 RÉSUMÉ WRITING

**Career Center**

California State University, Los Angeles

[www.calstatela.edu/careercenter](http://www.calstatela.edu/careercenter) (323) 343-3237

**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 ‘on-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

Troubleshot

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** State and Local Taxation; Government and Institutional

**COURSEWORK** Accounting, Accounting Information Systems

**PROJECTS “**The Profitability of New TechnologyPlatforms   
forInventory 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 Accounting Assistant** Jul. 2018 – present

**EXPERIENCE** 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 IRS’ Volunteer Income Tax Assistance**

**EXPERIENCE (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, GnattPro  
 **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 LAJun. 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.