



Center for Student Experience & Career Development: Resume Guide

A resume is a one-page summary of your academic, employment, and co-curricular experiences. The main purpose, along with a cover letter, is to get you in the door for an interview. This is your first impression to an employer.

TIPS FOR SUCCESS

Experiences—For each significant experience, describe your specific duties and responsibilities.

- Describe actions taken and concrete results.
- Identify interpersonal or technical skills used.
- Provide examples of tasks or projects, including quantified information (number of children taught, size of budget managed, etc.)
- Include any significant accomplishments, achievements, or awards.

Keywords—Many employers scan and store resumes into databases, which are searched by keywords to identify candidates with the skills, experience, and educational background sought for specific positions. Make sure to identify keywords used in the job description and incorporate them into your resume in your experience descriptions and skills. This includes the names of any software or platforms you have experience with (eg. Handshake, MS Word, MS Excel, Access, Mac OS, Java, HTML, etc).

Be Clear and Concise—Express yourself as clearly and concisely as possible on your resume. Work with a Career Advisor to improve your first draft.

Keep It Simple and Clean—Avoid parentheses, underlining, graphics, abbreviations, borders, lines, columns, or brackets.

FORMAT

- Use one font style throughout the entire resume (Arial, Helvetica, or Tahoma).
- Use a font size of 10 to 12 point.
- Use left justification only. Margins should be between 0.5"- 1" on all sides.

WHAT IS A CV?

How is it different from a resume?

A curriculum vitae (CV) is a detailed synopsis of your educational and academic background as well as teaching and research experience, publications, presentations, awards, honors, and affiliations. In the U.S., its purpose is to outline your credentials for an academic position, fellowship, or grant. A CV can be two to four pages in length.

Action Words

Use these in your experience descriptions to get specific about your actions and accomplishments:

Achieved	Determined	Invested	Rejected
Addressed	Developed	Investigated	Related
Administered	Devised	Launched	Renegotiated
Advised	Directed	Led	Reorganized
Analyzed	Distributed	Liquidated	Reported
Anticipated	Documented	Localized	Researched
Appointed	Doubled	Located	Resolved
Appraised	Drafted	Maintained	Reviewed
Approved	Edited	Managed	Revised
Arranged	Eliminated	Marketed	Revised
Assessed	Employed	Minimized	Saved
Audited	Enforced	Modernized	Scheduled
Avoided	Engineered	Monitored	Secured
Bought	Ensured	Negotiated	Selected
Built	Established	Obtained	Settled
Calculated	Evaluated	Operated	Shaped
Centralized	Expanded	Organized	Simplified
Collaborated	Expedited	Performed	Sold
Combined	Facilitated	Planned	Solved
Communicated	Forecasted	Prepared	Specified
Complicated	Formed	Presented	Standardized
Composed	Formulated	Prevented	Stimulated
Computed	Founded	Processed	Streamlined
Concluded	Generated	Produced	Studied
Condensed	Graded	Programmed	Supervised
Conducted	Guided	Promoted	Supported
Controlled	Hired	Proposed	Surpassed
Coordinated	Identified	Proved	Surveyed
Created	Implemented	Provided	Taught
Cultivated	Improved	Published	Tested
Decentralized	Improvised	Purchased	Tightened
Decreased	Increased	Recommended	Tripled
Defined	Initiated	Recruited	Utilized
Delegated	Inspected	Redesigned	Wrote
Demonstrated	Instructed	Reduced	
Designed	Interviewed	Regulated	

INFORMATION TO INCLUDE

Heading—Your preferred first and last name, city and state, email, and phone number.

Education—List Framingham State University, year of graduation, major, minor, and concentration, awards and honors, GPA (if over 3.0). Study abroad institutions should be listed separately. Include previously earned degrees, like an associate's, below Framingham State University.

Experience—If possible, organize your experiences into categories (Internships, Volunteer, Employment). Include your job title, name of organization, dates, and city and state.

Athletics—If you are a member of a varsity sports team, indicate your participation.

Leadership—Include title and dates of any leadership roles you have held.

Campus Activities—Note any organizations to which you belong.

Skills—List any computer, language, or laboratory skills as well as certifications.

NEATNESS COUNTS!

No typos, grammatical errors, or misspellings. Do not rely on the “spell check” function to catch all errors. Aim for a visually pleasing, uncluttered appearance. Try using bullet points for a sense of visual balance. If using periods at the end of bullet points, maintain consistency throughout the resume.

SAM SAMPLE
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EDUCATION

Framingham State University, Framingham, MA May 2023
Bachelor of Science in Business Administration, Minor in Economics
Cumulative GPA: 3.4/4.0

INTERNSHIP EXPERIENCE

The Hanover Insurance Group, Worcester, MA June 2022-August 2022
Business Analyst

- Collaborated with infrastructure leadership to conduct gap analysis and maturity roadmap
- Aligned core concepts and capabilities of Technology Business Management and established a plan and approach to transition from a capital expense model to an operational expense model
- Participated in project work including planning, requirements gathering, workflow documentation, process efficiency assessment, data analysis, research, presentation of recommendations, and implementation
- Created and presented a final presentation for management and leadership members at the close of the internship program, highlighting the work accomplished throughout the summer

Enterprise Rent-A-Car, Framingham, MA September 2021-December 2021
Management Trainee Intern

- Delivered high quality customer service in a fast-paced, sales-driven team
- Ranked 5th out of 25 interns in the region for sales
- Collaborated with sales coach to create and expand marketing plan through social media and local business outreach

WORK EXPERIENCE

El Patron Restaurant, Framingham, MA June 2019-August 2021
Server

- Provided excellent wait service to ensure customer satisfaction
- Gathered customer orders and delivered food and beverages
- Offered menu recommendations, answering questions and sharing additional information with restaurant customers
- Operated cash register efficiently and accurately
- Helped create monthly specials that generated a 5% increase in sales

LEADERSHIP EXPERIENCE

Office of Residence Life, Framingham State University, Framingham, MA September 2021-May 2022
Resident Assistant

- Worked collaboratively with team of resident assistants and professional staff to ensure safety and positive living environment for residents
- Planned and facilitated floor and building programming
- Enforced university housing policies and served on rotational duty schedule
- Utilized problem-solving skills to mediate roommate conflicts and address student housing concerns
- Practiced time-management skills while balancing academic workload, resident assistant responsibilities, and other extracurricular activities

ACTIVITIES

Spanish Club, Framingham State University, Framingham, MA September 2019-Present

- Participate in monthly meetings and attend cultural social and education events

SKILLS

Computer: HTML (Intermediate), JAVA (Beginner), Microsoft Office Suite, Google Documents
Language: Spanish (Fluent), Portuguese (Intermediate)
Social Media: Facebook, LinkedIn, Instagram

Notice that each bullet point begins with an action word.

Separate your experience into sections in order to highlight your most relevant experiences, such as internships, even if they're not the most recent.

Notice the way Sam was able to quantify their achievements to highlight their impact in the role.