



# Resume Tips

From the University of Massachusetts Amherst

## The Basics

- You have two resumes: One lives on your computer, is an autobiography, any number of pages long, and in any format. **The resume that leaves your computer is a sales document.**
- Resumes should always be clean, concise and consistent!
- Translate you and your experience into their language: use the exact same words found in the job description
- One page in length (with specific exceptions)
- Single standard font (i.e. Times New Roman, Arial); font size 10-12 pt.
- Consistent formatting within sections
- Only black ink appears on resume
- Photocopy/Scanner Ready:
  - light neutral paper color
  - no ( ), underlines, *italics*, columns, lines or funky design bullets

Walk-In Hours

Mon-Fri

12pm-4pm

## Name and Education

- Your name is clearly visible and probably two points bigger than the rest of the text
- E-mail is not hyperlinked if handing or mailing in; e-mail address is Grandma approved
- UMass is a nickname, write out University of Massachusetts Amherst every time
- Include GPA if 3.0 or higher

## Experience

- Think of including coursework, lab techniques, class projects and large research papers as ways to demonstrate your relevant skills. Focus on courses relevant to employer (do not use basic courses or course numbers)
- Dates are:
  - in reverse chronological order
  - consistent (i.e. if you said Summer 2007 do not say June-August 2006 in another job)
- Major titles are capitalized (i.e. lifeguard = Lifeguard)
- Use descriptive titles (i.e. Intern = Software Design Intern)
- Describe your accomplishments not your job description
- No articles, pronouns or helping verbs (i.e. a, an, I, them, their, etc.)
- Start descriptions with action verbs (see next page for examples)
- Use as many numbers as possible (Supervised group of 13 children, Managed budget of \$15,000)
- Well known abbreviations only (i.e. CPR not ASB)
- "References Available Upon Request" unnecessary
- Name dropping within resume unhelpful unless employer knows person

Remember resume = relevance to employer. Make that employer happy! They want to see you have the skills **they** are looking for. Put yourself in the employer's shoes: if you had only a couple of seconds to read your resume, would you pick yourself for that job?

UMassAmherst

Career Services

Student Affairs and Campus Life

Goodell 511 M-F 8:30-5  
[www.umass.edu/careers](http://www.umass.edu/careers)  
413-545-2224

# Action Verb List

Use the verbs from the job ad first, then pick from this list.

## Communication Skills

- Addressed
- Arranged
- Authored
- Collaborated
- Composed
- Consulted
- Contacted
- Corresponded
- Directed
- Drafted
- Edited
- Enlisted
- Expressed
- Formulated
- Furnished
- Incorporated
- Influenced
- Interacted
- Involved
- Marketed
- Mediated
- Negotiated
- Observed
- Outlined
- Promoted
- Proposed
- Publicized
- Recruited
- Solicited
- Spoke
- Summarized
- Synthesized
- Wrote

## Creative Skills

- Acted
- Adapted
- Began
- Combined
- Composed
- Created
- Customized
- Designed
- Developed
- Directed
- Entertained
- Established
- Fashioned
- Formulated
- Founded
- Illustrated
- Initiated
- Instituted
- Integrated
- Introduced

- Invented
- Modified
- Originated
- Performed
- Planned
- Revised
- Shaped
- Solved

## Financial Skills

- Administered
- Adjusted
- Allocated
- Analyzed
- Appraised
- Assessed
- Audited
- Balanced
- Budgeted
- Calculated
- Computed
- Corrected
- Determined
- Estimated
- Managed
- Marketed
- Measured
- Planned
- Prepared
- Programmed
- Projected
- Reconciled
- Reduced
- Researched

## Helping Skills

- Adapted
- Advocated
- Aided
- Arranged
- Assessed
- Assisted
- Coached
- Collaborated
- Cooperated
- Counseled
- Demonstrated
- Diagnosed
- Educated
- Encouraged
- Ensured
- Expedited
- Facilitated
- Familiarized
- Furthered
- Guided
- Helped

- Prevented
- Provided
- Referred
- Rehabilitated
- Represented
- Resolved
- Simplified
- Supplied
- Supported
- Volunteered

## Management Skills

- Administered
- Analyzed
- Appointed
- Approved
- Assigned
- Authorized
- Chaired
- Contracted
- Controlled
- Coordinated
- Delegated
- Developed
- Directed
- Eliminated
- Enforced
- Enhanced
- Established
- Executed
- Generated
- Handled
- Headed
- Hosted
- Incorporated
- Increased
- Initiated
- Instituted
- Led
- Merged
- Navigated
- Organized
- Originated
- Overhauled
- Oversaw
- Planned
- Presided
- Prioritized
- Produced
- Recommended
- Reorganized
- Reviewed
- Scheduled
- Secured
- Selected
- Streamlined
- Strengthened

- Supervised
- Terminated

## Organizational Skills

- Arranged
- Catalogued
- Categorized
- Classified
- Collected
- Compiled
- Corrected
- Corresponded
- Distributed
- Executed
- Filed
- Generated
- Inspected
- Monitored
- Operated
- Ordered
- Organized
- Prepared
- Processed
- Provided
- Purchased
- Recorded
- Registered
- Responded
- Reviewed
- Scheduled
- Screened
- Submitted
- Standardized
- Systematized
- Updated
- Verified

## Research Skills

- Analyzed
- Collected
- Conducted
- Critiqued
- Detected
- Diagnosed
- Evaluated
- Examined
- Experimented
- Explored
- Formulated
- Gathered
- Inspected
- Invented
- Investigated
- Located
- Measured
- Reviewed
- Solved

- Summarized
- Surveyed
- Systematized
- Tested

## Teaching Skills

- Adapted
- Advised
- Coached
- Communicated
- Conducted
- Coordinated
- Critiqued
- Developed
- Evaluated
- Explained
- Facilitated
- Focused
- Guided
- Individualized
- Informed
- Instilled
- Instructed
- Motivated
- Persuaded
- Simulated
- Taught
- Tested
- Trained
- Transmitted
- Tutored

## Technical Skills

### Applied

- Assembled
- Built
- Conserved
- Converted
- Designed
- Determined
- Developed
- Engineered
- Fabricated
- Installed
- Overhauled
- Regulated
- Remodeled
- Repaired
- Restored
- Specialized
- Standardized
- Studied
- Upgraded
- Utilized