



RÉSUMÉ WRITING

Career Center

California State University, Los Angeles

www.calstatela.edu/careercenter

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The résumé is your personal marketing tool designed to get you an interview. It highlights how your education, skills and experience meet the needs of the prospective job and employer. Employers expect the résumé to be concise, easy to read and customized to the job for which you are applying. There is no 'one-size-fits-all' résumé: keep your audience in mind when you write and clearly show how you meet their needs.

CATEGORIES OF INFORMATION

Contact Information. Your name, phone number, e-mail address (and LinkedIn URL) go at the top of the résumé. See our résumé samples and note the different ways you can place this information. Also, know that U.S. citizenship may be a requirement for certain positions and should be included if applying to organizations that require it. Federal regulations prohibit employers from making inquiries about the areas of age, sex, marital status, disability, race and religion. Do not include this information on your résumé.

Summary. This is your professional brand statement. It contains two to three clear and concise statements that summarize the job role(s) that interest you and the knowledge, skills and experience you have that qualify you for the job role(s). Customize your summary to the position when applying for individual jobs. When handling out résumés at a job or career fair, write about two or three job roles that interest you. This section could also be titled "Profile" or "Qualifications."

Education. Your current or most recent degree program should be listed first. If you have not graduated, list the month and year you expect to graduate. Previously earned degrees are listed next. If you have a bachelor's degree, do not list associate degrees and don't include high school unless you are a freshman. Listing your GPA is optional, but some employers may require it. List any honors or awards you have received, as well as the name of the donor.

Major or Relevant Coursework. If you have little or no experience in your field of interest, you can list four to six relevant course titles in this section. This will inform the reader that you have classroom experience with the subject matter and skills required by the

position. Include elective coursework relevant to the position to demonstrate your areas of specialized interest.

Class or Relevant Projects. If you have little or no experience in your field of interest, you can list class or independent projects that demonstrate the subject matter and skills required by the position. List the name of the class project along with a brief description. Indicate whether it was a personal or team project.

Research, Publications or Presentations. If you have conducted research, authored or professionally presented in your field of interest, include these on your résumé if the experience demonstrates subject matter and skills required by the position.

Work or Relevant Experience. Begin with your most recent experience and include the job title, employer, location of the employer, dates of employment, and your job accomplishments. Include paid work and internships. Include unpaid or significant volunteer experiences if they directly relate to the position you seek. If you have extensive work experience, list those that are relevant to the position you seek.

List three to five bulleted descriptions of your accomplishments for each position. An *accomplishment* is something you achieved, overcame or contributed to the position. Start each description with an *action verb* to describe the skill you used. (An action verb list is on page two). Continue with a concise description of the scope of the situation in which you performed the skill. Conclude with the outcome. If possible, qualify the impact. Remember to list job accomplishments that relate to the job role(s) you are seeking and include the required subject matter and skills.

Volunteer Experience. Indicate the name of the organization, its location and your role within it. Do not include dates of one-time events, but you can date experiences that show committed involvement.

Memberships or Involvement Activities. List the names of professional, community and campus organizations to which you belong, including offices or leadership positions held.

Skills. Include skills specific to your field and the job role(s) you seek. Skills can include research, business, technology, computer languages and fluency in other languages. Use specific names of tools that you can use, especially if they are required in the position.

PUTTING IT ALL TOGETHER

There are no fixed rules to the way résumés are written, but the following guidelines apply in most cases:

- Write your own résumé and get it reviewed. No one can tell your story better than you. Schedule an appointment with a career advisor to have your résumé reviewed.
- Employers generally prefer résumés that start with the most recent information. However, if you have extensive work experience that is unrelated to the job you seek, you may consider creating a résumé that emphasizes skills and areas of expertise that can be transferred to the new job. (A “functional” résumé is in the samples.)
- Do not use personal pronouns (I, me, my). Use correct verb tense and be consistent.
- Do not put text in a table. Résumé scanning software may not read this information.

VISUAL IMPACT – Employers expect a professional-looking product with a consistent format. Use capitalization and/or bold for emphasis, not italics. Use the same typeface throughout the résumé. Suggested typefaces: Times New Roman or Arial. Also, choose to use 10, 11 or 12 pt. font. Proofread to eliminate spelling, punctuation and typographical errors. If you are printing out your résumé, choose 24+ lb. white, gray or neutral-colored paper.

RÉSUMÉ LENGTH – Your résumé should concisely address the needs of the position. If you have little to no experience in the job role(s) you seek, go for one page. If you have some experience and are advancing in the career, go for two *full* pages.

Customize your Résumé

There are many different résumé formats and no one “right” one. Some different résumé samples follow. But no matter which format you choose, **you must focus on customizing the résumé to the needs of the employer whose job you are applying for.**

How can you do this? Carefully read the job description for the position. Then write the résumé to fit the job requirements, using some of the terminology or “keywords” that were used in the description. Remember to put your information in the order of the employer’s preference: in other words, put your ‘best stuff’ or most impressive credentials toward the top. (Employers may spend only 10 to 20 seconds scanning your résumé and, in that time, they want to quickly see how you fit the position.) Find out how the employer wants to receive your résumé and follow their instructions precisely.

Other considerations

Sending Résumés. The formatted résumé is appropriate for mailing (don’t fold it: send in a large envelope), faxing, in person use, uploading or emailing as an attachment.

Special Note: When emailing your résumé, don’t forget to include something specific on the subject line, such as “Résumé of Victor Vong, Applicant for Accountant I Position.” If you leave the subject line blank or have a general message, it is unlikely your message will be opened.

What is a CV (curriculum vita)? A CV is type of résumé required for graduate and professional school admission, as well as job opportunities related to science, research and higher education. It is an extensive list of your experiences that contribute to the field. You can adapt your current résumé into a CV by adding three sections: research experience; teaching/tutoring experience and publications, poster presentations and conference attendance. Career advisors are available to critique your CV’s.

Sample Action Words

Verbs

Accelerated
Accompanied
Accounted
Achieved
Acquired
Adapted
Addressed
Adjusted
Administered
Advanced
Advertised
Advised
Advocated
Allocated
Analyzed
Anticipated
Applied
Arranged
Assembled
Assessed
Assigned
Assisted
Audited
Authorized
Balanced
Briefed
Budgeted
Built
Calculated
Catalogued
Centralized
Chaired
Changed
Clarified
Classified
Collaborated
Collected
Communicated
Completed
Composed
Conceived
Condensed
Conducted

Constructed
Consulted
Contracted
Contributed
Controlled
Converted
Cooperated
Coordinated
Correlated
Corresponded
Created
Cultivated
Customized
Decided
Defined
Delivered
Demonstrated
Designed
Determined
Developed
Devised
Directed
Discovered
Displayed
Documented
Drafted
Earned
Edited
Educated
Effected
Eliminated
Enacted
Encouraged
Enforced
Engineered
Enhanced
Employed
Established
Evaluated
Exceeded
Executed
Exhibited
Expanded

Expedited
Explained
Explored
Facilitated
Finalized
Focused
Forecasted
Formalized
Formed
Fostered
Fundraised
Gathered
Generated
Governed
Grouped
Guided
Handled
Headed
Hired
Identified
Illustrated
Implemented
Improved
Improvised
Incorporated
Increased
Influenced
Informed
Initiated
Innovated
Installed
Instructed
Integrated
Interpreted
Interviewed
Invented
Investigated
Justified
Kept
Launched
Learned
Led
Licensed

Located
Logged
Maintained
Managed
Manufactured
Mapped
Marketed
Mastered
Mediated
Mobilized
Modeled
Modified
Monitored
Motivated
Navigated
Negotiated
Observed
Obtained
Officiated
Operated
Orchestrated
Ordered
Organized
Outlined
Oversaw
Participated
Perceived
Performed
Persuaded
Piloted
Planned
Prepared

Prioritized
Processed
Procured
Produced
Programmed
Projected
Promoted
Proposed
Proved
Provided
Publicized
Published
Purchased
Quantified
Realized
Recommended
Reconciled
Recruited
Reinforced
Reorganized
Reported
Researched
Resolved
Responded
Revamped
Reviewed
Revised
Scheduled
Screened
Secured
Selected
Served

Simplified
Solved
Spearheaded
Specialized
Staffed
Streamlined
Strengthened
Structured
Studied
Supervised
Supplied
Supported
Surveyed
Synthesized
Tabulated
Tailored
Targeted
Taught
Tested
Trained
Transferred
Translated
Troubleshoot
Tutored
Updated
Upgraded
Used
Utilized
Verified
Volunteered

Adjectives

Active
Capable
Collaborative
Conscientious
Creative
Dedicated
Dependable
Detail-oriented
Determined
Distinctive

Educated
Effective
Efficient
Exceptional
Experienced
Goal-oriented
Honest
Inquisitive
Notable
Practical

Productive
Proficient
Punctual
Reasonable
Reliable
Responsive
Substantial
Useful
Vital

SAMPLE 1

JAMAL S. HARRIS

Los Angeles, CA (323) 333-3333 jamalharris@gmail.com

EDUCATION

Bachelor of Arts in Sociology, Option in Inequalities and Diversity May 2027
California State University, Los Angeles (Cal State LA) GPA 3.5

RELEVANT COURSEWORK

Race and Ethnic Relations Environmental Policy, Law & Society
Social Class and Inequality Social Policy, Inequity, & Non-Traditional Families

PROJECTS

Equity Assessment and Community Empowerment Initiative Jan 2024 – present
Conduct an in-depth community analysis, focusing on education, healthcare, housing, and employment to identify existing inequalities. Gather and analyze data on demographic disparities and socioeconomic factors. Facilitate a post-project assessment of the impact, including changes in community perceptions.

Community Diversity Dialogue Oct 2023 – Dec 2023
Fostered connections among community members from various backgrounds, creating an inclusive environment where people felt comfortable discussing their experiences. Empowered individuals to work collectively to address inequalities by bridging divides and building empathy.

EXPERIENCE

Homelessness Support Intern Sep 2023 – present
Nonprofit Organization for Homelessness Assistance | Los Angeles, CA
Collaborate with the outreach team to directly assist homeless individuals, including distributing food, clothing, and hygiene products. Assist in organizing and supporting group sessions, where homeless individuals can share their experiences, seek emotional support, and discuss potential solutions to their challenges.

ORGANIZATIONS

Vice President Jan 2023 – Oct 2023
Sociology Student Association
Led meetings and coordinated events to foster a sense of community among students. Initiated and organized a panel discussion on “Social Inequities and Community Empowerment” with notable guest speakers, attracting over 100 attendees and creating a platform for discussion and networking.

Member Nov 2021 – Dec 2022
Sociology Student Association
Assisted local shelters in collecting resources for homeless individuals.

SKILLS

Research: Ethnography, Narrative Research, Participant Observation, Survey Design
Communication: Active Listening, Conflict Resolution and Prevention
Technology: Statistical Package for Social Science (SPSS), MATLAB, Qualtrics

SAMPLE 2

ISABELLA ROMERO

(310) 111-1111

isabellaromero95@gmail.com
www.linkedin.com/in/isaromero95

SUMMARY

Bilingual accounting graduate student with experience assisting in payroll, inventory costing, and bookkeeping within educational administration settings.

EDUCATION

M.B.A. Business Administration Jun. 2024
Option: Accounting
California State University, Los Angeles

B.S. Business Administration Jun. 2018
Option: Accounting
California State University, Los Angeles

RELATED COURSEWORK

State and Local Taxation; Government and Institutional Accounting, Accounting Information Systems

PROJECTS

“The Profitability of New Technology Platforms for Inventory Management”
Developed cost/benefit analysis to determine whether Walgreens should invest in new technology platforms for inventory management. Team project for the senior capstone course.

RELEVANT EXPERIENCE

Accounting Assistant Jul. 2018 – present
Chem Arrow Corp, Irwindale, CA

- Post entries into journals, which include sales, purchasing, cash disbursement, insurance, payroll, parts, and accessories.
- Process all stages of payroll for hourly and salaried employees and commissions to salespersons.

VOLUNTEER EXPERIENCE

IRS' Volunteer Income Tax Assistance (VITA) Program
Prepared and filed tax returns for individuals who make \$53,000 or less.

SKILLS

Bilingual: English/Spanish
Microsoft Excel and Access, QuickBooks, EPayroll

SAMPLE 3: FUNCTIONAL RÉSUMÉ

VICTOR VONG

Los Angeles, CA (555) 555-5555 vvong33@gmail.com

EDUCATION

Bachelor of Arts in Political Science Spring 2022
California State University, Los Angeles GPA 3.25

HIGHLIGHT OF EXPERIENCE

Administrative Support

- Assisted the executive director on all scheduling matters by proactively checking for schedule conflicts and coordinating changes that were convenient for clients.
- Created a work schedule with deadlines and task delegation to ensure the project consistently moved forward and was completed on time.

Customer Service and Communications

- Answered 50+ phone calls per day and directed customers to the appropriate resources and was repeatedly commended for excellent customer service skills and attention to detail.
- Presented to 40+ scholars on the economic factors of voter suppression and fielded a Q+A session to facilitate a group discussion on highlighted issues.

Leadership

- Trained 5 employees on procedures and created onboarding materials to smooth their transition.
- Co-created a wellness program to promote employee health and well-being.

Research

- Researched 15 peer-reviewed articles on voter suppression for program manager.
- Utilized Microsoft Excel to manage data collection and generate visual data reports to inform the community of voter engagement needs.

EMPLOYMENT HISTORY

Accounting Assistant, The XYZ Company Jan. 2016 – Mar. 2019
Canvasser, Get out the Vote Inc. Apr. 2015 – Dec. 2016
Front Office Assistant, Customer Service Depot of America Feb. 2013 – Feb. 2015
Receptionist, 123 Information Center Jun. 2010 – Jan. 2011

PRESENTATIONS

Political Science in the 21st Century, Conference of American Studies May 2018

SKILLS

Computer: Microsoft Excel, Word and PowerPoint, Qualtrics, GnatPro
Languages: Bilingual Spanish/English.

SAMPLE 4: COMBINATION RÉSUMÉ

WEI LI

(310) 111-1111

weili33@yahoo.com

www.linkedin.com/in/weili33

EDUCATION

Bachelor of Arts in Visual Communication, Cal State LA Jun. 2023

GRAPHIC DESIGN EXPERIENCE

Graphic Design Intern Jun. 2021 – Aug. 2021

Sony Entertainment, Inc., Culver City, CA

- Assisted in transferring sketches to digital design of marketing posters for music artist promotional campaigns.
- Photographed Sony outreach events to enhance community relations and shared stories in social and print media marketing.
- Abided by image licensing procedures to prevent legality issues.

Project Team Member

Jan. 2020 – Mar. 2020

Animation 2032, Cal State LA Department of Graphic Design, Los Angeles, CA

- Edited group sketches and transferred them to digital forms while maintaining digital and visual accessibility compliance.

LEADERSHIP EXPERIENCE

Secretary

Sep. 2021 – Present

Cal State LA Marketing Club, Los Angeles, CA

- Set club meeting agenda through membership surveys to address the group's needs.
- Invite guest speakers to discuss leadership experience and promote professional development.

Volunteer

Mar. 2019 – Aug. 2019

Young Adults Health First, Alhambra, CA

- Led a group of 3 outreach specialists in AAPI neighborhoods to decrease youth stigma about mental health.
- Created original marketing materials to motivate youth to engage.

AWARDS

Phi Kappa Phi Scholarship

2019

Employee of the Month, Pizza Hut

Nov. 2018

SKILLS

Computer: Adobe Photoshop, InDesign, Illustrator, Lightroom, Microsoft Suite
Languages: Fluent in Spanish and basic knowledge of Mandarin Chinese.