



COMMUNITY COLLEGE
OF RHODE ISLAND

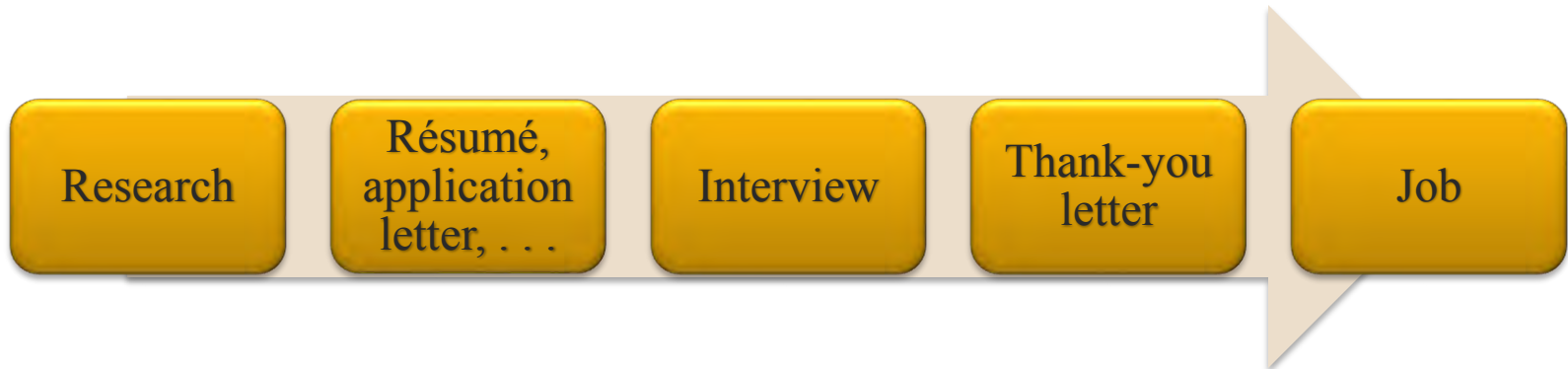
Résumés

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COMMUNITY COLLEGE OF RHODE ISLAND

Process of Getting a Job



A résumé is one part of the process of applying for a job:

1. Conduct research about job openings and companies
2. Submit a résumé, application letter, and other documents
3. Be interviewed at least once by one or more people
4. Send a thank-you letter to the interviewer(s)

The Purpose of a Résumé

A résumé should show that a job applicant:

- has the required education, skills, and work experience to be interviewed for a position
- really wants a specific job at a specific company, rather than just any job at any company



Glancing Quickly at Résumés

- Job applicants usually envision someone intently reading every word of their résumés. This kind of analysis very rarely happens.
- Tired, busy people often glance quickly at hundreds of résumés while multi-tasking.



Effective Résumé Elements

These four elements are most important:

1. Clear format
2. Appropriate content
3. Logical organization
4. Effective writing style



Résumés Need Clear Format.

- Headings are necessary in order to overview each section of the résumé.
- Extra space should be used to separate the sections from each other.
- Headers help readers to quickly find and read the most essential parts of a résumé.

Résumés Need Appropriate Content.

- Contact information
- Career objective, skills, &/or qualifications
- Education
- Experience
- References



Required Content: Contact Information

- Contact information is a mailing address, phone(s), and e-mail address(es).
 - A résumé should include different kinds of contact information (such as home, work, and cell phone numbers), so a potential employer can easily contact the applicant.
- If appropriate, contact information can be listed for different time frames.
 - College students living in a dormitory can list academic-year contact information, as well as summer contact information.



Objective, Skills, &/or Qualifications

- Career objective

The objective should be uniquely phrased for each résumé, so the applicant appears to only want one job at one specific company.

- Skills

The word “Skills” can be used with a list of different skills. However, many employers prefer specific skills, such as Computer Skills, Communication Skills, Language Skills, or Customer Skills.

- Qualifications

A summary of qualifications is often included in a functional résumé.

Education

■ Education

- Name and address of college(s)
- Graduation date or expected graduation date
- Major
- GPA

If no GPA is included, employers often think the applicant has a low GPA.

- Relevant courses are sometimes included by new graduates.

■ Training

- Training can be listed under “education” or as a separate section.



Experience

- Work experience should include company information, position(s), responsibilities, and advancement information.
- Volunteer experience can be listed, but the words “volunteer” or “volunteer experience” should be present, either as the heading or as a part of the position’s description.

References

- Contact information about references can be listed as a part of a résumé or on an additional page.
- “Available on request” can be used in unsolicited résumés.
- Solicited résumés should include reference information.
- If an employer has to contact an applicant and wait for information about references to be sent, the added waiting time may cause problems in the hiring process.

Additional Sections

Résumés can include one or more of these parts:

- Certifications or licenses
- Presentations and publications
- Community service
- Achievements, honors, or awards
- Proficiency in more than one language
- Affiliations or memberships in professional associations
- Activities or interests
- Attachments, such as a portfolio

Organization

- Reverse chronological
 - Employers prefer this kind of résumé.
- Functional
 - Focusing on functions will de-emphasize or eliminate dates.
 - If dates are not included, employers will think the job applicant is hiding something, such as unemployment.
- Combination
 - Employers will see an applicant's qualifications before seeing the dates.

Organization in A Reverse Chronological Order

Reverse chronological order
arranges information
according to the dates.

1. The most recent items
are placed first.
2. The oldest items
are placed last.

Alex Jones 101 Main Street City, Rhode Island 02999 401-111-1111 ajones@email.com	
Objective	To become a full-time reporter for a local newspaper
Education 2012-2014	Community College of Rhode Island, Warwick, RI Associate in Arts degree in English, May 2014. GPA: 3.5 out of 4; Dean's list for 4 semesters Coursework included: Marketing and Computer courses
Experience 2014-present	News Reporter (part-time position) ABC Company, 102 Main Street, City, Rhode Island 02999 <ul style="list-style-type: none">• Conduct interviews• Read, write, and edit local news articles
2012-2014	Advertisement Writer and Editor (part-time position) ABCD Company, 103 Main Street, City, Rhode Island 02999 Began as a writer of ad content; advanced to an editing position <ul style="list-style-type: none">• Wrote and edited ad material• Recorded information from police and fire communications
2010-2012	Customer Service Representative (part-time position) ABCDE Company, 104 Main Street, City, Rhode Island 02999 <ul style="list-style-type: none">• Communicated with customers• Ran a cash register
Interests	Exercise, reading, and volunteering at an animal shelter
References	Joe Smith, jsmith@email.com, 401-222-2222 Jane Wood, jwood@email.com, 401-333-3333 Jeff Day, jday@email.com, 401-444-4444

Organization in A Functional Résumé

A functional résumé focuses attention on skills, but work history information should still be included.

1. The most important skills or qualifications should be placed first.
2. Dates are de-emphasized and sometimes not included.

Alex Jones
101 Main Street
City, Rhode Island 02999
401-111-1111
ajones@email.com

Skills
Computer, writing, editing, interviewing, designing ad content, and communicating with advertisers, customers, and colleagues

Career Summary
Work experience has included editorial, writing, and advertising positions at area companies, including at two newspapers. Advancement into positions with additional responsibilities has been making my work activities fascinating. More design and editing responsibilities would be really great.

Education
Community College of Rhode Island, Warwick, RI
Associate in Arts degree in English, May 2014.
GPA: 3.5 out of 4; Dean's list for 4 semesters
Coursework included Communication, Marketing, and Computer courses.

Work Experience
News Reporter (part-time position), 2014-2015
ABC Company, 102 Main Street, City, Rhode Island 02999
Advertisement Writer and Editor (part-time position), 2012-2014
ABCD Company, 103 Main Street, City, Rhode Island 02999
Customer Service Representative (part-time position), 2010-2012
ABCDE Company, 104 Main Street, City, Rhode Island 02999

Interests
Exercise, reading, and volunteering at an animal shelter

References
Joe Smith, jsmith@email.com, 401-222-2222
Jane Wood, jwood@email.com, 401-333-3333
Jeff Day, jday@email.com, 401-444-4444

Organization in A Combination Résumé

A combination résumé focuses attention on skills or job titles.

1. The most important skill, job, or responsibility is placed first.
2. Dates should still be included, but they are de-emphasized.

Alex Jones
101 Main Street
City, Rhode Island 02999
401-111-1111
ajones@email.com

Objective
To become a full-time reporter for a local newspaper

Education
Community College of Rhode Island, Warwick, RI
Associate in Arts degree in English, May 2014.
GPA: 3.5 out of 4; Dean's list for 4 semesters
Coursework included Communication, Marketing, and Computer courses.

Experience
News Reporter (part-time position), 2014-2015
ABC Company, 102 Main Street, City, Rhode Island 02999
Responsibilities include reading information from a variety of sources, conducting phone and in-person interviews, and writing and editing.

Advertisement Writer and Editor (part-time position), 2012-2014
ABCD Company, 103 Main Street, City, Rhode Island 02999
Began as a writer of ad content; advanced to an editing position
Responsibilities included writing, editing ad copy, communicating with advertisers, and recording information from police and fire communications.

Customer Service Representative (part-time position), 2010-2012
ABCDE Company, 104 Main Street, City, Rhode Island 02999
Responsibilities included communicating with customers and running a register.

Interests
Exercise, reading, and volunteering at an animal shelter

References
Joe Smith, jsmith@email.com, 401-222-2222
Jane Wood, jwood@email.com, 401-333-3333
Jeff Day, jday@email.com, 401-444-4444

Wording of Responsibilities

- At the beginning of each responsibility, the word “I” will be “understood” as being present, rather than being actually written in the résumé:
 - Trained new employees. (Means “I trained new employees.”)
 - Wrote letters to customers. (Means “I wrote letters to customers.”)

Verb Tenses and Action

1. A résumé's job responsibilities should use present tense verbs for present jobs and past tense verbs for past jobs.
2. Job responsibilities need to use active verbs. Different action verbs can show a job applicant's personality, work attitude, experience, and skills.

Verb Tenses in a Résumé

Present	Past
Present tense verbs are needed for present jobs.	Past tense verbs are needed for past jobs.
Supervise e Create e	Supervised d Created d
Supervise ten employees Create Website content	Supervised ten employees Created Website content

Examples of Active Verbs in the Past Tense

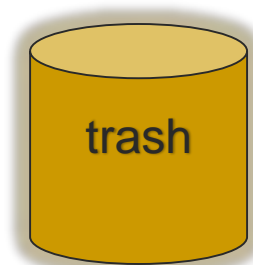
Created	Organized	Assisted	Guided	Skilled
completed	analyzed	attended	directed	advertised
developed	arranged	collaborated	led	communicated
improved	combined	coordinated	judged	increased
initiated	expedited	educated	managed	investigated
produced	planned	helped	mentored	learned
succeeded	processed	suggested	supervised	reported
upgraded	standardized	supported	trained	solved

Potential Problem Areas

Résumés with these kinds of problems often are placed in a circular file:

- Grammatical errors
- False information
- Unnecessary information
- Negative content

Résumé
with
errors



Résumés Should Not Include Grammatical Errors.

Grammatical errors suggest an applicant is sloppy or uneducated.

- Sloppy employees will not be careful with their work. They will not double-check important items. They may place customer information into the wrong files, put money in the wrong places, and send the wrong items to the wrong people.
- Uneducated employees may be unable to send out appropriate letters and e-mails.

Résumés Should Not Include False Information.

Lies on a résumé show the applicant is untrustworthy.

- Employees who lie during the job application process may lie in other situations, such as while they're at work.
- Applicants who provide false information and receive job offers often are fired at a later time.

Résumés Should Not Include Unnecessary Information.

Necessary content is what the employer needs to know.

- Once some college information is listed, high school information is not needed.
- Jobs held more than ten years earlier should be briefly summarized or not listed.
- For entry-level positions, a one-page résumé is needed.
- Two-page résumés should only be used if a person has held at least three jobs and/or needs to list licenses, achievements, technical skills, or other résumé components.

Résumés Should Not Include Negative Content.

Telling negative information about a past job reflects negatively on the applicant. Here are examples:

- “At ABC Company, my boss was very mean.” (This person is being mean to his/her boss.)
- “I had to work too hard.” (This person wants to relax too much while at work.)

Helpful Online Links

- [“Job Search Writing” at Purdue’s Online Writing Lab](#)
- [Résumés and cover letters at Penn State University](#)
- [Microsoft Office free online templates](#)

More Information

The Writing Center at the Community College of Rhode Island has more online resources.



Contact Information

This presentation is the creation of

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