

RESUME GUIDE: UNDERSTANDING YOUR RESUME – Sections & Formatting

Section	Formatting Notes	Examples
Heading and Objective	If you choose to have this section on your resume, be sure to make it a brief statement specific to the job. The objective should come after your heading which contains your name and contact information. You can also add your Clifton Strengths as a tagline in your heading.	<p>Sandra Shark “Achiever, Communication, Command, Learner, Responsibility” One Tsunami Drive • Bluffton, SC • sss@uscb.edu • 843-208-1234</p> <hr/> <p>OBJECTIVE</p> <p>To obtain an internship with Enterprise Holdings that will use my degree in business management and enhance my developing leadership skills</p>
Summary	It is increasingly fashionable to skip the objective and provide a summary of skills instead. If you choose to use a summary instead of an objective, make sure the points are supported by your experiences on your resume. Three to five points are sufficient to bring forward and these points may change depending on the job description.	<p>PROFESSIONAL SUMMARY</p> <ul style="list-style-type: none"> • More than five years of experience serving customers in the hospitality industry • Proven leadership ability as demonstrated by serving as an officer in three student organizations • Recognized for achieving and exceeding goals in sales and service with two previous employers
Education	Your education is one of the positive attributes you need to showcase. Put this section at the top of your resume. You typically do not need to include your high school unless there is something significant about that school such as it was a School of the Arts or Sciences. You should list your most recent degree first if you have more than one. Notice in the example how the institution is in bold and the degree is italics. If your GPA is above a 3.0 include it and also include your graduation or intended graduation date.	<p>University of South Carolina Beaufort Bluffton, SC <i>Bachelor of Science in Biology</i> May 2021</p> <ul style="list-style-type: none"> • GPA 3.3 / 4.0 scale <p align="center">~OR~</p> <p>University of South Carolina Beaufort Bluffton, SC <i>Bachelor of Arts in English</i> GPA: 3.2/4.0 scale</p> <ul style="list-style-type: none"> • Anticipated Graduation: December 2021
Honors & Awards	You can create a separate section for honors and awards. If all of these are academic it is suggested that you include this in your education section.	<p>University of South Carolina Beaufort Bluffton, SC <i>Bachelor of Science in Biology</i> May 2021 GPA 3.3 / 4.0 scale</p> <ul style="list-style-type: none"> • <u>Honors & Awards</u>: Palmetto Fellows Scholarship, National Society for Leadership, Outstanding Biology Major, Pi Sigma Phi Honor Society
Relevant Coursework	If you do not have any related work experience, but you do have related coursework for the job, then you may decide to include a section for relevant coursework in your education section	<p>University of South Carolina Beaufort Bluffton, SC <i>Bachelor of Science in Biology</i> May 2021 GPA 3.3 / 4.0 scale</p> <ul style="list-style-type: none"> • <u>Relevant Courses</u>: Microbiology, Organic Chemistry, Marine Biology, Coastal Ecology & Habitats
Experience	Experience can be paid work/ internship experience or unpaid volunteer/internship experience. It can be research experience or project-based experience. What's important is that you organize the experience in a way that makes sense and highlights your most impressive first. All experience should be listed in reverse chronological order, meaning most recent first. The place where you worked, it's location, your work title, and dates of employment should be listed. Short phrases that begin with action verbs should be used to describe your work.	<p>Amazing Resorts Hilton Head Island, SC <i>Front Desk Clerk</i> August 2020 – May 2021</p> <ul style="list-style-type: none"> • Employed for 20 hours a week while maintaining a full-time course load in college • Served as many as 100 customers per day during peak vacation periods • Recognized for providing exceptional customer care during a crisis that resulted in monetary reward by management • Initiated check-in procedure that saved on average 5 minutes per customer during critical first impression period <p>(Note the quantitative (numbers) information and qualitative (descriptive) information used to explain work. Notice also that these points demonstrate results and how the candidate made a difference rather than just listing job duties.)</p>
Additional Experience	You may decide to create different categories of experience. For example, if your most relevant experience is not your most recent, you can create a section “Relevant Experience,” to get around the reverse chronological order rule so that the best experience is seen first when someone reads your resume. You may also create categories such as Leadership Experience, Volunteer Experience, Internship Experience, or anything that helps a reader make sense of your resume. Be sure to keep the reverse chronological order rule within each section.	<p>RELEVANT EXPERIENCE</p> <p>Amazing Resorts Hilton Head Island, SC <i>Front Desk Clerk</i> August 2020 – May 2021</p> <ul style="list-style-type: none"> • Employed for 20 hours a week while maintaining a full-time course load in college • Served as many as 100 customers per day during peak vacation periods • Recognized for providing exceptional customer care during a crisis that resulted in monetary reward by management • Initiated check-in procedure that saved on average 5 minutes per customer during critical first impression period <p>LEADERSHIP EXPERIENCE</p> <p>University of South Carolina Beaufort Bluffton, SC <i>President, Student Government Association</i> April 2019 – April 2020</p> <ul style="list-style-type: none"> • Elected to represent student body of 2250 and to implement changes, initiatives, and activities that would enhance the collective student experience • Initiated Diversity, Equity, and Inclusion protocols to ensure that the diversity of the student population was represented in all student organizations • Negotiated new food service contract that improved the variety, quality, and quantity of food available in campus dining facilities on three campuses • Consolidated resources within student organizations that achieved \$12,000 savings to overall budget and used the extra funds to enhance the resource available in the student emergency account <p>RESEARCH EXPERIENCE</p> <p>USCB Scholarship & Research Day Bluffton, SC Research Project: Gender Bias In Campus Administration Spring 2019</p> <ul style="list-style-type: none"> • Participated on an academically diverse research team to uncover gender bias within the administration of the university • Conducted 100 separate surveys at all departmental levels and collected and analyzed data from the surveys • Personally conducted 25 informational interviews to gather firsthand experiences of gender bias experienced in the workplace

RESUME FORMATTING

Font

10-12-point font should be used. It should be professional and easy to read. It is okay to use a different font for the headings of your sections from that which you use in the sections. Your name in your heading should be in 12-16-point font size, but the font size of your contact information should stay within the 10-12-point size range.

Margins

Margins should be between 0.5" and 1.0" depending on the content of your resume. If you have a lot of experiences to share, you will use a smaller margin than if you have very little. Typically, your experiences build as you progress through your college classes such that a freshman's resume looks very different from a senior's.

Length

A typical college resume should be one page. If your resume goes over to two pages, try narrowing your margins, the spaces between lines, and or the font size you are using. You may also have to judiciously edit your content.

If you have significant experience and have been in the workforce for many years, you may need a two-page resume.

Contact Information

Include your name, phone number, email address and home address on your resume. Make sure your email address is professional. If you are posting your resume on a website such as Indeed, Career Builder or Zip Recruiter, you may leave out your personal address for safety.

Format

Formatting should be consistent throughout your resume. If you bold the names of organizations, be sure to be consistent about this in each experience you list. Likewise, if you put your job title in italics, this should remain consistent throughout each experience. If you write out your sections in all capital letters, be consistent with this in each section.

Everything should be aligned. This includes each section heading, all bullet points, and experiences within sections. Alignment on the right side of the page should line up as well as on the left side.

Save your resume as a PDF document before emailing it or uploading it to a website or application. If you are handing out copies of your resume, it's professional to use quality grade business paper.

If you chose to use color on your resume, do so sparingly. A blue line separating your heading from the body of your resume is eye-catching, but bold and bright colors can be distracting, plus they don't always reprint well.

RESUMES – Getting Started

Brainstorm!

Before you sit down to write your resume, take some time to capture all that you have done. You want to capture all of your work experiences, volunteer experiences, internship experiences as well as things like honors, awards, skills, relevant courses, and extra-curricular activities.

Use the information below as a guide to help you get started.

Education

List all educational institutions you have attended in reverse chronological order.

Institution & Location	Degree	Graduation Date	GPA

Work Experience

List your work experience. This is experience that paid you a salary.

Name of Business	Location of Business	Job Title	Beginning & Ending Dates of Employment

Volunteer Experience

List volunteer experience. These would be experiences where you did not get paid a salary.

Name of Organization	Location of Organization	Volunteer Role	Dates of Service

Travel Experience

List any significant travel experience you have.

Travel Location	Dates of Travel	Title (Can be "Volunteer")

Activities, Clubs, Organizations

List extra-curricular activities.

Extra-Curricular Activity	Dates Engaged	Positions/Offices Held
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ACTION VERBS – Use action verbs to describe your experiences.

Led a Project

Chaired
Controlled
Coordinated
Executed
Headed
Operated
Orchestrated
Organized
Oversaw
Planned
Produced

Envisioned/Implemented a Project

Administered
Built
Charted
Created
Designed
Developed
Devised
Founded
Engineered
Established
Formalized
Formed
Formulated
Implemented
Incorporated
Initiated
Instituted
Introduced
Launched
Pioneered
Spearheaded

Saved Time/Money

Conserved
Consolidated
Decreased
Deducted
Diagnosed
Lessened
Reconciled
Reduced
Yielded

Increased Efficiency, Sales, Revenue, or Customer Satisfaction

Accelerated
Achieved
Advanced
Amplified
Boosted
Capitalized
Delivered
Enhanced
Expanded
Expedited
Furthered
Gained
Generated
Improved
Lifted
Maximized

Outpaced
Stimulated
Sustained

Managed a Team

Aligned
Cultivated
Directed
Enabled
Facilitated
Fostered
Guided
Hired
Inspired
Mentored
Mobilized
Motivated
Recruited
Regulated
Shaped
Supervised
Taught
Trained
Unified
United

Brought in Partners, Funding, Resources

Acquired
Forged
Navigated
Negotiated
Partnered
Secured

Supported Customers

Advised
Advocated
Arbitrated
Coached
Consulted
Educated
Fielded
Informed
Resolved

Changed or Improved Something

Centralized
Clarified
Converted
Customized
Influenced
Integrated
Merged
Modified
Overhauled
Redesigned
Refined
Refocused
Rehabilitated
Remodeled
Reorganized
Replaced
Restructured
Revamped
Revitalized
Simplified
Standardized
Streamlined
Strengthened
Updated
Upgraded
Transformed

Achieved Something

Attained
Awarded
Completed
Demonstrated
Earned
Exceeded
Outperformed
Reached
Showcased
Succeeded
Surpassed
Targeted

Researched, Analysis, Fact Finding

Analyzed
Assembled
Assessed
Audited
Calculated
Discovered
Evaluated
Examined
Explored
Forecasted
Identified
Interpreted
Investigated
Mapped
Ensured
Qualified
Quantified
Surveyed
Tested
Tracked

Wrote or Communicated

Authored
Briefed
Campaigned
Co-authored
Composed
Conveyed
Convinced
Corresponded
Counseled
Critiqued
Defined
Documented
Edited
Illustrated
Lobbied
Persuaded
Promoted
Publicized
Reviewed

Oversaw or Regulated

Authorized
Blocked
Delegated
Dispatched
Enforced
Ensured
Inspected
Itemized
Monitored
Screened
Verified

Sample Resume

Sandra Shark

“Achiever, Communication, Command, Learner, Responsibility”

One Tsunami Drive • Bluffton, SC • sss@uscb.edu • 843-208-1234

OBJECTIVE

To obtain an internship with Enterprise Holdings that will use my degree in business management and enhance my developing leadership skills

PROFESSIONAL SUMMARY

- More than five years of experience assisting customers in the hospitality industry
- Proven leadership ability as demonstrated by serving as an officer in three organizations
- Recognized for making significant contributions to customer care with previous employer

EDUCATION

University of South Carolina Beaufort

Bachelor of Science in Business

- Emphasis in Management

Bluffton, SC

May 2022

3.3/4.0 scale

EXPERIENCE

Amazing Resorts

Front Desk Clerk

Hilton Head Island, SC

August 2020 to Present

- Employed for 20 hours a week while maintaining a full-time course load at the university
- Served as many as 100 customers per day during peak vacation periods
- Recognized for providing exceptional customer care during a crisis that resulted in monetary reward by management
- Initiated check-in procedure that saved 5 minutes per customer during critical first impression period

University of South Carolina Beaufort

President, Student Government Association

Bluffton, SC

April 2019 – April 2020

- Elected to represent student body of 2250 and to implement changes, initiatives, and activities that would enhance the collective student experience
- Initiated Diversity, Equity, and Inclusion protocols to ensure that the diversity of the student population was represented in all student organizations
- Negotiated new food service contract that improved the variety, quality, and quantity of food available in campus dining facilities on three campuses
- Consolidated resources within student organizations that achieved \$12,000 savings to overall budget and used the extra funds to enhance the resources available in the student emergency account

USCB Scholarship & Research Day

Research Project: Gender Bias in Campus Administration

Bluffton, SC

Spring Semester 2018

- Participated on an academically diverse research team to uncover gender bias within the administration of the university
- Conducted 100 separate surveys at all departmental levels; collected and analyzed data from the surveys
- Personally conducted 25 informational interviews to gather firsthand experiences of gender bias experienced in the workplace
- Uncovered only a moderate level of gender bias with only 5% of the interviewees having significant experience to report