professional manner.

1/04

FOUR WINDS OF SARATOGA
Fieldwork Level I

Saratoga, NY

Patients Primarily Served: Adolescents with personality, behavioral and eating disorders.

- Observed and assisted in treatment implementation.
- Administered evaluations such as the Comprehensive Occupational Therapy Evaluation (COTE) and the adolescent Role Assessment (ARA).
- Attended and participated in staff meetings.
- Communicated with staff and clients.
- Attended in and participated in field trip to local recreational center.

5/03 to 6/03

CAPITAL REGION BOCES ALBANY-SCHOHARIE-SCHENECTADY COUNTY
Albany, NY
Fieldwork Level I

Patients Primarily Served: Children with developmental disabilities.

- Observed and assisted in evaluation, treatment plan development, and treatment implementation in a school based setting.
- Independently implemented treatment for several clients under OTR supervision.
- Administered OT portion of kindergarten screen.
- Attended CSE meetings and field trips.

RELATED

UNITED CEREBAL PALSY ASSOCIATION – Hatfield Day Treatment Center
Volunteer
Fall 2000

- Observed and assisted in treatment implementation.
- Assisted therapist in equipment preparation for planned treatment session.

**WORK
EXPERIENCE**

1/04 to 5/04

UTICA COLLEGE OF SYRACUSE UNIVERSITY, Utica, NY
Tutor

- Instructed and assisted students in Neuroanatomy and Neurophysiology course work on an individual basis.

9/02 to 5/03

- Instructed and assisted students in Physics course work on an individual and group basis.

1/01 to 5/01

Teacher's Assistant

- Instructed and assisted students in physics lab on an individual basis and in groups.

9/98 to 5/99

Media Center Employee

- Delivered and set up audiovisual equipment in the classrooms.

Summer 2003 to 2004

BURHMASTER FAMILY FARMS, Casper, ME
Produce Stand Clerk

- Cashiered, trained new employees and assisted in supervision as needed, and established weekly working schedule.

MEMBERSHIPS

- * American Occupational Therapy Association
- * Utica College Occupational Therapy Society

ACTIVITIES

- * Cross-country skiing, water skiing, gardening, cross stitch, reading

REFERENCES

Available upon request

Physical Therapy Resume

NAME

Street
City, State, Zip
Phone
e-mail address

OBJECTIVE: To secure a position in a healthcare setting to fully utilize my education and practical experience.

KEY QUALIFICATIONS: *Strong interpersonal communication skills
*Outstanding leadership and organization tactics
*Determined, self-motivated, enthusiastic, self-directed learner
*Sensitive, compassionate, and empathetic towards all individuals

EDUCATION: Utica College Utica, NY
Master of Science in Physical Therapy, May 2005
Bachelor of Science in Health Studies, May 2003

RESEARCH: Title:
Advisor:

LICENSURE/ CERTIFICATIONS: Prospective date of professional licensure, August 2005
CPR, First Aid, American Red Cross Lifeguard, Waterfront Lifeguard & Head Lifeguard certified

HONORS/ ACTIVITIES: Dean's Honor List – Spring 2002
Recipient of the Utica College Merit Scholarship Fall 2000 to Spring 2003
Who's Who Among American Colleges & Universities 2000 & 2001
Utica College Women's Swim Team 2000-2003
Captain – 2000-2001, 2001-2002, 2002-2003 & 2003-2004
Utica College Admissions
Ambassador 2000-2002, overnight coordinator & Intern 2000-2001,
Telecounselor 2000-2001

CLINICAL EXPERIENCE: **HealthSouth, Richmond, Virginia (3/05-5/05) (8 weeks)**
Prospective date of completion 5/05

HealthSouth, Cincinnati, Ohio (1/05-3/05) (8 weeks)
Date of completion 3/05

UCP, Delrey School, Catonsville, Maryland (10/03-1/04) (12 weeks)
Primarily Served: Children and young adults with Developmental Disabilities
*Evaluated and implemented treatment to a pediatric population
*Developed and presented an in-service on Strength Training in Children with Cerebral Palsy
*Participated in IEP, IFSP, and team meetings
*Attended orthopedic and birth defects clinics at Kennedy Krieger Institute
*Participated in Hippotherapy and Adaptive Sports programs
*Organized weekly group therapy programs

Olean General Hospital, Olean, New York (8/04-10/04) (8 weeks)

Primarily Served: Acute care patients with a variety of orthopedic, cardiopulmonary and neurovascular diagnoses.

- *Observed and assisted in evaluation, treatment plan development and treatment intervention.
- *Implemented treatment programs under PT supervision.
- *Planned and presented a professional in-service on total knee replacement.
- *Observed orthopedic surgery.

**RELATED
EXPERIENCE:**

Community Habilitation Aide, United Cerebral Palsy, Utica, NY

1/03-Present

*Assist child with cerebral palsy with social activities, organize physical activities in a peer environment, and assist individual with education assignments.

2/03-10/03

*Assisted autistic child with creative activities, implemented physical exercise program into his daily routine, educated the family on the importance of maintaining aerobic activity and promotion of social activities with peers.

Student Physical Trainer, Utica College, Utica, NY

8/02-Present

*Implement rehab and prevention programs for student athletes, perform protective and preventative taping and wrapping to a variety of extremities for an array of injuries, assist with initial training room and on-field evaluations.

Head Lifeguard, Cedar Point State Park, Cape Vincent, NY

Summer 2001, 2002, & 2003

*Supervised lifeguard staff during daily activities, organized weekly in-service training to staff, evaluated lifeguard performance and skills, implemented and formulated schedules, daily rotations and emergency action plans for beach facility.

MEMBERSHIPS: American Physical Therapy Association
Utica College Physical Therapy Association

REFERENCES: Available upon request

YOUR NAME

Current Address
Area Code & Number

Permanent Address
Area Code & Number

**KEY
QUALIFICATIONS**

- * Exemplary hands-on career experience.
- * Well developed communication ability.
- * Proficient in Microsoft Word, Works and Access
- * Desire to succeed in the communications/broadcasting field.

EDUCATION

UTICA COLLEGE Utica, NY
Bachelor of Arts, Communication Arts, May 2005
Major GPA: 3.5, Overall GPA: 3.0

HONORS

Selected as “Distinguished Student” for adding to campus life – 2003 and 2004

**RELEVANT
COURSES**

Survey Radio / TV Broadcasting	Radio / TV Announcing / Writing
Radio / TV Production	News Writing
News Reporting	Public Speaking
Directing	Acting Styles
Acting Characteristics	Acting Scene Study

**CAREER RELATED
EXPERIENCE**

2002-2005

UTICA COLLEGE Utica, NY
Programming Assistant
• Organized and planned events in residence halls.
• Provided information assistance to students.

2001-2005

Residence Hall Attendant
• Maintained front desk for residence hall.

2003

WUTR (ABC NEWS AFFILIATE) Utica, NY
Volunteer
• Wrote news stories, operated teleprompter, provided office assistance, performed beat call duties.

2002

UTICA COLLEGE Utica, NY
Administrative Assistant, Residence Life Office
• Performed a variety of administrative assistant functions for the Residence Life Office.
• Answered telephone and distributed messages.
• Filed confidential records.

EMPLOYMENT

2001-2005

RED LOBSTER New Hartford, NY
Server
• Efficiently served customers and maintained dining area.

ACTIVITIES

• College newspaper “Staff Writer” • Director and performer in College theatrical productions • Radio announcer for college radio station: included commercial production and news reporting • Utica College Ambassador: conducted tours and provided public relations information • Utica College Orientation Leader • Utica College public safety committee • Utica College Diving Team

REFERENCES

References are available upon request

NAME

Street Name	City, State, Zip	Phone
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KEY QUALIFICATIONS

- Knowledgeable and personable with good communication skills
- Great investigative and inventive abilities which allows quick and in-depth learning
- Confident and loyal which leads to a diligent and competent work ethic
- Highly detailed and strongly motivated to be a team player
- Familiar with Microsoft Word, Works, Excel, Lotus Spreadsheets

EDUCATION

UTICA COLLEGE Utica, NY
 Bachelor of Science, Management/Marketing, May 2005
 Major GPA: 3.50, Overall GPA: 3.29

HONORS

Jeanne L. Ulrich Romano Memorial Scholarship; Jalill & Phillipine Altongy Scholarship; Thomas J. Cahill Scholarship; Utica First Insurance Company Scholarship; National Dean’s Honor List

RELEVANT WORK EXPERIENCE

CIRCUIT CITY New Hartford, NY
 Co-op/Sales Associate
 Sept 04 – May 05

- Handled sales and provided excellent customer service.
- Assisted and performed duties in inventory control and shipping

Sept 03 – April 04

UTICA COLLEGE HOCKEY TEAM Utica, NY
 Sports Marketing Internship

- Assisted in marketing, research, advertising, and public relations
- Coordinated and helped execute on/off ice promotions and all duties deemed necessary for a successful game night

April 03 – July 04

HERB PHILIPSON’S ARMY & NAVY STORE New Hartford, NY
 Sales Associate

- Demonstrated customer service abilities in shoes/sporting goods department
- Performed merchandising duties, which included: stock and inner-store displays

May 02 – Jan 03

MCHARRIS GIFTS, INC. Utica, NY
 Warehouse Associate

- Assisted and carried out shipping and receiving duties which included packaging and distribution of merchandise
- Acquired and performed skills in merchandising

RELEVANT COURSES

Marketing Management 18 hours

Principals of Marketing	Marketing Problems
Market Research	Marketing Management
Elements of Advertising	Micro Computers / Application Software
Business Internship	Business Co-op

ACTIVITIES

Marketing Club – Vice President involved and helped set up CRES (Computer Recycled Education Service); Treasurer of Accounting Society; Member of Society of Human Resource Managers (SHRM); Member of Public Relations Student Society of America (PRSSA)

REFERENCES

Available upon request

NAME

Address

Phone

e-mail

KEY QUALIFICATIONS

*Enthusiastic, outgoing and personable
*Efficient with a strong work ethic
*Knowledgeable in Microsoft Office which includes
Word, Excel, PowerPoint, Publisher, Proficient in Internet research

EDUCATION:

Utica College, Utica, New York
Bachelor of Arts, Psychology. May 2005
GPA: 3.62/4.0

Syracuse University Div. of International Programs Abroad (DIPA), Florence, Italy
Dates Attended: September 2004 – December 2004, GPA: 3.1/4.0

HONORS:

Graduated Magna Cum Laude
Psi Chi (National Psychology Honor Society)
Utica College Dean's List

CAREER RELATED EXPERIENCE

Upstate Cerebral Palsy, Utica, New York
Practicum: February 2005 – April 2005
Completed 149 hours
Facilitated social activities with residents. Observed residents with specific
Diagnosis, attended manager and director meetings, assisted in administering the
Wechsler Adult Intelligence Scale and Vineland Test and created a pamphlet about
the psychological disorders

Utica College, Utica, New York
Independent Study: Spring semester 2005
Reviewed journal articles pertaining to brand loyalty of products, created an
experiment with two different types of popcorn,
Presented my research at the Utica College Student Conference

Utica College, Utica, New York
Teacher Assistant, Intro to Psychology: Spring semester 2004
Created homework assignments, held weekly review sessions, revised study guides
for tests and met on a weekly basis with the professor

OTHER WORK EXPERIENCE:

Carmella's Café, New Hartford, New York
Hostess, Waitress: December 2003–August 2005
Answered telephone calls, greeted and interacted with customers, exhibited
excellent customer service while waiting tables, cleaned tables and kitchen areas

Oneida County College Corps Internship Program, Utica, New York
Internship: Summer 2003, 2004, and 2005
Assist the director of the program by helping with daily office tasks.
Helped place prospective students in internships, observed interns at their work sites
And contacted employers for the program, Used computer programs
(Excel, Publisher, and Word) to compile and organize data

CLUBS AND ACTIVITIES:

Human Services Club 2001-2002
New Student Orientation Leader 2002-2003
Orchesis (Dance Club) 2001-2003

REFERENCES AVAILABLE UPON REQUEST

YOUR NAME

Street Address
City, State, Zip Code
Area Code & Number
E-mail (if available)

Profile: Motivated and work well with culturally diverse people, warm, caring, patient, good sense of humor, enthusiastic, dependable, hard working

Education: **Utica College** Utica, New York
Bachelor of Arts, May 2005
Major: History
Minor: Secondary Education
Overall GPA: 3.74 Major GPA: 3.85

Mohawk Valley Community College, Utica, New York
Associate in Liberal Arts and Science, May 2003
Major: Elementary Education
Overall GPA: 3.94

Honors: President's List of Achievement-MVCC, 2002-2003
National Dean's List-MVCC, 2002
Dean's Honor List-Utica College, 2003-2005
Member of Who's Who Among American College Students

Career Related

Experience:

11/01/04-12/22/04

Ralph Perry Junior High School, New Hartford, New York
Student Teacher, Global Studies & Geography, grade 9

- Implemented unit plans for early Indian and Chinese culture
- Created projects to promote understanding of the cultures
- Directed student learning
- Evaluated progress

09/08/04-10/29/04

Thomas R. Proctor High School, Utica, New York
Student Teacher, Global Studies & Geography, grade 9

- Developed and executed lesson plans on the topic of U.S. Constitution and American History
- Created Bill of Rights project to promote understanding
- Evaluated student work

06/01/04-08/31/04

Oxford Nursing Services, Inc., New Hartford, New York
Nursing Assistant

- Provide home care to clients
- Encourage daily living tasks
- Promote and encourage emotional stability

Certifications: Certified Home Health Aide
Certified in Identifying and Reporting Child Abuse

References: Available upon request

YOUR NAME
Street Address
City, State, Zip Code
Area Code & Number
E-mail (if available)

KEY

QUALIFICATIONS:

**Excellent communications skills*
**Works well in individual and group situations*
**Highly motivated with an impeccable work ethic*
**Exceptional time management skills*
**Ability and willingness to learn new ideas*

EDUCATION:

Utica College, Utica, NY
Bachelor of Science, May 2005
Major: Criminal Justice – Economic Crime Investigation
Concentration: Computer Security

RELEVANT COURSES:

Criminology/Criminological Research Methods
Assembly Language programming/C++ Programming
Economic Statistics/Discrete Mathematics/Microeconomics
Computer Security/Information Security/Network Security
Economic Crime Investigation/Law of Economic Crime
Cybercrime Law & Investigations/Financial Accounting

RELEVANT EXPERIENCES:
12/03-12/04

Utica National Insurance Group, Utica, NY
Special Investigator of No-Fault and Asbestosis Claims
Performed large-scale investigations on fraudulent activities
Improved company organization by creating initial fraud database

OTHER WORK EXPERIENCE:
11/02-12/04

Utica College, Office of Admissions, Utica, NY
Ambassador
Provided tours and information to prospective students and families
Represented the institution with honor and diligence

5/02-8/02

Kingston City Schools Consolidated, Kingston, NY
Field Manager/Event Coordinator
Maintained baseball field and supervised games
Orchestrated tournaments and charity events

8/99-8/02

Barnhardt's Ski Shop, Lake Placid, NY
Sales and Marketing Analyst
Provided marketing strategies and analyzed sales procedures
Improved sales volume by successful marketing techniques

ACTIVITIES:

Varsity Golf 2004, Treasurer of Alpha Chi Rho National Fraternity 2002-2004,
Deep Freeze for American Cancer Society 2002-2004, Varsity Baseball 2001-2003

REFERENCES:

Available upon request

SKILLS/FUNCTIONAL RESUME

The functional resume tends to be quite useful for people seeking to de-emphasize dates, positions, and responsibilities, yet, seeking to emphasize qualifications, skills, and related accomplishments. This type of resume organizes skills into functional categories. Skills/functional resumes are especially useful for individuals lacking work experience or for those trying to enter a new occupation where they lack direct job-related experience. (from High Impact resumes & Letters by Ronald Krannich and William Banis)

YOUR NAME
Street Address
City, State, Zip
Area Code & Number
E-mail (if available)

OBJECTIVE: Name one or several related career fields/jobs. If you wish, you might briefly preview your resume by listing your major strengths.

EDUCATION: Utica College, Utica, NY
Major & GPA
Degree, Date

(SKILL AREA) Give one or more specific examples which are evidence of this skill.
(Name specific skill here)
*
*
Ex – Sales *Ex – Met and exceeded monthly quota for team.

(SKILL AREA) Give one or more specific examples which are evidence of this skill.
*
*
*

(SKILL AREA) Give one or more specific examples which are evidence of this skill.
*
*
*

EMPLOYMENT HISTORY

(Dates) **Position Title**, Organization, City, State
(Dates) **Position Title**, Organization, City, State
(Dates) **Position Title**, Organization, City, State

REFERENCES Available upon request