



DOMINICAN  
UNIVERSITY

Dominican Career Development Program

# RESUME GUIDE

This guide will help you create a professional, impactful resume or amplify your existing resume.

# CONTENT

FIRST THINGS FIRST: GETTING STARTED	3
.....	
ELEMENTS OF A RESUME	4
.....	
CRAFTING EFFECTIVE POINTS	8
.....	
DESIGNING YOUR RESUME	10
.....	
GLOSSARY OF COMPELLING VERBS	11
.....	

# GETTING STARTED

## FIRST THINGS FIRST

Your resume is an advertisement for your skills, accomplishments, and experiences. It is a tool to help sell yourself to employers and secure an interview.

### EMPLOYERS LOOK FOR THESE 3 THINGS

When looking at your resume, employers want to be able to quickly answer these questions:

1. Is this person qualified for my open position?
2. Does this person have relevant experiences?
3. What else does this person bring to the table?

### WHAT TYPE OF RESUME IS RIGHT FOR ME?

There are several ways to format your resume, and each way has its own advantages for different types of job seekers. For entry-level job seekers, the most common format is **reverse chronological**.

- A reverse chronological resume presents your work experience information from newest (most recent) to oldest (least recent).
- This is the most commonly used format among job seekers, and the one we'll cover in this guide.

### DID YOU KNOW?

Recruiters spend as little as 7.4 seconds reviewing a resume.

Source: (2018, Ladders, Inc.)

### ORGANIZING YOUR RESUME

A perfect resume must have more than error-free spelling and grammar. It must present you in the most clear, compelling way possible. With the overwhelming volume of resumes that recruiters receive, they need to quickly know how you would contribute value to their organization. Your resume should make it easy for recruiters to see how you add value with organized information in easy-to-read, clear sections.

A reverse chronological resume typically includes a standard set of sections. The structure of your resume will depend on your level of experience, what you want to emphasize, and the position for which you are applying. Here are two possible ways to organize your resume, although there are many others:

1

#### VERSION 1

Name and Contact Info  
Profile or Summary  
Education  
Relevant Experience  
Co-curricular & Volunteer Experience  
Languages and Skills  
Selected Coursework

2

#### VERSION 2

Name and Contact Info  
Education  
Technical Skills  
Professional Experience  
Work Experience  
Research  
Honors and Awards

# OVERVIEW

## ELEMENTS OF A RESUME

Find information about different resume sections, including the heading, objective, profile, education, relevant experience, and more on the following pages.



### HEADING

The heading includes your essential contact information.



### INTRODUCTION

You may choose to begin your resume with a profile or a summary section.



### EDUCATION

As a current or recent student, this section is commonly listed before your work experience.



### RELEVANT EXPERIENCE

This section showcases your achievements and how you excelled in current and previous roles.



### OPTIONAL SECTIONS

There are a few sections that you may choose to include on your resume if relevant.

## CAN A RESUME BE LONGER THAN ONE PAGE?

For those with less than a few years of professional experience, all information should be on a single page. Margins can be as small as 0.5 inches and slightly smaller fonts are acceptable (e.g., Calibri, 10.5 point) but should still remain legible.



This guide provides examples of resume content for someone with approximately 0-2 years of full-time work experience using the reverse chronological format.

# OVERVIEW: HEADING, OBJECTIVES, AND PROFILES

## HEADING

Include name, current address, email address, and phone number. Use an email that you check daily. Be sure your email address is professional. Update your voicemail message to be professional, if necessary.



EXAMPLE

**Margarita Dvorak**

123 Park Street, Elmwood Park, IL 60123  
mdvorak@gmail.com, 708.123.1234

## PROFILES AND OBJECTIVES

**Should you use a profile?** Profiles and summary statements are preferred to objective statements. Profiles or summary statements summarize your qualifications for a particular job. You should start by reading through the job description and summarizing the skills that you bring that they are asking for in that role.

- **YES:** You should use a profile if you have extensive work experience, specific field-related skills, or credentials you want to emphasize, including multilingual language skills. If you have 3-5 years of relevant work or have accumulated major skills and abilities within a field, yes, craft a compelling profile
- **NO:** A profile should not include a list of adjectives (e.g. dedicated, trustworthy, goal-oriented); this tells the employer very little about your knowledge, skills, and abilities. If you do not have a concrete set of skills, credentials, or 3-5 years of relevant experience, do not create a profile.

If you choose to include a profile, here are two examples:

- 1 *Cross-industry experience gained through four years of part-time work experience (banking and retail). Experience with logistics planning for two major benefit events. Majoring in Business Administration, Concentration in Management. Dean's List, five semesters.*
- 2 *Service-oriented experiences include document organization for local crime prevention organizations, language and history tutoring, and campus ministry. Majoring in Criminology. Multilingual fluency (English, Polish, Spanish).*

### Should you include an objective?

- **YES:** If you are posting your resume to a job board or on LinkedIn, you should include an objective. Be sure it is one that will be useful to a resume screener. This enables those viewing your resume to know what type of position you are seeking, when you are seeking it (immediately, coming summer, etc.), and where you are interested in working (location, industry, service, or product area).
- **NO:** If you are submitting your resume to the hiring manager for a specific job, we recommend you do not include an objective. Instead, customize your resume for that specific position and company. The hiring manager will know that your objective is to get that job.

If you decide to include an objective on your resume, here are two examples:

*To obtain a full-time summer internship with a magazine publisher which will allow me to use and develop my interviewing, research, and editing skills*

*To obtain a full-time summer internship within the video game industry which will allow me to use and develop my skills in design, game development, and coding.*



### NOTE

It is normal for resumes to avoid using pronouns such as "I" and "my." Also, very short and/or incomplete sentences are common. Objectives are the one place where you will occasionally see the words "I" or "my."

# OVERVIEW: EDUCATION AND OPTIONAL SECTIONS

## EDUCATION

As a current or recent student, the education section of your resume is a primary focus for employers. It's important to accurately convey information about your degree (e.g. Bachelor's degree vs. Master's degree, major, minors) because employers weigh your educational information most heavily when you are beginning your career.

### Information to Include

- University
- School (e.g., Rosary College of Arts and Sciences) Degree, majors, minors
- Expected graduation date (May 2023)

### Optional Information to Include

- GPA, recommended if over 3.0 (include lower GPAs if major GPA is exceptional for that major)
- GPA in major, include only if over 3.0 and substantially higher than overall GPA
- Scholarships
- Relevant projects (e.g., honors thesis)
- Relevant study abroad experience



EXAMPLE

Dominican University, Rosary College of Arts and Science, River Forest, Illinois  
Bachelor of Arts in Psychology  
Minor in Sociology  
Cumulative GPA: 3.4/4.0; Major GPA: 3.7/4.0  
Expected Graduation: May 2023



NOTE

You do not need to list your high school here. If you transferred to Dominican, you do not need to list prior universities. If you earned your associate degree at a community college, you can include the institution where you received it. If you have solid activities relating to these experiences that you want to include, then list them. Ensure that you list your education in chronological order. In other words, Dominican should be listed at the top.

## OPTIONAL SECTIONS

You may choose to showcase additional skills or experiences that you did not have the opportunity to include elsewhere on your resume. Include only items that are relevant to the position for which you are applying.

- **Volunteer Experience:** If your volunteer work is directly relevant to the position, consider including it in the “relevant experience” section of your resume. If you have a significant amount of volunteer experience, a separate section may be the best fit.
- **Language skills:** To qualify your abilities in a specific language, consider using the following classifications: perfectly fluent, fluent, working knowledge, conversational, background knowledge. You can also break this down into spoken, written, and reading ability
- **Software skills, including Excel:** To qualify your abilities in a specific software program, consider using the following classifications: power user, highly proficient, proficient. You can also include relevant projects that utilize these software skills.
- **Other skills:** Include only skills that are relevant to the position.
- **Co-curricular Activities:** This includes student clubs, student government, professional organizations, and athletics.
- **Honors and Awards:** If you have 2+ selective honors/awards, you may choose to emphasize these by putting them in a separate section. If you have one honor, include it in the “Education” section if it is school-related.
- **Relevant Coursework:** The purpose of this section is to include keywords that might be used by resume screening software to filter resumes. Exclude this section if you have work experiences that covers these functional areas. This should always be at the bottom of your resume. Employers would rather see the following section, Relevant Projects.
- **Relevant Projects:** If you completed a noteworthy project within a course, particularly a research opportunity or a capstone project, include this section and provide a brief overview of the project.

# OVERVIEW: RELEVANT EXPERIENCE

## RELEVANT EXPERIENCE

The goal of the professional experience section on your resume is not to provide a list of all of the tasks you performed at past jobs, but instead to showcase your achievements. The best resumes include measurable figures to help illustrate your accomplishments with tangible examples. Additionally, you can craft an impactful resume by using action verbs that clearly demonstrate how you achieved your goals.

## UNPAID INTERNSHIPS AND VOLUNTEER WORK

An unpaid internship is not considered volunteer work and belongs in this section along with all relevant paid work experience.

If you have a significant amount of relevant volunteer experience, you may decide to include it in this section. Your job title should include the word “volunteer” to ensure you are not misleading the reader. Any volunteer experiences that are listed in this section must be substantial and have allowed you to develop strong skills relevant to the position for which you are applying.

## WHEN LISTING YOUR EXPERIENCE, INCLUDE:

- Organization’s name, your title at the organization, the city and state of the organization, and the dates you worked there (StartMonth – EndMonth or StartMonth – Present) in reverse chronological order.
- If it is an organization that most people may not know, you may want to include a sentence or two describing the organization.
- Bullet points that start with strong action verbs and include **results-focused** information

You can see the difference between high and low impact bullet points in these examples:

### 1 HIGH IMPACT

- Served over 50 customers a day at a sporting event concession stand
- Trained four new employees on procedures, cash register, and customer service
- Received employee of the month award for five consecutive months for exceeding sales goals of \$5,000 per month

### 2 LOW IMPACT

- Served customers at a concession stand
- Trained new employees
- Achieved sales goals



#### EXAMPLE

#### Michaelson Health Services, Nutrition Assistant, Chicago, IL

February – April 2021

- Designed meal plans by reviewing menu options with 15 residents that fit their diets and medical requirements.
- Created marketing materials, including flyers and PowerPoint presentations, that promoted the facility's nutritional program at community events and regional conferences.



## NOTE

You do not have to list every job you’ve held on your resume. However, your first draft should include everything as you might not recognize the value of a position until you’ve discussed it with a Career Program & Employer Relations staff member or an Expert or Executive in Residence.

---

# CRAFTING EFFECTIVE POINTS

When creating your resume, it's important to write compelling descriptions of your past work experiences. Descriptions often fall within three categories: (1) Activity-based, (2) Skills-centered, and (3) Results-focused. **A results-focused resume is the strongest option for getting noticed by employers.**

## ACTIVITY-BASED APPROACH

Focus on linking a specific activity you performed to numeric information. Follow this process to craft an activity-based statement:

1. Identify an activity or assignment
2. Select an action verb
3. Quantify it

**Example:** Managed archiving project scanning over 100,000 company documents in 12 weeks

---

## SKILLS-CENTERED APPROACH

Focus on describing the specific skill that you mastered. Include the extent of your training, such as hours or certification received, or how you know you've mastered the skill. Often, descriptions using the skills-centered approach can be made much stronger by making them results-focused statements.

**Example:** Received Oracle's Junior Associate Database Foundation Certificate (90 hours)

**Example:** Developed high level of proficiency in Microsoft Suite and Adobe InDesign by assisting in the editing and layout design process for a student-led literary magazine

---

## RESULTS-FOCUSED APPROACH

Focus on the contribution made to the organization. Use the S.T.A.R. model to convey details about the situation, task, the actions you took, and the results that were achieved.

### PRO TIP

---

Aim for at least 75% of the bullet points on your resume to be in a results-focused format.

- S SITUATION
- T TASK
- A ACTION YOU TOOK
- R RESULT



# CRAFTING EFFECTIVE POINTS

## THE S.T.A.R. MODEL IN ACTION

Take your descriptions from activity-based to results-focused with the S.T.A.R. model.

- **Activity-based:** Mailed packages
- **Results-focused:** Fulfilled an average of 16 packages per day, meeting company deadlines
  
- **Activity-based:** Sold credit cards to Best Buy customers
- **Results-focused:** Promoted store credit card program to customers, contributing to store reaching sales goals

Here are some S.T.A.R. examples:

### RETAIL SALES ASSOCIATE

- **Situation:** Retail sales job
- **Task:** Helped to open new store selling women's clothing
- **Action:** I put price tags on clothes, helped to display the clothes and accessories, and trained three new sales associates.
- **Result:** We opened the store within two months.

**Results-focused description:** Displayed clothes and accessories, placed price tags on clothes, and trained three new sales associates, which contributed to the new store opening within two months.

### ADDITIONAL EXAMPLES

**Example:** Redesigned window and end-cap displays weekly to build loyal customer base

**Example:** Received two "We Listen Program" awards for floor suggestions that improved sales of two items by over 10% each

**Example:** Managed four employees for six hour shifts with high volume sales averaging \$10,000 per shift

**Example:** Helped 30 low income individuals revise and file their Federal and State tax returns, increasing their tax refunds from 10 to 25%

**Example:** Received honors for senior thesis: "The benefits of job searching 7-9 months prior to graduation."

**Example:** Balanced cash drawer with amounts up to \$1,800 to ensure accurate accounting

### WEB DEVELOPMENT INTERNSHIP

- **Situation:** Web development internship
- **Task:** My boss asked me to prepare an integration with a third-party API.
- **Action:** I reviewed the third-party file, looked at the company's integration policy, and created a shareable file with all specifications for the integration.
- **Result:** My boss told me the materials I had prepared were integral to the final integration with the third-party API, which was used in my final project.

**Results-focused description:** Created a shareable file with all specifications for an integral integration with a third-party API.

## REVISIONS

Once you have drafted your resume, work on improving the impact of every word. A few reminders:

- Be concise. Lengthy and wordy paragraphs are typically not effective on a resume. Remember that most employers are looking at a large stack of applications.
- Revisit each bullet. Be sure to focus on skills and accomplishments which provide evidence of your strong character traits. Ensure everything relates to the job to which you are applying.
- Schedule an appointment with an Executive/Expert in Residence to review your resume and provide additional guidance.

# DESIGNING YOUR RESUME

## FIRST IMPRESSIONS ARE IMPORTANT

### NAMING YOUR FILE

- When you send an electronic version of your resume, the file should be named something like this:  
YourLastName\_YourFirstName\_Resume  
(e.g., Smith\_Jan\_Resume.docx)
- **Send the file as a PDF attachment**

### MAKING YOUR RESUME “TECHNICALLY CLEAN”

- Do NOT use a resume template
- Avoid using Word’s templates or tables. Avoid putting your name or other information in the header area. Templates and tables can make revisions more difficult and create problems for resume scanning software. Words in the header might appear multiple times when previewed with OpenDoc, Google Drive, etc.
- Ensure resume content is properly aligned. A “technically clean” resume means:
  - There should be no double or triple tabs or space-space-spaces to get text aligned.
  - The paragraph wrapping tool needs to be used properly.
  - The margins of your resume should be set so that the information looks centered and appealing (this could be 0.5 inches for some or 1.1 inches for others).

Knowing how to properly use Word’s features will make your resume easier to maintain. A technically clean resume demonstrates that you know how to use common office productivity tools.

### WORD FEATURES TO KNOW

Word features you need to know in order to address the bullet points above are:

- Paragraph settings within the Page Layout tab: Use to set indentation and the amount of spacing before and after headings.
- Tabs and Ruler: Use to set “right tabs” for aligning dates along the right-hand side of your resume.
- Margins within the Page Layout tab: Use to set your page margins.

### DID YOU KNOW?

There are many ways to learn how to use the features described on this page. You can search for instructions on Google, ask a student worker in the Support Center, or take MS Word online training.

Dominican subscribes to an online tutorial service called LinkedIn Learning. Tutorials are available for Microsoft Word as well as a wide variety of other topics, from time management to programming (Java, C++, PHP, etc.).

To access LinkedIn Learning, you can go to <https://www.training.dom.edu> and or visit this Support Center article: <https://support.dom.edu/TDClient/2074/Portal/KB/ArticleDet?ID=86177>

Use your Dominican account to log in.

# GLOSSARY

## OF COMPELLING VERBS

Use this list of power words in your resume to demonstrate your strengths and skills. Using thoughtful, compelling words will help your resume stand out.

Accelerated	Conserved	Enforced	Inspired	Presided
Accepted	Consolidated	Engineered	Installed	Prioritized
Achieved	Constructed	Enhanced	Integrated	Produced
Adapted	Consulted	Enlarged	Interviewed	Programmed
Adjusted	Contracted	Enlightened	Invented	Promoted
Administered	Controlled	Enlisted	Investigated	Protected
Advanced	Converted	Established	Justified	Provided
Advised	Conveyed	Estimated	Keynoted	Questioned
Allocated	Coordinated	Evaluated	Launched	Recognized
Analyzed	Copied	Examined	Led	Recommended
Anticipated	Correlated	Executed	Made	Reconciled
Appraised	Counseled	Expanded	Maintained	Recorded
Approved	Created	Experienced	Managed	Recruited
Arranged	Critiqued	Experimented	Mapped	Rectified
Assembled	Customized	Explained	Mastered	Reorganized
Assessed	Dealt	Facilitated	Maximized	Reported
Assigned	Decreased	Financed	Measured	Researched
Assisted	Deducted	Formalized	Mediated	Retrieved
Balanced	Defined	Formed	Motivated	Reviewed
Boosted	Delegated	Formulated	Monitored	Revised
Budgeted	Delivered	Founded	Moderated	Revitalized
Built	Demonstrated	Gained	Modified	Scheduled
Calculated	Designed	Generated	Navigated	Screened
Capitalized	Detailed	Governed	Negotiated	Served
Catalogued	Determined	Grouped	Nominated	Shaped
Chaired	Developed	Guided	Observed	Simplified
Charted	Devised	Handled	Operated	Solved
Checked	Diagnosed	Headed	Orchestrated	Spearheaded
Clarified	Directed	Imagined	Ordered	Stimulated
Classified	Discovered	Implemented	Originated	Strengthened
Collected	Displayed	Improved	Organized	Supervised
Communicated	Dissected	Improvised	Outpaced	Sustained
Compared	Distributed	Incorporated	Overcome	Tailored
Compiled	Drafted	Increased	Participated	Trained
Composed	Dramatized	Indexed	Performed	Translated
Computed	Earned	Influenced	Persuaded	Unified
Conceived	Edited	Informed	Pioneered	Utilized
Conceptualized	Effected	Initiated	Planned	Verified
Conducted	Empowered	Innovated	Prepared	Wrote
Confronted	Encouraged	Inspected	Presented	Yielded