Your résumé is often the first impression with a prospective employer for an internship, summer job, or full-time opportunity. The purpose of a résumé is to persuade an employer to select you for an interview based on your experience, qualifications, and skills. Communicating in a clear and concise way is a very important aspect of your job search. Remember, most employers only spend 10 seconds scanning a résumé, and it is important to be succinct while emphasizing your skills and accomplishments.

HELPFUL RESUME TIPS

BE CONCISE
Highlight your relevant experience and accomplishments in a clear and concise manner. Generally, employers prefer a one-page resume, although there are certain situations where you can utilize a two-page resume. These include extensive related work background, clinical or field placements, or related experiences that require additional explanation.

BE HONEST
Trust is the fundamental factor in every job and internship search. Avoid underestimating your capabilities, and do not include any information you cannot substantiate during an interview.

DO NOT USE TEMPLATES
Utilize a blank Microsoft Word Document and enter your information in a consistent format. Templates, while easy in the beginning, can be challenging to modify and may not consistently upload accurately into online application systems. Connect with your Career Coach to determine the best format for your career goals.

BE WELL ORGANIZED
An employer is only taking 6-7 seconds to review your resume. Make sure you organize your sections and information strategically so the document is easy to read and highlights your relevant experience and qualifications.

BE PROFESSIONAL
Avoid the use of color, photos, or graphics in your resume, unless you are specifically applying for an artistic or design-oriented role. Save your resume as a PDF when sending to a potential employer to ensure that the formatting remains intact.

DO NOT USE PRONOUNS
Do not use the first person in your resume (I, my, and me). Instead, begin each sentence with a robust and descriptive action verb.

TAILOR AND REVISE
Tailor your resume to the position for which you are applying. Larger companies utilize Applicant Tracking Systems (ATS) to perform keyword searches of your résumé to match their job description.

BE CAREFUL AND PROOFREAD
Your resume is your first impression to an employer. Make sure it is free of spelling errors, utilizes correct grammar and punctuation, and the font style and size is consistent.

Your Career Coach can assist you with the content, style, and formatting of your resume. Make an appointment to meet with your Career Coach by logging into Handshake (http://wne.joinhandshake.com), emailing careercenter@wne.edu, calling 413-782-1217, or stopping by the Delbridge Career Center on the second floor of the St. Germain Campus Center.

WHAT TO INCLUDE ON YOUR RESUME?

Contact Information	Include your name, phone, and email address. You may choose to include your address or city and state where you will be residing.
Profile/Summary	2-3 sentences that highlight your skills, qualifications, or experience for the position. Tailor this section to the opportunity to which you are applying.
Education	Include the University's name, location, your formal degree and major. List your GPA if it is 3.0 or above unless GPA is stated as a requirement for the position. Don't forget study abroad education or if you have studied at another institution. Include High School information if relevant and you have space.
Relevant Courses, Projects, Research	Your coursework, projects, and research have provided a solid foundation for your success. List relevant information that the employer would find applicable.
Certifications	Are there specific certifications you possess that will make you stand out in the process? List them with the dates received. Do not list expired certifications. If a certain certification, license, and/or skill is required for the position, list this section close to the top of the page.
Experience	Include relevant full-time, internships, volunteer, part-time, and work-study positions. Experience can be both paid and unpaid. Include the organization name, location, job title, and dates worked. In addition, use short, active verb phrases to describe your responsibilities, accomplishments, and skills. See the section below.
Awards	Have you been recognized for outstanding achievement, skills, or scholarship? List the formal name of the award, describe the award if not common, and the date received. This section can also be included in the Education section.
Skills	List relevant computer skills, languages, programs, software, and hardware with which you are familiar, other specialized skills, and if fluent/near fluent in another language(s).
Leadership, Activities, Athletics, Community Service	Your activities on campus demonstrate leadership, communication, teamwork, creativity, and problem-solving, all qualities employers desire. List relevant activities, offices/positions held, and dates participated. If relevant describe your roles similar to the experience section.

WRITING SUCCESSFUL BULLET POINTS

- Bullet points should highlight your measurable accomplishments. Quantify your results using numbers, percentages, and dollar amounts demonstrating success.
- Start each bullet point with a different and strong action verb. Ensure each action verb is written in the correct tense. Current jobs are in the present tense; past jobs are in the past tense.
- It is standard to have 3-5 bullet points for each job.
- Highlight your transferable skills (leadership, oral/written communication, critical/thinking problem solving, etc.) and incorporate experiences requested in the job description.

Always ask yourself these questions as you write each bullet point:

- **WHAT:** What were your most significant responsibilities or accomplishments?
- **HOW**: How did you do them?
- **WHY**: Why was the task important?
- **WHEN**: When or how frequently (quantify) did you do it?
- **WHO:** Who did you interact with (type of client, ages, number of people)?

Basic Statement	Question to Ask Yourself	Well Developed Statement
Used strong communication skills	Ask yourself **HOW** and **WHEN**?	Communicated effectively with students through more than 20 one-on-one meetings and by facilitating 7 interactive workshops each semester.
Worked with customers	Ask yourself **WHEN** and **WHO**?	Provided excellent customer service to 50+ clients monthly via phone and email while discussing potential investment products and portfolios.
Prepared invoices and receipts	Ask yourself **WHY** and **WHO**?	Prepared invoices and receipts allowing the Accounts Receivable Department to maintain up-to-date records for 250 customers.