

## **RESUME GUIDELINES**

**OVERVIEW:** Creating a résumé is more of an art than a science. There are many different types of résumé formats available. The following format was developed with the assistance of experts in the human resource field in conjunction with the latest best practices of interface design and usability.

### **LAYOUT:**

- Saving your resume
  - Prepare résumé using appropriate software. Save as a “.doc” file when completed.
- Paper
  - Use 8½" x 11” white paper.
- Margins
  - Set top and bottom margin to 1” inch and left and right margin to .8” inch.
- Font
  - Use Times New Roman font size 11-12 point. (Exception: use 14-16-point size for your name)
  - Headings for each section should be Upper Case and Not Bold.
- Positioning
  - Because we read top to bottom and left to right, information on the top and to the left should be the most important information.
- Miscellaneous
  - If listing numbers: 0-9 write out; 10 or above list numerically.
    - Example: 7=seven, 12=12
  - When listing months: abbreviate if month is five or more letters.
    - Example: July = July, December = Dec.

## **RESUME CONTACT INFORMATION SECTION:**

**OVERVIEW:** Most employers prefer the contact information to be formatted as if they were going to send you a letter. Some degrees may require you to be creative with this section by creating a logo. If this applies to your degree program, consult with the Career Services office or a faculty member for additional information.

### **LAYOUT:**

- Name
  - “Susan Student”
  - Remember: Center your name and use bold and larger font size, 14-16 point. Everything else in the heading can be done in 11-12-point font.
- Address
  - List your current address or list present and permanent address.
  - Since “less is more” in advertising, abbreviate Michigan as “MI” throughout resume.
- Phone Number(s)
  - If more than one phone number is available, list the one that you can most easily be reached at during the day followed by a secondary phone number. If one number is truly better than the other, you may list only one.
    - Example: (989) 888-7777 (Cell) / (989) 999-8888 (Home)
    - (989) 888-7777
    - Please be sure that your voicemail message sounds clear, positive and powerful.
    - Be aware of any “ring back” tones that may not represent you in a professional manner.
- E-mail Address
  - Consider listing if:
    - It is an appropriate/professional type of email address
      - Note: No nicknames
    - You check your email account at least every 48 hours.

### **EXAMPLE:**

**Susan Student**  
7400 Bay Rd. University Center, MI 48710  
(989) 964-4954 <use the best number to reach you> careers@svsu.edu

## **RESUME OBJECTIVE SECTION:**

**OVERVIEW:** While some resources claim that the objective section is not necessary in a résumé and a waste of space, our office believes that this is not the case. An effective objective can assist the human resources department direct your résumé to the appropriate search committee and serves as an introduction to your skills as a professional.

### **CREATION:**

- Brainstorm 4-6 skills that you feel you possess as a professional
  - See Action Word guide sheet for examples
- Think of how a previous employer or co-worker would describe you
- Select the top three skills as they apply to the specific position you are seeking
- Since it serves an introduction to the rest of the resume, each skill should be supported in the following sections
- When possible, personalize the objective statement for the position you are applying for

### **GENERIC EXAMPLES:**

To apply my exceptional interpersonal, creative and teamwork skills to gain experience through a co-op or internship position in the field of sales and marketing.

To utilize my organizational, analytical and interpersonal skills to obtain full-time employment in the field of accounting.

### **SPECIFIC EXAMPLES:**

To utilize my exceptional communication, leadership and lesson planning skills as a fifth-grade math and language arts teacher at Hellebuyck-Simon Elementary School.

To apply my analytical, teamwork and organizational skills to obtain employment as a staff accountant with Sujkowski, Major and Biskup.

## **RESUME EDUCATION SECTION:**

**OVERVIEW:** Because employers will read your résumé from top down and left to right the specific degree will be the first information provided. Your degree is what distinguishes you from other students who attend Saginaw Valley State University.

### **LAYOUT:**

- **Degree**
  - First statement after title should be the current degree you are pursuing at SVSU with your anticipated date of graduation. You can graduate from SVSU in May, August or December.
  - Your major and minor should both be listed in bold font.
  - Some common degree titles include: Bachelor of Arts, Bachelor of Science, Bachelor of Fine Arts, Bachelor of Business Administration, Bachelor of Social Work, Bachelor of Professional Accountancy
- **Academic Accolades**
  - President's List
    - List each semester for up to three semesters (i.e., Fall 2017, Winter 2018, Fall 2018).
    - If more than three semesters, indicate the number of semesters awarded (i.e., five semesters).
  - Deans' List
    - List each semester for up to three semesters (i.e., Fall 2017, Winter 2018, Fall 2018).
    - If more than three semesters, indicate the number of semesters awarded (i.e., five semesters).
- **Grade Point Average (GPA)**
  - List whenever your cumulative GPA is at least a 3.0 or above. Do not list anything below 3.0 unless specifically directed to by the employer. In that case, only for that employer.
- **Prior Education**
  - Do not list your high school degree.
  - Do not list any other college you attended unless you completed a degree or certificate with that institution.

### **EXAMPLES:**

#### **EDUCATION**

##### **Bachelor of Arts in Communication**

Anticipated: May 2012

Saginaw Valley State University, University Center, MI

Minor: **Marketing**

President's List: Winter 2018

Deans' List: Fall 2017

GPA: 3.55

#### **EDUCATION**

##### **Bachelor of Business Administration in Finance**

December 2007

Saginaw Valley State University, University Center, MI

GPA: 3.36

## WRITING EFFECTIVE BULLET STATEMENTS:

**OVERVIEW:** An old saying states that “a picture is worth 1,000 words.” Writing effective bullet statements can help you paint a picture in the mind of the person reading your résumé. To do this, your bullet statements should be clear, concise and detailed. List accomplishments over tasks for your previous positions held. Remember, in many cases the position title explains the duties that you performed.

### **LAYOUT:**

- Number
  - Minimum of two / maximum of four bullet statements.
- Format
  - Bullet statements should only appear on one line and wrap to a second line only if the information is relevant to the message being conveyed.
- Language
  - For each bullet statement, use an “Action Word” that supports one of your strength/skill areas listed in your objective statement.
  - Do not use an “Action Word” more than once throughout the entire resume.
  - See **Action Word List**
  - Use descriptive versus general language.
  - If a “picture is worth a thousand words” paint your reader a “word picture.”
    - Example: Instead of writing that you “presented to a **group of students**” write that you “presented to a **group of 25 high school seniors.**”
- Strategy
  - The stronger your statement is constructed, the higher your “stock value” becomes.
  - Three Levels of Bullet Statements:
    - Level 1: Listing your duties, tasks and responsibilities (**not very impressive**).
    - Level 2: How or in what way do you or did you perform Level #1 exceptionally well? Are there any additional duties that you initiated that were not part of your job responsibilities? Employers want to hire individuals with initiative (**more impressive**).
    - Level 3: Outcome/results of completing Level #1 and Level #2? Did you increase something good or decrease something bad? Employers want to hire individuals with knowledgeable skills (**most impressive**).
  - Avoid using Level 1 bullets whenever possible.
  - Be able to support all Level 3 bullets with detailed examples or anecdotes during an interview.

### **EXAMPLES OF LEVEL THREE BULLETS:**

- Earned Associate of the Month honors for outstanding service in June 2007
- Created effective displays which increased monthly sales by 200% in a two-month

## RESUME RELEVANT EXPERIENCE:

**OVERVIEW:** Employers want to hire someone with experience. The Relevant Experience section is your opportunity to highlight your previous experience and bring it to the attention of the potential employer.

### **LAYOUT:**

- Jobs
  - Listing the most recent position first, list any positions that you have completed or are currently working in that are relevant to either your major/minor area of study or position that you are applying for.
  - This is the section where a co-op or internship position should be listed.
  - **If you have not** obtained any relevant experience, do not include this section on your résumé.
  - Strive for **Level Three bullet statements** when detailing these positions.
  - Use the Action Words list to write bullet statements.
  - Do not repeat Action Words or bullet statements.
  - In lieu of relevant work experience, you may list relevant coursework.

### **EXAMPLES:**

#### RELEVANT EXPERIENCE

##### **Tax Season Internship**

Jan. 2018 – June 2018

The Rehmann Group, Troy, MI

- Managed several audits in the areas of government, private, and non-profit organizations
- Accurately prepared over 300 tax returns for partnerships, individuals, and corporation

#### RELEVANT COURSEWORK

Federal Income Tax Accounting

Financial Accounting

Intermediate Accounting I

Fund Accounting

Intermediate Accounting II

Managerial Accounting

## **RESUME WORK EXPERIENCE:**

**OVERVIEW:** Employers want to hire someone who will make a positive impact with their organization. The Work Experience section is your opportunity to highlight any transferable skills that you have developed that help you in a position related to your degree program.

### **LAYOUT:**

- Jobs
  - List any positions where you have worked that do not classify as relevant, listing the most recent position first.
  - For jobs taking place at the same time, list the one taking place the longest first.
  - Identify transferable skills: positive traits, attributes and characteristics that you have and can apply regardless of the type of work you are doing.
  - Strive for Level Three bullet statements when detailing these positions.
  - Use the Action Words list to write bullet statements.
  - Do not repeat action words or bullet statements.

### **EXAMPLE:**

#### **WORK EXPERIENCE**

##### **Crew Member**

Jan. 2016 – June 2017

McDonald's Restaurant, Essexville, MI

- Effectively prepared over 500 orders during the daily lunch rush
- Earned Employee of the Month honors in October 2016 for providing outstanding customer service

## COMPUTER / TECHNICAL SKILLS:

**OVERVIEW:** As organizations search for employees in the 21st century, the ability to use technology is a vital skill to possess. It is important to show potential employers that you are confident using technology within the work environment. Depending on the amount of computer and technical skills required within your field, there are different ways you can list items for this section.

### **LAYOUT:**

- Software
  - If you have a “working knowledge” of particular computer software, list them out with a semi-colon between software packages.
    - Example: MS Word, Excel; Adobe Illustrator
  - List software in order of relevance to the position you are applying for.
- Skills
  - If your degree requires a multitude of technical/computer skills, break the software packages into relevant groups:
    - Graphic Design Software:
    - Multimedia Applications:
    - Web Design Software:
    - Programming Languages:
    - Design Applications:
    - Network Administration:
    - Manufacturing Skills:

### **EXAMPLES:**

#### COMPUTER SKILLS

**Graphic Design:** Adobe Photoshop CS3, Illustrator CS3

**Multimedia Applications:** Adobe Flash, Premier; Final Cut Express

**Operating Systems:** Windows 1995-Vista; Macintosh OS X

#### COMPUTER / TECHNICAL SKILLS

**Design Applications:** AutoCAD, Matlab, Maple, Solid Edge, ANSYS, Algor, MAGMA

**Programming Languages:** C++, C, Perl, Java

**Manufacturing Skills:** TIG welding, manual milling machine, lathe, CNC programming, MIG welding



## **RESUME HONORS / AWARDS / ACTIVITIES SECTION:**

**OVERVIEW:** The Honors / Awards / Activities section is a place where you can add additional information that you feel will be relevant to an employer during your career search. Items in this section can be used to support skills listed within your objective section or demonstrate experience working with a particular group. As with the rest of the résumé, do not include high school accomplishments in this section. Remember, the ultimate goal of this section is to provide the potential employer with enough interesting and relevant information about you to make them want to interview you.

### **LAYOUT:**

- Content
  - Volunteer activities, awards, social fraternities/sororities, professional affiliations. These might include any of the following categories: volunteer experiences, awards or scholarships received, professional memberships, conferences you attended or other certifications that you have earned.
  - If you have more than three items in a category, it is acceptable to list them all together. In this situation, you would not need to include dates.

### **EXAMPLES:**

#### **HONORS / AWARDS / ACTIVITIES**

<b>Volunteer</b> , Relay For Life	Dec. 2017 – Aug. 2018
<b>Recipient</b> , SVSU Presidential Scholarship	Aug. 2017 – May 2019
<b>Member</b> , Delta Sigma Pi Business Fraternity	Sept. 2015 – May 2019
<b>Certified</b> , CPR/AED for the Professional Rescuer	Dec. 2016 – Present

#### **HONORS / AWARDS / ACTIVITIES**

<b>Volunteer</b> : Relay For Life, Paint and Pride, Usher for the SVSU University-Wide Employment and Networking Fair, After School Success Program and Hagaman Elementary School	
<b>Recipient</b> , SVSU Presidential Scholarship	Aug. 2015 – May 2019
<b>Member</b> , Delta Sigma Pi Business Fraternity	Sept. 2016 – May 2019
<b>Certified</b> , CPR/AED for the Professional Rescuer	Dec. 2016 – Present

## **RESUME REFERENCES SECTION:**

**OVERVIEW:** Listing references on your résumé whenever you are applying for a specific position is a good idea because it shows a potential employer that you are prepared and have nothing to hide. Candidates using “References Available Upon Request” create extra work for the employer. It also demonstrates that you are willing to “go the extra mile” and are very thorough in your tasks. Do not list your references when posting to an on-line site such as CareerBuilder.com.

### **LAYOUT:**

- Names and Titles for Your References
  - This is the last item at the bottom of the page.
  - List your references on a separate sheet of paper.
  - Write Please see attached if you have additional space to fill at the bottom of a page.
- Content
  - Three **professional** references, **NOT** personal references. Professional references are more objective and add greater “stock value” to your resume. Preferable examples to consider are:
    - A current/previous supervisor
    - A current/previous faculty member (ideally in your major or minor field of study)
    - A faculty advisor for a student organization
    - An athletic coach
    - A director of where you might have performed volunteer work
  - Provide as much contact information as possible, since employers will use different means of contacting your references.
  - Most employers are looking for **three names**, however, be sure to follow any application instructions

### **EXAMPLES:**

#### REFERENCES

**Ms. Jessica Smith**, Manager  
McDonald’s Restaurants of Bay City  
3840 E. Wilder Road  
Bay City, MI 48706  
(989) 555-9999 (Work)  
(989) 555-2222 (Home)

**Dr. Matthew Hagaman**, Professor  
Department of Communication  
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