

Description of Resume Sections

Heading	At the top of your resume, include your NAME (in all caps and bold), local address, telephone, fax and email. Include permanent and current address information if applicable.
Education	<p>This section lists your educational background in reverse chronological order. The first line starts off with UNIVERSITY OF MASSACHUSETTS (all caps, bold), Center for Public Policy and Administration (upper/lower case, bold) and Amherst, MA (upper/lower case, regular type) right justified. The second line lists your degree and expected graduation date. The third line includes concentration and additional relevant coursework.</p> <p>Also list any other GRADUATE SCHOOLS in the same format. Then list your UNDERGRADUATE SCHOOL with degree, honors, distinctions, activities, etc. with the same consistent format.</p>
Leadership	You can choose to include a heading entitled “Leadership” in the left hand margin that includes memberships, activities, sports etc. that illustrate your leadership ability.
Experience	Begin the first line with the NAME of the organization in all caps and bold to maintain consistency with the beginning of the education section. Also on the first line, include the location of the job (upper/lower case, regular type).
2000-2002	<p>Perpendicular to the name of the organization along the left hand margin note the dates of employment.</p> <p>Under the name of the organization list your Title (upper/lower case, bold). After the title you can either describe the organization or department in one or two lines if it is not well known or understood from the title. Or, you can choose to include a short overview of the focus of the job.</p> <p>Follow the title with a section highlighting your relevant skills and abilities demonstrated by specific activities and accomplishments.</p> <ul style="list-style-type: none">• Use bullet points to highlight accomplishments• Avoid listing daily activities or simple job descriptions• Choose specifics rather than generalizations• Select strong, positive and active verbs (see list in the Career Guide)• Complete sentences are not required; short concise phrases are recommended• Whenever possible, keep each bullet to one line in length <p>Consistency is key with the order of information, format and spacing. For example, if you choose to include a brief overview after the title, then each experience section, needs to start with a brief overview.</p>
Personal/Special Skills	This section can include anything that you may want an employer or recruiter to know about you or your interests. Add things that set you apart from other candidates. These can include professional memberships, publications, computer skills, travel, language (note skill level: native, fluent, proficient, spoken fluently only) sports or creative talents. Since information included on your resume is open for discussion, be ready to talk about everything you decide to include.

Resume Specifications and Suggestions

- Remember the **target** of your resume. This is for an **employer**, not for you. Be reader focused.
- Resumes should be **results oriented**. It is not a list of job descriptions.
- **Design** can be as important as content in your resume; good design allows the employer to see the content. Open space can be valuable. Consistency is also important.
- You may need to design a specific resume for a particular employer based on the special needs of that employer as detailed in the job description.
- Everything should be written in past tense, except for current activities.
- Remember when emailing or listing a resume online, information can get jumbled. Convert the resume to a PDF file or consider faxing.
- When switching career paths, avoid using industry specific jargon; the goal is to convince a new employer that your skills are relevant and transferable.
- Limit the length to one page. More than one page is justifiable only for individuals who have extensive prior professional experience or publications relevant to the position for which you are applying.
- Use margins from .5 to 1 inch, the left margin should always be .5.
- Be consistent with font and font size throughout.
- Proofread, proofread and proofread again. Have a friend proofread.
- Everyone who reads your resume will get something different out of it. Have as many people as possible review it and give you feedback.
- You can add “references available on request” to the end of your resume when room is available. However, asking for and receiving references is standard practice so there is no need to specifically state this.
- Do not include any reference to salary on your resume. Some employers may ask you for your salary history, which you should keep on a page, separate from your resume, and bring to your interview.
- Avoid listing irrelevant personal information such as marital status, age, height/weight, sexual orientation or political affiliations that are not essential to job function as interviewers are prohibited by law from asking for this type of information.

Verbs To Assist In Resume & Letter Writing

Note: Use present tense for current employment & past tense for previous.

accomplish	delegate	interview	reduce
achieve	demonstrate	invent	refer
add	describe	investigate	regulate
adjust	design	involve	rehabilitate
administer	determine	judge	reorganize
adopt	develop	launch	repair
advise	diagnose	lead	replace
advocate	differentiate	lecture	replenish
aid	dispatch	lobby	report
allocate	dispense	locate	represent
analyze	display	maintain	research
apply	dissect	manage	resolve
appraise	distribute	map	revamp
approve	document	measure	review
arbitrate	draft	mediate	revise
arrange	draw	mentor	rewrite
assemble	earn	model	schedule
assess	edit	monitor	secure
assign	educate	motivate	select
assist	effect	navigate	sell
attain	encourage	negotiate	serve
audit	enlist	observe	simplify
budget	establish	operate	sketch
calibrate	estimate	organize	solve
care (for)	evaluate	originate	speak
change	examine	participate	streamline
check	exhibit	perform	strengthen
clarify	expedite	persuade	succeed
classify	explain	plan	summarize
coach	express	predict	supervise
code	facilitate	prepare	synthesize
collaborate	forecast	present	teach
collect	fulfill	print	theorize
communicate	generate	prioritize	train
compete	guide	process	transact
compile	hire	produce	transfer
complete	identify	program	treat
compose	illustrate	project	update
compute	imagine	promote	validate
conduct	implement	proofread	verify
confront	induce	propose	
consolidate	influence	provide	
construct	inform	publish	
control	initiate	question	
coordinate	inspect	raise	
correspond	inspire	recommend	
counsel	install	reconcile	
create	instruct	record	
critique	integrate	recruit	
decide	interpret	reduce	

JANE DOE
1234 Amherst Road
Amherst, Massachusetts 01234
413-123-4567
student@cpga.umass.edu

Education **UNIVERSITY OF MASSACHUSETTS** Amherst, MA
Center for Public Policy and Administration
Master of Public Administration expected May 2003
Course work includes: economics, statistics, public management, policy analysis, public finance

BOSTON UNIVERSITY Boston, MA
Bachelor of Arts in Sociology, magna cum laude, May 1997
Phi Beta Kappa
Semester Abroad in Tokyo, Japan, Spring 1996

Leadership **Captain.** Boston University Varsity Tennis Team
Chair. Boston University Employee Charitable Giving Committee

Experience **OFFICE OF MANAGEMENT AND BUDGET, Education Branch** Washington, DC
2000-2001 **Program Assistant.**
• Monitored and evaluated Congressional education legislation
• Prepared reports for media distribution
• Reviewed....

1999-2000 **URBAN INSTITUTE, Welfare Department** Washington, DC
Research Assistant.
• Conducted a study of support systems available for women on welfare
• Designed a web page....
• Generated reports....

1997-1999 **BOSTON UNIVERSITY** Boston, MA
Assistant Director of Annual Giving
• Solicited alumni for financial gifts to the Annual Fund
• Maintained and upgraded computer databases of alumni information
• Obtained a \$1 million grant from the Smith Foundation

1995-1997 **BOSTON UNIVERSITY** Boston, MA
Student Intern with the Office of Annual Giving
• Organized the Student Phone-athon
• Supervised Student Workers in alumni solicitation

Skills/ **Language Skills:** Fluent in French
Activities **Computer Skills:** STATA, SPSS, Power Point, Excel, Word
Activities: Volunteer ESL Tutor with the Jones Library in Amherst

JANE DOE
1234 Amherst Road
Amherst, Massachusetts 01234
413-123-4567
student@cpga.umass.edu

EDUCATION

UNIVERSITY OF MASSACHUSETTS *Amherst, MA*
Center for Public Policy and Administration
Candidate for Master of Public Administration, expected May 2003
Coursework in economics, statistics, politics, ethics

BOSTON UNIVERSITY *Boston, MA*
Bachelor of Arts in Sociology, magna cum laude, May 1997
Phi Beta Kappa,
Semester Abroad in Tokyo, Japan, Spring 1996

EXPERIENCE

Program Assistant *5/00-8/01*
Education Branch of the Office of Management and Budget, Washington, DC

- Monitored and evaluated Congressional education legislation
- Prepared reports for media distribution
- Reviewed....

Research Assistant *7/99-5/00*
Welfare Department of the Urban Institute, Washington, DC

- Conducted a study of support systems available for women on welfare
- Designed a web page....
- Prepared reports....

Assistant Director of Annual Giving *6/97-6/99*
Boston University, Boston, MA

- Solicited alumni for financial gifts to the Annual Fund
- Maintained and upgraded computer databases of alumni information
- Obtained a \$1 million grant from the Smith Foundation
- Chair of the Boston University Employee Charitable Giving Committee

Student Intern with the Office of Annual Giving *8/95-5/97*
Boston University, Boston, MA

- Organized the Student Phone-athon
- Supervised Student Workers in alumni solicitation

SKILLS/ACTIVITIES

Language Skills: Fluent in French
Computer Skills: STATA, SPSS, Power Point, Excel, Word
Volunteer ESL Tutor with the Jones Library in Amherst
Captain, Boston University Varsity Tennis Team