

# CAREER DEVELOPMENT CENTER

University of Louisville

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[louisville.edu/career](http://louisville.edu/career)

## Services & Resources:

Career Counseling  
Job Search/Employment Counseling  
Graduate School Advisement  
Career Decision Making Assessments  
Cards CareerLink (Online job database)  
“What to do with a major in…” Series  
Résumé & Cover Letter Review  
Mock Interview Preparation  
On Campus Recruitment Program  
Professional Etiquette Dinner  
Annual Career Fairs  
Career Workshops & Events  
Individual Appointments & Walk-ins  
Online Resource Library  
Classroom & Group Presentations

# Résumé Planning Guide

## What is a Résumé?

A résumé can be described as your personal advertisement. It describes where you have been, what you have done, and where you are currently directing your career. It always includes positive facts about your accomplishments and your work-related duties and responsibilities. **The goal of a résumé is to obtain an interview from a prospective employer.**

## Where Do I Begin?

To start your résumé begin with a list. **Write down all of your academic, extracurricular, volunteer, and employment activities that you can remember.** This is not the time to be modest, everything is potentially important. You can do your editing later. Just get everything down! This information will assist you in organizing your thoughts and life experiences as you begin to develop and create your résumé.

## Does UofL Offer Résumé Assistance?

Yes! Drop off your résumé for review at the Career Development Center. Please allow 48 hours for feedback. Once you have made corrections to your résumé, you may want to make an appointment with our staff to further discuss your situation.

**For additional information, visit our website: [louisville.edu/career](http://louisville.edu/career)**

## Résumé Formats

The outward appearance of your résumé is as important as the content. The length depends upon your experience. Most students, recent graduates and alumni should be able to incorporate this information on one full page. Your use of underlining, “white space,” bold type, italics, and capitalization will enhance the appearance of your résumé. We recommend that your résumé be laser printed. Consider the following formats:

**The Chronological Résumé:** A chronological résumé presents your education and work experience in a straightforward, reverse chronological order (most recent first). If the majority of your work experience is related to your stated job objective, this style can be effective.

**The Functional Résumé:** A functional résumé differs from a chronological résumé by concentrating on your skills that relate to your stated objective rather than on the jobs you have had. A functional résumé is particularly effective if your work experience has not been closely related to your job objective, if you are changing careers or if you are seeking a promotion. In this format you elaborate on the skills necessary to perform the desired job and how you have demonstrated those same skills in a different type of job.

**The Combination Format:** Sometimes a combination format will adequately suit a jobseeker’s needs. This can, for example, help to highlight both a chronological employment history while simultaneously highlighting some outstanding skills and achievements.

## Résumé Heading: Your Contact Information

The heading information on a résumé is used by an employer to contact you. List your name at the top of the page (either centered or pulled out to the margin) and make it stand out through bolding, and capitalization. The heading should be slightly larger than the text of your résumé. List your full address, zip code, email address, and one telephone number with area code.

### Heading Example:

**Susan Sample**  
**1234 Resume Boulevard**  
**Louisville, KY 40292**  
**502-555-1212**  
**email@address.com**

## Developing Your Objective

An objective conveys a sense of direction: it is a “theme” statement that will help you organize the supporting information in your résumé. The objective should be written from the perspective of what you have to offer rather than what you want from an employer or a position/job. To develop a strong, targeted objective, think about the following questions:

- What is the job title/position you are applying for?
- Where (type of organization or work environment)?
- What level of responsibility (entry, intern, management, etc.)?
- What skill(s) do you possess that is directly related to this position?
- What special conditions/contributions?

### Objective Example:

**An entry-level sales position in the Travel and Tourism field with opportunity to contribute effective customer service skills and increase profits.**

## Education & Related Coursework

Include the complete title of your Bachelor degree followed by the program name; do not abbreviate. After this, include the month and year of your anticipated graduation date. Place the name of the college that you received your degree from directly below your degree information; include the city and state of the college (avoid including street address). If you hold more than one degree, list the most current related degree first and the remainder in chronological order from most current to least current.

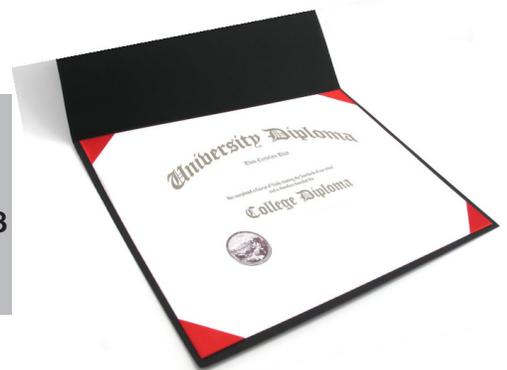
If you lack experience when applying for your first professional job, consider a “Related Courses” section listing those courses that relate to your career objective.

Include your cumulative GPA if it is 3.0 or above.

### Education Example:

**Bachelor of Science, Computer Science, May 2010**  
University of Louisville, KY

**Associate in Applied Science, Computer Technology, May 2008**  
Jefferson Community and Technical College, Louisville, KY  
Overall GPA: 3.59



### Related Courses Example:

Digital Computers & Information Processing  
Introduction to Networks  
Operating Systems & Peripherals  
Communications & Networking

AC/DC Circuit Analysis  
Intro to UNIX  
COBOL  
Web Site Design

## Honors & Accomplishments

Your accomplishments and extracurricular activities tell an employer about your interests, motivations, and skills. Always include the year. You may include special recognitions and any of the following:

Scholarships  
Dean's List

Honorary Societies  
Athletic Team

Community Awards  
Club/Campus Activity

Committee Member  
Awards

### Honors Example:

Member, Dean's List, 2007-Present  
Recipient, Computer Technology Award, University of Louisville, 2006

## Skills

Almost every résumé should include a skills section. The heading might simply read "Skills," and include a list of various skills, including computer skills, laboratory skills, foreign language skills, etc. Use "action verbs" to describe your skills in a more compelling way and to show your strength in a specific skill area. Additional skill areas may include: management, computer, communication, interpersonal, customer service, creative, leadership, helping, professionalism, mechanical, analytical, organizational, instruction/training, language/cultural, finance/business, etc.

### Customer Service Skills Example:

Demonstrate consistently high levels of professionalism and courtesy with customers  
Welcome customers/guests with a smile, make them feel at home  
Remain aware of customer/guests needs and travel related issues  
Effectively responds to customer/guests requests by placing special orders  
Consistently provides quick, well-timed and professional service  
Interfaces with appropriate departments for prompt and accurate service

## Related Work Experience

When describing any experience or job, always give concrete examples of your duties, accomplishments, or achievements and back them up with numbers or percentages if possible. You may include:

Full Time and Part Time Jobs  
Internships and Co-ops  
Work Study/On-campus Jobs

Seasonal Employment  
Volunteer Positions  
Military Service

Include your job title (position held) first to emphasize what you did, followed by the place of employment, the employer's city and state, and the dates of employment (month/year).

### Experience Example:

#### Front Desk Clerk, ABC Hotel, Louisville, KY, May 2008-Present

Check-in/ out hotel guests, answer questions and provide local area attraction information  
Responsible for booking reservations, operating switchboard, cash/credit card handling, reconciling receipts, record keeping and computer data entry  
Assist with planning and running of events, conferences and meetings  
Provide consistent excellent customer service to all guests and visitors

### Work History Example:

Weekend Manager, Burger King, Louisville, KY, February 2004-May 2005  
Waiter, Applebee's Restaurant, Louisville, KY, January 2002-January 2004  
Cashier, Kroger's, Louisville, KY, March 2001-January 2002  
Cook/Counselor, Camp Lake Louise, Louisville, KY, Summer(s) 1999-2001



# Résumé Checklist

- The content of my résumé matches my career objective.
- I emphasize/highlight my abilities, skills and accomplishments.
- I use active power verbs to describe my work experiences and skills.
- I use proper text tense (current work/present tense, previous work/past tense).
- An employer can quickly scan my résumé and find information easily.
- I have added a skill or related courses section to further support my objective.
- I have listed awards, honors, certificates, licenses, accomplishments, etc.
- Personal data is not included (ex: age, marital status, etc.).
- The title of my degree is spelled out and in bold (ex: Bachelor of Science).
- The organization of my résumé emphasizes the key points I want to stress.
- Dates of work and job titles are clearly highlighted/emphasized.
- Categories are clear with text bulleted or indented to create eye appeal.
- Type style and font size is consistent throughout (no smaller than 11 pt. font).
- Margins, spacing, bolding, bullets, punctuation, date formats, and state abbreviations are consistent.
- I have avoided using personal pronouns (“I” or “me”).
- There is a nice balance of information (it doesn’t look crowded or empty).
- I have proofread my résumé for typos, spelling and grammatical errors.
- List of references are on a separate page, to accompany my résumé if required.

## Reference

You may include on your résumé a statement: “Available upon request” or “Furnished upon request.” Only include a reference page if requested by an employer (usually 3 professional references are sufficient). Use a supervisor, manager, boss, instructor/professor, or advisor/counselor as professional references. As a rule, always check with the person before using them as a reference and ask them how and where they would prefer to be contacted.

On a separate page, include your heading information at the top. Include the name, title, employer, address and telephone number for three professional references.

### Reference Example:

Ms. Lisa Reference  
President, AEIOU Company  
1234 Referential Boulevard  
Louisville, KY 40292  
502-555-1212

**The Career Development Center at UofL provides numerous services and resources to assist students and alumni at all stages of their career development and planning, including:**

- Résumé Information and Sample Resumés
- Résumé Critique Service
- Action Word/Verb List
- Résumé Referral via CareerLink
- Résumés On File via CareerLink
- Online Resources @ [www.louisville.edu/career](http://www.louisville.edu/career)
- Career Counseling/Job Search Advisement

