

Resume Writing Handbook

Information provided by:

The Career Development Center

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Resume

Concise, well organized & easy to read

Describes your background *as it relates to your current career objective*

Functional

- Not common
- Organize information under skills (i.e. Clinical Skills, Laboratory Skills, etc.)
- Can be a better option than listing unrelated job experience

Chronological (recommended)

- Information displayed in reverse order (most recent first)
- Easiest to prepare

You may hear the terms C.V. or resume. They are both ways to document your qualifications and experience. Many employers prefer a resume. However, it is important to know the difference between the two forms! Check with your Career Counselor if you need clarification on what to use for your career objective. **Some majors at Jefferson will need to use a C.V.!**

Curriculum Vitae (C.V.) vs. Resume

The C.V.	The Resume
<ul style="list-style-type: none"> ◆ Latin for “course of life” ◆ Showcases research studies, publications, academic work, awards, teaching and honors in chronological order ◆ Typically several pages long ◆ Static and doesn’t change according to job description <p><i>Hint: Determine the culture of the industry. Research based and academic professionals typically use C.V.</i></p>	<ul style="list-style-type: none"> ◆ An easy-to-read snapshot of relevant experiences ◆ Showcases education and experience as it relates to the objective/summary statement ◆ Summarizes your skill sets with strong action verbs in a concise manner ◆ One-two pages in length ◆ In general, the most common style of documenting skills and credentials

CATEGORIES OF A TYPICAL RESUME

Contact Information

Your name: Keep it bold and bigger than other information

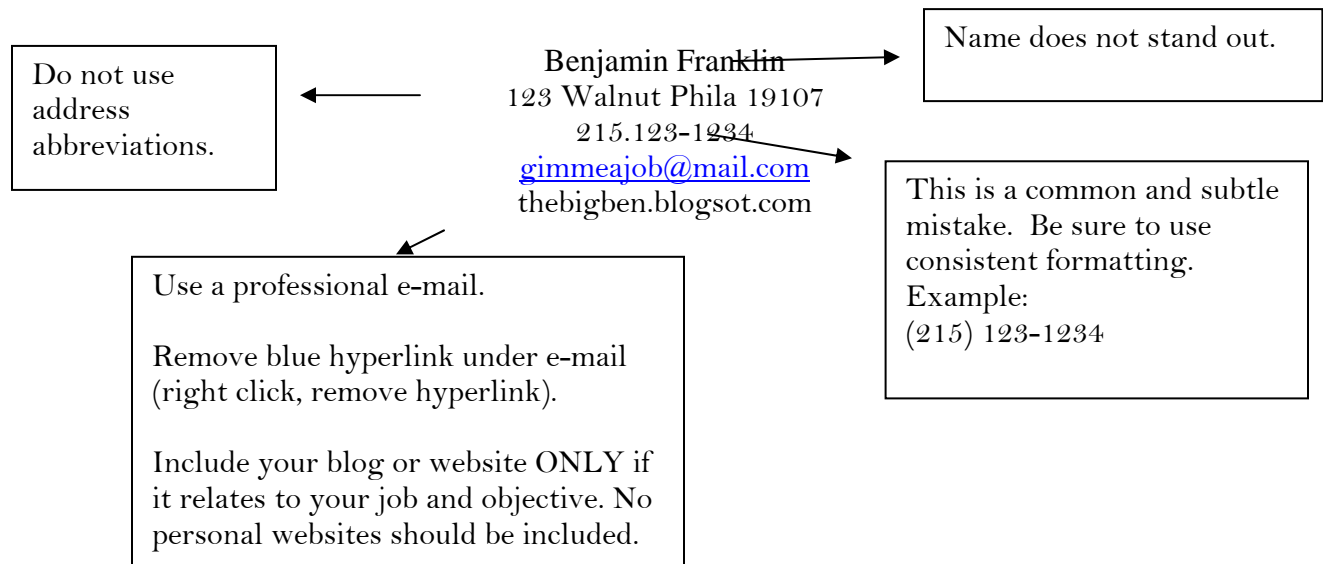
Address: Full address, including zip code

Phone: Include a private, reliable phone number with area code

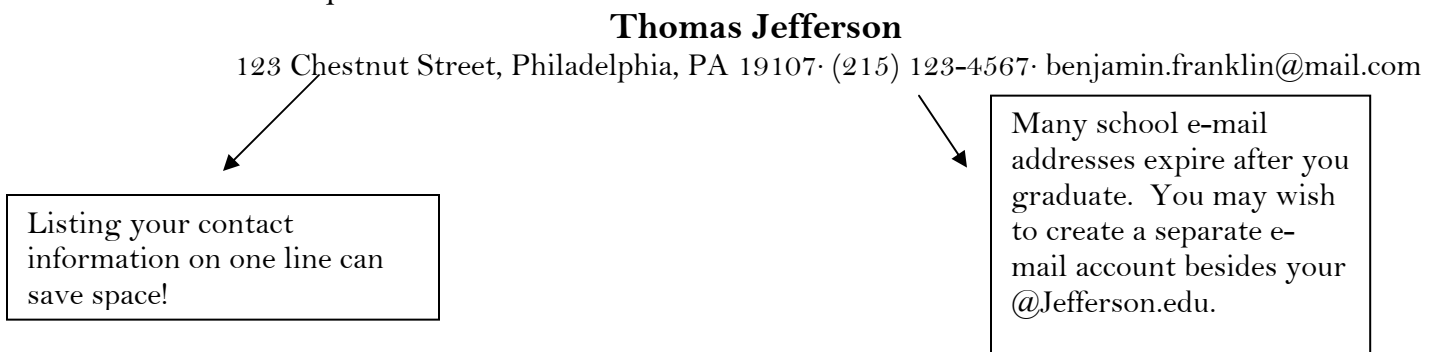
E-mail: Many employers will contact candidates electronically

- ◆ Set your phone to a standard ring back.
- ◆ Revise your voicemail message to reflect you as a professional; speak slowly and clearly.

Example with common mistakes:



Good example:



Objective Statement

An objective statement is similar to a thesis statement; all information should relate back to a main idea. Keeping it simple, specific and without jargon is the best.

Ask yourself these questions to write an effective objective statement:

1. What type of position do I want?
2. What skills can I contribute to the organization?

Example: To obtain a Nursing Externship position at Thomas Jefferson University Hospital in the spring of 2011 where I can contribute my skills in medical-surgical settings and experience in therapeutic communication.

Example: To obtain a part-time Ultrasound Technologist position, utilizing my skills and knowledge in sonography.

NOT.....

1. A vague statement
2. What you want to get out of the position

Example: Looking for a nursing position where I can advance quickly and gain valuable experience for my career. (☹ Not specific and not employer focused!)

Example: A position that utilizes, enhances, and educates my skills and experiences in the aspects of radiography in order to gain career enhancement. (☹ Not specific, too wordy!)

****Please reference sample resumes in the Career Development Center and talk to a Career Counselor about how to make your career goal strong, concise and employer focused.****

Education

If you are a new professional in your desired field, your education section will most likely fall underneath your objective statement.

Here are a few tips to best display your education:

1. Reverse chronological order
2. Include the formal name of the school, city and state, date you graduated, degree and/or minors obtained and your course of study
3. In general, if your GPA is below a 3.0, you may choose not to include on your resume. Speak with a Career Counselor for further clarification.

☺ Good example:

Thomas Jefferson University, Philadelphia, PA
Doctorate in Physical Therapy, anticipated graduation May 2014
GPA: 3.7

This example is clean, formal and displays consistent formatting with other sections

West Chester University, West Chester, PA
Completed coursework in nursing prerequisites
GPA: 4.0

This is an appropriate way of showing you completed *relevant* coursework at another institution. If it is not relevant, it is not always necessary to include here.

Study Abroad Experience, West Chester University, West Chester, PA
Madrid Spain, spring 2008
Completed 12 credits

Education abroad is great experience and can be included in this section.

☹ Example with common mistakes:

Penn State
Business Major, marketing option
Withdrew after one semester, 2007

There are a few things wrong here:

1. It is not necessary to include education experience if it does not relate to your field of study or career objective.
2. Spell out proper name of school (i.e. The Pennsylvania State University)
3. If you decide to include unrelated coursework from another institution, be sure to spell it out (i.e. Bachelor of Science in Business, with a concentration in Marketing)
4. There is no need to disclose a withdrawal on a resume. If it comes up in an interview, you can be honest and explain in person.

Great Valley High School Great Valley
High School Diploma in 2007
National Honor Society, Math Club, Drama Club, AP Spanish

If you are enrolled in higher education, high school information is not necessary. You may include relevant activities or accomplishments in another section.

Experience

Not all experience is created equal. An effective and strong resume will have experience listed first that is most relevant to the objective statement.

Case scenario: *Mary is about to graduate from her OT Program. During school, she has been employed at the Gap during the summers. Currently, she is working part-time as a babysitter to help her with living expenses. During school, she has volunteered at a rehabilitation center in addition to her clinical hours.*

An *ineffective* resume would list Mary's experience in chronological order.

An *effective* resume might break experience sections up into different categories to highlight most relevant experience first. For example:

Occupational Therapy Experience

Thomas Jefferson University, Fieldwork Experiences:

Site placement, City, State Date

- Enter job description and accomplishments

Site placement, City, State Date

- Enter job description and accomplishments

Site placement, City State Date

- Enter job description and accomplishments

Volunteer, Company/healthcare center, City, State Date

- Enter job description and accomplishments

Other Experience

Caregiver, Private family, City, State Date

- Enter job description

Sales Associate, The Gap, City, State Date

- Enter job description

Experience (Continued)

- ◆ Emphasize only those experiences that best relate to your career objective. It is not necessary to include you worked in an Ice Cream Parlor 10 years ago (unless, of course, you are going into the ice cream business!).
- ◆ Job descriptions should include specific duties and/or accomplishments using action verbs (see below).
- ◆ Quantifying job descriptions creates a strong resume (i.e. using numbers, percentages, statistics)

Skills

- ◆ You may want to include a section highlighting your skills in selected areas. Common skills in the healthcare field are: technical skills, laboratory skills, language skills, teamwork skills and organizational skills.
- ◆ Basic computer skills such as Word, Excel, E-mail, Internet and PowerPoint are not necessary to include.

Honors/Activities

- ◆ List only those that best relate to your career objective. If you have done a lot with an organization that is very relevant to your goal, use a few bullets under the name of the organization to describe your role.
- ◆ If an award or scholarship is not self-explanatory, include a one-line description.
Example: “CHOP Outstanding Volunteer Award –Recognized for the most volunteer hours during the winter 2008”

Other Possible Categories

Certifications	Volunteer Experience
Licenses	Professional Development
Professional Memberships	Publications
Leadership Experience	Travel
Community Involvement	Language Skills

ACTION VERBS: THE FOUNDATION OF A STRONG RESUME

MANAGEMENT SKILLS		Communication Skills		Clerical or detailed skills	
Analyzed	Organized	Addressed	Lectured	Approved	Prepared
Assigned	Oversaw	Arbitrated	Moderated	Arranged	Processed
Administered	Planned	Arranged	Mediated	Catalogued	Purchased
Chaired	Prioritized	Authored	Motivated	Classified	Recorded
Contracted	Produced	Corresponded	Negotiated	Collected	Retrieved
Consolidated	Recommended	Developed	Persuaded	Compiled	Screened
Coordinated	Reviewed	Directed	Promoted	Dispatched	Specified
Delegated	Scheduled	Drafted	Publicized	Executed	Systematized
Strengthened		Edited	Recruited	Generated	Tabulated
Directed		Enlisted	Spoke	Implemented	Validated
Evaluated		Formulated	Translated	Inspected	
Executed		Influenced		Monitored	
Improved		Interpreted		Operated	
RESEARCH SKILLS		TECHINICAL SKILLS		TEACHING SKILLS	
Analyzed	Interviewed	Assembled	Operated	Adapted	Facilitated
Assessed	Investigated	Built	Overhauled	Advised	Guided
Clarified	Organized	Calculated	Programmed	Clarified	Informed
Collected	Reported	Computed	Remodeled	Coached	Initiated
Critiqued	Reviewed	Designed	Repaired	Communicated	Instructed
Diagnosed	Summarized	Devised	Solved	Coordinated	Persuaded
Evaluated	Surveyed	Engineered	Trained	Developed	Set goals
Examined	Systematized	Fabricated	Upgraded	Enabled	
Extracted	Tested	Maintained		Stimulated	
Identified				Encouraged	
Inspected				Evaluated	
Interpreted				Explained	
FINANCIAL SKILLS		CREATIVE SKILLS		HELPING SKILLS	
Administered	Developed	Acted	Instituted	Assessed	Facilitated
Allocated	Forecasted	Conceptualized	Integrated	Assisted	Familiarized
Analyzed	Managed	Created	Introduced	Clarified	Guided
Appraised	Marketed	Designed	Invented	Coached	Referred
Audited	Planned	Developed	Originated	Counseled	Rehabilitated
Balanced	Projected	Directed	Performed	Demonstrated	Represented
Budgeted	Researched	Established	Planned	Diagnosed	
Calculated		Fashioned	Revitalized	Educated	
Computed		Founded	Shaped	Expedited	
		Illustrated			

Self- Descriptive Words

Active	Constructive	Energetic	Loyal	Practical	Sincere
Adaptable	Creative	Enterprising	Mature	Productive	Sophisticated
Aggressive	Dependable	Enthusiastic	Methodical	Realistic	Systematic
Ambitious	Determined	Extroverted	Objective	Reliable	Tactful
Analytical	Diplomatic	Fair	Optimistic	Resourceful	Talented
Assertive	Disciplined	Forceful	Perceptive	Respectful	Will travel
Attentive	Discrete	Imaginative	Personable	Self-reliant	Will relocate
Broadminded	Economical	Independent	Pleasant	Self-starter	
Consistent	Efficient	Logical	Positive	Sense of humor	

References

- ◆ References should be included on a *separate document* when you are asked to provide them or when you attend an interview
- ◆ Appropriate references include: former supervisors/managers, professors, pastors, advisors for extracurricular activities such as clubs, organizations, sororities, and fraternities.
- ◆ Be sure to include your name, contact information and the title “References” at the top of this page.

See sample references on next page.

Format the top of the references page with the same formatting used at the top of your resume – they should look like a matching set.

MARY JONES
123 Main Street
Danville, PA 17821
814-123-4523
mary.jones@jefferson.edu

REFERENCES:

Jack Smith, Ph.D.

Professor of _____
Thomas Jefferson University
130 S. 9th Street
Philadelphia, PA 19107
123-456-7890
joe.smith@jefferson.edu
(Prefers to be contacted by (phone/e-mail),
A.M. (or P.M.) hours are best)

Betty Johnson

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987-654-3210
betty.johnson@xyz.org

Roberta Robertson

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***William Jackson**

Director of _____
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123 Main Street, Suite 456
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215-123-4567
william.jones@abc123.com

TIPS:

- References page is a separate document from the resume or CV.
- Only provide this list when the employer requests it. (Otherwise, it may seem presumptuous.)
- Print on the “good” paper.
- Your name & address at the top, in the same format as the top of your resume.
- Typically List 3 people (but no more than 5).
- For new grads: include at least one faculty member and at least one internship/clinical site supervisor. Others to consider: student org. supervisor, community organization manager, or anyone else who can speak to your professionalism and demonstrated knowledge in the field.
- Always ask for permission before listing someone as a reference. They may not view you as highly as you think, so it is best to ask. If they agree, provide them with a copy of your resume (or CV), to help them be as informed a reference as possible!
- Never use family or friends!

“What if I apply to an organization and they ask for my supervisor’s contact information, but I haven’t yet told my supervisor that I am searching?”

- You could include the current supervisor among your list of references and indicate your preference in the following way.

***Current Supervisor.** Presently, my job search is confidential. Please refrain from contacting this person unless I am considered a finalist for the position.

Mistakes That Will Cost You the Job

- ⊗ Lying and misrepresenting your qualifications or past positions
- ⊗ Including activities that you cannot elaborate on in an interview (Do you participate in the community service or just go to the meetings?)
- ⊗ Including scholarships but you can't explain why you received them
- ⊗ Grammatical mistakes and using a sloppy formatting style

Do the Work Now to Avoid Stress!

Develop relations with people who can be of assistance to you during your job search.

Ask this person “*Will you be able to provide me with a positive recommendation?*” or “*Do you feel you’ve observed my work well enough to serve as a positive reference?*” instead of “Can you be a reference for me?”

Be courteous to your references and give them a copy of your up-to-date resume for them to review. Even though this person may know you well, do not expect them to memorize your qualifications and experience!

Writing Thank You notes to those who provided positive references will continue the relationship as well as make them feel appreciated! Check out the Correspondence Handbook in the Career Resource Library about how to write an effective thank you note.

SUBMITTING YOUR RESUME ELECTRONICALLY

Submitting job applications online is very common in the healthcare field. Be sure to follow the instructions on the Human Resources website.

There are two common types of files associated with online applications:

.pdf = Adobe Acrobat's Portable Document Format. Documents created in this format can be viewed (not edited) using Adobe's freely available Acrobat Reader. This is the safest way to send electronic files. For a free download, visit <http://get.adobe.com/reader/>

.doc = Microsoft Word format. Readers can view and edit this document.

Here are a few tips to avoid common mistakes:

1. Rename your resume file to match the job position. (i.e. it looks poorly on the applicant to send a file that says "TempleHospitalResume" when the applicant applied for a position at CHOP)
2. Be sure to save your file to be compatible with all Microsoft Word systems. For Word 2007 users, go to File → Save As → 2003-2007 Compatible.
3. Use common fonts such as Times New Roman when submitting online resumes.

Resume Checklist

Below are some common errors people make when creating a resume. We encourage you to check off this list before submitting your resume anywhere!

- Create a tailored, clear and concise objective statement.
- Remove the blue hyperlink in your e-mail.
- Check and double check your phone number.
- Stay consistent in your verb tenses. (i.e. past jobs use the past tense)
- Check for spelling errors. (i.e. “Manager” is not “Manger.”)
- State abbreviations should be capitalized. PA not Pa.
- If your resume is two pages, do you have a page number and name in a header on the second page?
- Avoid job descriptions that begin with “Responsible for...”
- Save your resume in a Word compatible setting and name the document properly.
- Check your punctuation. If you put a period after each bullet, make it consistent throughout.

RESOURCES AT THE CAREER DEVELOPMENT CENTER

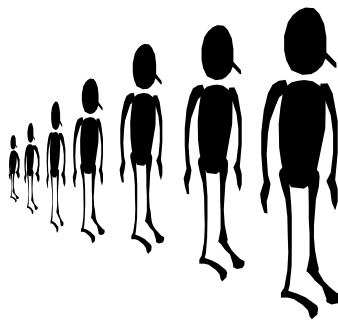
One-on-one resume critique: Call Amelia DiValerio at 215.503.5805 to schedule an appointment with a Career Counselor.

Walk-In Hours: Available on Tuesdays and Thursdays from 12PM-2PM during the fall and spring semesters, *when classes are in session*. Walk-ins are designed for quick questions and resume critiques. For a more in-depth resume critique, it is best to make a one-on-one appointment.

Sample Resume Binder and Career Library: Walk in to view our sample resumes and reference our career books and publications.

Symplicity: Upload your resume to <https://jefferson-csm.symplicity.com/students> and search for jobs!

** Important: There are many on-line resources for resume writing. Many websites disclose bad information. It is best for you to consult with a Career Counselor who is familiar with the current trends and jobs in the healthcare industry.*



What makes you *special*? How can you stand out in a tough job market?

We are here to help.