



**Framingham**  
STATE COLLEGE

Career Services and  
Employer Relations

# **INFO TO GO**

## **RESUMES & REFERENCES**

College Center Room 412

508-626-4625

[www.framingham.edu/careerservices](http://www.framingham.edu/careerservices)

# RESUME WRITING

A resume is a marketing tool to get the interview.  
Once you have gotten the interview, the rest is up to you!

In the initial screening process, the person reviewing your resume may give it as little as 15 – 30 seconds of consideration. Follow these guidelines to make those seconds count!

## CHECKLIST FOR AN EFFECTIVE RESUME

### APPEARANCE

- Is inviting and easy to read
- Uses appropriate font styles and font sizes (10-14 pts.)
- Incorporates enough white space between sections to emphasize
- Keywords (for scannable resumes, use boldface only)
- Print is letter quality
- Appropriate length: one page for every five-seven years of work experience

### WRITING STYLE

- Begins sentences or phrases with powerful action verbs (see Action Verb List)
- Short paragraphs mostly under five lines; short sentences
- Brief, succinct language; no unnecessary words
- Absolutely free from grammatical, spelling, punctuation, usage, and typographical errors.
- Avoid the use of personal pronouns (I, me, my, mine)

### CONTENT

#### **Contact Information**

- Address, current and permanent (if necessary)
- Telephone number(s) where you can be reached; email address. Both voicemail and email address should convey professional image

#### **Objective (Optional)**

- Briefly indicates the sort of position, title and possible area of specialization sought
- Language is specific, employer-centered not self-centered, avoids broad or vague statements

### **Summary of Skills, Accomplishments or Expertise (Optional)**

- Identifies 3-6 skills that support the objective
- Summarizes relevant work experience and accomplishments that support the objective

### **Education and Training**

- Highest level of attainment is listed first; work from most current degree backward (but leave off high school)
- Degree in progress or most recently completed degree; include type of degree, name of university, location of university, "candidate for" or "awarded"
- List of other degrees, relevant higher education coursework, continuing professional education or training courses and study abroad
- Major, minor and/or program(s)
- Job-relevant courses, papers, projects; include thesis or project titles
- GPA (if 3.0 or above), honors, awards or scholarships

### **Related Experience**

- Start with your most recent relevant experience
- Describe accomplishments in the jargon of the field and begin with action verbs. Avoid the use of phrases such as "duties included" and "responsible for".
- Include all paid, volunteer, intern, or other experiences that are relevant to your objective.
- Title held, organization name, city, state or country location (if not in USA)
- Dates of positions held. If several positions for one employer, list employer once and put titles and job descriptions in reverse chronological order.
- Contributions to the organizations, i.e., ways your work helped increase profit, membership, publicity, funding, motivation, efficiency, productivity, quality, saved time or money, improved programs, management, communication, information flow, etc.
- Quantitative or qualitative indicators that describe the results of your contributions or accomplishments, e.g., "increased sales by \$50,000"; "significantly improved staff ability to access data"
- Learning that took place on the job that is relevant to your job objective (optional)

### **Additional Experience**

- Follow the same format as Related Experience (above)

### **Skills**

- Computer skills: software applications, languages, hardware, operating systems
- Language skills: specify level of fluency and ability to read and write as "basic , working knowledge, proficient , fluent , or bilingual"
- Other

### **Extracurricular Activities, Community Service, Professional Associations**

- List of significant positions or responsibility; include title, name of organization or team, dates of leadership roles, achievements and transferable skills that are job relevant

### **OVERALL EFFECTIVENESS**

- Demonstrates ability or potential to do the job; supports your objective
- Speaks to the employer's needs and requirements (employer-centered, not self-centered)
- Indicates knowledge of the field, typical issues or problems, solutions
- Omits age, sex, marital status, names of references

### **FINAL CHECK**

Have your resume checked by a Career Counselor at Career Services and Employer Relations for professional feedback.

[SAMPLE RESUME #1: COMMUNICATIONS]

**Jane R. Smith**

100 State Street  
Framingham, MA 01701  
(508) 555-1234  
[jsmith@email.com](mailto:jsmith@email.com)

OBJECTIVE

---

Seeking a Corporate Communications position using my writing skills and knowledge of public relations policies.

EDUCATION

---

**Framingham State College** Framingham, MA  
Candidate for Bachelor of Arts degree in Communication Arts May 2007  
Concentration in Technical Writing  
Relevant Coursework: Journalism, Public Relations Policies, Professional Writing  
  
GPA: 3.4/4.0  
Dean's List

RELATED EXPERIENCE

---

**Special Software, Inc.** Boston, MA  
Corporate Communications Intern Jan.-May 2007

- Co-produced company newsletter, including story development and writing
- Assisted in writing press releases to be distributed to the media
- Created slide shows for company presentations using PowerPoint

ADDITIONAL EXPERIENCE

---

**Bakers Pharmacy** Framingham, MA  
Cashier June 2003-July 2006

- Handled cash and credit transactions
- Assisted customers with concerns and questions

**Framingham State College** Framingham, MA  
Library Assistant Sept. 2004-May 2005

- Assisted visitors with research
- Maintained periodicals

COMPUTER AND LANGUAGE SKILLS

---

- Microsoft Office: Proficient in FrontPage, Excel, Publisher, PowerPoint
- French (fluent), German (conversant)

ACTIVITIES

---

- Journalism Club 2006-2007
- Amnesty International 2006

## **Jennifer Johnson**

4783 Ellen Drive  
Southborough, MA 01752

(508) 623-4684  
[jjohnson@email.com](mailto:jjohnson@email.com)

### **OBJECTIVE**

A position in human resources drawing on my business and psychology background

### **EDUCATION**

Framingham State College, Framingham, MA

Candidate for Bachelor of Science degree in Business Administration, May 2007

Concentration in Management/ Minor in Psychology

GPA: 3.75/4.0

Relevant Courses: Human Resources Management, Applied Organizational Theory and Management,  
Business Policy and Strategy, Psychology of Work Behavior

### **HONORS/AWARDS**

- President's List, Dean's List, Thomas K. Stevens Memorial Scholarship
- Alpha Lambda Delta Freshman Honor Society

### **HUMAN RESOURCES EXPERIENCE**

**HR Intern**, TJX Companies, Framingham, MA, Fall 2006

- Provided information to employees regarding benefits
- Maintained and updated Human Resources website
- Created Excel database for Employee Assistance Program
- Greeted visitors and answered phones

### **ADDITIONAL EXPERIENCE**

**Sales Associate**, J. Jill, Natick, MA, 2004-present

- Advise customers on fashion trends and clothing selection
- Work as part of a team to achieve daily sales goals.
- Create store displays

**Peer Tutor**, Framingham State College, Framingham, MA, 2006-07

- Provided one-to-one instruction in English and psychology

### **SKILLS**

- Organizational, communications, and team-building skills
- Microsoft Office: Word, Excel, PowerPoint, Publisher, FrontPage

### **LEADERSHIP/ACTIVITIES**

- Vice President, Economics/Business Club, Framingham State College
- Volunteer, Hopkinton Food Pantry

[SAMPLE RESUME #3: HUMAN SERVICES]

**Brian Cotiri**

43 Milford Road  
Littleton, MA 01460

(978) 486-6842  
[bcotiri@yahoo.com](mailto:bcotiri@yahoo.com)

**Objective**

A full-time position in the human services field

**Education**

**Framingham State College** Framingham, MA May 2008

Candidate for Bachelor of Arts degree in Psychology  
Concentration in Human Services/Minor in Sociology

Relevant Coursework: Topics in Human Services, Adolescent Psychology, Health Psychology, Principles of Behavior Modification, Developmental Disabilities, Ethnicity, Culture and Society

**Awards**

Dean's List  
Psi Chi National Honor Society in Psychology

**Skills**

Counseling, mentoring, and advising  
Individual and group instruction  
Microsoft Word, Excel, PowerPoint

**Related Experience**

**Seven Hills Foundation** Hyannis, MA 2004-present  
Residential Teacher

- Assist clients with developmental disabilities to take part fully in the community
- Teach activities of daily living
- Work closely with administration in developing clients' Individual Service Plans
- Develop and implement educational and recreational activities

**Brandon Residential Center** Natick, MA June-Aug. 2003  
Relief Staff

- Provided counseling to juvenile offenders
- Interacted with medical staff and administration

**Interests, Activities**

Vice President, Psychology Club, Framingham State College  
Snowboarding, hiking, computers

## Action Verbs

### **Management**

Administered  
Analyzed  
Assigned  
Attained  
Chaired  
Contracted  
Consolidated  
Coordinated  
Delegated  
Developed  
Directed  
Evaluated  
Executed  
Improved  
Increased  
Organized  
Oversaw  
Planned  
Prioritized  
Produced  
Recommended  
Reviewed  
Scheduled  
Strengthened  
Supervised

### **Creative**

Acted  
Conceptualized  
Created  
Designed  
Developed  
Directed  
Established  
Fashioned  
Founded  
Illustrated  
Instituted  
Integrated  
Introduced  
Invented  
Originated  
Performed  
Planned  
Revitalized  
Shaped

### **Communication**

Addressed  
Arbitrated  
Arranged  
Authored  
Corresponded  
Developed  
Directed  
Drafted  
Edited  
Enlisted  
Formulated  
Influenced  
Interpreted  
Lectured  
Mediated  
Moderated  
Motivated  
Negotiated  
Persuaded  
Promoted  
Publicized  
Reconciled  
Recruited  
Spoke  
Translated  
Wrote

### **Helping**

Assessed  
Clarified  
Coached  
Counseled  
Demonstrated  
Diagnosed  
Educated  
Expedited  
Facilitated  
Guided  
Referred  
Rehabilitated  
Represented

### **Research**

Clarified  
Collected  
Critiqued  
Diagnosed  
Evaluated  
Examined  
Extracted  
Identified  
Inspected  
Interpreted  
Interviewed  
Investigated  
Organized  
Reviewed  
Summarized  
Surveyed  
Systematized

### **Teaching**

Adapted  
Advised  
Clarified  
Coached  
Communicated  
Coordinated  
Developed  
Enabled  
Encouraged  
Evaluated  
Facilitated  
Guided  
Informed  
Initiated  
Instructed  
Persuaded  
Stimulated

### **Technical**

Assembled  
Built  
Calculated  
Computed  
Designed  
Devised  
Engineered  
Maintained  
Overhauled  
Programmed  
Repaired  
Solved  
Trained  
Upgraded

### **Finance**

Administered  
Allocated  
Analyzed  
Appraised  
Audited  
Balanced  
Budgeted  
Calculated  
Developed  
Forecasted  
Managed  
Marketed  
Planned  
Projected

### **Administrative**

Approved  
Arranged  
Catalogued  
Classified  
Collected  
Compiled  
Executed  
Generated  
Implemented  
Inspected  
Operated  
Organized  
Purchased  
Recorded  
Tabulated

## **Jane R. Smith**

100 State Street  
Framingham, MA 01701  
(508) 555-1234  
[jsmith@email.com](mailto:jsmith@email.com)

## **References**

Susan Jones  
Corporate Communications Director  
TJX Companies  
770 Cochituate Road  
Framingham, MA 01701  
(508) 390-1000  
[sjones@tjx.com](mailto:sjones@tjx.com)  
(Supervisor at Special Software)

Dr. Mike Hemenway  
Communication Arts Department  
Framingham State College  
100 State Street, P.O. Box 9101  
Framingham, MA 01701-9101  
(508) 555-2674  
[mhemingway@frc.mass.edu](mailto:mhemingway@frc.mass.edu)

Janet Wilson  
Assistant Director, Whittemore Library  
Framingham State College  
100 State Street, P.O. Box 9101  
Framingham, MA 01701-9101  
(508) 626-4650  
[jwilson@frc.mass.edu](mailto:jwilson@frc.mass.edu)

## **PREPARING A REFERENCE PAGE**

- Your reference page should be on the same paper as your resume and cover letter, be printed in the same font, and have the same heading as your resume. Include a minimum of three references.
- References can be employers, co-workers, teachers, and other people who have witnessed and evaluated your work. Personal references should not be listed (e.g., Mom).
- Ask a potential reference directly if they feel they can give you a positive reference. If not, it's best to ask someone else who can.
- Put your strongest reference at the top of the page, followed by your second strongest reference.
- Send Reference List only when requested, but always bring one to the interview.

Most of the time your potential employer will not call your references until they are thinking of making you a job offer. At this time, it is best to notify your references so that they can be prepared for the call. Be sure to thank them for their help once you have accepted a position.