What is a resume?

Resumes help you to tell your career story, and demonstrate how your experiences, strengths, and skills fit the needs of a particular opportunity.

Resume Example

Rocky Bulldog
Asheville, NC | Rockybulldog@unca.edu | (123) 456-7890

Education

University of North Carolina Asheville, Asheville, NC — Expected Graduation: May 2023
Bachelor of Arts in Psychology
- Minor: Human Rights Studies
- GPA 3.2/4.0
- Best Bulldog Scholarship
- Undergraduate Research Topic: "It Takes a Village: Does Mental Health Education with Youth Lead to Stronger Community Relationships in Urban Neighborhoods?"
- Presented at Undergraduate Research Symposium April 2022

Relevant Courses: Cultural Psychology, Psychology of Adolescence, Health Psychology

Relevant Experience

UNC Asheville Career Center — August 2021 - Present
Career Peer — Asheville, NC
- Support students with job searching on Handshake to guide them in finding internships and job opportunities
- Create social media posts using Canva and Hootsuite to promote the office's services and upcoming events

Black Mountain Academy — May 2021 – August 2021
Education Intern — Black Mountain, NC
- Wrote lesson plans for middle schoolers on stress management and mindfulness
- Collaborated with teachers to develop programming around mental health management
- Awarded Intern of the Week for demonstrating a good work ethic and consistently providing students with a supportive environment

Eliada Homes — September 2020 – May 2021
Day Treatment Intern — Asheville, NC
- Led weekly workshops for youth aged 7-17 on confidence building and classroom etiquette
- Observed case management meetings between clients and day treatment professionals
- Coordinated seasonal events for youth to help foster relationship-building and connection

Skills
- Excel
- SPSS
- Canva
- Spanish (fluent)
- Hootsuite
- HTML
- Adobe InDesign

Volunteer Experience

Habitat for Humanity, *Volunteer* — February 2021 - Present
Brother Wolf, *Shelter Volunteer* — October 2021 - December 2021
Big Brothers, Big Sisters, *Big Brother* — August 2020 - December 2020

Resume Sections

Your **header** should include your name, email, phone number, city and state. You can also add your LinkedIn profile URL or portfolio URL.

Your **Education** section should always include UNCA, and any schools you've earned a degree from. Write out the degree (Bachelor of Science/Art) and include the month and year you earned it or will earn it. You might also include:
- Minors and concentrations
- GPA (if it's at least 3.0)
- Scholarships or educational awards
- Relevant courses

Note: High School does not need to be listed

The remaining sections of your resume should take up the majority of your page and describe what you did in past experiences. Each section should be identified with headers such as "Work Experience," "Volunteer Experience," "Leadership Experience," etc. Tailor your headers to fit the experience.

Include your most relevant experiences and list them in order from most recent to least. For each role, remember to include:
- The organization
- Your title
- City and State
- Dates of the experience
- Bullet points (action statements) describing what you did.

Note: An experience does not have to be paid

Additional sections can include: **skills**, **awards**, **certificates**, **volunteering**, **relevant projects**, **publications**, etc.. Choose experiences that highlight your journey and address the specific needs of the position you are applying for.

Formatting Tips

▶ Keep your resume within one page and avoid "fill in the blank" templates.

▶ Always tailor your resume to the job you are applying for. Include skills and experiences that relate to the tasks and qualifications listed in the job or internship description.

▶ Organize your resume for ease of reading. Consider adding lines or using both left and right alignment on the page.
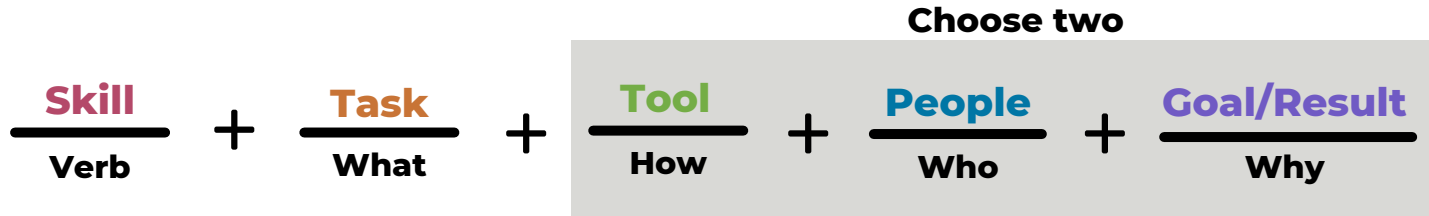
▶ Check all margins and spacing to make sure all sections are consistent.

▶ Using different colors or text styles (bold, italics, etc.) should only be used to separate sections or key information. Remember to maintain consistency throughout (if one header is bold, all headers should be bold).

▶ Always submit your document as a PDF to ensure the formatting and style don't change.

Action Statements

When including experiences, you will always include bullet points that highlight what you did in that role. These bullet points are what we call "action statements." Well-written action statements say what you did in the role while providing more context and highlighting your skills. The formula below demonstrates how to format action statements:

Choose two

$$\underline{\textbf{Skill}} + \underline{\textbf{Task}} + \underline{\textbf{Tool}} + \underline{\textbf{People}} + \underline{\textbf{Goal/Result}}$$

Verb   What   How   Who   Why

- **Created social media posts using Canva that resulted in a 25% increase in followers.**
- **Facilitated customer service training for two new employees using PowerPoint presentations.**

Tip: Quantify and use numbers (percentages, sizes, dollar amounts, frequency, etc.) whenever possible to demonstrate the impact you made. Numbers make sense to people and really help you stand out!

Action Statement Prompts

To further help you reflect on your action statements, think of a current or former position and the work you completed in that position. Answer the questions below and then build potential action statements.

What actions did you complete, and what were the specifics around the action? _____
_____

What were your accomplishments in that position? What tasks were you most proud of? _____
_____

What new skills or tasks did you learn from that position? How is that valuable? _____
_____

Are there any tasks or qualifications listed in the job you are applying for that you used? How did you use them?
_____
_____

Action Verbs

Tip: Don't use any action verbs more than once on your resume. Find a similar word instead!

Helping	Research	Creative	Accomplishments	Technical
Promoted	Analyzed	Wrote	Earned	Assembled
Supported	Collected	Presented	Received	Repaired
Coached	Conducted	Authored	Completed	Calculated
Contributed	Identified	Built	Reduced	Maintained
Provided	Organized	Designed	Improved	Solved
Collaborated	Surveyed	Planned	Achieved	Reported
Encouraged	Evaluated	Established	Revised	Developed
Guided	Measured	Customized	Coordinated	Coded