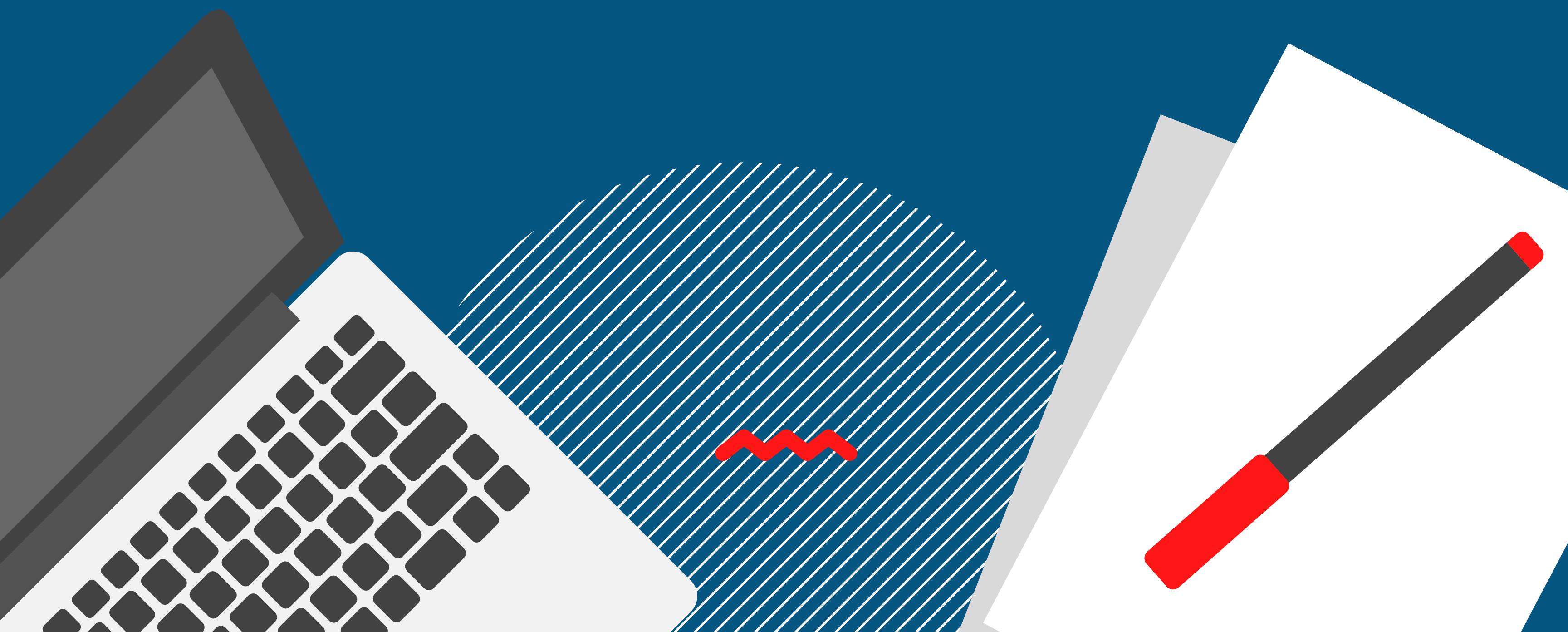


The Center for Calling & Career Presents

# HOW TO WRITE A RESUME



# 7 Easy Steps to a Better Resume

## One Page Resume

Recruiters do not read your resume; they do a 5-10 second "spot-check."  
**Keep your resume to one page.**

## Proofread Resume

Be sure to proofread every square inch of your resume, and have someone else proofread it.

## Finishing Touches

Remove the hyperlink from your email address. Use a professional email address. Do not use a school email that will close when you graduate.

## Aesthetics

A resume should look attractive and have good content. Utilize CAPITAL LETTERS, *italics*, **bold print**, underlining, and bullets. Use a standard size paper (8.5x11) with black text in a standard font such as Times New Roman in a 10-12 point size. Instead of long sentences, use bullet points, each starting with a (different) action word. See the list of action verbs in this packet.

## Convert to PDF

Make sure your resume looks the same to everyone that opens it by converting and sending the PDF document. The format can change between Apple and Windows.

## Functional vs Chronological

The old standard is to list experiences from the most to least recent. Consider listing information by importance instead, especially if the experience is limited. Experience is not limited to paid jobs. Be sure to list volunteer opportunities, sports, leadership positions, etc.

## References

"References upon request" is understood and unnecessary to include on a resume. Save references for the interview.

# Cover Letters 101

Whether sent via email or written in a traditional letter format, job search correspondence such as cover letters and thank you letters are an essential part of your search for internships and jobs. Well-written targeted cover and thank you letters set you apart from other candidates by specifically marketing yourself as a candidate for the position you are applying for. Poorly written and/or generic letters convey the message to employers that you are not really interested. Remember, when you're competing against other qualified candidates, good writing and careful proofreading can make the difference in getting an interview!

Good cover letters present a brief overview of your qualifications as they directly relate to the qualifications sought by the employing organization. Cover letters motivate the reader to learn more about you and, hopefully, invite you to interview. Cover letters should never be, or even appear to be, generic or mass produced. Each cover letter should be tailored to the position you are applying for. In most instances, cover letters should NOT exceed one page!

# There are Three Main Parts to a Cover Letter:

## **Part One (the introductory paragraph)**

### **State Your Case: Tell the reader why you are writing**

In this section, provide specific information about why you are writing, including the position for which you are applying and how you learned about it. If you have been referred by someone, mention that person's name.

## **Part Two (the body paragraph)**

### **Defend Your Case: Tell the reader why they should care that you are applying**

Use this section to give examples/details of your education, experience, skills, and other qualifications that match with the qualifications the employer is seeking (as outlined in the position description, job announcement, etc.). This section offers a preview of your qualifications and “teases” the reader to learn more about you through your resume. Not all of your accomplishments are relevant, so only present information that is relevant to the reader's decision-making regarding your application.

## **Part Three (the closing paragraph) –**

### **Close Your Case: Wrap up the letter and talk about next steps**

Use this section to reinforce and summarize your most relevant qualifications, cite attachments (resume, writing samples, references, etc.), suggest a follow-up meeting/interview, provide information about your availability, and thank the reader for her/his time.

### **The Rule:**

A cover letter should accompany your resume every time you apply for a position, whether the employer asks for one or not! It is a valuable marketing tool.

### **Thank You Letters:**

After an interview, utilize the opportunity to follow up with a thank you letter/email. A brief note, highlighting a point or two from your meeting, will remind the interviewer that you are interested in the position and may set you apart from others that are being considered. Even if you are not hired, this may help leave the door open for future opportunities.



**Template for traditionally mailed cover letter:**

**Date**

**Employer's Name**

**Title**

**Organization Name**

**Street Address**

**City, State Zip Code**

**Your Name**

**Address**

**City, State, Zip**

**Phone**

**Email Address**

**Dear Employer's Name:**

**Paragraph One: State your case**

**Paragraph Two: Defend your case**

**Paragraph Three: Close your case**

**Sincerely,  
Your Name**

**Template for emailed cover letter:**

**Subject line: Your name, position of interest**

**Dear Employer's Name:**

**Paragraph One: State your case**

**Paragraph Two: Defend your case**

**Paragraph Three: Close your case**

**Sincerely,  
Your Name  
Address  
City, City, Zip  
Phone  
Email Address**

# How Do I Start?

Remember, the goal of a resume is to get an interview, not a job. A resume is a way of introducing yourself to someone on paper, with the hope that they will want to meet you and learn more. A resume doesn't need to be an exhaustive list of everything you have done. In fact, listing too much information can dilute your experience and too many words on a page can discourage the reader. Be succinct in what you write; use bullets and action words (see tips on the first page). **A resume for a recent college graduate should only be one page.**

Step 1. Choose either a chronological or functional resume format

Step 2. Follow sample resume outline

- Start with contact information, choose a font, and set up the page

Target your resume to a specific position instead of writing it generically. It is much easier to compose it this way. Consider including words from an ad or job posting that help align your experience with what the prospective employer is looking for. Once you have the basics of your resume saved on your computer, you can easily make changes that highlight skills related to each job opportunity.

When it comes to job experience, consider what's relevant, and don't just limit yourself to paid jobs. Employers are more interested in what you did than they are in whether you were compensated or not. Mission trips, church service, sports, and other activities can all be considered excellent experiences preparing you for employment. Think of all the things that may be considered relevant experience and write them on scrap paper. Put them in order of significance and pick the top 3-4 to include on your resume.

Writing a resume is both an art and science; there is no right or wrong way. After you have your first draft, bring it to the career center and have it reviewed. We will help you take your resume to the next level. Once you have the basics of your resume put together, it will be easy to make small changes, add jobs, etc.

# Should You Use a Chronological or Functional Resume?

## Resume Formats: Chronological vs. Functional Resume Styles

Many people make the mistake of thinking that a resume's purpose is to get them a job. Resumes can open and close doors. Their main purpose is to make an employer interested enough to invite you in for an interview.

But how do you create that interest when you don't exactly fit the mold? Just as people come in different sizes and shapes, so do resumes.

### Chronological Resumes

The chronological resume seems to be the most popular format used. This type of resume usually contains an objective and/or career summary statement and a chronological listing (from most to least recent) of all your employers along with related accomplishments. Educational information is included along with certifications and special skills.

This type of resume may be fine for someone who is experienced, but if you are switching careers or are just entering the workforce, this type of resume will most likely help you wind up in the "no" pile. So how do you showcase your talents if you can't lay them out like everyone else?

### Functional Resumes

Take the time to develop a strong functional resume. Functional resumes highlight your abilities, such as hiring, managing, or coaching, rather than your chronological work history. You'll still need to summarize your work history, but this is usually done at the bottom of your resume.

# Who Should Use a Functional Resume?

A functional resume is particularly useful for people who:

- Are recent graduates with minimal experience in their field of study.
- Have gaps in their work history.
- Are reentering the workforce.
- Have frequently changed jobs.
- Are looking to transition into new careers.
- Don't exactly fit the mold of what recruiters are looking for in the positions they want.

The reason functional resumes work well in these situations is that many of us have acquired skills while working that are very transferable. For example, if you have worked as a retail manager, chances are you were responsible for hiring, training, coaching, evaluating, and handling employee relations issues.

If you were to submit this information in a chronological resume, there's a good chance a hiring manager (or computer) might skip right by you. This is because you did not hold the title of human resources manager, even if 50% of your day was spent dealing with HR-related issues.

It all comes down to how you package yourself. You can give employers the same information, only in a new and improved package. This is bound to get you more interviews, which will increase your chances of landing the job you want.



# Sample Resume Outline

The following information should be included on all resumes; the order of this information depends on the style of resume used (chronological vs functional).

## CONTACT INFORMATION

- Name, address, phone number (if listing your cell, consider changing your voicemail to something more professional)
- E-mail address (use a professional-sounding address or your name; make sure you check this email daily)

## PROFESSIONAL OBJECTIVE

- Statement describing the job or type of job you are seeking
- This statement should be one or two sentences only
- Writing the objective specifically for a job is the most effective approach

## CORE COMPETENCIES, SUMMARY OF QUALIFICATIONS, OR PROFESSIONAL PROFILE (OPTIONAL)

- Bulleted list of skills/abilities, not more than ten
- Highlight “soft skills” in this section
- List this section early on in a resume to give attention to one’s skillset

## EDUCATION

- List your college and degree earned
  - Write out “Bachelor of Science, Bachelor of Arts, etc.
  - Include date or anticipated date of graduation
  - Include honors if applicable
- Only include High School attended if you are a college freshman or sophomore (exception: the student achieved academic honors or high school is notable or relevant)
- List most recent degrees first
- Include GPA if it is 3.5 or higher

## **EXPERIENCE**

This should be the highlight of your resume. Remember, experience is not limited to jobs held. It can include anything that relates to your professional objectives.

Consider also church/ministry work, military experience, leadership positions, and volunteer work. This is especially valuable for recent college graduates who may not have worked for pay in their field, but want to highlight leadership positions and other related experiences.

## **OPTIONAL SECTIONS**

- **Activities:** List leadership roles and other key activities.
  - Include items that represent a balance, not just one activity (i.e. all sports).
  - Items should appear in list format.
- **Honors/Awards:** At least two items are necessary; otherwise include them in Experience or Activities.

**For Ministry Positions, the following may also be included:**

### **Christian Testimony/ Philosophy of Ministry**

- Briefly share how you came to know the Lord and your concept of ministry.

*Sample of a Chronological Resume*

# Jane Doe

123 Main Street Somewhere Lancaster, 12345

**Cell:** 555:555:5555    **Email:**Janedoe@gmail.com

## **OBJECTIVE**

Full-time position as a communications specialist

## **EDUCATION**

### **Bachelor of Arts in Communication**

Somewhere University, Somewhere Indiana

GPA 3.5

*May 2012*

## **WORK EXPERIENCE**

### ***Communication Intern***

*May 2011- August 2011*

Somewhere Media Offices, Somewhere, Indiana

- Composed daily press releases
- Planned and coordinated large scale events (Parade of Open Homes and Dash for Cash)
- Evaluated as "exceeding expectation" by Internship Supervisor

### ***Admissions Assistant***

*August 2010- May 2011*

Somewhere University Admissions Office, Somewhere Indiana

- Cultivated relationships with prospective students via email, telephone, and during visits
- Navigated students through the admissions process
- Maintained GPA of 3.5 full-time student while also working 1.5 hours per week

## **COLLIATE AND COMMUNITY EXPERIENCE**

Leadership   Collaboration   Motivation   Decision Making   Public Speaking

- Philanthropy Committee Chair, 2011-12
- French Club, 2009-12
- Student Mentor, 2011-12
- University Choir Member, 2008-2012
- Relay for Life Team Captain, 2009-10
- Sports Night Leader, 2012
- Special Olympics Coordinator, 2011
- Member of Alpha Alpha Alpha

## *Sample of a Functional Resume*

# **Susan Quigley**

555-555-1234 Susan.quigley@gmail.com

### **Career Objective**

Soon-to-graduate honors college student, fluent in Spanish, seeks a position as a translator.

### **Education**

#### **Bachelor of Arts in Education**

**Expected Graduation Date May 2019**

ABC UNIVERSITY, New York, NY

- Honors and dean's list every semester.
- Studied abroad in Bogota, Columbia, January-May 2017.
- Served as president of the school Spanish club; tutored nearly two dozen students in Spanish.
- Received three "Best Student Awards."

### **Related Experience**

#### ***Library Assistant***

***September 2016– Present***

BC University, New York, NY

- Perform general administrative duties to support professional staff and assist students with research.
- Designed a presentation that was published on the university website, outlining how to most effectively use all of BC University's facilities when undertaking a research project.
- Awarded "Outstanding Student Employee of the Year" due to excellent customer service and research skills.

#### ***Intern***

***Spring 2017***

CALLES Y SUEÑOS CULTURAL SPACE, Bogota, Columbia

- Helped design and implement programs in which community-based artists traveled to schools to work with children, teaching them about expression through art.
- Collaborated in teaching complementary English lessons to community members of all ages.

#### ***English Tutor/Volunteer***

***Jan 2015-May 2015***

QUEENS COMMUNITY LIBRARY, Queens, NY

- Assisted students in writing and proofreading essays, utilizing rhetorical devices.
- Cataloged thousands of donated books, CDs, and DVDs in Excel Database.
- Started a weekly book club group to help elementary students learn basic Spanish.

### **Other Experience:**

- Summer Counselor, NY Arts Camp
- Trombonist, All-State wind Ensemble, Catskill, NY
- Swim Team Assistant Coach, YMCA, Brooklyn, NY
- Editor-in-Chief, ABC University Student Newspaper



# References

Remember the goal of a resume is to get an interview. Therefore, it is best to save your reference information for later in the hiring process, unless it is requested earlier.

**Step 1.** Decide who would be a good candidate to serve as a reference for you. References may include a professor, coach, former/current supervisor, pastor, or others. This should be someone with authority who can vouch for your abilities and character. Identify 3-4 people.

**Step 2.** Contact each of the people chosen in step 1 and ask if they are willing to serve as a reference for you. If so, ask how they prefer to be contacted (cell phone, office phone, work email, personal email, etc.).

**Step 3.** Using the same heading and font as your resume, prepare a list of the information gathered in step 2. Use the same paper as your resume.

**Step 4.** Furnish each of your references with a copy of your resume. This will help them be more concise when they are contacted and will help them know more about you.

**Step 5.** After an interview, when you have given a potential employer a copy of your references, notify each of your references. Inform them about the job you have applied for so they are more prepared to speak on your behalf.

**Step 6.** When you land the job, contact your references and thank them!

# Ministry Jobs

When applying for a job in ministry, it is appropriate to also include, on a separate sheet of paper, a Statement of Faith or Philosophy of Ministry. Use a paper that matches your resume and references, with the same heading and font. Unlike your resume, this can be written in the first person and may include your salvation experience as well as other information. Bring this to an interview, unless it is requested as part of the application process.

# Action Words

## **Management/Leadership Skills**

- Administered • Controlled • Enhanced • Increased • Overhauled
- Analyzed • Converted • Established • Initiated • Oversaw
- Appointed • Coordinated • Executed • Inspected • Planned
- Assigned • Decided • Generated • Instituted • Presided
- Attained • Delegated • Handled • Led • Prioritized
- Authorized • Developed • Headed • Managed • Produced
- Chaired • Directed • Hired • Merged • Recommended
- Considered • Eliminated • Hosted • Motivated • Reorganized
- Consolidated • Emphasized • Improved • Organized • Replaced
- Contracted • Enforced • Incorporated • Originated • Restored

## **Communication/People Skills**

- Addressed • Conveyed • Expressed • Mediated • Resolved
- Advertised • Convinced • Formulated • Moderated • Responded
- Arbitrated • Corresponded • Furnished • Negotiated • Solicited
- Arranged • Debated • Incorporated • Observed • Specified
- Articulated • Defined • Influenced • Outlined • Spoke
- Authored • Described • Interacted • Participated • Suggested
- Clarified • Developed • Interpreted • Persuaded • Summarized
- Collaborated • Directed • Interviewed • Presented • Synthesized
- Communicated • Discussed • Involved • Promoted • Translated
- Composed • Drafted • Joined • Proposed • Wrote
- Condensed • Edited • Judged • Recruited • Reconciled
- Conferred • Elicited • Lectured • Referred
- Consulted • Enlisted • Listened • Reinforced
- Contracted • Explained • Marketed • Reported

## **Research Skills**

- Analyzed • Determined • Formulated • Investigated • Summarized
- Clarified • Diagnosed • Gathered • Located • Surveyed
- Collected • Evaluated • Identified • Measured • Systematized
- Compared • Examined • Inspected • Organized • Tested
- Conducted • Experimented • Interpreted • Researched
- Critiqued • Explored • Interviewed • Searched
- Detected • Extracted • Invented • Solved

## **Technical Skills**

- Adapted • Debugged • Installed • Regulated • Studied
- Assembled • Designed • Maintained • Remodeled • Upgraded
- Built • Determined • Operated • Repaired • Utilized
- Calculated • Developed • Overhauled • Restored
- Computed • Engineered • Printed • Solved
- Conserved • Fabricated • Programmed • Specialized
- Constructed • Fortified • Rectified • Standardized

## **Teaching Skills**

- Adapted • Coordinated • Explained • Instilled • Stimulated
- Advised • Critiqued • Facilitated • Instructed • Taught
- Clarified • Developed • Focused • Motivated • Tested
- Coached • Enabled • Guided • Persuaded • Trained
- Communicated • Encouraged • Individualized • Set Goals
- Transmitted • Conducted • Evaluated • Informed • Simulated
- Tutored

## **Financial/ Data Skills**

- Administered • Audited • Determined • Measured • Researched
- Adjusted • Balanced • Developed • Planned • Retrieved
- Allocated • Calculated • Estimated • Programmed
- Analyzed • Computed • Forecasted • Projected
- Appraised • Conserved • Managed • Reconciled
- Assessed • Corrected • Marketed • Reduced

## **Creative Skills**

- Acted • Customized • Established • Integrated • Photographed
- Adapted • Designed • Fashioned • Introduced • Planned
- Began • Developed • Formulated • Invented • Revised
- Combined • Directed • Founded • Modeled • Revitalized
- Conceptualized • Displayed • Illustrated • Modified • Shaped
- Condensed • Drew • Initiated • Originated • Solved
- Created • Entertained • Instituted • Performed

## **Helping Skills**

- Adapted • Clarified • Educated • Helped • Resolved
- Advocated • Coached • Encouraged • Insured • Simplified
- Aided • Collaborated • Ensured • Intervened • Supplied
- Answered • Contributed • Expedited • Motivated • Supported
- Arranged • Cooperated • Facilitated • Provided
- Assessed • Counseled • Familiarize • Referred
- Assisted • Demonstrated • Furthered • Rehabilitated
- Cared for • Diagnosed • Guided • Presented

## **Organization/ Detail Skills**

- Approved • Corresponded • Maintained • Purchased • Set up
- Arranged • Distributed • Monitored • Recorded • Submitted
- Cataloged • Executed • Obtained • Registered • Supplied
- Categorized • Filed • Operated • Reserved • Standardized
- Charted • Generated • Ordered • Responded • Systematized
- Classified • Implemented • Organized • Reviewed • Updated
- Coded • Incorporated • Prepared • Routed • Validated
- Collected • Inspected • Processed • Scheduled • Verified
- Compiled • Logged • Provided • Screened

## **More Verbs for Accomplishments**

- Achieved • Exceeded • Reduced (losses) • Spearheaded • Transformed
- Completed • Improved • Resolved (Issues) • Succeeded
- Expanded • Pioneered • Restored • Surpassed



For help in reviewing your resume, stop by the center for Calling & Career to make an appointment. Calling & Career also offers one-on-one career consultation, assessment inventories, and online job board resources. All our services are free of charge to LBC students.

Be sure and check out our other packets in the series:

Exploring Your Major

Networking

Interviewing

Job Searching

The Center for Calling & Career Mission:

The Center for Calling & Career at LBC exists to help students and alumni live out their purpose and clarify their calling. Whether you are a current student or an alumnus, your career journey is our focus.

The Center for Calling & Career at LBC  
Upper Esbenshade Room 216 & CFAC Room 232  
Calling@lbc.edu

# Job

## Searching?

Whether you are looking for full-time employment, an internship opportunity, or a part-time job during school Handshake is a great resource! Set up your account and begin to explore opportunities in Lancaster and around the World!

**Log in with  
your LBC  
email here!**



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