

# **Resume Workbook**

Career Services



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## How to Use This Workbook

Here are some suggestions to help you make the most of the resume writing process:

- Writing a resume often requires several drafts so don't worry if you are unhappy with the first draft.
- Use this opportunity to identify your unique skills and experiences. If you can articulate them on a resume, you will be better prepared for interviews.
- Keep your resume focused on the qualifications needed in your occupation; If unrelated experiences are listed first or dominate your resume, employers could be confused and/or doubt your commitment to your profession.
- Don't forget to proofread your resume; many employers tell us they don't consider resumes that have typos.
- This workbook is intended to help you write a first draft. You are invited to make an appointment with a job search advisor or career counselor to get feedback and ask questions before you send it to employers.
- For an electronic version of this workbook, and more job search resources, go to [http://www.oakton.edu/student-services/career\\_services/job\\_search/](http://www.oakton.edu/student-services/career_services/job_search/)

You can make an appointment for a resume review at the following locations:

### **Career Services, Des Plaines Campus**

Room 1740

1600 East Golf Road

Des Plaines, Illinois 60016

847-635-1735

### **Enrollment Center, Skokie Campus**

Room A100

7701 North Lincoln Avenue

Skokie, Illinois 60077

847-635-1735

## What are employers looking for in your resume?

**Short and to the point:** Use bullets and short statements

**Highlights qualifications:** Focuses on skills relevant to the job

**Polished:** No spelling/grammar errors and easy to find information



## How do I know what employers want in my field?

Develop a list of key words and phrases using:

**Job Ads:** Read 5-10 ads for jobs in your field. Create a list of critical skills and qualifications from those ads.

**Professional Associations:** Check your list against a list of required skills in your field

**Networking:** Ask people in your field what skills and qualifications they consider most important when hiring

Using key words makes your resume more likely to get noticed and reviewed, especially if it is being screened through a database or applicant tracking system

Key words from your field:

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Key words from your past experiences:

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## What should be on my resume?

**Name** (in large font)

Email/ Phone

City, State, Zip

LinkedIn URL

### Summary of Qualifications (Use Bullets)

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### Education

Degree: \_\_\_\_\_

School Name, City, State \_\_\_\_\_

GPA if over 3.0 \_\_\_\_\_

### Work and Related Experience

Job Title #1: \_\_\_\_\_

Employer Name, City, State: \_\_\_\_\_

Bullets include accomplishments, skills, positive feedback and characteristics demonstrated

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Job Title #2: \_\_\_\_\_

Employer Name, City, State: \_\_\_\_\_

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### Honors and Awards

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### Affiliations and Activities

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# Summary of Qualifications

## Tips:

- Include 3-7 statements that highlight the skills most relevant to your job goal using the list you created on page 4
- If you are new to a field, emphasize skills developed in other settings that relate to your new job goal
- Be sure to include relevant computer/software skills and non-English language proficiency
- Include information about skills you used and outcomes of your work for the organization
- Quantify your statements wherever possible
- An objective is optional; many employers tell us they don't want to see one

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## Examples:

- Proficient in Photoshop, Word, Excel and PowerPoint
- Fluent in written and spoken Spanish
- Adept at gathering and analyzing data useful in decision-making and increasing customer connectedness
- Talented problem solver, resourceful in investigating issues and implementing workable solutions
- Persuasive speaker with strong platform skills
- Consistently exceed sales goals
- Alert to organizational priorities when scheduling and prioritizing tasks
- Successful working with a diverse group of co-workers and customers



# Education

## Tips

- List your most recent educational experience first
- Don't forget to include training you received in the military
- You do not need to include dates if you feel it will work against you
- You may include awards, scholarships, high GPA here or in a separate "Honors and Awards " category at the end of the resume
- If your degree is in process, include your best guess or planned graduation date
- If you took classes but did not complete a degree, include number of hours completed, percent completed or types of classes

For example:

- "Completed 20 hours of classes towards a business degree"
- "Completed general education classes for a BA in Psychology"



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## Examples

**Associate of Arts in Liberal Arts** (graduation May 2019)

Oakton Community College, Des Plaines, Illinois

**Bachelor of Arts in English, 2012**

University of Illinois at Chicago, Chicago, Illinois

Oakton Community College, Des Plaines, Illinois

Completed courses in preparation for transfer 2004-2007

**Desktop Design Certificate, 2014**

Oakton Community College, Des Plaines, Illinois

# Work and Related Experience

## Tips

- List your most recent experience first
- Include Job Title, Dates of Employment (month and year), Company Name and City and State in each job listing
- Focus on the qualifications related to the job you are seeking (Use your list from page 4)
- Help the employer understand the difference you made by including accomplishments, positive feedback, knowledge demonstrated and qualities you illustrated while describing the scope of your work
- Use past tense if a position or duty is in the past; use present tense if you are currently engaged in an activity
- Begin bullets with an action verb
- Stay away from passive verbs such as “is,” “was,” “am,” “were” and helping verbs such as “have,” “had,” “may,” and “might” for a stronger, more confident delivery
- Don’t use personal pronouns such as “I” and “my” as well as third-person pronouns such as “he” and “she”

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## Examples of Bullets :

- Requested by customers based on friendly approach and willingness to research and solve problems
  - Increased sales 10% by offering additional services to customers
  - Eliminated backlogs by working with other departments to streamline processing
  - Received feedback about outstanding record of accuracy
  - Used Excel to gather and analyze data resulting in faster identification of new business opportunities
  - Quickly learned proprietary software to track website usage and customer buying behavior
  - Consistently exceeded daily sales quota by 15-20%
  - Reconciled the physical and computerized inventory utilizing an Access database
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# Honors and Awards



## Tips:

Use “Honors and Awards” or “Affiliations and Activities” to show excellence, and demonstrate interest or skills

You do not need to include every activity or honor, especially if it might confuse the reader about your interests and goals

## Examples:

Employee of the Month, McDonalds Corporation, May 2012

Highest Chicago Area Sales, 2010

Oakton Community College Foundation Scholarship Recipient, 2014

2015 Midwest Regional Tennis Championship, Singles

# Affiliations and Activities

## Examples:

Student Senator, Northern Illinois University, 2011-2012

Member, American Psychological Association

Co-Chair 2014 Conference Committee, United Professional Sales Association

American Health Information Management Association, Treasurer (2015)

Volunteer, Habitat for Humanity, Belize, Spring Break 2015; coordinated travel arrangements

Veterans Club Founder, Oakton Community College

## Now What?

This workbook is designed to help you write a first draft of a resume

Here are some recommendations for next steps:

1. Review your resume for grammar, spelling and content.

- Are your statements easy to understand?
- Does your resume focus on your qualifications for the position you seek?
- Will the reader have an easy time finding information on your resume visually?

2. Ask three people to help you proofread your resume and make suggestions about content and appearance.

- Ask someone who knows you well.
- Show it to someone who has experience with the hiring process.
- Get feedback from someone who knows your field.
- Even if you don't agree with all the suggestions, having additional input will help improve your resume.

### Need more help with your resume?

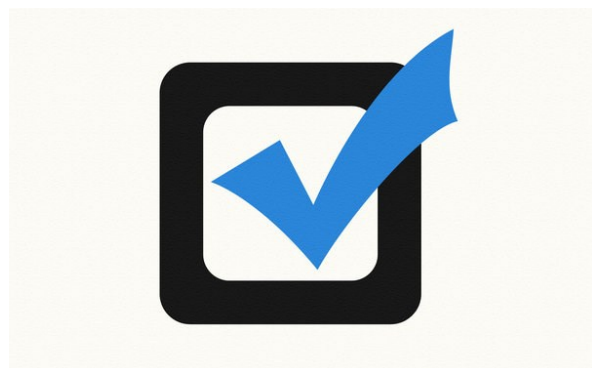
Contact **Career Services** for an appointment for resume and cover letter help, interview practice and to learn job search strategies to make your search more effective. Call **847-635-1735** to make an appointment.

Des Plaines, Room 1740

Skokie, Room A100 (Enrollment Center)

Check out the resources available on our website:

[www.oakton.edu/careers](http://www.oakton.edu/careers)



## Action Words

### Good Words for Administration and Management

advised approved authorized chaired consolidated counseled delegated determined developed diagnosed directed disseminated enforced ensured examined	explained governed guided headed initiated influenced inspired installed instituted instructed integrated launched lectured listened managed	mediated mentored moderated monitored motivated negotiated originated oversaw pioneered presided prioritized processed promoted recommended redirected	referred reorganized represented responded reviewed routed sponsored streamlined strengthened supervised taught trained validated
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### Good Words for Communications and Creativity

acted addressed arranged assessed authored briefed built clarified composed conducted constructed corresponded costumed created critiqued	demonstrated designed developed directed edited enabled facilitated fashioned formulated influenced initiated interpreted interviewed introduced invented	launched lectured modernized performed planned presented produced projected proofread publicized published realized reconciled recruited rectified	remodeled reported revitalized scheduled screened shaped simulated summarized taught trained translated wrote
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## Action Words

### Good Words for Sales and Persuasion

arbitrated catalogued centralized consulted dissuaded documented launched lectured led liaised maintained manipulated marketed mediated	moderated negotiated ordered performed established expedited familiarized identified implemented improved increased planned processed produced	proposed publicized purchased realized recruited reduced reported researched resolved influenced inspired installed integrated interpreted	investigated judged restored reviewed routed saved served set goals sold solved stimulated summarized surveyed translated
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### Good Words for Technical Ability

analyzed broadened charted classified communicated compiled computed conceived conducted coordinated designed detected developed devised drafted	programmed published reconstructed reduced researched edited educated eliminated excelled expanded expedited fabricated facilitated forecast formed	generated improved increased inspected installed restore revamped streamlined supplemented surveyed instituted integrated interfaced launched lectured	maintained marketed mastered modified molded operated packaged pioneered prepared processed systematized trained upgraded wrote
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## Good Words

### Good Words for Technical Ability (Continued)

adhered	coordinated	formulated	planned
administered	cut	hired	prepared
allocated	defined	identified	prescribed
applied	determined	implemented	processed
appropriated	dispensed	improved	provided
assisted	distributed	installed	recorded
assured	documented	instituted	repaired
attained	drafted	justified	reshaped
awarded	enacted	liaised	resolved
balanced	enlarged	maintained	scheduled
budgeted	evaluated	managed	screened
built	examined	operated	secured
charted	executed	ordered	solved
completed	followed up	organized	started
contributed	formalized	packaged	

### Good Words for Teaching

acquainted	conducted	enlarged	instituted
adapted	coordinated	expanded	instructed
advised	delegated	facilitated	integrate
answered	delivered	fomented	lectured
apprised	demonstrated	formulated	listened
augmented	designed	generated	originated
briefed	developed	grouped	persuaded
built	directed	guided	presented
certified	dispensed	harmonized	responded
chaired	distributed	implemented	revolutionized
charted	educated	influenced	set goals
clarified	effected	informed	stimulated
coached	empowered	initiated	summarized
collaborated	enabled	innovated	trained
communicated	enacted	installed	translated

## Action Words

### Good Words for Helping and Caregiving

advanced advised aided arbitrated assisted attended augmented balanced backed braced boosted clarified collaborated consoled contributed	counseled comforted consulted demonstrated diagnosed encouraged expedited facilitated familiarized fostered furthered guided helped instilled liaised	mentored ministered negotiated nourished nursed nurtured obliged optimized promoted provided reassured reclaimed rectified redeemed reeducated	referred reformed rehabilitated repaired represented served settled supported supplied stabilized streamlined translated treated tutored unified
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### Good Words for Financial Management

adjusted administered allocated analyzed appraised audited balanced bought budgeted calculated computed conciliated cut decreased developed	dispensed disbursed distributed doubled downsized eliminated economized exceeded financed forecast funded gained generated increased	invested maintained managed marketed merchandised planned projected purchased quadrupled reconciled reduced reported researched reshaped retailed saved	shopped secured sold solicited sourced specified supplemented systematized tested tripled underwrote upgraded upsized vended
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### Good Words for many Skills

accomplished achieved adapted adhered allocated appraised arbitrated arranged articulated assured augmented collected communicated composed conceptualized	conserved contributed coordinated demonstrated dispensed evaluated executed facilitated forecast founded governed guided illustrated improved increased	initiated integrated interpreted invented launched led navigated optimized organized originated overhauled performed prioritized promoted proposed	reconciled rectified remodeled repaired reshaped retrieved solved stimulated streamlined strengthened trained upgraded validated won
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# Terry V. Brown

Des Plaines, IL 60016

Tvb1616@gmail.com / 847-555-1212

## Summary of Qualifications

- Demonstrated proficiency with Photoshop, Dreamweaver, Illustrator and InDesign
- Expertise with Microsoft Word, Excel and PowerPoint
- Successful at responding to challenges; solid planning and problem-solving skills
- Active self-starter; consistently complete multiple projects within deadline

## Education

Associate in Arts in Liberal Arts, (graduating May 2018)

Oakton Community College, Des Plaines, IL

GPA 3.5/4.0 scale

## Work and Related Experience

Student Employee, Career Services

8/2016 to Present

Oakton Community College, Des Plaines, IL

- Help visitors feel welcome to Career Services
- Schedule counselor appointments and determine service eligibility
- Provide information regarding student employment for students and employers

Intern, Public Relations

6/2016 to 8/2016

XYZ Publishing Company, Glenview, IL

- Created graphics for the company website using Photoshop
- Wrote and edited copy for a national publication

Other work experience includes: cashier and retail sales

## Honors

Oakton Foundation Scholarship

## Affiliations and Activities

Graphic Design Club, Program Chair, Oakton Community College

# Robin Ramirez

Des Plaines, IL 60016

224-221-2321 / rramirez223@gmail.com

## Summary of Qualifications

Recognized as skilled with highly detailed tasks needing accuracy

Proficient with Microsoft Word, Excel, Access, and PowerPoint as well as QuickBooks

Experienced at applying accounting reporting rules

## Education

Associate in Applied Science, Accounting, December, 2018

Oakton Community College, Des Plaines, IL

## Work and Related Experience

**Administrative Assistant, Corporate Accounting**

5/2014 to Present

Citibank, Rolling Meadows IL

- Review expense and commission reporting for accuracy and compliance with legal requirements
- Use database software to create 25 monthly reports for use in tracking budget exceptions
- Negotiate and administer office equipment contracts for all technology at our location
- Coordinated office layout, chose furniture and equipment, and developed signage within budget when new location was in the planning stage

## Honors

Member, Phi Theta Kappa

Employee of the Month based on highly accurate reporting

## Activities

Tax Volunteer, 2014–2016 tax seasons

Inner City Tax Help Foundation



# Rignesha Patel

Mount Prospect, IL

847-632-7766 / rpatel23@gmail.com

## Summary of Qualifications

Experienced in patient care and interacting with a health care team

Focused on critical care nursing with plans to complete CCN after graduation

Accepted to online BSN program at Loyola University

## Education

### Associate in Applied Science, Nursing

May 2018

Oakton Community College, Des Plaines, IL

### Certificate, Basic Nurse Assistant

December 2015

Oakton Community College, Des Plaines, IL

## Work and Related Experience

### Student Nurse

September-December 2016

Presence Resurrection Medical Center

- Rotated through medical/surgical, intensive care unit, and cardiac care units
- Known for friendly approach with patients and families
- Used EPIC to chart patient information

### Certified Nurse Assistant

January 2016-Present

Ballard Rehabilitation, Des Plaines IL

- Assist patients with dressing, bathing, and eating
- Selected to help train new Certified Nurse Assistants
- Encourage patients to engage in activities, resulting in higher level of participation and increased socialization

## Activities and Affiliations

Oakton Student Nurses, 2015-Present

- Coordinated with other Oakton clubs to make holiday gifts for Ballard patients
- Helped give flu shots to Oakton staff and students