

# Resume Tips

## The Basics

- Your resume needs to speak to your relevance to the employer, not just how wonderful you are. 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?
- 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).
- Use one single readable font such as Times New Roman, Arial, or Cambria ; font size 10-12 pt.
- Apply consistent formatting within sections.
- Make sure your paper resume is 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: if it is not there, employers will think it is below a 3.0.

## Experience

- Possible section headings include: Relevant Experience, Related Coursework, Additional Background, Technical Skills, Teaching and Tutoring Experience, Research Experience, Community Service, etc.
- 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 and skills as they relate to the desired position; don't just list "job duties".
- 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

UMassAmherst

Career Services

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

Student Affairs and Campus Life

# 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
- 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