Resume Guide

Your resume is your personal marketing tool that clearly tie the employer's needs and requirements with your education, work and other related experiences. Your goal is to demonstrate how you meet the requirements of the position and will contribute to the employer's workplace. Pulling key words from the job description will increase your chances of moving onto the next phase of the application process.

FREQUENTLY ASKED QUESTIONS

1. **How long should my resume be?**
   The simple answer… it depends. You have probably heard many people tell you that your resume should only be one page. While it is true that the average time an employer (or the company's application software system) will review your resume may be as little at 6 seconds, the length of your resume should adequately reflect your experiences and education.

   Are you a new professional? If so, it is best to keep it to one page. However, if you have years of experience, you may find you need two pages to fully outline your career history. The length of your resume can also depend on the industry you are pursuing. For example, those in education typically have longer resumes that offer a very detailed education and employment history. Alternatively, those in accounting typically benefit from a resume that is concise and to the point.

   If you decide to use a second page, make sure that the information included is worth the employer's time to read. If you need help determining what is important to include in your resume or trimming your resume down, please contact Career Services for assistance.

2. **Should I include all of my work experiences on my resume?**
   Know the difference between a resume and a job application. Your resume should contain all the qualifications and education you have for a position. This means that you may not have room for every job you have held in your life. Select the experiences that are related to your industry for your resume. Using headings on your resume that include the terms "Relevant Experience" will say to the employer that you have listed selected jobs and experiences to include on your resume that are related to your career goal. You may be asked to complete an employment application where you will be required to include all jobs you have had and every school you have attended.

3. **Where should internships and volunteer experience be listed on my resume?**
   If the internship and volunteer experiences are related to the jobs you are applying for, include them in your "Relevant Experience" section. By including them here, you are demonstrating a richer history and greater breadth of experience. As long as you are not implying that you have paid experience and list your experiences as internships or volunteer, you are being honest. Remember: Having experience does not always equal paid experience and unpaid experiences can be just as valuable.

CAREER SERVICES
Steering Successful Careers

22 Sullivan Street
Cazenovia, NY 13035
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Email: CareerServices@cazenovia.edu

4. **Is it ok to exaggerate or lie a bit?**
   Never lie or even exaggerate on your resume or anywhere in the job search process. These false statements will become evident during the interview or background check process. Even if you are hired, you could be terminated immediately for falsifying your job application. With this in mind, it is also important not to undersell yourself. Therefore, you must market yourself while also being honest about your skills and experiences. Ask those who know your work to evaluate how you have listed your experiences on your resume. Check with former supervisors and professors.

5. **What format should I submit my application materials when applying electronically?**
   For each job application you complete, be sure to carefully read any instructions outlining accepted file size and format for documents such as your resume, cover letter, references. If the application instructions do not specify or offer multiple options, submitting these documents as PDFs will help to ensure their format and content do not become altered.

RESUME DO'S AND DON'TS

Resume Do's	Resume Don'ts
Content · Focus on skills and accomplishments · Include accurate information · Include **what** (job title/degree), **where & when** · Quantify (include numbers and percentages) · Qualify (outline how you approached a task) · Specify (i.e., indicate Microsoft Word instead of word processing software) · Use short phrases · Use action words (i.e., developed, revolved) · PROOFREAD; you and at least one other person · Up-to-date contact info and email address · Specify meaning for abbreviations or acronyms **Format** · Reverse chronological (most recent listed first) · Use past-tense for previous positions and present tense for current jobs · Balanced layout; strategically using white space · Utilize bullet points, underlining, boldface, and capitalization to create visual interest · Consistent style, punctuation, grammar, format · Devote more space to relevant/recent experiences	**Content Don'ts** · Use pronouns such as: I, me, my, we · Over exaggerate, lie, or misrepresent · Give personal info (i.e., height, weight) · Include your photograph · Include high school information · Include discriminatory info (i.e., race, religion, marital/child status, disability status) · Use long and complex sentences · Include grammar errors · Include irrelevant information · Use flowery language · Mention salary information **Format Don'ts** · Use a resume template · Use fancy binders or folders, odd size or brightly colored paper · Include periods at end of bullet points · Overcrowd the page

RESUME SECTIONS

Personal Information	Indicate your name, phone number and email address *Pro Tips:* ▪ *Use a professional email address (first and last name@gmail.com vs. BigCat7@gmail.com)* ▪ *You can also include your LinkedIn URL here and/or personal website URL* ▪ *Use a larger font size for your name to make it pop on the page*
Education	Indicate all education beyond high school, including the following information: 1. The degree you have attained/are pursing 2. The college/university 3. The city and state of the college/university 4. The graduation date/the expected graduation date *Pro Tips:* ▪ *You can include academic accomplishments in this section or in its own section (i.e., a GPA above 3.5, if you made Dean's list, and any awards)* ▪ *You can include relevant coursework to show you have knowledge in the area* ▪ *List all degrees in reverse chronological order (most recent first)*
Work Experience	Indicate any work history, including the following information: 1. Your title 2. The company 3. The company's city and state 4. The dates of employment (including the month and year you started and finished) *Pro Tips:* ▪ *You can break up you work history into "relevant experience" and "additional work experience" to emphasize the experiences that make you a strong candidate* ▪ *If relevant to the position, you can include any internships or volunteer work in the "relevant experience" section; indicate intern or volunteer as your title* ▪ *Include a few descriptive bullet points for each position; utilized action verbs to highlight accomplishments or experiences* ▪ *Quantify- show verifiable accomplishments in terms of numbers and percentages* ▪ *Qualify- describe how you approached a task to emphasize skills* ▪ *List positions in each section in reverse chronological order (most recent first)*
Skills	Indicate any technical or industry specific skills (i.e., Microsoft Word, PowerPoint, Excel) *Pro Tips:* ▪ *Be specific (i.e., Microsoft word instead of word processing software)* ▪ *List social media platforms you are proficient with if related to the positons requirements*
Other Possible Sections	While the above sections are required, you have the option of utilizing additional sections, including but not limited to: ▪ Volunteer and Community Experience ▪ College Involvement and Leadership ▪ Professional Trainings and Certifications ▪ Professional Affiliations ▪ Publications and Professional Conferences

IMA SEEKING

Email address │ phone number
LinkedIn URL

EDUCATION

Bachelor of Science in Human Services: Counseling and Mental Health | Expected May 2020
Cazenovia College, Cazenovia, NY
- Dean's list (Spring 2017, Fall 2017)

Related Coursework:
- Counseling Theories
- Program Planning and Evaluation
- Intervention Strategies
- Group Dynamics

HUMAN SERVICES EXPERIENCE

Intern
Children's Support Center | Cazenovia, NY | Fall 2017
- Built rapport with over 30 clients ages 12-16, by listening to their needs and offering support
- Led group sessions focused on promoting clients' self-regulation
- Developed a system to track program participation and activities

ADDITIONAL WORK EXPERIENCE

Resident Advisor
Cazenovia College | Cazenovia, NY | August 2017 – Present
- Enhance students transition to college by offering emotional, social, and academic support
- Collaborate with peer advisors to develop activities that promote student wellness
- Communicate with staff and campus safety regarding any incidents that arise in the residence hall

PROFESSIONAL TRAININGS AND CERTIFICATIONS

Mandated Reporter, NYS Department of Children and Family Services | November 26, 2017
CPR and First Aid, American Red Cross | October 14, 2017

VOLUNTEER EXPERIENCE

Salvation Army, Syracuse, NY | 2017 – Present

COLLEGE INVOLVEMENT

Secretary, Human Services Club | 2017 – Present

SKILLS

Microsoft Word, PowerPoint, Excel, and Outlook