

WRITING A WINNING RESUME

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Introduction and Objectives

Introduction

Your resume is a marketing tool to promote your experience and background throughout your career. Crafting a compelling resume will distinguish you and your experience and will propel the reader to want to learn more about you.

A resume should not present everything there is to know about you. It is a selective, yet factual, summary of your most significant professional and educational experiences, as well as additional interests and activities. It is tailored to present the accomplishments, skills, and experiences that are transferable to the position you seek. A well-constructed resume increases your chances of getting an interview. A resume with errors, misspellings or irregular formatting will usually disqualify a candidate from serious consideration from a position.

Objectives

The purpose of this guide is to provide you with reference material for both the format and content of your resume.

Please read through this guide as you craft your resume and to revisit it periodically as you transition through the phases of your job search.

Format

There are many different formats for writing a resume. There is no one right or wrong way to present your information. Here are a few tips to keep in mind when selecting a format:

1. Select a font that is easy to see and read such as Times New Roman or Calibri.
2. Make sure that your font is not too large or too small. Any of the following work: 10, 10.5, 11, 11.5 or 12 point.
3. Be consistent (i.e., if you use a period at the end of one bullet, use a period at the end of all bullets or vice versa).
4. **Do not** include personal information such as marriage status, photo, age, religion, etc.
5. Margins should be no less than 0.5" on each side.

Resume Formatting Checklist

Please use the following checklist as a guide for writing and editing your resume. A clean, well-formatted resume will make it easier for readers to find the critical information they need to know about you.

1. General Formatting Guidelines

<input type="checkbox"/>	Resume is one to two pages
<input type="checkbox"/>	Formatting is consistent throughout entire resume (i.e., headings, font type, font sizes)
<input type="checkbox"/>	Font and size = Times New Roman or Calibri are recommended; 10-point – 12-point font (anything less than 10-point is too small)
<input type="checkbox"/>	Margins no less than 0.5" on each side
<input type="checkbox"/>	Dates – be consistent, use months and years throughout resume. Month and year: (July 2016 – April 2018 or 7/16 – 4/18)
<input type="checkbox"/>	Bullet points should be very basic (•) and used consistently
<input type="checkbox"/>	Either use periods at the end of each bullet or do not use periods (be consistent)

2. Contact Details

<input type="checkbox"/>	Name at the top of the page (you may want to bold and capitalize your name to make it stand out)
<input type="checkbox"/>	Mailing address – address where you receive your mail
<input type="checkbox"/>	Telephone – number you can be contacted; country/area code in parentheses
<input type="checkbox"/>	E-mail – firstname.lastname@schoolname.edu or use a simple Gmail account name

3. Professional Experience

<input type="checkbox"/>	Company/organization name listed; job title listed below organization name. Note: you may want to list company/organization name in BOLD CAPITAL letters with the job title in bold lowercase letters to make it stand out
<input type="checkbox"/>	The generic title or working title that you have on your business cards should be listed. For example: if your title is Senior Administrative Assistant and your working title is Fellowship Coordinator, you may present it as "Fellowship Coordinator or Senior Administrative Assistant."
<input type="checkbox"/>	If company not widely known, describe it in one sentence under the company name
<input type="checkbox"/>	All accomplishment statements start with a powerful action verb (see appendix for list of action verbs); use past tense except for the ones in your current job
<input type="checkbox"/>	Do not use jargon or abbreviations

<input type="checkbox"/>	When listing a monetary value, state currency consistently. If indicating numbers: K= thousands, M = millions, B = billions (i.e., 1,000,000 = 1M). Note: there are several ways to show amounts (i.e., millions can be M or MM). No matter what you choose, it is important that you be consistent throughout the resume
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4. Education

<input type="checkbox"/>	List education in reverse chronological order, with the highest degree achieved first
<input type="checkbox"/>	List your school name; degree and majors listed below school name. Note: you may want to list school name in BOLD CAPITAL letters. Next, list your degree as B.A. or B.S., and then your major.
<input type="checkbox"/>	School location with city and state (and country if not in the US)
<input type="checkbox"/>	Date for all schools is graduation year only (20XX). If you are in the process of obtaining a degree, please state anticipated graduation year
<input type="checkbox"/>	Academic achievement should be reflected. Undergraduate – include Latin honors or if GPA > 3.0/4.0
<input type="checkbox"/>	Education related activities included in bullet points (i.e., academic awards, exchange programs)
<input type="checkbox"/>	Everything listed in this section should be post-high school

5. Additional Information/Other Sections

<input type="checkbox"/>	Include technical skills, or activities that show professional or personal commitment, leadership outside of work. This can go under an “Additional Information” section. If you have strong computer skills, you may want a separate “Technical Skills” section. If you have licenses, memberships or accreditations, you may want a separate “Professional Affiliations” section. If you have spent a good deal of time volunteering outside of work, you may want a separate “Community Involvement” or “Volunteer Experience” section.
<input type="checkbox"/>	Do not include anything that could screen you out such as political or religious organizations. The exception is if you hold a leadership position (i.e., coordinated a political event where you oversaw 250 volunteers)
<input type="checkbox"/>	Use consistent format (i.e., if you include years that you volunteered at one organization, make sure to include the years that you have belonged to a professional association)

6. Other things to keep in mind when crafting your resume.

<input type="checkbox"/>	Be honest – make sure all statements are true
<input type="checkbox"/>	Proofread • Proofread • Proofread: grammar, punctuation, spelling

Content and Tips for Writing a Winning Resume

The format of a resume is important for the reader to be able to locate the information seamlessly, but once they have found what they are looking for, the content becomes the most important part. Here are some guidelines:

SECTION I – Contact Information

Personal information goes at the top of the resume and is a simple identifier. This section should include your full name and contact information, including your email address (note: when applying internally to positions at Yale, we recommend using your Yale email address).

Recommendations

- Please ensure you have an appropriate and professional voicemail message on your cell phone.
- As a rule, it's a good idea to put your address (which many candidates do not like to do).

Examples

- **SALLY SMITH**
1114 Main Street, New Haven, Connecticut 06520
Tel. (203) 555-5555: sally.smith@yale.edu

SECTION II – Education

The *Education* section is typically listed after the *Professional Experience* section of the resume. **The exception to this rule is if you have recently obtained a degree (in the last year).** Then you *may* want to put the *Education* section at the top if you would like the new degree to be the first thing the reader notices.

Recommendations

- Present your graduate and undergraduate institutions in reverse chronological order with the most recently attended school first.
- If you have graduated (undergraduate or graduate program) within the past ten years and your GPA was greater than 3.0, you may list it in this section.
- List any Latin honors (i.e., cum laude) or scholarships from previous degrees.
- Include leadership roles, extracurricular activities, and related coursework (if applicable).

Examples

- Elected to Student Government as Treasurer
- Awarded All-Conference for 2013; three-year Captain of Varsity Track team
- Awarded Dean's list for 2016 – 2017 academic year

SECTION III – Professional Experience

The heart of your resume is the organization and presentation of your professional experience. Your goal is to highlight the skills/achievements most relevant and directly transferable to the position you're seeking. Describe your major activities (transactions and projects) but place the *greatest emphasis* on accomplishments you can legitimately claim as your own.

Recommendations

- Use strong action verbs to begin each bullet (see list of examples on pages 12 – 13 in this guide).
- Do not use personal pronouns such as "I," "my," "me," etc.
- Include the city and state/country of work experience, don't assume.
- Draw the connections between past experiences and the occupational skills required in the role you are applying for. Readers often lack the time needed to draw inferences and make connections based on resume bullets. Be as clear as possible about how your past achievements relate to the position of interest.
- Ensure each bullet point reflects an accomplishment vs. a responsibility.
- Use the "SAR" (Situation – Action – Result) framework to write the accomplishment statements. This includes describing the Situation (S), the Action taken (A) which might include the analysis of the opportunity, the planning and preparation, and the resources involved, and the Results (R) obtained. Be sure to state if you presented your results to management and what next steps were taken.
- Expand upon accomplishments wherever possible:
 - Improved quality, productivity, teamwork
 - Increased sales, profits
 - Reduced costs
 - Planned/designed a program/training process to improve, reduce or change some factor
 - Decreased turnover, failures, breakdown, shrinkage, overtime, etc.
- To help you identify some of your accomplishments, consider:
 - Did I train or in any way develop other employees?
 - Did I receive any recognition or award?
 - Did I point out the need for or create a new procedure?
 - Did I improve customer service?

- Did I reduce turnover?
- Did I meet or surpass standards for speed or accuracy?
- Did I do something special?
- With every question, ask yourself this follow up question:
 - What were the results?
- Quantify impact as often as possible (i.e., % sales growth). If possible, try to relate the size and scope of accomplishment (i.e., “first,” “affecting 13 of 15 clients”, “increasing audience 200%”, etc.). Focus on your individual impact and be careful not to exaggerate or misrepresent your background. In situations where the responsibility and activities had little quantitative benefit, you should make an effort to “qualify” results. For example, “Championed a quarterly learning seminar that increased collaboration between sales, marketing, and finance” or “Developed a proposal to refocus traditional media spend on a social media strategy; the recommendation was supported and acted upon by senior leadership.”

Examples (Accomplishment Statements):

- Prospected 15 potential new customers and signed 10 of them within a one-week period – a record for the department.
- Reorganized department files using a color-coded system which resulted in a 20% improvement in the retrieval of key documents.
- Initiated advanced assembly procedures to increase production 10% by reducing turn-around time from five to four days. Presented report on procedural improvements to senior management, informing next round of strategic planning.
- Earned promotion to Senior Administrative Assistant within ten months of start date.
- Led sales team of 12 professionals in doubling market share of company’s largest product segment from 15% to 30%, despite negative economic indicators in the industry sector.
- Developed a spreadsheet for determining salary and benefits plan impact on finances; the model has become company-wide standard and is still utilized.
- Led a 10-member cross-functional task force charged with improving administrative processes, resulting in overall savings of \$300,000 annually.
- Analyzed statistical reports to pinpoint cost overruns, saving \$500K annually in raw material sourcing.
- Created and presented a program to educate regional branches in anti-fraud compliance best practices.
- Compiled and distributed weekly activity reports to all vice presidents (meeting all deadlines and attaining the highest degree of accuracy).

- Prepared budget and P&L analysis for product lines, providing management with estimates of product profitability for Northeast market.
- Trained approximately 50 new employees in customer service, secretarial, and telephone procedures, generating a 30% reduction in customer complaints. One of five employees nominated for annual *Customer Orientation Award* by supervisor.
- Studied 30 bids and contracts from outside service providers, totaling more than \$30M annually, and presented recommendations to senior managers.
- Created new loan procedure that resulted in \$200K savings and 50% improved processing turnaround time.
- Analyzed, approved and documented over \$75 million in new business. Earned unanimous perfect ratings in peer appraisal reviews as a result.

SECTION IV – Additional Information

The additional information section holds great importance in making a strong statement about you. If you have strong computer skills, you may want a separate “Technical Skills” section. If you have licenses, memberships or accreditations, you may want a separate “Professional Affiliations” section. If you have spent a good deal of time volunteering outside of work, you may want a separate “Community Involvement” or “Volunteer Experience” section

Recommendations

- Do not include anything that could screen you out such as political or religious organizations. The exception is if you hold a leadership position that you want to highlight (i.e., coordinated a political event where you were in charge of 250 volunteers). Note: you may want to leave out the name of the political affiliation.

Examples

- Software Skills: Advanced Microsoft Excel Modeling and Programming, ArcGIS, Stata, Microsoft Access
- Volunteer Coordinator, United Way campaign
- Language Skills: Proficiency in Brazilian Portuguese (advanced) and Mandarin Chinese (beginner)

List of Resume Action Verbs

<u>Achievement</u>	<u>Administrative</u>	<u>Communication</u>	<u>Creative</u>	<u>Financial</u>
Accelerated	Amended	Addressed	Adapted	Accounted
Accomplished	Arranged	Advertised	Authored	Adjusted
Achieved	Collected	Arbitrated	Blended	Allocated
Activated	Compiled	Articulated	Built	Analyzed
Attained	Computed	Assembled	Changed	Appraised
Awarded	Consulted	Bridged	Commissioned	Assessed
Circumvented	Contributed	Briefed	Conceived	Audited
Completed	Coordinated	Charted	Conceptualized	Balanced
Conserved	Deducted	Circulated	Constructed	Budgeted
Earned	Dispensed	Cited	Created	Built (models)
Elected	Displayed	Communicated	Cultivated	Calculated
Executed	Distributed	Conducted	Customized	Capitalized
Expanded	Documented	Contacted	Designed	Classified
Expedited	Established	Conveyed	Developed	Compared
Generated	Executed	Convinced	Devised	Compiled
Identified	Hired	Corresponded	Directed	Consolidated
Improved	Hosted	Critiqued	Drafted	Constructed
Increased	Implemented	Debated	Envisioned	Controlled
Manufactured	Installed	Delivered	Established	Created
Marketed	Maintained	Demonstrated	Formulated	Disbursed
Mastered	Measured	Edited	Founded	Diverted
Mobilized	Nominated	Informed	Illustrated	Estimated
Obtained	Ordered	Interviewed	Influenced	Evaluated
Orchestrated	Outlined	Lectured	Initiated	Exchanged
Overhauled	Partnered	Mediated	Introduced	Figured
Produced	Performed	Negotiated	Invented	Financed
Reduced	Prepared	Persuaded	Launched	Forecasted
Reorganized	Processed	Presented	Modeled	Formulated
Reproduced	Provided	Promoted	Originated	Increased
Resolved	Purchased	Proposed	Revamped	Modeled
Restructured	Recorded	Publicized	Revised	Projected
Revitalized	Rendered	Reported	Shaped	Reconciled
Simplified	Served	Represented	Spearheaded	Reduced
Streamlined	Serviced	Responded	Staged	Researched
Succeeded	Sourced	Suggested	Updated	Saved
Upgraded	Supported	Translated	Visualized	Tabulated

Won	Tracked	Wrote		Valued
<u>Teach</u>	<u>Manage</u>	<u>Organize</u>	<u>Research</u>	<u>Technical</u>
Accommodated	Acquired	Allocated	Analyzed	Adapted
Advised	Administered	Anticipated	Assessed	Adjusted
Awarded	Advanced	Appraised	Collected	Applied
Certified	Approved	Arranged	Compared	Built
Clarified	Assigned	Cataloged	Critiqued	Computed
Coached	Authorized	Categorized	Defined	Constructed
Collaborated	Chaired	Classified	Derived	Converted
Consulted	Challenged	Collected	Detected	Designed
Counseled	Closed	Consolidated	Determined	Diagnosed
Educated	Contracted	Convened	Disclosed	Diagramed
Exhibited	Controlled	Edited	Discovered	Engineered
Explained	Decided	Eliminated	Dissected	Experimented
Facilitated	Delegated	Employed	Evaluated	Fabricated
Fostered	Designated	Finalized	Examined	Innovated
Guided	Directed	Gathered	Explored	Integrated
Helped	Enlisted	Grouped	Inspected	Maintained
Informed	Handled	Incorporated	Interpreted	Modified
Instructed	Initiated	Linked	Investigated	Programmed
Mentored	Instilled	Mapped	Located	Proved
Modeled	Instituted	Monitored	Measured	Purchased
Navigated	Issued	Organized	Predicted	Repaired
Participated	Managed	Planned	Proposed	Resolved
Taught	Motivated	Regulated	Qualified	Restored
Trained	Presided	Scheduled	Rated	Solved
Tutored	Recruited		Recommended	Specified
	Retained		Researched	Systematized
	Reviewed		Reviewed	Tested
			Searched	
			Studied	

Developing Strong Accomplishment Statements Worksheet Sample

Think about a specific experience or accomplishment.

Context	
Situation Summarize the nature of the problem you faced or the goal you sought to accomplish.	I oversaw processing expenses for everyone in the department (22 staff members).

Your Role	
Action Describe the action taken. What did you do? What skills, knowledge, and expertise did you demonstrate? Include an analysis of the opportunity, the planning and preparation, and the resources involved. Use action words and avoid passive constructions such as "participated in."	I processed all expenses within two business days of receiving receipts and details from staff.

Impact	
Result What resulted from your effort? What impact did your actions make?	Expenses were reconciled, and employees were reimbursed promptly.

Draft one accomplishment statement using the SAR framework

Managed expense reimbursement process for 22 employees in department. Ensured

staff were reimbursed promptly by processing all expenses within two business days.

Note: S-A-R does not have to be presented in that order. *In this example, the order is S-R-A. Developing Strong Accomplishment Statements Worksheet*

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Situation Summarize the nature of the problem you faced or the goal you sought to accomplish.	

Your Role	
Action Describe the action taken. What did you do? What skills, knowledge, and expertise did you demonstrate? Include an analysis of the opportunity, the planning and preparation, and the resources involved. Use action words and avoid passive constructions such as "participated in."	

Impact	
Result What resulted from your effort? What impact did your actions make?	

Draft one accomplishment statement using the SAR framework
