

RESUMES



a guide to developing your professional resume

STYLE

Chronological: this style of resume highlights your qualifications by time period and works particularly well for new graduates and those with a consistent work history. Dates should be justified on the far right side of the page, beginning with most recent experiences. (*This resume style is most preferred by employers/recruiters.*)

Functional: this style of resume highlights your qualifications by skill areas. Works well for those with gaps in their work history or concerned about their age/changing careers or jobs.

OTHER TIPS

- **Contact Information:** you can choose to have your full mailing address; just your city, state, and zip; or you can forgo an address entirely, as long as you have an accurate phone number and email, unless you're using a resume to autofill a job application.
- **Related Experience:** anything *related* to your current career goals and can include volunteer work, leadership roles, etc.
- **Professional Summary:** helpful for someone changing careers or if you're trying to showcase a diverse set of skills, work experiences, accomplishments, etc. Ideal for someone with a few years career experience.
- **Things to Leave Off a Resume:** No objective statement and no "References Available Upon Request."

FORMATTING TIPS

- 10-12 size font (Arial, Calibri, Open Sans, Tahoma, Helvetica, Verdana or any other sans serif style of fonts)
 - Name biggest and boldest -- use a 14-22 size font (size will depend greatly on other font size, font style, spacing, etc.)
 - Section headings should be left justified and the font should be slightly larger than text within each
- Single spaced, except between section headings, positions, etc.
- 1" or 1/2" margins
- Typically 1 page - if it goes onto a 2nd page, make sure you have enough relevant content for it to fill up at least half of the 2nd page
- Keep things in reverse chronological order (most recent first) throughout each section
- All dates are right justified
- NO template, QR codes, text boxes, pictures, colored font, etc.*
- Avoid lines ending with digits and then beginning with digits on the next line. Applicant Tracking Software (ATS) can accidentally mix up the numbers
- Don't use actual Header/Footer options, embed any text directly into the document
- Bolding, italicizing, etc. are helpful to call text out - just be consistent and use sparingly
- No "I" or "my" in a resume; no "responsible for" or "duties/included" phrases
- Save or submit as a PDF or follow directions on application prompt (*maintain a MS Word copy for easier updating*)

**Those in more creative fields may choose to use color and somewhat more creative layout for resumes if they're sharing/using in person.*

★ BULLET POINTS

Action Word (correct tense) + Numeric Value (if possible) + Brief Description (what, why, how, results, value)

- *Coached 20 children ages 5-16 on self-defense strategies to better their self confidence and esteem*
- *Served an average of 12 tables per hour during dinner rush period and ensured customer satisfaction*
 - *Use traditional circle bullets rather than ones with unique characters*
 - *For numeric values, you can use a range, estimate, etc., if needed (doesn't need to be exact numbers)*
 - *These are fragment sentences, so you should not have any punctuation at the end*
 - *Aim for 3-5 bullet points per experience listed*
 - *Keep each bullet point to 1-2 lines of text*
 - *Focus on outcomes, results, etc. These should be action-oriented statements!*

DESCRIPTION

- **What** = discuss what you did.
- **Why** = why were your actions important?
- **How** = share how you completed the action.
- **Results** = what was the outcome of your action?
- **Value** = what value did your work/actions bring?

TAILOR YOUR RESUME

- Create a master resume with all your career experiences listed - this is not the one submitted for application
- Create specific resumes for each job/internship
- Highlight key words in the position description that align with similar skills, experiences, etc.
 - Mirroring language in the job description can be powerful

SECTIONS

Contact Information (*)
Professional Summary or Qualifications Summary
Education (*)
Experience (Professional, Work, Related, Other, Additional) (*)
Professional Development
Activities & Memberships
Honors & Awards
Skills & Competencies

*Sections will vary from person to person, but most resumes include contact information, education, and experience sections.

AND DON'T FORGET ...



JOE A. DOE

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EDUCATION

Indiana University of Pennsylvania (IUP), Indiana, PA
Bachelor of Arts in Psychology
Minor in Child and Adult Advocacy Studies
GPA 3.63/4.00, Dean's List 3/3 semesters

Anticipated December 2026

Westmoreland County Community College (WCCC), Youngwood, Pennsylvania
Associate of Arts in Psychology
GPA 3.87/4.00
Student Scholar Award Recipient

May 2021

RELATED EXPERIENCE

Clinical Coordinator

May 2021–September 2022

Prison Health Services at SCI Pine Grove, Indiana, PA

- Maintained payroll records for an average of 20 employees by verifying employee time, entering information into database, and corresponding with payroll manager
- Processed 60 inmate intakes per week by adding medical information into database and verifying records
- Monitored a 1,000-inmate database to ensure medical needs were met (i.e., medications, insulin shots, etc.)
- Coordinated weekly inmate doctor appointments with corrections and other departments
- Assisted with daily administrative tasks including preparing reports, answering phones, ordering supplies, etc.

Youth Counselor

May 2019–October 2019

Victory Family Services, Indiana, PA

- Mentored 5-10 resident students by teaching self-care, anger and crisis management techniques, and providing academic support
- Maintained treatment-related documentation for each student
- Implemented a 2-week sports camp that focused on character building, discipline, and team work

ADDITIONAL EXPERIENCE

Seafood Associate

June 2022–August 2022

Martins, Giant Food Stores LLC, Indiana, PA

- Compiled monthly physical inventory for \$100,000 in merchandise to ensure it fell within projected inventory limits
- Ensured adequate stock was available to patrons, while reducing waste and additional cost to company through placing daily orders
- Serviced 100 plus customers daily following proper customer service and sanitary procedures

Assistant Kitchen Manager

December 2021–May 2022

Tom's Pizza, Indiana, PA

- Delegated daily kitchen tasks for line and pizza cooks including, preparing ingredients, cleaning workspace, and preparing orders
- Assisted customers in selecting orders and answered any questions related to menu, pricing, etc.
- Processed payments ranging from \$5-\$1,000
- Cooked and prepared 35+ different menu items, including pizzas, salads, burgers, steaks, and weekly specials

PROFESSIONAL DEVELOPMENT

- **Volunteer**, *Indiana County Humane Society*, Indiana, PA November 2022-Present
- **Vice-President**, *School Psychology Association Network (SPAN)*, IUP May 2022–Present
- **Presenter**, *Future School Psychologists Annual Conference*, Pittsburgh, PA May 2022
- **Volunteer**, *Jewish Family & Children's Services of Pittsburgh*, Pittsburgh, PA August 2019–May 2021

HONORS AND MEMBERSHIPS

- *Iota Phi Theta*, IUP November 2022–Present
- *Promising Scholars Scholarship Recipient*, IUP August 2022– Present
- *Psi Chi National Psychology Honors Society*, IUP August 2022 - Present