

RÉSUMÉ **GUIDEBOOK**

THE GRADUATE SCHOOL OF EDUCATION & HUMAN DEVELOPMENT

OFFICE OF CAREER SERVICES

2136 G Street, NW | Washington, DC 20052 202-994-9283 | gsehdcareer@gwu.edu | gsehd.gwu.edu/career-services

Résumés are personal marketing tools that provide an opportunity to highlight your relevant skills, knowledge and accomplishments to a potential employer.

COMMON RÉSUMÉ TYPES

CHRONOLOGICAL

The chronological résumé is by far the most commonly used résumé type. It organizes work and educational history in reverse chronological order.

Use a Chronological Résumé if...

- You are in a more traditional field (e.g., education, counseling, human services, etc.).
- You are seeking a job in the same field in which you already have experience.
- You are trying to highlight your last place of employment or job title.
- You have no significant gaps in employment.

FUNCTIONAL

The functional résumé rearranges employment history into sections that highlight your qualifications, skills and related achievements with little emphasis on employment dates.

Use a Functional Résumé if...

- You have diverse experiences that don't add up to a clear cut career path.
- You're a career changer.
- You want to minimize gaps in employment.
- You want to highlight your transferable skills.
- You want to de-emphasize your places of employment.

QUICK FACT:

THE AVERAGE EMPLOYER SPENDS 15-20 SECONDS ON EACH RÉSUMÉ, SO ENSURE YOURS IS BRIEF, TARGETED, ERROR-FREE, AND EASY TO SKIM!

CURRICULUM VITAE (CV):

In addition to the traditional sections typically found in a résumé, the CV includes comprehensive sections on teaching and/ or research experience, publications, presentations, fellowship experience, on-campus involvement, languages, association memberships, and other relevant activities.

Use a CV if...

- You are seeking employment within the academic or research communities.
- You are seeking employment abroad.
- You are applying for a grant or fellowship
- You don't want to be tied to stricter résumé guidelines regarding the format and length of your document.
- You want to highlight a specific focus, research or academic interest.

When in doubt – Use a Chronological Résumé

ANATOMY OF THE RÉSUMÉ

DEVELOPING A WINNING RÉSUMÉ

RÉSUMÉ **CONTENT**

The length of a résumé is one to two (full) pages. One should only use two pages if you need the additional page to showcase your range of relevant experience.

1. CONTACT INFORMATION

- Name
- Mailing Address
- Telephone Number
- E-mail Address
- Online Portfolio, Website, or LinkedIn Profile URL (Do <u>NOT</u> list your Facebook URL)

2. EDUCATION

For current students or new graduates, this section should precede experience.

- Identify your degree (MA, MEd, PhD, EdD, etc.), Major (Transition Special Education, etc.), name and location of each educational institution attended, and graduation date (projected is fine).
- You may include GPA (if 3.0 or better).
- Include study abroad, summer institutes, research, or specialized training and experiences in which you have participated. You want to show a prospective employer what makes you unique.

3. EXPERIENCE

Employers consider experience-paid or unpaid-an integral part of your **résumé**. Your experience section should highlight the skills you gained and your accomplishments/results on the job.

- Within each section of experience, the experience/positions should be listed in reverse chronological order.
- Start each phrase with an action verb instead of a subject
- Do not use pronouns (I, me, etc.).
- List your responsibilities in order of each item's relative value to the potential employer.
- Include your job title, name of the employer, location of the employer and dates you worked.
- For each entry, write concise phrases that describe the position, focusing on the skills you developed or gained, and the results achieved.
- Focus on transferable skills and cite specific accomplishments on your job using quantitative or qualitative examples.
- List volunteer experiences, extracurricular activities and service jobs through which you have learned skills valuable to all employers.

ANATOMY OF THE RÉSUMÉ

DEVELOPING A WINNING RÉSUMÉ

OTHER POSSIBLE SECTIONS

Your target audience will help you determine which other sections to include on a resume, but you may find it appropriate to include:

- Skills (SPSS, Computer Programs, Specialized Counseling or Teaching Techniques, etc.)
- Foreign Language (see ranking guide, page 5)
- Leadership
- Volunteer Activities
- Honors and Awards
- Publications

- Presentations
- Professional Affiliations
- Certifications or Licenses
- Travel/International Experience
- Qualifications or Summary Section (usually at the top and used by those with significant work experience)

RÉSUMÉ POINTERS

DO

Use Abbreviations Sparingly

Spell out things such as your university, degree, and organizations of which you are a member.

Use Clear and Professional Font Styles & Sizes

Sizes

Times New Roman, Arial, Garamond or Calibri size 10-14 work best.

Consistent & Effective Formatting

To emphasize sections and titles use capitals, spacing, underlining, bolding and white space effectively.

Maintain Professionalism

Be sure your listed email address and outgoing voicemail are appropriate for employers.

Update

Your résumé changes continuously. Every time you have a new experience, add it to your résumé and remove dated items as you gain additional experience. Many job seekers write a new résumé targeted toward each specific job for which they apply.

Have Your Résumé Critiqued

We also encourage you to gain feedback from other professionals in the field, faculty advisors, professional contacts, or a career counselor.

DON'T

Don't Include Personal Information

Items such as marital status, age/date of birth, health and weight/height do not belong on your job search materials. You should not include a photograph.

Don't Include Your Social Security Number...unless specifically asked.

Some government positions or other organizations' application forms may require a Social Security number.

Don't Print "References Available Upon Request"

This is assumed. Use the space on your résumé to describe your skills. If asked for references, prepare a list of three to five references on a separate sheet of paper.

Don't Forget to Edit & Proofread

Your résumé is the employer's first impression of you. Misspelled words, slang and bad grammar will likely eliminate you from an interview list.

TAILORING YOUR RÉSUMÉ

CONNECTING EXPERIENCES, SKILLS, & ACCOMPLISHMENTS WITH JOB ANNOUNCEMENTS

Most people incorrectly believe that you can use the same résumé and cover letter for every new application. This assumption is absolutely false! In order to show an employer that you are truly a candidate that they want to meet, you will want to spend time tailoring your documents to each individual application that you submit. Below is an example of how to effectively connect what you have done with what employers are looking for.

POSITION ANNOUNCEMENT: CAREER ADVISOR UNIVERSITY CAREER CENTER

The Career Center is seeking a full-time Career Advisor to advise students in the School of Communication (SOC) on a wide range of career issues including selfassessment, decision-making, internships, and job development strategies. The SOC Career Advisor works with both graduate and undergraduate students and serves as one of two advisors for SOC students. In order to serve the diverse career interests of SOC students (e.g. journalism, film and media, public relations), the advisor must be familiar with a variety of career fields in the communication sector, collaborate with the Outreach and Marketing team on alumni and employer development, and remain up-to-date on employment trends. This position will have a special focus on journalism and media studies. Other school team responsibilities include: serving as Career Center contact for school; spearheading special initiatives and resource development for SOC students; coordinating targeted programming for SOC students (such as an annual Weekend Graduate Program); acting as a liaison to the Academic Advisors in SOC and developing relationships with faculty; designing new programs for students and marketing those programs effectively. This position may also advise freshman students in all schools and colleges supported by the Career Center, as time permits.

USING KEY TERMS

The key terms in the announcement are used in the "experience" section of the sample résumé below. Words and phrases that are underlined directly relate to sections of the job posting.

The sample illustrates areas that have deliberately been connected to ensure that an employer reading the résumé can see the direct connection between pervious experience and the job description.

EXPERIENCE:

The George Washington University Elliott School of International Affairs *Graduate Career Advising Intern*

- Graduate Career Advising Intern • Provide one-on-one <u>career advising</u> to <u>graduate students</u> in diverse masters and doctoral programs
- Assist in planning <u>employer events</u> including: information sessions, receptions, and employer welcomes
- Conduct research on employment trends and <u>crafted educational materials</u> for use in the office
- Co-presented thirteen <u>career programs</u> ranging from small workshops to whole-school events
- Developed a mentoring program that paired graduate students with undergraduates in the school

Washingtonian Magazine

Assistant Editor and Features Writer

- *<u>Provided leadership</u> to a team of six writers, copy editors, and marketing account managers*
- Wrote feature stories on diverse issues including eduction, health care, entertainment, and food
- <u>Served as the liasion</u> with the printing house and developed relationships with vendors
- Oversaw special projects; including a yearly review of the area's "top doctors"

August 2003 to December 2008 Washington, DC

ers

January 2009 to Present

TRANSFERABLE SKILLS / ACTION VERBS

When describing your experience use this formula:

= Action verb + Who/What this action pertains to + How/Why the action was performed

Helpful hints:

- Utilize a variety of verbs to keep the reader interested
- Describe accomplishments, not just job duties
- Remember to use the appropriate tense for past and present experiences
- Use key words directly from position description

COMMUNICATION/PEOPLE SKILLS		CREATIVE SKILLS		DATA/FINANCIAL SKILLS	
Accounted Addressed Advertised Advised Arbitrated Articulated Assisted Authored Clarified Coached Collaborated Collaborated Composed Condensed Conferred Consulted Consulted Contacted Conveyed Convinced Conveyed Convinced Corresponded Corresponded Debated Debated Defined Demonstrated Described Developed Directed	Incorporated Influenced Interacted Interpreted Interviewed Involved Joined Judged Lectured Listened Marketed Mediated Moderate Negotiated Observed Outlined Participated Persuaded Presented Proposed Publicized Reconciled Recruited Referred Reinforced Resolved	Acted Adapted Began Combined Composed Conceptualized Condensed Created Customized Designed Developed Directed Displayed Drew Entertained Established Fashioned Formulated Instituted Intiated Instituted Integrated Introduced Modeled	Originated Performed Photographed Revised Revitalized Shaped Solved	Accounted Administered Adjusted Allocated Analyzed Appraised Articulated Assessed Audited Authored Balanced Budgeted Calculated Chartered Classified Compared Computed Conserved Consolidated Determined Developed Entered	Estimated Filed Financed Forecasted Logged Managed Marketed Measured Planned Prepared Programmed Projected Published Qualified Reconciled Reduced Researched Retrieved Summarized Tabulated Transmitted Typed
Disciplined	Responded				

TRANSFERABLE SKILLS / ACTION VERBS CONT'D

HELPING SKILLS		MANAGEMENT/LEADERSHIP SKILLS		ORGANIZATIONAL SKILLS	
Adapted Advocated Aided Answered Arranged Assessed Assisted Cared for Clarified Coached Collaborated Collaborated Contributed Cooperated Demonstrated Diagnosed Educated Encouraged Ensured	Expedited Facilitated Familiarized Furthered Guided Helped Insured Intervened Prevented Provided Referred Rehabilitated Represented Simplified Supplied Supported Volunteered	Administered Analyzed Appointed Approved Assigned Attained Authorized Considered Consolidated Contracted Controlled Controlled Converted Coordinated Decided Delegated Developed Directed Eliminated Emphasized Enforced Established Executed Generated Handled Hired Hosted Improved	Incorporated Increased Initiated Inspected Instituted Led Managed Merged Motivated Organized Organized Overhauled Oversaw Planned Presided Prioritized Produced Recommended Reorganized Replaced Restored Reviewed Scheduled Secured Streamlined Supervised Terminated	Approved Arranged Catalogued Categorized Charted Classified Coded Collected Corrected Corresponded Distributed Executed Filed Generated Implemented Incorporated Inspected Logged Maintained Obtained Operated	Ordered Organized Prepared Processed Provided Purchased Registered Reserved Responded Reviewed Routed Scheduled Screened Set up Submitted Supplied Standardized Systematized Updated Validated Verified
RESEARCH SKILLS		TEACHING SKILLS		TECHNICAL SKILLS	
Analyzed Clarified Collected Compared Conducted Critiqued Detected Determined Diagnosed Evaluated Examined Experimented Explored Extracted Formulated Gathered	Identified Inspected Interviewed Invented Investigated Located Measured Organized Researched Searched Searched Solved Summarized Surveyed Systematized	Adapted Advised Clarified Coached Communicated Conducted Coordinated Critiqued Developed Enabled Encouraged Evaluated Explained Facilitated Focused	Guided Individualized Informed Instilled Instructed Motivated Persuaded Simulated Stimulated Taught Tested Trained Transmitted Tutored	Adapted Applied Assembled Built Calculated Compared Conserved Constructed Debugged Designed Determined Developed Engineered Fabricated Fortified Installed	Maintained Operated Overhauled Printed Programmed Rectified Regulated Remodeled Repaired Replaced Restored Solved Specialized Standardized Studied Upgraded Utilized

RÉSUMÉ SAMPLE : MUSEUM EDUCATION

Joe Smith

2136 G Street NW, Washington, DC 20052 • 202.994.9283 • gsehdcareer@gwu.edu

EDUCATION

The George Washington University, Washington, DC Master of Arts in Teaching, Museum Education, GPA: 3.9 Bachelor of Arts in Anthropology, Minor in Art History, GPA: 3.5 Cum Laude

EXPERIENCE

Smithsonian American Art Museum, Washington, DC

Coordinator, Public Programs Volunteer Department

- Assist with public program events, such as engaging families in monthly family day activities and greeting visitors and distributing programs at lectures and films
- Facilitate hands-on cart activities in the galleries designed for visitors to explore the museum

Intern, Education and Videoconferencing Department

- Created and presented videoconference tours for school groups nationwide
- Developed training materials and facilitated a seminar for docent videoconference presenters

The Phillips Collection, Washington, DC

Museum Assistant

- Served as museum representative to visitors by providing information on wayfinding, facilities, and other exhibition-related questions
- Monitored all persons and activities in the galleries, ensuring the enforcement of museum policies and procedures for the protection of the museum's priceless collections

Truesdell Education Center, Washington, DC

Education Intern

- Observed and assisted teachers and students ranging from 5th to 8th grade, including language arts, social studies, history, and special education classes
- Created and implemented a three-part museum experience centered on a visit to the Newseum by public school children

The George Washington University, Washington, DC

Executive Assistant, Department of Geography

- Supported the overall functioning of the academic department by budgeting, updating web and print material, ordering office supplies, scheduling classes, processing student applications, organizing and maintaining files
- Communicated regularly with faculty, staff, and students, providing a high level of customer service to all department constituents and prospective students

Berlitz, Japan; NOVA Group, Tokyo, Japan

Language Instructor

- Worked with Japanese adults of all skill levels to improve their English fluency
- Created and executed individualized learning programs for 8 to 10 adult learners each day

Randall Scott Gallery, Washington, DC

Gallery Intern

- Performed administrative tasks, including updating mailing lists and client database, compiling and organizing information on artists, and creating exhibition labels and other print material
- Greeted and provided information to prospective customers during regular gallery hours and openings

May 2008 - June 2009

August 2010 - Present

October 2009 - April 2010

September-December 2009

August 2010

May 2007

May 2006 - May 2007

August 2007- February 2008

RÉSUMÉ SAMPLE : HUMAN RESOURCE DEVELOPMENT

Joe Smith

2136 G Street NW • Washington, DC 20052 • 202-994-9283 • gshed@gwu.edu

EDUCATION

Master of Arts in Human Resource Development

The George Washington University, Washington, DC

Bachelor of Arts in Organizational Psychology

George Mason University, Fairfax, VA

PROFESSIONAL EXPERIENCE

District of Columbia Primary Care Association, Washington, DC

Human Resource Development and Communications Specialist

- Plan and coordinate annual meetings, summer receptions, and program meetings for 60 to 500 people
- Research event locations and negotiate hotel and beverage contracts
- Solicit corporate sponsorship for annual meetings, successfully raising between \$70,000 \$101,000 per year from companies, including CareFirst BlueCross BlueShield and Kaiser Permanente
- Design signage, marketing materials, and newspaper ads for events and program promotion
- Manage the redesign of the Association's web site in conjunction with in-house marketing staff
- Develop marketing materials and launched web site for the DC Regional Health Information Organization
- Maintain internal communications including Salsa, the organization's events and supporter database
- Coordinate all aspects of membership relations, including new member registration, mailings, and benefits

Special Events Assistant

- Assisted in planning and execution of the association's 10th anniversary annual meeting for 500 people, including support for keynote speaker Dr. Maya Angelou
- Coordinated logistics with corporate and organizational sponsors and drafted sponsor acknowledgement letters
- Managed event registration and attendee database on a daily basis
- Researched and analyzed membership structures for primary care associations across the country in preparation for membership restructuring at the District of Columbia Primary Care Association

The International Association of Chiefs of Police, Alexandria, VA

Research Center Intern

- Researched issues, like taser gun regulation and usage.
- Wrote article on offender re-entry programs for Police Chief Magazine (organization's monthly magazine)
- Authored fact sheet on take-home cruiser program for distribution at annual conference

Museum of Science, Boston, MA

Summer Courses Enrichment Program Intern

- Taught science classes covering archaeology, chemistry, and physics topics to groups of 10 to 20 elementary and middle school students.
- Set up and conducted lab experiments without supervision.

National Student Partnerships, Washington, DC

Information Intake Assistant

- Facilitated job search process for unemployed clients by compiling their resumes, writing cover letters, searching for jobs, and sending out applications.
- Helped clients secure safe and stable housing.
- Located emergency food and clothing.

September 2007 to Present

August 2010 to Present

May 2007

September to December 2006

June 2006 to August 2006

September 2004 to May 2005

RÉSUMÉ SAMPLE : TEACHING

JANE SMITH 2136 G Street NW, Washington, DC 20052, gsehdcareer@gwu.edu, 202.994.9283

EDUCATION The George Washington University, Washington, DC Master of Arts in Education and Human Development Field of Study: Curriculum and Instruction	May 2015				
Marymount University, Arlington, VA Bachelor of Arts in Elementary Education	May 2007				
LICENSURE Elementary Education Grades K-6, Commonwealth of Virginia	July 2007				
TEACHING EXPERIENCEGlebe Elementary School, Arlington, VAJan. 2009 to Present <i>Teaching Intern, 1st Grade</i> Jan. 2009 to Present• Planned and implemented lessons, activities and accommodations for 25 students aged 5-6Partnered with parents on programming for their child• Conducted Functional Behavior Analysis and designed and implemented behavioral intervention plansDeveloped standards-based curriculum for first grade mathematics using a differentiated instruction model					
 Chauncy Extended Day School, Arlington, VA Sept. 2008 to Jan. 2009 <i>After School Science Teaching Intern, 3rd Grade</i> Planned and executed an interactive science unit in which students were taught the basics of force and motion and created questions to help them research how to build the fastest model car out of common supplies Collaborated with other science teachers to create a meaningful curriculum to complement in-school science instruction and to meet curriculum frameworks 					
 Two Rivers Public Charter School, Washington, DC Jan. 2008 to May 2008 Assistant Teacher Worked with a team of four teachers and three administrators to research learning standards for kindergartners that were later adopted by the school administration Compiled and presented data to school board for review and approval Led small groups specifically focused on learning to read and spell Worked one-on-one with student who were struggling 					
MEMBERSHIPS Association for Supervision and Curriculum Development National Association for the Education of Young Children National Education Association	2009 to Present 2007 to Present 2006 to Present				

LANGUAGES

Spanish - Professional Working Proficiency

RÉSUMÉ SAMPLE : HIGHER EDUCATION

Jane E. Smith

2136 G Street NW, Washington, DC 20052 gsehdcareer@gwu.edu

202.994-9283

EDUCATION

The George Washington University

Graduate School of Education & Human Development Master of Arts in Higher Education Administration - GPA 4.0

University of Pittsburgh

Bachelor of Arts in English Literature summa cum laude - GPA 3.8 Women Studies Certificate Program Concentration in Education

Imperial College

Study Abroad Experience

WORK EXPERIENCE

THE GEORGE WASHINGTON UNIVERSITY

GW Housing Programs

House Mentor

Mentor over 500 third and fourth year undergraduate residents and implement a curriculum that stresses Professional Development, Life Skills and opportunities unique to GW

Organize and facilitate workshops, speaker series and discussions for residents that will help them prepare for postcollegiate experiences

Advise Resident Advisory Council of 10 residents who plan community building events and initiatives for residents Mediate and arbitrate roommate conflicts

Respond to campus and community emergencies and perform crisis management within residence hall community

GW Career Center

Career Ambassador/Graduate Intern

Meet with students to discuss professional opportunities including internships, work study and part-time, full-time employment, and volunteer work

Critique resumes, curriculum vitae, and cover letters for undergraduate students, graduate students, and alumni Assist students with navigating the online including Vault job database, CareerSearch.net, Career Advisor Alumni Network, and MyPlan.com

Attend professional development workshops and conferences including the Mid-Atlantic Career Counseling Association meeting and Partnership for Public Service Federal Advisor Training

Conference and Summer Housing

Lead Summer Associate

Trained and supervised undergraduate summer staff in shifts of 15 to 20 students Contacted academic program and conference representatives to organize guest services Maintained financial and administrative records for roughly 5,000 summer guests

Columbian College of Arts and Sciences

Graduate Intern

Sent advising correspondence to students with regard to academic performance and progress toward graduation Utilized Banner System to update student records and record academic information Shadowed professional advisors during student and professional meetings

Washington, DC Anticipated Graduation May 2011

> Pittsburgh, PA May 2007

January to April 2006

London, England

Washington, DC August 2009 to Present

August 2010 to Present

March to August 2009

January to May 2009

II

RÉSUMÉ SAMPLE : HIGHER EDUCATION CONT'D

Jane E. Smith

Greater Harrisburg Association of REALTORS® Harrisburg REALTORS® Institute

Director of Professional Development/Assistant School Director

Organized institute classes for over 2,500 students by contacting instructors, creating schedule, and registering students

Advised students on courses and designation degree requirements

Maintained and updated aspects of Association professional standards requirements for 1,700 REALTOR® members

George T. Harrell Library, Penn State College of Medicine

Library Assistant Assisted students and library patrons with locating materials needed for research Organized books and patron files within library computer system

United Kingdom National Literacy Trust

Literacy Campaign Intern Assisted 'Reading the Game' Literacy Campaign director with organizing, scheduling and maintaining campaign events Performed website maintenance and updates

HONORS / AWARDS

Dean's List - Every semester during undergraduate and graduate coursework Graduation Speaker, Department of English Literature, 2007 National Society of Collegiate Scholars Member Gold Key National Honour Society Member

ACTIVITIES / ORGANIZATIONS

THE GEORGE WASHINGTON UNIVERSITY Higher Education Student Association (HESA)

Vice President of Academic Affairs

Facilitate Meet the Leaders, which brings nationally renowned higher education scholar-practitioners to The George Washington University for a speaking event and student discussion

Organize and execute all academic and professional development activities

Serve as chief liaison between HESA and the Educational Symposium for Research and Innovation (ESRI), a student led academic conference

Columbian College of Arts and Sciences Graduation Committee *Committee Member*

Assisted with facilitation of Columbian College Graduation Ceremonies for roughly 2,000 students by distributing tickets and organizing line-ups and seating on the National Mall

GW Housing Academic Committee Chair

Chaired committee of 10 undergraduate house staff members Organized and facilitated educational opportunities for community of roughly 2,000 residents including career panel discussions, cultural events and informal student workshops

Women Administrator in Higher Education ACPA College Student Educators International ACPA Commission for Career Development Higher Education Student Association Washington, DC April 2010 to Present

September 2007 to August 2008 g schedule, and registering

> Hershey, PA May 2004 to August 2008

> > London, UK

January to May 2009

August 2008 to May 2009 August 08 - May 09

August 2009 to Present August 2008 to Present August 2008 to Present August 2008 to Present

Page 2

Harrisburg, PA

NOTES