

SAN DIEGO MESA COLLEGE  
Career Center

**RESUME  
PREPARATION  
HANDBOOK**



**GUIDING YOU  
TO YOUR NEXT CAREER!**

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# WHAT IS A RESUME AND WHY DO I NEED ONE?

01



**A resume is a concise and easy-to-read summary of your professional experience on paper. It serves as the “sales” tool to help you market yourself to potential employers.**

## **A Resume Communicates:**

- Who you are as an employee
- Your employment and professional background
- Your strengths and accomplishments
- Your skills and abilities
- Why the prospective employer should call you in for an interview

The information you choose to list about your background and how you present it should confidently convince an employer to consider you as a prospective employee.

**Every word Counts!**



## **Points to Remember:**

- 1) Resumes are used to get your “foot in the door” for an interview
- 2) Resumes act as a supplement to the data on your application
- 3) Resumes serve as an outline during the job interview

Creating a powerful resume is a challenging process that takes time, planning, and thought. **Remember, it is YOUR resume.** Everyone's resume has its own "style" based on their education, experience, and training, etc.

## **QUESTIONS TO GUIDE THE DEVELOPMENT OF YOUR RESUME**



1. Who will be reviewing the resume?
2. For what purpose is the resume being used? (i.e. job, internship, industry).
3. What are you intending to communicate about yourself through your resume?
4. Will the information included get you an interview?
5. How can your resume set you apart from the other candidates?



# ***STOP! WAIT!***



## **CONSIDER WHAT YOU HAVE TO OFFER...**

### Professional Abilities

- What are your skills and qualifications?
- Examples: *Computer skills, Bilingual, Time Management*

### Transferable Skills

- How might your specific talents translate to the world-of-work?
- Consider skills you have developed as a student that can be transferred to the workplace.
- Examples: *Working with difficult situations, Working with details/numbers/ideas, Experience with machines and tools, Leadership Ability, Communication Skills, Ability to Follow Directions*

### Personal Attributes

- Are you reliable, honest, approachable, and flexible?
- Do you demonstrate persistence, drive, and efficiency?

### Experience

- Consider paid experience, internships, and volunteer work.
- What specific actions did you take to accomplish your work?
- What were the results of your actions?

### Accomplishments

- What honors, awards, and recognition have you received from past accomplishments?
- Showcase your achievements, completed projects, noteworthy accomplishments, outside activities, memberships, academic awards, etc

To see what skills are valuable,  
SCAN HERE and search your  
occupation and experiences



<https://bit.ly/Onetonline>

# PREPARING YOUR RESUME:

## RESUME CONTENT



*You should start developing your resume early and update it often.*

*Your resume should be tailored to each specific job you apply for in order to focus on the employer's needs. It should always represent who **YOU** are and what you are intending to communicate about **YOURSELF** to your potential employer!*

Be sure that your voice mail message and email address are professional.

### Your Name

Address City, State Zip

Phone Number | Email Address

Website

Make your name stands out by increasing the font size and/or using capitalization.

Include if website is professional.

### **OBJECTIVE:**

The objective statement is optional. It should be brief and specific to a particular job or career field. Tailor your objective to the job you are hoping to be hired for.

A **resume** is not a complete work history. The last 10 years of relevant experience is a general rule.

### **SKILLS:**

- Include foreign language skills.
- Emphasize computer software programs.
- Avoid listing general skills here (i.e., communication skills).
- Include skills specific to your field (i.e., laboratory skills).

Present work experience positions in reverse chronological order (most recent first).

### **WORK EXPERIENCE:**

Job Title

Dates of Employment

Organization, City, State

- Include achievements or contributions made to an organization relevant to your target position.
- Describe your responsibilities. Start statements with active verbs.
- Make your descriptions energetic and short.

Increase visual impact with selective use of bold, underlining, and CAPITALIZATIONS. Do not overuse.

You may include paid, volunteer and intern positions in the experience section.

Job Title

Dates of Employment

Organization City, State

- Bullet format is preferred by many employers.
- Make sure you emphasize your responsibilities that translate into the type of job you are applying for.
- Focus on results, skills, leadership, initiative and teamwork. (Use quantifying numbers whenever you can.)

Other headings you may use include: *Activities, Leadership, Athletics, Professional Affiliations, Community Service, Computer Skills, Relevant Courses, etc.*

DO NOT list references or include the phrase "References available upon request." Employers expect you to have references available on a separate sheet of paper.

### **EDUCATION:**

Degree and Major

Exp Graduation Date

Mesa Community College, San Diego, CA

- Include specialization, minor, overall GPA if 3.0 or above, any academic honors, honor societies, or club membership.



# PREPARING YOUR RESUME

## ACTION VERBS

When writing about your job description and responsibilities in the Experience section of your resume it is essential to begin each statement with an active verb. Here are some important tips, followed by samples of action verbs listed by job type category.



1. Try not to use the same verb twice and vary the sentence structure.
2. Choose words of substance and power to describe your abilities and achievements.
3. Current positions should be described in the present tense, while previous positions should be described in the past tense.
4. DO NOT say "Responsibilities/Duties include."

### ADMIN / MANAGEMENT

Advise  
Approve  
Guide  
Manage  
Mediate  
Mentor  
Moderate  
Supervise  
Train

### FINANCIAL MANAGEMENT

Finance  
Forecast  
Fund  
Generate  
Handle  
Increase  
Maintain  
Manage  
Market  
Merchandise  
Plan  
Project  
Purchase  
Report

### RESEARCH/ ANALYSIS

Analyze  
Assess  
Balance  
Calculate  
Concentrate  
Construct  
Consult  
Critique  
Discover  
Extract  
Investigate  
Review  
Survey  
Systematize

### WORDS FOR MANY SKILLS

Accomplish  
Achieve  
Adapt  
Allocate  
Appraise  
Articulate  
Assist  
Collect  
Communicate  
Evaluate  
Facilitate  
Launch  
Lead  
Organize  
Originate  
Perform  
Present  
Process  
Research  
Reshape  
Solve  
Strengthen  
Streamline  
Upgrade  
Prepare

### TECHNICAL ABILITY

Coordinate  
Draft  
Forecast  
Operate  
Program  
Streamline  
Upgrade

### HELPING/ CAREGIVING

Augment  
Counsel  
Demonstrate  
Encourage  
Foster  
Reassure  
Serve

### COMMUNICATION

Address  
Correspond  
Translate  
Schedule  
Interview  
Interpret  
Write

### AUDITING

Analyze  
Change  
Coincide  
Guide  
Recommend  
Review

### TEACHING

Chair  
Collaborate  
Coordinate  
Demonstrate  
Evaluate  
Generate  
Lecture  
Listen  
Institute

### OFFICE SUPPORT

Administer  
Appropriate  
Distribute  
Formulate  
Organize  
Package  
Prepare  
Schedule  
Solve

### CREATIVITY

Create  
Design  
Develop  
Formulate  
Launch

### SALES/ PERSUASION

Arbitrate  
Consult  
Establish  
Implement  
Maintain  
Market  
Promote

# PREPARING YOUR RESUME

## SAMPLE NOUNS

You can improve your odds of obtaining an interview by using keywords from the job description in your resume. Below, you will find a few tips regarding the use of nouns and sample nouns you may include to increase the “hits” on your resume.



1. Use nouns, instead of verbs, to state specific job functions, skills, or responsibilities.
2. Consult the job description for keywords to include on your resume.
3. Be specific and quantifiable. Electronic applicant-tracking systems are data-driven.

### HOSPITALITY

Amenities  
Banquet Operations  
Budget Administration  
Club Management  
Customer Retention  
Food & Beverage Operations  
Guest Satisfaction  
Hospitality Management  
Inventory Planning  
Labor Cost Control  
Meeting Planning  
Menu Planning  
Occupancy  
Portion Control  
Purchasing  
Resort Management  
Service Management  
Signature Property  
Vendor Sourcing  
VIP Relations

### ADMINISTRATION

Client Communications  
Contract Administration  
Corporate Secretary  
Document Management  
Executive Officer Support  
Facilities Management  
Government Affairs  
Liaison Affairs  
Meeting Planning  
Office Management  
Product Support  
Project Management  
Records Management  
Regulatory Reporting  
Technical Support  
Time Management  
Workflow Planning

### MANUFACTURING/ OPERATIONS MANAGEMENT

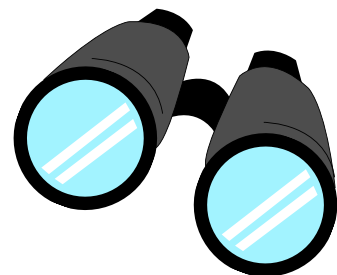
Asset Management  
Capacity Planning  
Capital Budget  
Concurrent Engineering  
Cycle Time Reduction  
Distribution Management  
Ergonomically Efficient  
Labor Efficiency  
Logistics Management  
Master Schedule  
Multi-Site Operations  
On-Time Delivery  
Process Automation  
Production Output  
Quality Circles  
Safety Training  
Traffic Management  
Work in Progress  
Yield Improvement

### RETAIL

Buyer Awareness  
Customer Loyalty  
Distribution Management  
Hardgoods  
Inventory Control  
Loss Prevention  
Mass Merchants  
Merchandising  
Pricing  
Retail Sales  
Security Operations  
Softgoods  
Specialty Retailer  
Stock Management

### INTERNATIONAL BUSINESS

Acquisition  
Barter Transactions  
Channel Development  
Cross-Border Transactions  
Diplomatic Protocol  
Emerging Markets  
Expatriate  
Foreign Investment  
Global Expansion / Marketing  
Import/Export  
International Financing  
International Subsidiary  
Joint Venture  
Licensing Agreements  
Local National  
Market Entry  
Start-Up Venture  
Technology Transfer



# RESUME CHECKLIST

*Did You Know? Employers spend less than a minute evaluating your resume. Catch their attention by tailoring your resume to meet their needs. Here are some suggestions to help focus your edits!*

## Form

- ☒ **Templates:** Avoid resume wizards and resume software templates. They are difficult to edit and do not allow you to present information in the most effective format.
- ☒ **Length:** For college students and recent college graduates, **create a one-page, one-sided resume.** Two pages is okay as long as all information is **relevant and related to objective.**
- ☒ **Font:** Choose one basic, easy-to-read font such as Times New Roman, Arial, or Georgia in **10-12 point size.** The point size can vary; your name should be in a larger point size than the other text (**16-19 point size**). Always use black ink!
- ☒ **Paper:** If you're planning to print out copies of your resume, use **8½" x 11" resume-quality paper** in a light color, such as white or off-white.
- ☒ **Spacing:** Margins of ½ to 1 inch and double-spacing between headings improves readability. Base your spacing on the amount of content you have to include (for example, if content is limited use larger margins).
- ☒ **Format:** Use bullets, bold, capitalization, and underlining sparingly to call attention to the most important information, usually aspects of education or experience.
- ☒ **Layout:** The most common layout summarizes your experience with the following headings: Objective, Skills, Education, and Experience (work, internship, and volunteer). Under Education and Experience, list information in reverse chronological order.

**Professionalism:** Eliminate all typos and misspellings by asking other people to proofread.

## Function

- ☒ **Image:** Decide what image you want your resume to communicate. Does it show that you are a leader, a team player, an artist, a salesperson, or something else?
- ☒ **Content:** Select three core qualities that define you and are of importance to the position for which you are applying. Make sure your resume stresses the accomplishments and skills that reflect these qualities.
- ☒ **Style:** Start off sentences with action verbs to convey enthusiasm and achievement. Sample verbs are listed on the next page.
- ☒ **Avoid:** Do not list your own web site if it includes personal information. Never reveal confidential personal data such as social security, driver's license, or credit card numbers on a resume.





# TOP 8 RECRUITER "PET PEEVES"

The following pet peeves represent the top ten results of the ResumeDoctor.com survey of over 2,500 recruiters in the US and Canada.

1

## Spelling Errors, Typos, and Poor Grammar

- Proofread for incorrectly used words (their vs. there). Spell check doesn't recognize everything.
- Resumes reflect the experiences of professionals and serve as examples of communication style.

2

## Too Duty Oriented – Reads like a job description or fails to explain accomplishments

- Provide specific examples of how the company benefited from your performance.
- When possible, accomplishments should be quantified in dollars or percentages.

3

## Missing or Inaccurate Dates

- Many recruiters shared with us that a resume that does not include dates sends up "red flags" about a candidate's background and is immediately tossed out.
- Be honest about your dates of employment...Lying on resumes is another area that recruiters and hiring managers alike despise!

4

## Missing Contact Info, Inaccurate, or Unprofessional Email Addresses

- It is crucial that your complete contact info be easy to read and at the top of the page. This includes your full name, phone numbers, (home, cell, and a daytime number), and home and email addresses.
- Whenever your contact info changes, make sure any and all recruiters you are working with or have in the past, are updated.

5

## Poor Formatting – boxes, templates, tables, and use of header and footers

Formatting issues to be aware of:

- Bullets should be aligned cleanly on the page and not indented all over the place.
- Using headers and footers is one of the worst things you can do! If the document is converted it is likely that your contact info won't be!
- No recruiter likes a resume overflowing of templates or tables.

6

## Long Dense Resumes – greater than 2 pages

- Recruiters are only reviewing the last 5-8 years of your career, 10 tops. Keep it short!
- If you are a recent graduate with limited professional work experience, your resume should be only one page.
- Remember, a resume is simply a marketing piece, it must be short, concise, and hit the "hot buttons" of the employer.
- Use blunt, paraphrased bullet points.
- Use appropriate amounts of "white space" to help guide your reader.

7

## Unqualified Candidates – candidates who apply to positions for which they are not qualified

- Recruiters do not have time to sort through hundreds of resumes that are in no way a match for the requirements they are trying to fill.
- An easy remedy, when you are unqualified but want to submit your application to a company, is to provide a simple introductory statement: "While my qualifications do not match your requirements, please accept the attached for your files in anticipation of future, suitable opportunities."

8

## Personal Info Not Relevant to the Job

- You never want to include information that could be viewed in the wrong way or open up even the slightest temptation for prejudice or misinterpretation.
- Recruiters do not need to know your age, height, weight, marital status, sexual orientation, religious or political affiliations, or even your hobbies. They are trying to fill an open job requisition, not match you for a blind date.



# RESUMES:

## DO'S

- ✓ Always print your resume on standard letter size, white or ivory resume paper.
- ✓ Be consistent in terms of formatting and abbreviations. Leave plenty of space between paragraphs.
- ✓ If you have a cell phone number, include it! Make sure your voicemail greeting is professional.
- ✓ Proofread, and have others proofread it too to always make sure the resume is error-free.
- ✓ Tailor your resume to the position for which you are applying.
- ✓ List your extracurricular involvement with professional, trade, and civic associations if appropriate.
- ✓ Send a brief, customized cover letter with each resume.
- ✓ Re-read your resume before every interview; the interviewer probably did too.
- ✓ If you have to e-mail your resume, don't send it on its own. Add a 'subject' and message.

## DONT'S

- ✗ Don't abbreviate or use specific terminology unless you are sure the reader will know what it means.
- ✗ Don't try to overdecorate, keep it simple and professional. This includes no folding or bending your resume.
- ✗ Never use exact dates; months and years are sufficient (you can use summer or holiday season as well).
- ✗ You don't need to list your high school if you are a college graduate.
- ✗ Avoid listing your height, weight, or remarks about your physical appearance or health.
- ✗ Don't list references on your resume. Nor should you state "References Available on Request." It is assumed by employers that you will provide references separately at the time of application or interview.

### Last but not least...

- ⚠ Never **LIE**! It could cost you the job offer or, if you've already been hired, it could cost you your job.

# WHAT TYPE OF RESUME IS RIGHT FOR YOU?



There are three basic formats for resume preparation: **Chronological**, **Functional**, and **Combination**. Each has its own advantages and disadvantages. Choose a format that best reflects your skills and experience at a glance.



## CHRONOLOGICAL RESUMES

- Chronological resumes are the easiest to prepare and read, and the most commonly used.
- Information is organized according to time with most recent education and experience listed first.
- Demonstrates a strong job-related background.



## FUNCTIONAL RESUMES

- Functional resumes are appropriate when there is a lack of work experience in an occupation area, a desire to change careers, or re-enter the job market after a lengthy absence.
- Information is organized according to types of experiences you have obtained with a focus on skills and qualities that can be translated to a variety of work situations (i.e. transferable skills).
- This format highlights key traits or qualities and detailed examples of those qualities rather than focusing on dates and time frames.



## COMBINATION RESUMES

- Elements from both the functional format and the chronological format are combined into one resume.
- It stresses skills and capabilities, but adds positions, employers and dates.
- Appropriate when you want to show the potential employer where and when you have gained the skills you are highlighting.

# SAMPLE RESUME: CHRONOLOGICAL

More Resume  
Examples Here  
<https://bit.ly/RExamples>

## First Name Last Name

example@example.com | (555) 555-5555  
San Diego CA 92111



### **OBJECTIVE**

Detail-oriented Kitchen Manager with 5+ years of customer service experience looking to use her interpersonal skills, leadership, and multitasking abilities to deliver exceptional service to Starbucks guests as a Shift Supervisor.

### **SKILLS**

- Excellent communication
- Ability to work in a fast-paced environment
- Strong multitasking
- Detail-oriented
- Excellent point-of-sales
- Effective teamwork and leadership

### **CERTIFICATIONS**

California Food Handlers Card, Premier Food Safety Association 02/2020  
Beverage and Alcohol Handling Certificate, National Bartenders School and Staffing 07/2019

### **EXPERIENCE**

**Shift Supervisor** 09/2019 - Present

Chipotle Mexican Grill, San Diego CA

- Supervise and participate in kitchen and dining area cleaning activities creating an environment that is highly devoted to customers
- Maintain compliance with company policies, procedures for food safety, sanitation, and quality resulted with a customer retention rate of 95%
- Record inventories and report any shortages by collaborating with the designated personnel which improved customer services efficiency

**Crew Member** 05/2018 - 09/2019

McDonald's, San Diego CA

- Handled payments during peak service hours to ensure all transactions are accounted for
- Maintained an average of 45 second "Out-the-Window" at the drive-through which decreased customer wait time
- Delivered friendly customer service with a positive mindset resulting with a 90% customer satisfaction score

**Ride Operator** 09/2016 - 07/2018

SeaWorld San Diego, San Diego CA

- Provided information about facilities and entertainment options which assisted customers with their plans while maximizing their time
- Monitored activities to ensure guest adherence to rules and safety procedures
- Directed patrons to rides, seats, or attractions to maintain organized event workflow

# SAMPLE RESUME: FUNCTIONAL

## First Name Last Name

example@example.com | 555.555.5555

San Diego, CA 92111

linkedin.com/fist\_lastname

### **OBJECTIVE**

Dedicated campus leader and student advocate looking to use their client management skills, critical thinking, and leadership skills to gain professional child development skills as a Youth Program Leader with the YMCA.

### **EDUCATION**

Associate of Science - Child Development

*Exp Graduation: May 2022*

San Diego Mesa College, San Diego CA

Certificate of Performance - Assistant Teacher

*December 2020*

San Diego Mesa College, San Diego CA

### **SKILLS**

- Excellent counseling
- Strong leadership
- Advanced global and intercultural fluency
- Great client management
- Advanced problem-solving
- Bilingual (Spanish / English)

### **EXPERIENCE**

#### **Client Management**

- Created personal babysitting schedule by communicating with 15+ clients and utilizing Microsoft Outlook and Microsoft Excel to organize appointments
- Managed student relationships via phone and email to obtain program applications, resolve inquiries, and promote campus events
- Regularly engaged students in open discussions and other team building activities that increased morale and contributed to a more energized learning environment

#### **Leadership**

- Facilitated weekly campus tours to groups of 15-20 High School students while escorting them to and from workshops and answering all inquiries
- Collaborated with classmates to delegate tasks and responsibilities for academic projects to ensure that all major and minor deadlines were met
- Implemented effective teaching strategies when babysitting children, ages 3 to 15, to assist with homework and class assignments

#### **Problem Solving**

- Effectively helped seven struggling students to improve their reading ability, resulting in all seven achieving grade-level targets within a year
- Incorporated digital technology for learning activities, including software applications like Learning Upgrade, SMARTY Ants, and iReady
- Supervised nieces and nephews while settling conflict and resolving complex issues between the children

### **WORK HISTORY**

#### **Peer Mentor**

*July 2018 - March 2020*

San Diego City College, San Diego CA

#### **Babysitter**

*March 2010 - Present*

Self-Employed, San Diego CA

# SAMPLE RESUME: COMBINATION

## First Name Last Name

Atlanta, Georgia, 30301 | (555) 555 5555 | example@example.com

### RESUME SUMMARY

Licensed realtor with 8+ years of residential and commercial real estate sales experience in the Atlanta metro area. Expert in campaign management, successfully increasing agency's new customer acquisition rate by 30% over 2-year period. Adept in drafting contracts, client analysis, market research, and knowledge of federal and local real estate law.

### SUMMARIZATION OF SKILLS

#### Real Estate Sales

- Increased commercial and residential real estate sales by 30% in 2 years through creation and implementation of new online and in-person customer acquisition campaigns
- Close an avg. of 15 commercial and residential real estate sale transactions annually
- Brought in over \$2,000,000 in profits to agency in historically unprofitable territory

#### Customer Service

- Advise home sellers on techniques to make their properties more attractive, increasing avg. selling price by 10%
- Conduct client interviews, determining best properties to show customers based on their requirements. Increased customer satisfaction rate of new home buyers by 20% in under 1 year
- Assist clients in evaluating mortgage and other financing options, ensuring they get the best rates and terms. Saved customers an avg. of 5% overtime on new home purchases

### WORK EXPERIENCE

#### Senior Real Estate Agent

*Feb 2018 – Present*

Lions Real Estate Firm, Atlanta, GA

- Implement GIS data demographic software for new site selection, saving the agency over \$5,000,000 annually in unprofitable commercial and residential properties endeavors
- Attend international conventions on behalf of agency, keeping up to date on best real estate practices and networking to gain clients
- Trained 3 junior real estate agents on client interview SOPs, and home listing & inspection techniques

#### Real Estate Agent

*Sep 2013 – Jan 2018*

Fairweather Real Estate Agency, Atlanta, GA

- Performed market research, comparing market trends and new and old home prices to adequately price residential properties
- Coordinated with home inspectors and lenders to ensure all terms and conditions were met before closing
- Accompanied potential buyers during visits and inspections, ensuring clients were satisfied with the property value and condition

### EDUCATION

#### B.S. MARKETING

Florida State University, 2013  
Gainesville, FL M.S.

#### M.S. ACCOUNTING

Georgia State University, 2018  
Atlanta, GA

#### CERTIFIED REALTOR

Real Estate License  
State of Georgia, 2013





# ALL ABOUT REFERENCES

- ▶ Choose your references based on people who can address your performance, skill level, and reputation in relation to the job requirements. Do NOT choose references based on their name recognition.
- ▶ Ask permission before listing anyone as a reference.
- ▶ Make sure your references are comfortable speaking on your behalf.
- ▶ Provide each reference with a copy of your resume and the job description.
- ▶ Verify the contact information of your references before giving it to a potential employer. It is not a good thing for an employer to call an outdated phone number.
- ▶ Don't list your references' names and contact information on your resume! It is not necessary to state "References Available upon Request"; this is assumed.
- ▶ Don't wait until the interview to look up the contact information for your references.
- ▶ The reference page header (name and contact information) should be identical to the one appearing on your resume and cover letter.
- ▶ Print your reference list on quality paper and have it ready to present at an interview or when applying for a job.
- ▶ Keep your references informed of your application status.



*Consider a reference check a good sign!*

# SAN DIEGO MESA COLLEGE

## Career Center

# ***CONTACT US!***

📍 Career Center (Student Services bldg., 3rd floor)

☎ 619-388-2777

✉ mesacareer@sdccd.edu

## ***How to Schedule an Appointment***



Need Resume/Cover letter assistance for jobs/internships



Call or email to schedule an appointment



Collaborate with a career peer via zoom, email, or phone



Take off with your CUSTOM resume and cover letter!

## ***Visit the Career Center website!***



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