

## Successful Resumes Checklist From Top to Bottom

### Reflect on these Questions

- How will I be using this resume? Who is my target audience, field or occupation? (Internship, job, grad school etc.)
- What are the key characteristics, requirements and skills for this position?
- Have I included these traits, qualifications and/or skills within my resume and cover letter?
- Do I have at least one skill (strong action verb) found within each bullet or phrase describing the position?
- Do my transferable skills pop off the page?

### Contact Information

- Located at top of page and does not take up a lot of space (Do NOT put in header/footer)
- Name - 2 font sizes larger than the rest of your resume
- Address – use only one, or none at all
- Phone number – include area code
- Email address should be professional-sounding derivative of your name, does not have to be umass.edu address
- LinkedIn – include if your current profile matches your updated resume (or other professional website)
- Remove automatic hyperlinks on printed version of resume

### Education

- Include the degree(s) you are obtaining: Bachelor of Arts or Science, Major(s) and Minor(s)
- List degrees in reverse chronological order (most recent first)
- Include “Relevant Coursework” only if it pertains to the position
- List the future month and year of your graduation (no start date is necessary)
- Include GPA if above 3.0; include major GPA if it is significantly higher
- Include study abroad or domestic exchange, if applicable (may also be In Experience section)

### Experience

- List experience by MOST relevant to LEAST, according to your field/career/industry goals
- Specific headings can include; Education, Research/Clinical Experience, Internship Experience, Relevant Experience, Communication Disorders/Kinesiology/Nutrition/Public Health Experience etc.
- Include title of position (Assistant Manager, Intern, etc.)
- Full name of company/organization/volunteer group
- City and state where company is located (not street address or zip code)
- Dates of positions held (month and year)
- Use bullet points with descriptive action statements, including relevant skills and accomplishments
- Demonstrate results using numbers to quantify experiences (Organized team of 25, Successfully fundraised \$2,000)

### Skills

- Highlight specific research, lab, clinical techniques or certifications you utilize(d)
- Include languages and/or advanced computer skills (with level of fluency for each)

### Presentation of Information

- Organize sections based on relevance to the desired field or position description
- Place most relevant information on the top 1/3 of resume
- Demonstrate a clear and consistent pattern all the way through, which is easy to read and concise
- Have balance between the text and white background
- Only use jargon, abbreviations or acronyms if it is understood by all in that field
- Dates should sit on the right hand side of the page
- Write dates in a consistent manner: 9/17, or Sept. '17, or September 2017. Do not use seasons like "Fall", as only people in college write dates in this way

### Formatting & Grammar

- Font selection: use a san serif easy to read font (Calibri, Verdana, Microsoft Sans)
- Font selected for your resume should match your cover letter
- Font size: 10-12 depending, name can be two sizes larger than selected font size
- One page is strongly advised - more pages OK for grad schools
- Bullet points, bolding, italics and/or other highlighting (lines, color, boxes) are used consistently and sparingly
- Margins can be between .5 and 1 inch
- In present tense do not use the "ing" form: i.e. "Perform" instead of "performing"
- Match verb tenses to dates (present tense if current position, past tense if previous position)
- Eliminate personal pronouns (my, he, she, they, theirs etc.)
- Eliminate articles (the, a, an) and periods
- Triple-check for typo's, spelling mistakes and grammatical errors

### Final Advice

- Avoid using a template – start with a blank Microsoft Word or Google doc
- Include both paid and unpaid experiences
- Make sure that each phrase or bullet begins with a strong action verb, using specific key words – not generalities. Avoid the words "responsible for" or "duties include"
- Have confidence and feel good about your final resume product- it is a reflection of your skills and hard work!

### Do I include?

- **An Objective?** – Most students will not need an objective section, but it depends on the context. When applying directly to a specific position, an objective is not needed on the resume as your specific objective is to get that job. When attending a networking event like a career fair or conference, then an objective can be helpful to let the reader know your focus or interest area, especially if it is unclear from your previous experience.
- **A Profile or Summary of Qualifications Section?** – It usually takes many years of experience and expertise to acquire a summary section, therefore most undergraduates will not have one.
- **Soft Skills Section?** – These should be highlighted within your resume, NOT listed in a "Skills" section. They are much more believable when they are attached to an experience of some kind. Instead of stating "strong communication skills", show how you used your communication skills under a specific bulleted experience. For example: "Demonstrated clear and direct communication skills to manage, schedule and organize volunteer staff of 18 people"
- **Awards/Honors/Scholarships section?** – Employers have no idea why you were selected for or received this recognition, so state more than just the title of the scholarship; provide skill-based justification whenever possible. For example: "Received 21<sup>st</sup> Century Leadership Award for demonstrating initiative and community activism competing against 75 applicants"

- **Other People on my Resume?** – It may be appropriate in some instances to include the name of your Principal Investigator (PI) if you are in a lab/research/clinical experience. However make sure that you write about your own specific contributions and the results achieved, and not just the lab’s or your PI’s accomplishments.
- **Hobbies/Activities?** – Include this if it is a **skill-based activity** that is connected to your career interests. For example: you are part of the Outing Club with extensive wilderness experience, and you are seeking an environmental conservation position.
- **References?** – A list of references should be a separate document and not part of the resume itself. Send only upon request. If your resume is less than one full page consider adding the sentence “References Available Upon Request” at the bottom for formatting purposes, to fill up the page. Do not add if you have anything more important to say.

Submission Considerations

- **Curriculum Vitae (CV) vs. Resume** – If someone asks you for your CV, feel confident in sending them your resume. Technically, CV’s are used in academia and would include every job you have ever had as well as publications, research, teaching, etc. Your resume, however, would include this same information if it was relevant experience.
  - **Note:** When applying for positions outside the U.S. you may be asked for a CV for which it is the norm to include a photograph and personal information like height, weight, marital status, social security number etc. Always research the cultural norms of what is expected when applying for positions outside the U.S.
- **Email/Online Posting** – Review these tips on how to make your resume “internet-ready”: <https://www.myperfectresume.com/how-to/career-resources/business> Consider the risks associated with posting your personal information online.
- Most job/internship applications have to be submitted online, either through email and/or online through the employer’s website. To make sure the formatting of your document is preserved, send your resume as a pdf file, with your full name in the file name (Skyler Senior resume.pdf)
- Start with a master resume; save it and create as many versions as you need by tailoring them to the relevant position by highlighting experience/research that shows your relevant skills and strengths
- Always connect with the employer who reached out to you through email or mail, thanking them for their interest and time to review/interview/consider your application.

**Advice for Athletes**

<p><i>You have demonstrated skills such as:</i></p> <ul style="list-style-type: none"> <li>· Teamwork and communication skills</li> <li>· Drive and self-motivation</li> <li>· A high energy level and competitive spirit</li> <li>· Commitment and dedication</li> <li>· Leadership ability</li> <li>· Time management skills and ability to multi-task</li> <li>· Willingness to accept responsibility</li> <li>· Problem solving and conflict resolution skills</li> <li>· Mental toughness and the ability to handle let-down and defeat</li> </ul>	<p>Make sure your terminology is clear to employers. If you were a team captain, use your resume as an opportunity to expand on your leadership abilities. Focus on practical skills:</p> <p><i>“Effectively managed communications between 24 team members, served as liaison connecting team and coaching staff, and effectively resolved intra-group conflicts.”</i></p> <p>Instead of stating that you were “Punctual to all practices,” you could say:</p> <p><i>“Excellent time management skills. Balanced a 40+ hour practice, training, competition, and travel schedule, in addition to academics.”</i></p>
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## Advice for Returning After Studying Abroad or Domestic Multicultural Exchange Experiences

<p><i>You have demonstrated skills such as:</i></p> <ul style="list-style-type: none"> <li>· Adaptability</li> <li>· Perseverance</li> <li>· Independence</li> <li>· Commitment and dedication</li> <li>· Able to function with high level of ambiguity</li> <li>· Creativity</li> <li>· Ability to cope with rejection</li> <li>· Appreciation of differences and culture</li> <li>· Critical thinking skills and inquisitiveness</li> <li>· Assertiveness</li> <li>· Crisis and resource management</li> <li>· Patience</li> <li>· Self confidence</li> <li>· Flexibility</li> <li>· Enthusiasm</li> <li>· High energy level</li> </ul>	<p>Find the <b>transferable skills</b> as you reflect on your experience.</p> <p>Did you:</p> <ul style="list-style-type: none"> <li>● Do a specific project, volunteer/intern or research applicable to your field of interest while away?</li> <li>● Travel independently?</li> <li>● Learn to work with a more diverse group of people than you had previously been exposed to?</li> <li>● Resolve a conflict based on misunderstandings of cultural differences?</li> <li>● Learn new activities, languages, hobbies, or skills?</li> </ul> <p>For example:</p> <p><i>“Integrated cross-cultural learning into lesson plans.”</i></p> <p><i>“Interviewed 25 rural Argentinean women, overcoming linguistic and cultural barriers.”</i></p> <p><i>“Analyzed data using German software and wrote final report and presented results in German to board members.”</i></p>
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## Advice for International Students

<p><i>You have demonstrated skills such as:</i></p> <ul style="list-style-type: none"> <li>· Adaptability/flexibility</li> <li>· Autonomy</li> <li>· Organizational skills</li> <li>· Communication, interpersonal skills</li> <li>· Language skills</li> <li>· Motivation</li> <li>· Ability to succeed in an unfamiliar environment</li> <li>· A broader perspective</li> <li>· Cultural awareness and prowess</li> <li>· Critical thinking skills and inquisitiveness</li> <li>· Assertiveness</li> <li>· Crisis and resource management</li> <li>· Patience</li> <li>· Self confidence</li> </ul> <p>Include some of these “soft skills” on your resume and make sure that you can give an example of how you have used them in an interview situation.</p>	<ul style="list-style-type: none"> <li>● When describing your experience provide a frame of reference for the employer. For example if your company was well known in your country, include language such as: <i>“Largest private hospital”, “Ranked amongst the top 10 research facilities”, etc.</i></li> <li>● Emphasize strong English skills: <i>“Transcribed notes from Spanish to English”; “Critiqued and prepared written reports in English for large group presentations”, etc.</i></li> <li>● If you include a GPA that doesn’t use the 4.0 system use something similar like 9/10 ranking.</li> <li>● Make sure any acronyms or jargon will be understood within an American context or career field.</li> <li>● If you have selected an English name, use that name in parenthesis on your resume: <i>Ruija (Allison) Fe</i></li> <li>● U.S. based resumes include both hard technical and soft skills.</li> <li>● Do not include age, gender, race, marital status, height, weight, # of children, religion, photograph, social security number or equivalent, visa status, TOEFL Scores or home address on your resume if inside the U.S.</li> <li>● U.S. CV’s and resumes emphasize individual achievements more than group or community.</li> </ul>
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Action Verb List - Use the verbs from the job description first, then pick from this list.

**Communication Skills**

- Addressed
- Arranged
- Authored
- Collaborated
- Composed
- Communicated
- Consulted
- Contacted
- Corresponded
- Directed
- Drafted
- Edited
- Enlisted
- Explained
- Expressed
- Formulated
- Furnished
- Incorporated
- Influenced
- Interacted
- Involved
- Marketed
- Mediated
- Negotiated
- Observed
- Outlined
- Presented
- 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
- Invested
- 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
- Enlightened
- 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
- Consulted
- Contracted
- Controlled
- Coordinated
- Delegated
- Developed
- Directed
- Eliminated
- Enforced
- Enhanced
- Established
- Executed
- Generated
- Handled
- Headed
- Hosted
- Incorporated
- Increased
- Initiated
- Instituted
- Launched
- Led
- Merged
- Navigated
- Organized
- Originated
- Overhauled
- Oversaw
- Pioneered
- Planned
- Presided
- Prioritized
- Produced
- Recommended
- Reorganized
- Reviewed
- Scheduled
- Secured
- Selected
- Spearheaded
- 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
- Assessed
- 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
- Inducted
- Overhauled
- Regulated
- Remodeled
- Repaired
- Restored
- Specialized
- Standardized
- Studied
- Upgraded
- Utilized

**These five quotes are taken from real resumes and cover letters and were printed in Fortune Magazine:  
Don't let this be you!**

I am loyal to my employer at all costs... Please feel free to respond to my resume on my office voice mail.

I procrastinate, especially when the task is unpleasant.

Note: Please don't misconstrue my 14 jobs as job-hopping. I have never quit a job.

Received a plague for Salesperson of the Year.

I am extremely loyal to my present firm, so please don't let them know of my immediate availability.

"I've missed more than 9,000 shots in my career. I've lost almost 300 games. 26 times, I've been trusted to take the game winning shot and missed. I've failed over and over and over again in my life. And that is why I succeed."

*(Michael Jordan)*