

2019-2020

RESUME GUIDE



CAREER SERVICES

SAM HOUSTON STATE UNIVERSITY
MEMBER THE TEXAS STATE UNIVERSITY SYSTEM

936.294.1713 | shsu.edu/careerservices

Getting Started...

What is a résumé?

A résumé is a snapshot of your experience, skills and qualifications. It is a professional introduction¹ meant to capture the interviewer's attention and convince them that you are an ideal candidate to interview.

Demonstrate the attributes employers want in your resume! ¹

- Strong work ethic
- Initiative
- Analytical/quantitative skills
- Flexibility/adaptability
- Technical knowledge related to the job
- Interpersonal skills (relates well with others)
- Leadership
- Ability to work in a team structure
- Ability to communicate written and verbally with people inside and outside an organization
- Problem solving skills

Remember that your involvement in groups and organizations, college jobs and even projects in your coursework can count as experience if relevant to the job you are seeking. ²

Do include current contact information: Phone number, email address, LinkedIn URL, personal website

Do limit the resume to one page if you're a current student or recent graduate

Do use a consistent, easy to read font throughout the résumé

Do use action verbs

Do list your references on a separate page

Don't include information on age, marital status, gender, religion, race, political affiliation, or national origin

Don't use fancy or small fonts

Don't include any images or clipart

Don't include a picture of yourself

Don't use creative borders around the résumé document

Don't include random, unrelated, or off-putting hobbies/interests

¹ NACE 2016

² Jobchoicesonline.com

ARE YOU CAREER READY?

Employers hire college students and recent graduates who know how to use their talents, strengths and interests. In a competitive job market, Career Ready graduates are in demand.

How do you become Career Ready? Mastering these Career Readiness Competencies will prepare you for a successful transition into the workplace.

1

CAREER MANAGEMENT

Identify and articulate skills, strengths, knowledge and experiences; navigate career options and pursue these opportunities.

2

ORAL/WRITTEN COMMUNICATION SKILLS

Articulate thoughts and ideas clearly and effectively to a variety of audiences; demonstrate public speaking skills.

3

PROFESSIONALISM/WORK ETHIC

Demonstrate personal accountability and effective work habits: punctuality, working productively with others, time management, understanding the importance of a professional work image, and demonstrating integrity.

4

TEAMWORK/COLLABORATION

Build collaborative relationships representing diverse cultures, races, ages, gender, religions, lifestyles, and viewpoints; work within team structure; negotiate/manage conflicts.

5

LEADERSHIP

Leverage the strengths of others to achieve common goals; organize, prioritize and delegate work; use empathetic skills to guide and motivate.

6

CRITICAL THINKING/ PROBLEM SOLVING

Exercise sound reasoning and analytical thinking; use knowledge, facts and data to solve problems and make decisions.

7

INFORMATION TECHNOLOGY APPLICATION

Select and utilize technology to solve problems and accomplish goals.

8

GLOBAL PERSPECTIVE

Demonstrate openness, inclusiveness, sensitivity, and the ability to interact respectfully with all people and understand individuals' differences.



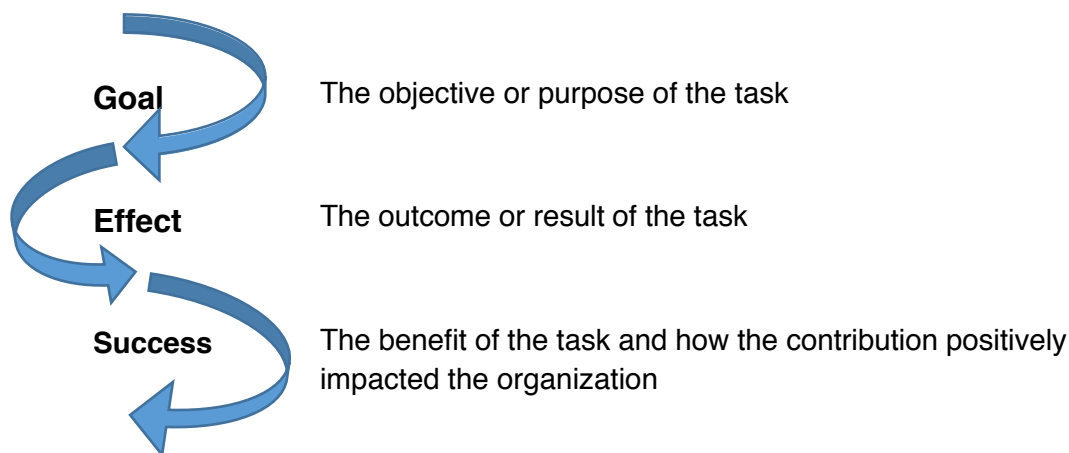
Career Services
SAM HOUSTON STATE UNIVERSITY

Information provided by NACE—National Association of Colleges and Employers.
Adapted from Career Readiness Infographic originally designed by Central College.

Developing Good Statements...

Develop Strong Résumé Content

Describing “duties” or “responsibilities” in an effective manner can be a daunting task. The process can be simplified by breaking the tasks into three distinctive components:



Example

Consider the following task: **Answered phones.**

Goal: To answer the phone and direct call to appropriate staff

Effect: Answer the phone quickly and efficiently

Success: Minimized the amount of time a caller had to wait on the phone

Revised Statement: Directed callers to appropriate staff quickly and efficiently, minimizing the caller wait time.

*Adapted from Southern Methodist University

Utilize *O*NET Online* to create goal-oriented and field-related statements!

1. Search the position title you are applying to in the search bar on O*NET Online's home page.
2. Find the position most closely related to the one for which you are applying.
3. Read the TASKS, SKILLS, and ABILITIES sections.
4. Follow the same 3 steps for the position you are listing in the EXPERIENCE section of your resume.
5. Use similarities between the two positions to create the bullet-pointed statements in your EXPERIENCE section by utilizing the above guidelines!

LINK: <https://www.onetonline.org/>

Developing Good Statements...

Use these action verbs to help craft thoughtful, descriptive duties/responsibilities for your résumé.

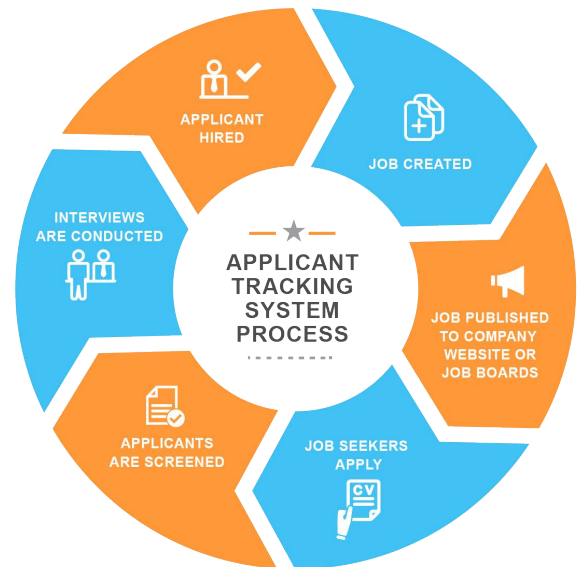
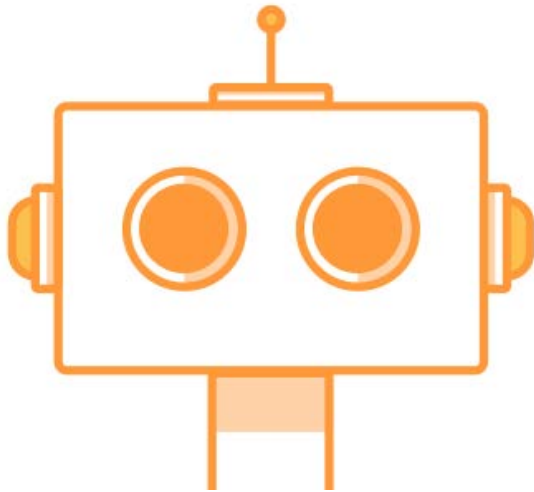
<u>Communication</u>	Recruited	Appraised	Provided	Overhauled	Screened	Focused
<u>/People Skills</u>	Referred	Assessed	Referred	Oversaw	Submitted	Guided
Addressed	Reinforced	Audited	Rehabilitated	Planned	Supplied	Individualized
Advertised	Reported	Balanced	Represented	Presided	Standardized	Informed
Arbitrated	Resolved	Budgeted	Resolved	Prioritized	Systematized	Instilled
Arranged	Responded	Calculated	Simplified	Produced	Updated	Instructed
Articulated	Solicited	Computed	Supplied	Recommended	Validated	Motivated
Authored Clarified	Specified Spoke	Conserved	Supported	Reorganized	Verified	Persuaded
Collaborated	Suggested	Corrected	Volunteered	Replaced	<u>Research Skills</u>	Simulated
Communicated	Summarized	Determined	<u>Management</u>	Restored	Analyzed	Stimulated
Composed	Synthesized	Developed	<u>/Leadership</u>	Reviewed	Clarified	Taught Tested
Condensed	Translated Wrote	Estimated	<u>Skills</u>	Scheduled	Collected	Trained
Conferred	<u>Creative Skills</u>	Forecasted	Administered	Secured	Compared	Transmitted
Consulted	Acted Adapted	Managed	Analyzed	Selected	Conducted	Tutored
Contacted	Began Combined	Marketed	Appointed	Streamlined	Critiqued	<u>Technical</u>
Conveyed	Composed	Measured	Approved	Strengthened	Detected	<u>Skills</u>
Convinced	Conceptualized	Netted Planned	Assigned	Supervised	Determined	Adapted
Corresponded	Condensed	Prepared	Attained	Terminated	Diagnosed	Applied
Debated Defined	Created	Programmed	Authorized	<u>Organizational</u>	Evaluated	Assembled
Developed	Customized	Projected	Chaired	<u>Skills</u>	Examined	Built
Directed Discussed	Designed	Qualified	Considered	Approved	Experimented	Calculated
Drafted	Developed	Reconciled	Consolidated	Arranged	Explored	Computed
Edited	Directed	Reduced	Contracted	Catalogued	Extracted	Conserved
Elicited	Displayed Drew	Researched	Controlled	Categorized	Formulated	Constructed
Enlisted Explained	Entertained	Retrieved	Converted	Charted	Gathered	Converted
Expressed	Established	<u>Helping Skills</u>	Coordinated	Classified	Inspected	Debugged
Formulated	Fashioned	Adapted	Decided	Coded Collected	Interviewed	Designed
Furnished	Formulated	Advocated	Delegated	Compiled	Invented	Determined
Incorporated	Founded	Aided	Developed	Corrected	Investigated	Developed
Influenced	Illustrated	Answered	Directed	Corresponded	Located	Engineered
Interacted	Initiated Instituted	Arranged	Eliminated	Distributed	Measured	Fabricated
Interpreted	Integrated	Assessed	Emphasized	Executed Filed	Organized	Fortified
Interviewed	Introduced	Assisted	Enforced	Generated	Researched	Installed
Involved	Invented	Clarified	Enhanced	Incorporated	Reviewed	Maintained
Joined	Modeled	Coached	Established	Inspected	Searched Solved	Operated
Judged Lectured	Modified	Collaborated	Executed	Logged	Summarized	Overhauled
Listened Marketed	Originated	Contributed	Generated	Maintained	Surveyed	Printed
Mediated	Performed	Cooperated	Handled	Monitored	Systematized	Programmed
Moderated	Photographed	Counseled	Headed Hired	Obtained	Tested	Rectified
Negotiated	Planned Revised	Demonstrated	Hosted	Operated	<u>Teaching Skills</u>	Regulated
Observed Outlined	Revitalized	Diagnosed	Improved	Ordered	Adapted Advised	Remodeled
Participated	Shaped <u>Solved</u>	Educated	Incorporated	Organized	Clarified	Repaired
Persuaded	<u>Data/Financial</u>	Encouraged	Increased	Prepared	Coached	Replaced
Presented	<u>Skills</u>	Ensured	Initiated	Processed	Communicated	Restored
Promoted	Administered	Expedited	Inspected	Provided	Conducted	Solved
Proposed	Adjusted	Facilitated	Instituted Led	Purchased	Coordinated	Specialized
Publicized	Allocated	Familiarized	Managed	Recorded	Critiqued	Standardized
Reconciled	Analyzed	Furthered	Merged	Registered	Developed	Studied
		Guided	Motivated	Reserved	Enabled	Upgraded
		Helped	Navigated	Responded	Encouraged	Utilized
		Insured	Organized	Reviewed	Evaluated	
		Intervened	Originated	Routed	Explained	
		Motivated		Scheduled	Facilitated	
		Prevented				

Applicant Tracking Systems

Applicant Tracking System Definition:

Applicant tracking systems (ATS) are a type of software that act as a human resources database for organizing applicants. ATS are used by all sizes of companies to sift through large groups of job applicants, and to organize those applicants.

Get Past Resume Robots



 Jobscan

TIPS:

1. Keywords, such as skills, location, and work experience, are easily the most important part of getting through ATS. Generic resumes are not likely to make it through the system successfully.
2. Creating a “Skills” section on your resume is a great way to include relevant keywords in a natural way. When including skills, think hard skills vs. soft skills. Hard skills are concrete, such as “Spanish fluency”, “financial analysis”, and “Python”. Avoid using soft skills such as “hard working”, “team player”, and “positive attitude.” These are better proved in person!
3. Customizing the keywords in your resume based on the job posting is very important. Keywords are often repeated. Be sure to read the job posting carefully.
4. Use a tool such as Jobscan to check your resume’s likelihood to be accepted by the ATS. Resumes that have lower than **80%** compatibility are likely to be rejected, and no employer will ever see it.
5. **APPLICANT TRACKING SYSTEMS ARE CONSTANTLY EVOLVING.** Keep up with the changes by using: <https://www.jobscan.co/applicant-tracking-systems>

Your Name in 14-20 Point Font, Bold

Telephone • Professional Email Address • City, ST ZIP CODE • Link to LinkedIn Profile

OBJECTIVE _____ (descriptive word(s) relevant to position) individual seeking _____ position with _____ (type of company) to provide/contribute _____ (job position's goals within company)

EDUCATION

Sam Houston State University Huntsville, TX
Bachelor of Arts (or Science) in _____ (major) Month and Year of Graduation
Minor in _____ (optional)
Overall GPA or Major GPA (Optional – Only if 3.0 or higher)

Coursework: (Optional)

- List classes related to the position
- Do not list course catalog number
- List four to six courses
- Only list upper level courses

EXPERIENCE (List in reverse chronological order)

Name of Business or Organization City, State
Position Title Month Year – Month Year

- Use 3-5 bulleted statements per job and begin each one with an action verb
- Put your strongest and selling point first
- Focus on transferable skills, not just job duties
- Provide as much detail about your responsibilities as possible

Name of Business or Organization City, State
Position Title Month Year – Month Year

- Quantify results whenever possible and use industry keywords/buzzwords
- List your bullet-points in order of relevance to the position for which you are applying
- Avoid repetition; try not to use the same words and/or phrases over and over again

SKILLS

- List relevant computer skills
- List language skills
- List technical skills
- List interpersonal skills

HONORS & ACTIVITIES

- Dean's List: List Semester(s) and Year(s)
- Include any Scholarships, Year Awarded
- Professional Association, any Title?, Year(s)
- Student Organization, any Title?, Year(s)
- Volunteer Organization, any Title?, Year(s)

REFERENCES (Only include if you need a space filler at the end of your resume. If included, be sure to have the separate document prepared. See example.)

Available upon request

* Use a font for the document in the Sans Serif family: Calibri, Gill Sans MT, MS Sans Serif, Helvetica, or Times New Roman. *

Sammy Bearkat

samanthastudent@shsu.edu • (936) 294-1713 • Huntsville, TX 77340 • URL to your LinkedIn Profile

Objective

Creative individual seeking Communication Specialist Assistant position with (insert company/organization name) to promote and build upon company brand.

Education

Sam Houston State University

Huntsville, Texas

Bachelor of Arts in Mass Communication, 3.93

May 2019

Minor in General Business

Relevant Coursework

- Analysis of Electronic Culture
- Writing for Mass Media
- Mass Media Law and Ethics
- Principles of Marketing
- Principles of Management
- Electronic Communications Technology

Related Experience

Student Intern

Huntsville, Texas

KSHU-FM 90.5 The Kat

January 2019-Present

- Contribute to developing future broadcastings by collaborating with the intern team about interesting topics
- Promoted campus and community events through broadcasted shows and social media coverage
- Operated studio equipment and communicate with co-workers to implement effective strategies for each show

Starbucks

Huntsville, Texas

Barista

September 2016-May 2019

- Utilize creativity to design product layouts around store that have increased sales by 5%
- Provide exceptional customer service to each individual by being warm and positive
- Established relationships with frequent customers
- Learned and flawlessly created over 30 drink recipes by first month of employment

Other Experience

SHSU Campus Lions Club

Huntsville, Texas

President

August 2016-May 2017

- Delegated responsibilities of upcoming service projects to active members of club
- Led meetings effectively by always starting on time and following a pre-established agenda
- Participated in at least two service projects every month that benefited surrounding communities

Awards/Honors

- Dean's List, Fall 2017-Spring 2018
- Who's Who Among Colleges and Universities, 2017-2018
- President's Award in Lions Club, 2017
- Member of Elliot T. Bowers Honors College Fall 2015-Spring 2017

Volunteer Activities

- SAAFE House Volunteer, September 2017-May 2018
- Relay for Life Participant, 2016-2017
- SHSU Campus Lions Club Member, August 2015-May 2017

References Page

Your Name in 14-20 Point Font, Bold

Telephone • Professional Email Address • City, ST ZIP CODE • Link to LinkedIn Profile

Use the same heading as you did on your *résumé*.

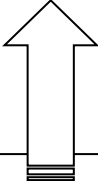
REFERENCES

Dr. Joe Smith
Professor, Accounting
Sam Houston State University
Huntsville, TX
(936) 555-1712
ccc_xyz@shsu.edu

Mrs. Mary Jones
Accountant
The Smith Group, LLP
Houston, TX
(713) 555-1234
mjonesnotreal@yahoo.com

Mr. Timothy Marshall
Office Manager – Cashier’s Office
Sam Houston State University
Huntsville, TX
(936) 555-5555
omc_xyz@shsu.edu

- 
- Ask permission before listing anyone as a reference
 - Do not list the reference’s email unless he/she has given you permission
 - List 3-5 professional references
 - You do not need a mailing address However, if you choose to list the mailing address for one reference, list the mailing address for all of the references



Your reference page should be printed on the same *type* of paper as your *résumé*.

Cover Letter

If you are unsure of the preferred pronouns of the person you are addressing, consider using the gender neutral title "Mx."

Structure your cover letter with three or four paragraphs:

Paragraph 1: Identify the position and your source of information. Introduce your themes. Explain your purpose.

Paragraph 2: Inform the reader about your education, work experience and strongest qualifications that match the position requirements.

Paragraph 3: Request an opportunity to speak with them. Thank them for their time and consideration.

Closing:

Don't forget to sign your name.

Note: Your cover letter should be printed on the same type of paper as your résumé.

Your Name in 14-20 Point Font, Bold

Telephone • Professional Email Address • City, ST ZIP CODE • Link to LinkedIn Profile

Same heading as your resume. If you would like to keep as a formal letter do not use your header here.

March 1, 2019

Mx. Ima Boss
Recruiting Coordinator
Big Dogs Incorporated
Box 2238
Huntsville, TX 77340

Dear Mx. Boss:

I am interested in applying for the sales representative position recently advertised at Sam Houston State University Career Services. The skills I have developed from my work experience and academic background support my strong interest in a sales career.

The internship I had with Little Dogs Incorporated provided an opportunity for me to gain practical experience with account maintenance and cold-calling new accounts. In addition, I have worked as a waiter for the past four years, learning first-hand how to effectively manage customers and their demands. I have been formally commended by the management several times, being named "Employee of the Month."

I welcome the opportunity to discuss my interest and qualifications with you regarding the sales representative position. If you have any questions, please feel free to contact me at (936) 294-1713 or student@email.com. Thank you for considering me for this position.

Sincerely,

Your Handwritten Signature

Sammy Student

Enclosure

Thank-You Letter

One business day after interviewing, take the extra step to positively stand out to employers by sending a Thank-You Letter!

Three paragraphs

***This may be sent as an e-mail, with the letter portion of this document being the body of the email, rather than in letter format.**

Paragraph 1:

Express your sincere appreciation.

Paragraph 2:

Reemphasize your strongest qualifications. Draw attention to the them and the job requirements.

Paragraph 3:

Thank the employer once again. Give contact information and again show your interest in the position.

Closing:

Don't forget to sign your name.

919 16th Street
Huntsville, TX 77341

March 25, 2019

Mx. Ima Boss
Recruiting Coordinator
Big Dogs Incorporated
Box 2238
Huntsville, TX 77341

Dear Mx. Boss:

Thank you for taking the time to interview me at Sam Houston State University on March 24, 2018. I enjoyed talking with you and learning more about the sales representative position with Big Dogs Incorporated.

My enthusiasm for the position and my interest in working for Big Dogs Incorporated were strengthened after meeting with you. The skills that I have gained through my internship coupled with the knowledge that I gained from my education seem to fit nicely with the job requirements. I am confident that I could significantly contribute to your company over time. I greatly enjoy this career field and wish to apply my interest and knowledge to Big Dogs Incorporated.

Again, thank you for the opportunity to interview with you. Please feel free to contact me at 936-555-5555 or student@email.com if I can provide you with any additional information. I look forward to speaking with you soon.

Sincerely,

Your Handwritten Signature

Sammy Student

Career Services at Sam Houston State University

Drop-In Hours

Come by and meet with Career Services staff during drop-in hours for career counseling or a resume critique on the following days:

Main Campus:

- Mondays & Tuesdays 10 am to 12 pm
- Wednesdays & Thursdays 2 pm to 4 pm

The Woodlands Center:

- Mondays & Wednesdays 2 pm to 4 pm
- Tuesdays 9 am to 12 pm

Career Counseling and Career Assessments

Need help deciding on a major or choosing a career? Come meet with one of our career counselors to explore your interests and plan your career goals. We can help you gain information regarding the best use of your degree in a chosen field and decide what steps need to be taken next. We also offer career assessments. Come in for more information on the Myers-Briggs Type Indicator® and Strong Interest Inventory® assessments.

Resume Critiques and LinkedIn Building

Schedule an appointment to review your completed resume with a Career Services graduate student or career counselor. You can also submit it online at careerservices@shsu.edu or upload it to JOBS for KATS for critiquing. When meeting with your career counselor, ask about how to begin building your LinkedIn profile.

Mock Interview

In order to prepare for future interviews, you may want to practice your interviewing techniques. Mock interviews can help identify your strengths and weaknesses to better prepare you for the world of work through feedback from career counselors. You will also be given tips on marketing yourself professionally and making a good first impression.

Interview Stream

Check out our online practice interview system that allows the opportunity to see and hear yourself online and get you more acclimated to the interview process. Using a webcam, students will be able to simulate job interviews by responding to pre-recorded industry-specific interview questions and practice both verbal and nonverbal communication skills. All interviews are accessible online for career counselors to assess and leave feedback upon request.

Career Fairs

Each year Career Services hosts a variety of career events open to all SHSU students and alumni. Log onto JOBS for KATS before the event to see a list of employers that are coming and the positions for which they are hiring.

On-Campus Interviewing

Many employers representing a wide variety of industries schedule on-campus interviews with SHSU students and graduates. Log onto JOBS for KATS to sign up during interview season!

JOBS for KATS

The JOBS for KATS online job posting system is a powerful tool for success. Its many features include:

- Job/Internship Postings (on and off-campus)
- On-Campus Interview Scheduler
- Online Resume Critiques
- Workshop Sign-up

Registration is free! Students and alumni can create an account at: www.JOBSforKATS.com

Career Counseling Liaison Program

We have career counselors who serve as liaisons for individual colleges within SHSU. If you are part of these colleges, you can request to meet with the assigned liaison for more in depth information pertaining to your field.

To make an appointment, call our Welcome Desk at 936-294-1713. Appointments are available at the main campus and The Woodlands Center.