

# Resume Writing Handbook

Information provided by:

**The Career Development Center**

**Edison Building, Suite 1120**

**(215) 503-5805**

**<https://jefferson-csm.symplicity.com>**

**[career.development@jefferson.edu](mailto:career.development@jefferson.edu)**



## RESUME vs. CURRICULUM VITAE

| <b>Résumé</b><br><i>French for "summary"</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>Curriculum Vitae (CV)</b><br><i>Latin for "course of life"</i>                                                                                                                                                                                                                                                                                                                                                                                                                               |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>WHO USES:</b> <ul style="list-style-type: none"> <li>Most <b>employers</b> request this common style of documenting skills and credentials</li> </ul> <b>LENGTH:</b> <ul style="list-style-type: none"> <li><b>One page</b> in length (two is acceptable only if you have many years of relevant experience)</li> </ul> <b>CONTENT:</b> <ul style="list-style-type: none"> <li>Showcases <b>education and experience</b></li> <li>Summarizes your skill sets with strong <b>action verbs</b> in a concise manner</li> <li>Resumes should be <b>tailored</b> to each job/industry</li> </ul> | <b>WHO USES:</b> <ul style="list-style-type: none"> <li><b>Research-based</b> and <b>academic fields</b> typically use a CV</li> </ul> <b>LENGTH:</b> <ul style="list-style-type: none"> <li>Typically <b>several pages</b> long</li> </ul> <b>CONTENT:</b> <ul style="list-style-type: none"> <li>Showcases <b>research, publications, academic work</b>, awards, teaching and honors in chronological order</li> <li><b>Static</b> and doesn't change according to job description</li> </ul> |

### DO

- Use a common font like Arial or Times New Roman
- Set **margins** between 0.5"-1"
- Display information in **reverse chronological order**
- Customize** your resume to highlight desired skills and experiences
- Rename** each resume to match the job description (SallyStudent –JEFFResume)
- Submit as a **PDF** (convert here: <http://get.adobe.com/reader/>)

### DON'T

- Use fonts like *Brush Script* or *Comic Sans*
- Use **personal pronouns** like I, me, and my
- List duties** or use the phrase "Responsibilities include:"
- Repeat bullet points** for multiple positions
- Include **personal information** (ex: DOB, height, weight, sex, social security number, marital status, photograph)
- Include the phrase "**references available upon request**"

**Employers** are polled every year to identify the **top skills** they want to see on an applicant's resume\*. The list below aligns with the top skills employers report each semester at the Jefferson Career Fairs. Let's think of strategies that highlight these desired skills throughout your resume!

- |                                 |                                   |
|---------------------------------|-----------------------------------|
| 1. Leadership                   | 6. Analytical/quantitative skills |
| 2. Ability to work in a team    | 7. Technical skills               |
| 3. Written communication skills | 8. Verbal communication skills    |
| 4. Problem-solving skills       | 9. Initiative                     |
| 5. Strong work ethic            | 10. Computer skills               |

**How do your experiences line up with the skills that employers are looking for in their candidates?**

\*Source: <http://bit.ly/1XZwNFB>

## RESUME BREAKDOWN

| SECTION                               | TIPS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|---------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>CONTACT INFORMATION</b>            | <ul style="list-style-type: none"> <li>List your <b><i>name, phone number, address,</i></b> and <b><i>email address</i></b></li> <li>Include a personalized URL for your <b><i>LinkedIn</i></b> account</li> <li>Use a <b><i>professional</i></b> and <b><i>permanent</i></b> email account (some school accounts expire)</li> <li>Have an appropriate voicemail greeting</li> <li>Remove all hyperlinks</li> </ul>                                                                                                                                                                                                                      |
| <b>SUMMARY</b><br>(OPTIONAL)          | <ul style="list-style-type: none"> <li>Incorporate <b><i>relevant skills</i></b> that apply to the industry and <b><i>customize</i></b> for each position</li> <li>Can include specific <b><i>certifications</i></b> and number of <b><i>years of experience</i></b></li> <li>Limit to <b><i>2-4 sentences</i></b></li> </ul>                                                                                                                                                                                                                                                                                                            |
| <b>EDUCATION</b>                      | <ul style="list-style-type: none"> <li>List in <b><i>reverse chronological</i></b> order</li> <li>Include the <b><i>formal name</i></b> of the school, city and state, date of graduation, formal name of degree and/or minors obtained and your course of study</li> <li>List <b><i>GPA if 3.0 and above</i></b> (ask a counselor if you have questions about this)</li> <li>You may include bullets for study abroad, scholarships, academic awards, and/or to highlight the fact that you worked while in school</li> <li>If an award or scholarship is not self-explanatory, include <b><i>a one-line description</i></b></li> </ul> |
| <b>EXPERIENCE</b>                     | <ul style="list-style-type: none"> <li>Different headings enable you to place your <b><i>most relevant experience</i></b> by listing it first in a separate section</li> <li>Customize this section based on each job and utilize the <b><i>job description</i></b> as a guide</li> <li>Headings can include: <b><i>Clinical Rotations, Healthcare Experience, Leadership Experience, Additional Experience, Volunteer Experience, [Your field here] Experience,</i></b> and more!</li> <li>If you have done a lot with an organization that is relevant to your goal, use a few bullets to describe your accomplishments</li> </ul>     |
| <b>CERTIFICATIONS &amp; LICENSURE</b> | <ul style="list-style-type: none"> <li>Include the name of each license and certification</li> <li>If you are in the process of receiving one, can include <b><i>“expected” date</i></b> it will be received</li> <li>Include <b><i>date range</i></b> or <b><i>expiration date</i></b> the licensure or certification is valid</li> </ul>                                                                                                                                                                                                                                                                                               |
| <b>SKILLS</b>                         | <ul style="list-style-type: none"> <li>For this section, focus on including <b><i>technical skills</i></b> rather than “soft skills” (ex: Leadership, Teamwork, Customer Service)</li> <li>Some examples are: <b><i>Language, Software,</i></b> and <b><i>Data Entry/Charting Systems</i></b></li> <li>Depending upon level of importance, some skills can be incorporated into Experience Section</li> <li>Focus on skills listed in the job description or that help you stand out in the field</li> </ul>                                                                                                                             |
| <b>ADDITIONAL SECTIONS</b>            | <ul style="list-style-type: none"> <li>Some examples of additional sections include, <b><i>Professional Associations, Publications, Presentations, Related Coursework,</i></b> and <b><i>Activities</i></b></li> <li>If an award or scholarship is not self-explanatory, include a <b><i>one-line description.</i></b></li> <li><b><i>Contact us</i></b> if you have any questions about additional information to include!</li> </ul>                                                                                                                                                                                                   |

## BULLET POINT BUILDER

### TIPS FOR WRITING BULLETS:

- Always start bullets with an **action verb** (see page 4), and list in order of importance (most relevant/impressive bullets at the top)
- Do **not** use periods, pronouns, or informal language
- Job descriptions should include **specific duties, skills, and accomplishments**
- **Quantifying** (if applicable) job descriptions creates a strong resume - use numbers, percentages, statistics
- Use SAR as a guide as you describe your responsibilities. Always include the situation and action, and include results when applicable
- There is no set number of bullet points for each experience; ensure that the bullet points you do have are strongly worded and display why you are a qualified candidate

**Situation** – Lab tests were coming back late from the testing facilities

**Action** – I developed a new system and policy, shared this idea with my supervisor, and we implemented this with the testing facilities

**Result** – As a result, the lab work was consistently returned on time

**OR**

| Action Verb | Skill                  | Duty/Accomplishment         | Quantity |
|-------------|------------------------|-----------------------------|----------|
| Streamlined | Teamwork/Communication | Developed system and policy | 20%      |

### LEADS TO:

- Streamlined communication with testing facilities to ensure lab work was returned promptly; increased efficiency by 20%

|                  |  |
|------------------|--|
| <b>Situation</b> |  |
| <b>Action</b>    |  |
| <b>Result</b>    |  |

| Action Verb | Skill | Duty/Accomplishment | Quantity |
|-------------|-------|---------------------|----------|
|             |       |                     |          |

## ACTION VERBS

Action verbs help you communicate to employers the specific actions and accomplishments you had throughout your experiences. Below we've included a list of action verbs that you can use to start off your bullet points!

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

## BEN FRANKLIN

123 Chestnut Street, Philadelphia, PA 19107 • (215) 123-4567  
benjamin.franklin@mail.com • linkedin.com/in/benfranklin

### SUMMARY

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Two years of experience as a Registered Nurse. Provide care for pediatric patients in an acute setting. Experienced in ventilator care, wound care, and family education. CPR and AED certified.

### EDUCATION

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**Thomas Jefferson University**  
Bachelor of Science in Nursing

Philadelphia, PA  
May 20\_\_

**Liberty Community College**  
Associate of Science in Nursing

Harrisburg, PA  
May 20\_\_

- Dean's List, Award for Top Nursing Student

### CERTIFICATION

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- PA RN license # 364318 (7/17/2012- 9/20/2017)
- CPR, AED and First Aid Certification, Red Cross

### HEALTHCARE EXPERIENCE

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**Thomas Jefferson University Clinical Experience**

Philadelphia Metropolitan Area  
May 20\_\_ - Present

**Sites:** Thomas Jefferson University Hospital, Jefferson Hospital for Neuroscience, Roxborough Memorial Hospital Comprehensive Wound Healing Center, and Alfred I. duPont Hospital for Children

**Rotations:** Medical-Surgical, Telemetry, Obstetric, Pediatric, Psychiatric, Neurological, Community, and Complex Care

- Develop and initiate individualized nursing care plans based on biopsychosocial, religious, and cultural factors
- Engage in therapeutic communication with patients and thorough change of shift report with primary nursing staff
- Maintain V.A.C. therapy and perform advanced wound and ostomy care under the supervision of a WOCN
- Collect vital signs; measure I&O; analyze cardiac strips; perform physical assessments, EKG monitoring, patient teaching, and blood glucose monitoring via Accu-Chek; document on EMRs, including EPIC and JeffChart
- Administer PO, IV, SC, IM, and topical medication and tube feedings under the supervision of a clinical instructor

**Community Hospital**

*Registered Nurse*

Harrisburg, PA  
June 20\_\_ - August 20\_\_

- Trained and supervised 10 new employees as Lead Nurse
- Educated family members and patients regarding treatment plans
- Streamlined communication with testing facilities to ensure lab work was returned promptly; increasing efficiency by 20%

**Sunshine Healthcare Center**

*Volunteer*

Cherry Hill, NJ  
February 20\_\_ - August 20\_\_

- Provided customer service for up to 200 people per day
- Received recognition for "Most Committed Volunteer" voted on by supervisors and other team members

### ADDITIONAL EXPERIENCE

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**Jones Family**

*Caregiver*

Washington, DC  
Summers 20\_\_ - 20\_\_

- Supervised three children ages 2-9; planned daily activities and prepared meals
- Tutored second grader in reading, math and spelling

### SKILLS

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- Language: Fluent in Spanish

# REFERENCES

## Tips:

- Provide **3-5 references** that can speak to your qualifications and abilities
- Include the same heading from your resume and to keep a **consistent format**
- Consider asking references from your **different experiences** (ex: clinical supervisors, professors, former colleagues, student group advisor, and many more)
- Always **ask for permission** before listing someone as a reference
- If someone agrees to serve as a reference, **provide** them with a **copy of your resume** and a **thank you note**
- If you have a potential reference **with previous or current experience** at the organization to which you're applying, be sure to include them on your list!
- **Inform** your references **when applying** for jobs. Provide them with a **brief overview** or the job description
- Avoid using family or friends, unless a personal reference is requested
- Be sure to follow up and **thank your references** and inform them that you have accepted a position
- Include a short note if you would not like your current supervisor to be contacted (see \*\*\*)

### Ben Franklin

123 Chestnut Street, Philadelphia, PA 19107 • (215) 123-4567  
benjamin.franklin@mail.com • linkedin.com/in/benfranklin

### REFERENCES

#### Jack Smith, Ph.D.

Professor of Neuroscience  
Thomas Jefferson University  
130 S. 9th Street  
Philadelphia, PA 19107  
123-456-7890  
jack.smith@jefferson.edu

#### Betty Johnson

Clinical Site Supervisor  
Happy Hospital  
321 Market Street  
Philadelphia, PA 19103  
987-654-3210  
betty.johnson@xyz.org

#### Roberta Robertson

Professor of Health Professions  
Thomas Jefferson University  
130 S. 9th Street  
Philadelphia, PA 19107  
123-456-7891  
roberta.robertson@jefferson.edu

#### William Jackson\*\*\*

Director  
Sunshine Healthcare  
123 Main Street, Suite 456  
Philadelphia, PA 19107  
215-123-4567  
william.jones@abc123.com

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

**Your references are members of your network. Keeping in touch can help strengthen your connection and lead to references speaking better to your value to potential jobs and organizations!**