

This handout serves as a guideline for preparing or refining a resume, one of the several tools used in a job search. Keep in mind that resumes are “seen before they are read” and employers screen resumes to form early impressions of job candidates. Research has shown that on average an employer will spend about 20 seconds screening your resume. Your resume should highlight your skills, abilities and attributes in relationship to the position you are seeking. Before writing your resume, research the organization and review the job description in order to tailor your resume and respond to the organization’s needs.

There is not one standard format for a resume. Keep in mind that you will most likely create more than one resume and each resume should match the needs of the employer. The main sections of a resume are:

**Heading**

**Profile/Summary of Qualifications/Strengths**

**Education**

**Experience** (See alternative titles in Experience section)

This handout focuses on a chronological resume (experience is listed from most recent to least recent). Typically chronological resumes are the most common but there may be valid reasons for creating a functional resume. Visit the Office of Career Services for samples of chronological and functional resumes.

<b>Ima Pilot</b>	
<i>123 current address Portland, OR 97203</i>	<i>imapilot@up.edu (503) 943-7201</i>
<b>PROFILE</b> Demonstrated leader with experience in supervision, team projects and promotions. Fluent in Spanish and English. Committed to serving the community. Ambitious, creative, and self-motivated.	
<b>EDUCATION</b> Bachelor of Arts, Major: English University of Portland, Portland, OR	
	May 2013 GPA: 3.4
<b>EXPERIENCE</b> Starbuck’s Coffee, Portland, OR Barista	
	May 2009 – present
<ul style="list-style-type: none"> <li>Supervised team of six employees daily</li> </ul>	
Roosevelt High School, Portland, OR Volunteer Tutor	
	January 2008 – February 2009
<ul style="list-style-type: none"> <li>Tutored high school students individually and created weekly plans to track progress</li> </ul>	
<b>ACTIVITIES</b> American Marketing Association, Member Children’s Cancer Association, Event Volunteer Student Senate, Junior Class Representative	
	January 2008 - present March 2010 - present May 2009 – May 2010

This is just one example of a resume, but there are hundreds of formats. Be cautious of using templates as your resume will not be unique. The Office of Career Services has additional samples that can help you create a one-of-a-kind resume!

## Getting Started

- Font sizes should be 10 - 12 point in the body and 14 – 18 point for your name.
- Resumes should ideally be one page. Adjusting your margins can help, but should be no smaller than 0.5 inches.
- Pronouns should not be included – resumes should not include “I” or “my” statements. (Instead of “I coordinated an event,” it should read “coordinated an event.”)
- Spell-check your entire resume. Review grammar and have another person review it as well.
- Use present tense verbs for activities you are currently involved with and past tense verbs for tasks you have completed.
- Customize each resume to highlight your experiences and skills that match the position in which you are applying.
- Resumes should be printed only on white or off-white resume paper.

## Heading

### Ima Pilot

123 Current Address  
Portland, OR 97203

imapilot@up.edu  
(503) 943-7201

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Be sure to include your name in size 14-18 point font, a professional email address, mailing address and a phone number. If you are applying for a job in another city, try to include a local address for that city. Your entire heading should be no larger than 1 inch and should not be in all caps.

## Profile

One of the most common resume formats is to begin with a profile statement. In the past, resumes began with an objective but objectives have been replaced with a profile. It is often referred to as *Profile, Strengths, or Summary of Qualifications*. The profile focuses on what you can contribute to the organization, highlighting your **skills, traits and accomplishments** in relationship to what the employer is seeking. It introduces the most relevant attributes of you to the screener or interviewer, helping you be screened into the “yes” pile. The more closely your profile matches the profile of the employer’s ideal candidate, the stronger your candidacy will be. The profile statement is placed at the top, directly below the heading. Immediately following the profile statement is the *proof* where you list your education and experiences.

Simply put, the profile statement is your introduction. It describes the value you can offer to the organization through the answers to these questions:

- **Who are you?** i.e. Student, Oracle Developer, Business Analyst or Project Manager
- **What do I like to do?** i.e. having day to day contact with people, work independently, work in a team environment
- **What are your key skills and strengths?** i.e. troubleshooting, organizing, promotions, record keeping
- **What type of work have I done in the past?**
- **What type of work would I like to do in the future?**

## Education

Bachelor of Arts, Major(s): English, Minor(s): Business

May 2013

University of Portland, Portland, OR

GPA: 3.4

University of Notre Dame Australia, Fremantle, Australia

Summer 2011

The education section should be below your profile if you are a current undergraduate or graduate student. Include the name of the institution, the city and state of the institution, the year in which you expect to get your degree, the degree that you will be obtaining (i.e. Bachelor of Arts, Bachelor of Business Administration, Bachelor of Science, Master of Arts) and majors and minors. Typically GPA can be added if it is 3.0 or higher. Include any study abroad experiences. You may also choose to include academic scholarships in this section, or you may have another section that includes honors and awards. Do not include the monetary amount of the scholarships. High school does not need to be included. It is also not necessary to include relevant coursework unless specifically requested by the employer.

## Experience

Starbuck's Coffee, Portland, OR

May 2009 - present

*Barista*

- Supervised team of six employees daily

Roosevelt High School, Portland, OR

January 2008 – February 2009

*Volunteer Tutor*

- Tutored high school students individually and created weekly plans to track progress

This section can have varied titles such as Experience, Related Experience, Research Experience, Academic Projects, Leadership Experience or Relevant Experience and may include paid, unpaid, part-time, full-time, internship, or volunteer experience. List the experiences in reverse chronological order (most recent experience first). Include your job title and/or role, the name of the organization, followed by the location of the organization (city and state) and the dates (dates are best placed on the right side of the page).

Each experience should demonstrate your accomplishments in the form of an accomplishment statement. Accomplishment statements, usually formatted in a bullet point, highlight your strengths, skills, and results. Do not cut and paste your job description, rather focus on what you accomplished. When possible *quantify* any difference, change, amount, quality, speed, etc. This can include numbers, dollar figures, and percentage changes. The accomplishment statement incorporates three main points – 1. **What** did you do? 2. **How** did you do it? 3. What was the **result**? Each accomplishment statement should begin with an action verb. If you are currently in that position, use present tense verbs. If you are no longer in that role, use past tense verbs. Avoid using passive verb constructions and beginning accomplishment statements with “Responsible for” or “Duties included.” Typically your experience would include two to five accomplishment statements. You do not have to list the obvious duties associated with the position.

### **Accomplishment Statement Examples:**

- *Opened, closed and inspected work on each shift.*
- *Provided front office management, maintained calendars, processed payments, screened all calls and visitors, and phandled incoming phones.*
- *Collaborated with four classmates to research and develop a marketing plan for a local start-up company. Presented recommendations to President and Board Members.*
- *Created successful learning atmosphere to reach youth from diverse backgrounds.*
- *Updated donor database of over 5,000 and increased accuracy by 40%.*

## Additional Sections

American Marketing Association, Member

January 2008 - present

Children's Cancer Association, Event Volunteer

March 2010 - present

Student Senate, Junior Class Representative

May 2009 - May 2010

You may include additional sections such as: Leadership Experience, Volunteer Experience, Honors and Awards, Skills, Work Experience, Extracurricular Activities, or Community Involvement. In listing activities, be consistent in the format. Many of these sections are simply lists with dates. If there is an activity in which you have a considerable amount of experience, such as being a club president or coordinating a volunteer activity, you may want to add it to your experience section.

References should be listed on a separate page with the same heading as your resume; you should not put “references available upon request” on your resume. On average, list three references, including their name, title, organization, email address and phone number. Be sure to contact all of your references before you list them and ask if they will serve as an employment reference for you. Also make them aware of the specific position you are applying to.

## **Sample Reference Page**

### **Ima Pilot**

123 Current Address  
Portland, OR 97203

imapilot@up.edu  
(503) 943-7201

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### **References**

Jane Smith  
Manager  
Starbuck's Coffee  
jane@starbucks.com  
(503) 555-1212

John Smith  
English Teacher  
Roosevelt High School  
smith@roosevelt.edu  
(914) 555-1212

Wally Pilots  
Director of Campus Activities  
University of Portland  
pilot@up.edu  
(503) 943-7201