



RESUME WORKSHOPS & RESUME REVIEW

To complete a resume, please follow these steps:

- Attend a one-hour workshop or view the online resume workshop offered by the Career Center. The online workshop and schedule are posted at www.miracosta.edu/careers and in Building 4700 on the Oceanside campus (OC4700).
- You may receive resume help from student Career Peers in the Career Studio during the hours listed on the workshop schedule at www.miracosta.edu/careers or you may use the computers in the Career Center lab in OC4700.
- After attending or completing the resume workshop, please include ALL required information requested on the *recommended template*. To complete this step, you will have to do some research to be sure your information is current, dates are correct, and everything is spelled correctly.
- Type all information using our *recommended template*. Templates are located on the Job and Internship Network ([JAIN](#)) and on the Career Center website www.miracosta.edu/careers.
- Use the Resume Checklist on pages 9 and 10 of this packet. The Checklist will ensure that you have completed each section according to the standards set by employers and employment recruiters.
- If you are interested in having your resume reviewed, please drop in the Career Center in OC4700 during College Hour, visit the Career Studio during its open hours (see the workshop schedule), or schedule a resume review appointment by calling 760.795.6772
- Note: Career services, including resume reviews, are available at the San Elijo campus in the Administration Building from 9 AM to 2 PM. Call 760.795.6772 to schedule an appointment.

MiraCosta College Career Center
Building 4700, Oceanside Campus
760.795.6772
<http://www.miracosta.edu/careers>

RESUME TEMPLATE

Your Name

City, State (optional) • Phone • Email • LinkedIn

Summary of Qualifications

Type over this language. Write 5 qualities or attributes that make you a good candidate for the *specific job* or *specific internship* for which you are applying in a bulleted list format. Job descriptions usually list duties and desired qualifications. Some employers use applicant tracking software which searches for keywords. Review the competencies on page 6 for examples. List technology, software and office equipment that are applicable to the position, including specific programs used in the field. Be prepared to back up each qualification with accomplishment statements in your work experience section and in your interview.

Example:

Write this line under **Summary of Qualifications**

- Experienced in customer relations and troubleshooting customer concerns (quantify when possible)
Then back up your qualification with an accomplishment statement under **Experience** and company name:

- Provided outstanding customer service by decreasing wait times and increasing overall satisfaction

Here are a couple more examples of qualifications:

- Effective time manager with ability to multi-task and prioritize responsibilities
- Proficient in Adobe Creative Suite, Microsoft Office Suite, and Contribute
- Bilingual in English and Japanese, fluent in written and oral communication

Education/Certifications

MiraCosta College, Oceanside CA

Expected May 20XX (graduation month and year)

Type over this language with your major or certificate/degree and the date you plan to complete it.

Example: Associate in Arts Degree, Business Administration, expected May 20XX. Goal is to attend California State University San Marcos to pursue Bachelor of Science in Global Business Management

- Include educational achievements, such as a GPA of 3.5 or higher, Medal of Honor, President's List, etc., in bullet format

Relevant Coursework

Decide if there are 1 or 2 classes that are relevant to the job you seek; if so, include them.

List Class Name: Describe what you learned as a result of taking this class. Keep it very brief. (MiraCosta catalog has good descriptions of classes, but keep your description to only one line).

List Class Name: Repeat above.

Type in a previously attended college or high school, the certificate, degree or diploma you earned, and the month and year you earned it. Include any achievements such as high GPA, athletics participation, etc. If you attended high school more than 3 years ago, omit this information.

Leadership/Accomplishments

Include Associations and Club Memberships, Student Government, Community Service, etc.

Note: This information may also be included under your Education section.

Experience

Company Name

Job, Internship, or Volunteer Title

Dates Employed

Add positions in reverse chronological order (start with your current experience and work backwards). Begin each bulleted line with an [action word](#) (see pages 4-5); describe 2-3 accomplishments for each job

Example:

- Supervised ten team members, including scheduling, training and evaluating performance

RESUME TEMPLATE (continued)

Your Name

City, State (optional) • Phone • Email • LinkedIn

If you use a 2nd page, always copy the contact information from your first page. A half page of content is better than a full page, unless you have extensive education or experience in the field. If you can't fill at least half the page on a two page resume, cut your material to one page.

A few final tips

- Before you check your resume against the checklist in this packet, watch this [video](#) and make notes on a print copy of your resume to take it from bland to WOW!
- Some employers use applicant tracking software which searches for keywords, refer to the job description and include applicable keywords in your resume
- Check your resume against the checklist in this packet (page 9-10)
- Scrutinize your social media sites: make your settings private and remove inappropriate content
- Select a font that is easy to read like Arial or Garamond, 11 or 12 point font size is best
- Use a font size larger than 11-12, but smaller than your header for sections, such as Education, Experience, etc. You may choose to bold, italicize, or capitalize, but not all three
- Select a larger font (16-18 points) for your Name in the Header; make it bold
- Incorporate bullets, but do not over use them and do not use periods at the end of bulleted statements
- Be consistent in tenses, punctuation, and formatting
- Avoid "I" statements and personal pronouns
- List only month and year when providing dates
- Do not use text boxes on your resume
- If job requires technical skills, consider creating a Technology section including software and office equipment that are applicable to the position
- Consider the relevance of experience more than 10 years old
- Be prepared to back up all statements and provide concrete examples during the interview; practice your examples

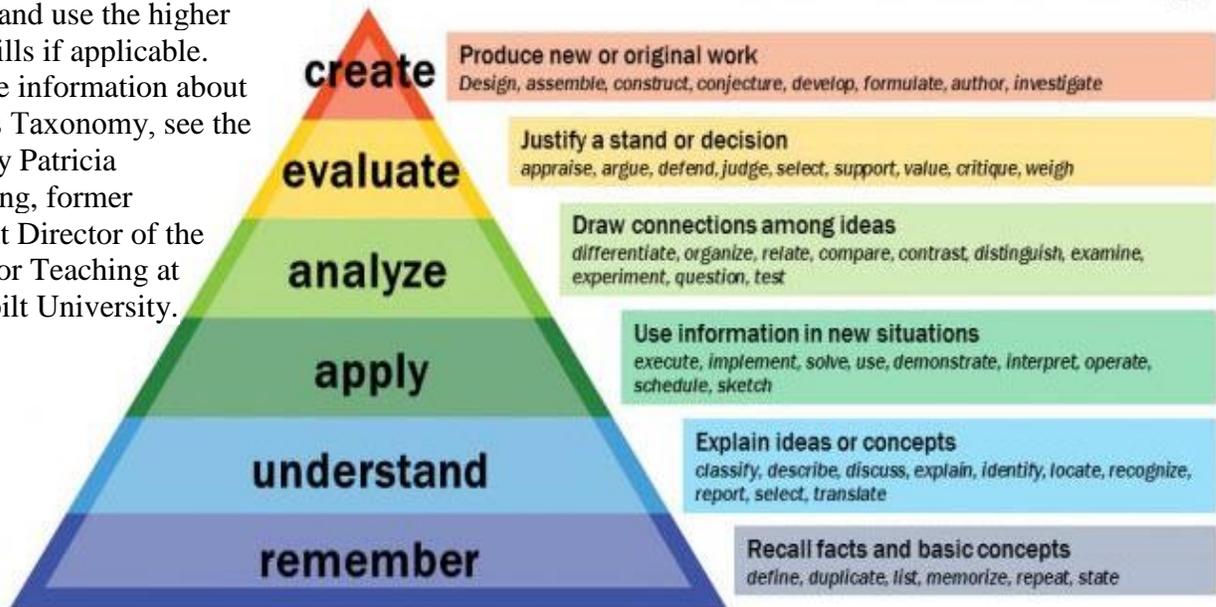
ACTION WORDS FOR RESUMES

The word list is categorized into various skill areas

- Action verbs give your resume power and direction
- They present a clear/concise message about your skills to the employer
- Use present tense for current jobs and past tense for previous jobs; be consistent

Bloom's Taxonomy

Review and use the higher order skills if applicable. For more information about Bloom's Taxonomy, see the article by Patricia Armstrong, former Assistant Director of the Center for Teaching at Vanderbilt University.



<https://cft.vanderbilt.edu/guides-sub-pages/blooms-taxonomy/>

Financial Skills

Administered
Allocated
Analyzed
Appraised
Audited
Balanced
Budgeted
Calculated
Computed
Dept. Records
Detailed
Developed
Forecasted
Managed
Marketed
Planned
Projected
Researched
Solved

Technical Skills

Assembled
Built
Calculated
Computed
Designed
Engineered
Fabricated
Maintained
Operated
Overhauled
Programmed
Remodeled
Repaired
Solved
Upgraded

Manual Skills

Assembled
Bent
Bound
Controlled
Cut
Drilled
Fed
Ground
Handled
Lifted
Moved
Operated
Pulled
Set-up
Shipped
Tended

Helping Skills

Adjusted
Assessed
Assisted
Attended
Clarified
Coached
Counseled
Demonstrated
Diagnosed
Expedited
Facilitated
Familiarized
Guided
Led
Motivated
Referred
Related
Represented
Serviced

Management Skills

Administered
 Analyzed
 Assigned
 Chaired
 Consolidated
 Contracted
 Controlled
 Coordinated
 Delegated
 Developed
 Directed
 Evaluated
 Executed
 Hired
Improved
Increased
 Organized
 Oversaw
 Prioritized
 Produced
 Reviewed
 Scheduled
 Strengthened
 Supervised

Research Skills

Clarified
 Collected
 Critiqued
 Decided
 Diagnosed
 Evaluated
 Examined
 Extracted
 Extrapolated
 Gathered
 Identified
 Inspected
 Interpreted
 Interviewed
 Investigated
 Organized
 Reviewed
 Summarized
 Surveyed
 Synthesized
 Systematized
 Wrote

Communication

Skills
 Addressed
 Arbitrated
 Arranged
 Authored
 Collaborated
 Convinced
 Corresponded
 Created
 Developed
 Directed
 Drafted
 Edited
 Enlisted
 Formulated
 Helped
 Influenced
 Interpreted
 Lectured
 Led
 Mediated
 Moderated
 Motivated
 Negotiated
 Obtained
 Persuaded
 Promoted
 Publicized
 Read
 Reasoned
 Reconciled
 Recruited
 Sold
 Spoke

Creative Skills

Acted
 Conceptualized
Customized
 Designed
 Developed
 Established
 Fashioned
Founded
 Generated
 Illustrated
 Imagined
Initiated
 Instituted
 Integrated
Invented
Originated
 Perceived
 Performed
 Planned
 Played
Revitalized
 Shaped
 Visualized

Teaching Skills

Adapted
 Advised
 Briefed
 Clarified
 Coached
 Communicated
 Coordinated
 Decided
 Developed
 Enabled
 Encouraged
 Enlightened
 Evaluated
 Explained
 Facilitated
 Guided
 Influenced
 Informed
 Initiated
 Instructed
 Invented
 Persuaded
 Stimulated

Clerical/Detail Skills

Approved
 Arranged
 Catalogued
 Classified
 Collected
 Compared
 Compiled
 Copied
 Dispatched
 Enforced
 Executed
 Generated
 Implemented
 Inspected
 Judged
 Met deadlines
 Monitored
 Operated
 Organized
 Prepared
 Processed
 Purchased
 Recorded
 Responded
 Retained
 Retrieved
 Screened
 Specified
 Systematized
 Tabulated
 Validated

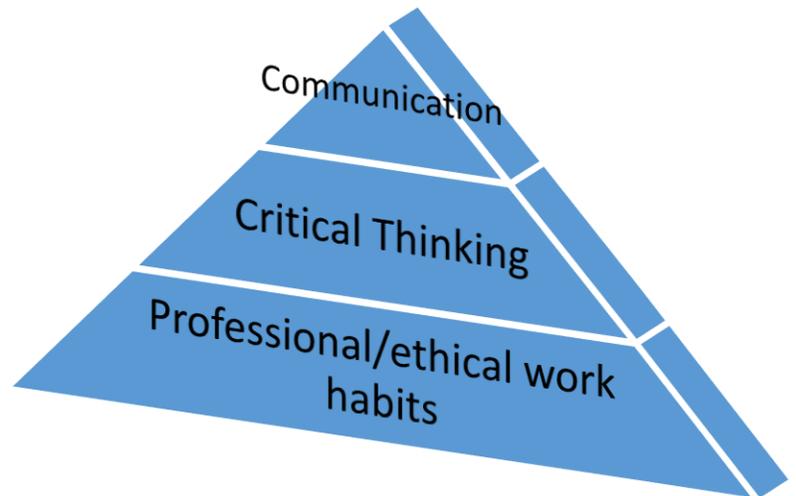
More Verbs for**Accomplishments**

Achieved
Expanded
Improved
Pioneered
Reduced (losses)
Resolved (problems)
Restored
Spearheaded
Transformed

The underlined words are especially good for pointing out accomplishments.

WORKPLACE COMPETENCIES

According to the 2016 Business Leaders Survey conducted by the Office of Research, Planning and Institutional Effectiveness at MiraCosta College, the ability to communicate was ranked the most important skill employers demand. The top three skills of communication, critical thinking, and professional/ethical work habits required by employers are the same top three skills employers report as lacking among today's job applicants.



Identify your competencies and include them in your resume. These are good competencies to include in your Summary of Qualifications and in your accomplishment statements in your Experience section.

Professionalism/Work Ethic:

Demonstrates personal accountability, effective work habits, e.g., punctuality, working productively with others, and time and workload management.

Teamwork/Collaboration:

Builds collaborative relationships with colleagues and customers; is able to work with diverse teams, negotiate and manage conflicts.

Oral/Written Communication:

Articulates thoughts, ideas clearly and effectively; has public speaking skills. Writes clearly and effectively.

Critical Thinking/Problem Solving:

Exercises sound reasoning and analytical thinking; uses knowledge, facts, and data to solve workplace problems; applies math and science concepts to problem solving.

Leadership:

Leverages the strengths of others to achieve common goals; uses interpersonal skills to coach and develop others.

Information Technology Application:

Selects and uses appropriate technology to accomplish a given task, applies computing skills to problem-solving.

Diversity:

Learns from and works collaboratively with individuals representing diverse cultures, races, ages, genders, religions, lifestyles, and viewpoints.

Self-Direction/Lifelong Learning:

Is able to continuously acquire new knowledge and skills; monitors own learning needs; is able to learn from mistakes.

Creativity/Innovation:

Demonstrates originality and inventiveness in work; communicates new ideas to others; integrates knowledge across different disciplines.

Ethics/Social Responsibility:

Demonstrates integrity and ethical behavior; acts responsibly with the interests of the larger community in mind.

COVER LETTER TEMPLATE

Your Name

Address (optional) ▪ City, State Zip ▪ Phone ▪ Email

Note: Use this template as a guide to writing your cover and thank you letters. The cover letter shows employers that you are able to write a comprehensive letter and have strong written communication skills. It also should enhance your resume, emphasizing the specific skills you possess that the employer is seeking and how your education and experience make you the most qualified candidate for the job.

Date

Contact Person's Name

Contact Person's Position or Title

Company's Name

Company's Street Address

Company's City, State, and ZIP Code

Dear *Mr./Ms. Contact Person's Last Name*:

1st paragraph: *How you heard about the job; what position you are applying for. Introduce yourself and your educational history.*

Example: In response to your ad on ABCJobs.com, I would like to apply for the Customer Service Representative position. I am currently attending MiraCosta College and plan to get my Associate of Arts Degree in Business spring 2017. The qualities you need are a close match for the ones that I have developed in my education and career.

2nd paragraph: *Highlight the special skills, abilities, and experience you have that pertain to the specific job or internship you are applying for. Review the job description, especially the desired qualifications, and discuss how your skills and experience closely match those the employer is seeking. This is your opportunity to really sell yourself and let the reader know why you are the best candidate.*

Example: Business 290 has taught me the communication skills needed to develop positive relationships in the workforce. In addition to my education, my 3 years of restaurant experience has taught me the importance of displaying top notch customer service skills, and I always deal with the public in a professional manner. I am proficient in Microsoft Word, Excel and am familiar with QuickBooks. Past supervisors have often asked me to train other employees due to my exceptional leadership and interpersonal skills.

3rd paragraph: *Close with a thank you statement and reference the interview.*

Example: I am confident that my customer service and leadership skills will be of value to your company. I would like to request a few minutes of your time to discuss my qualifications. I will contact you next week to arrange a meeting. If you have any questions in the meantime, please do not hesitate to call.

Sincerely,

sign here

Your Name (typed here)

THANK YOU LETTER TEMPLATE

Your Name

Address (optional) ▪ City, State Zip ▪ Phone ▪ Email

Date

Contact Person's Name

Contact Person's Position or Title

Company's Name

Company's Street Address

Company's City, State, and ZIP Code

Dear *Mr./Ms. Contact Person's Last Name*:

1st paragraph: *Create a thank you statement and remind him/her of the job you are applying for.*

Example: Thank you very much for taking time out of your busy day to talk with me about the Customer Service Representative position. I enjoyed meeting you and the members of your department, and I am excited about the chance to work with such a great team.

2nd paragraph: *Add a statement about the interview. Mention something that impressed you or that you wish to clarify.*

Example: Judging by our discussion earlier today, I believe that my ability to consistently go above and beyond for customers is an excellent fit for your team, especially since you mentioned your company just received a prestigious award for “Outstanding Customer Service Skills.” I am confident that I can be a significant contributor to the success of [company or department name]. I sincerely hope you agree.

3rd paragraph: *Final thank you.*

Example: Thank you again for interviewing me. If you have questions or concerns, please feel free to contact me. I look forward to hearing from you again.

Sincerely,

sign here

Your Name (typed here)

Resume Checklist

760.795.6772 | miracosta.edu/careers

Student name: _____ Is this for a class? Yes or No

If yes, course name: _____

If yes, professor name: _____

This checklist will help you be sure you have included the fundamental elements of a resume. Directions:

1. Watch this [video](#) about writing a resume that is beyond basic.
2. Proofread your resume for spelling and accuracy.
3. Complete this Resume Checklist.
4. Bring the completed Resume Checklist and your résumé to the Career Center for review.

Self-Review	Career Center	
		CONTACT INFORMATION
<input type="checkbox"/>	<input type="checkbox"/>	Name and current mailing address (optional), phone number, and professional email address
<input type="checkbox"/>	<input type="checkbox"/>	Personal information such as gender identity, birth date, age, race, or marital status is NOT
		EDUCATION
<input type="checkbox"/>	<input type="checkbox"/>	Name of college and location (city, state), including any other post-secondary schools listed separately in reverse chronological order, including degree(s), dates and GPA (if above 3.5)
		EXPERIENCE
<input type="checkbox"/>	<input type="checkbox"/>	Experience includes organization name, position title, city, state and dates all listed in reverse chronological order (most recent on top)
<input type="checkbox"/>	<input type="checkbox"/>	Bullet points start with action verbs and are NOT repetitive
<input type="checkbox"/>	<input type="checkbox"/>	Bullet points include specific examples to emphasize transferrable skills and knowledge, as well as describe relevant key accomplishments and contributions, not a listing of duties
<input type="checkbox"/>	<input type="checkbox"/>	Appropriate use of keywords/skills found in the job posting and targeted for the position
<input type="checkbox"/>	<input type="checkbox"/>	Personal pronouns, such as “I,” “me,” or “my” are NOT used
		SPELLING
<input type="checkbox"/>	<input type="checkbox"/>	All words are spelled correctly—do NOT rely on spell check, it will not check words in all CAPS
		PUNCTUATION
<input type="checkbox"/>	<input type="checkbox"/>	Use of punctuation is consistent— periods are NOT needed at the end of bullet point statements, but if you use periods, then use them at the end of all the phrases; exclamation points are NOT
		GRAMMAR
<input type="checkbox"/>	<input type="checkbox"/>	All verbs are in first person and in the appropriate tense—i.e. ongoing activities should be in the present tense and completed activities should be in the past tense
<input type="checkbox"/>	<input type="checkbox"/>	Numbers between one and nine are spelled out (ages of children can be in numerals for child development instructors or educators); numerals are used for numbers 10 and above
<input type="checkbox"/>	<input type="checkbox"/>	Dates are consistent and words, if used, are capitalized—e.g. 11/2013, November 2013 or Fall 2013; “Current” or “Present” follows start dates for any ongoing activities or experiences
		FORMAT
<input type="checkbox"/>	<input type="checkbox"/>	Text and white space looked balanced-not overcrowded; margins are appropriate (.5- 1 inch)
<input type="checkbox"/>	<input type="checkbox"/>	The font is the same throughout the resume and between 11pt and 12pt, with the exception of your name
<input type="checkbox"/>	<input type="checkbox"/>	Bold, capitalization and/or italics have been uniformly used to make important items stand out. A mix of bold, CAPS, and italics is NOT recommended.
<input type="checkbox"/>	<input type="checkbox"/>	Bullets, dashes, and hyphens are uniformly used and consistently spaced on the page. A mix of bullets, hyphens, dashes is NOT recommended.
<input type="checkbox"/>	<input type="checkbox"/>	Resume is on one page (front only), unless extensive prior experience (over 10 years of work

Self-Review	Career Center	
ADDITIONAL OPTIONAL SECTIONS		
<input type="checkbox"/>	<input type="checkbox"/>	Career Objective: Is clear and includes a specific position, job function or organizational type
<input type="checkbox"/>	<input type="checkbox"/>	Awards/Honors: Includes official name for each honor or award, official name of organization or group, and month/year received (may be its own section or may be part of the Education section)
<input type="checkbox"/>	<input type="checkbox"/>	Activities/Community Service: Includes official name of each office or leadership role, the name of the organization, and dates of involvement. Do NOT use acronyms unless you explain them in parenthesis after the first time you list the organization/service name within the résumé: Junior Reserve Officer Training Corps (JROTC)
<input type="checkbox"/>	<input type="checkbox"/>	Skills/Unique Qualifications: If applicable: includes languages, certifications, publications, research projects, computer skills (software), and/or military service (if not otherwise described in another section)

DO YOU HAVE ANY SPECIFIC QUESTIONS OR CONCERNS ABOUT YOUR RESUME FOR THE REVIEWER?

ADDITIONAL COMMENTS (FROM REVIEWER):

Career Services Signature: _____ Date: _____

Rubric adapted from University of Richmond, Career Services