



**CAREER SERVICES**

# Guide to Resume Writing

**WVNCC CAREER SERVICES**

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[www.wvncc.edu/offices-and-services/career-services/115](http://www.wvncc.edu/offices-and-services/career-services/115)

Welcome to the job search! It can be exciting, scary, stressful, and overwhelming, but luckily the WVNCC Career Services Office is here to help you. This *Resume Writing Guide* will answer many of your questions regarding writing your first resume or improving on an existing one.

## **Getting Started**

First thing's first--start with a blank document in Microsoft Word. A template downloaded from the Internet can be very tempting to use, especially if you don't think you know where to start, but most templates make it very difficult to edit your information once it's imported into a Word document. It's always best to start with a clean slate and put some extra time into formatting. Employers most often request that resumes be in Microsoft Word format when submitted electronically. It is also simple in Word to save the document as a PDF, another popular format.

Next, gather all the information you want to put into your resume. There's a handy worksheet in a later section of this guide to help you decide what kind of information you'll include. Your resume includes obvious things like any education you've obtained or previous work experience you've held, as well as things you might not think to put on a resume, like volunteer experience, memberships in certain organizations, or awards you've received.

## **Types of Resumes**

### **Functional** – Emphasizes skills

- Focuses on transferrable skills
- Used to downplay gaps in employment history
- Useful style for those who are re-entering the workforce or who are changing careers
- Also a good style for recent college graduates and entry-level candidates without much work history
- Good to use if your skills have been acquired through volunteer activities

### **Chronological** – Emphasizes job experience

- Focuses on related experience
- Job target is clear
- The job you are seeking is the next logical step in your career
- Works well for healthcare, business, and science fields
- Works well for prospective employees with continuous employment showing career progression in the field

### **Combination** – Emphasizes both skills and job experience

- Focuses on skills and competencies learned through job experience
- How the resume is combined depends on specific experience and career field
- Combines the best elements of functional and chronological formats
- Good for job-seekers in all stages of their careers

## **Do you need a CV or a Resume?**

A resume is a tailored list of your professional experience and education. Resumes are most commonly asked for when applying for a job. Being tailored to the position that you are applying for, it should only be a 1 - 2 page document.

A CV (aka Curriculum Vitae) is a cumulative list of your experience in the professional world. This is typically needed when applying to an upper level management position, for graduate school, or sometimes an employer prefers a CV over a resume.

## Formatting Your Resume

There are some basic guidelines regarding the format of your resume:

- Margins should be no less than .5" and no more than 1".
- Font size should be no smaller than 10 point and no larger than 12 point (except in the header).
- Fill up the page(s)—early in your career, you should only need one full page to cover everything. Once you gain more experience, you can extend it to two pages, but they should be two *full* pages.
- Make sure sections are clearly divided. Pay attention to the white space on the page—don't let the spacing between sections become too cramped, making it difficult for the employer to read your resume. You can also create visual separation by using horizontal lines between the sections.
- Use the same header for your resume, cover letter, and references page to keep a uniform look.

## Sections of Your Resume

There are various sections you can include on your resume, some of which are optional and are only included when necessary or when you have sufficient information to put into that section. Below is a listing and description of each section of your resume.

### Header

- Includes your name and contact information (email address, phone number, and mailing address). *Note: You are not required to put your physical address on your resume. You can skip it, or just put the city and state.*
- Make sure your email address is appropriate—use just your name and a simple series of numbers, if needed. (Example: yourname@gmail.com or your.name12@yahoo.com)
- Your name should be prominently displayed in a larger font than the contact information.
- This should be the same header as your cover letter and references sheet.
- If you have a LinkedIn profile, blog, e-portfolio, or website that is current and consistently updated, include it in your header.

### Objective Statement – Optional: in-lieu of cover letter

- It's very important to remember that the objective statement is *optional* and should only be used in specific circumstances.
- Use an objective statement when
  - you're in career transition, and your resume lists mostly transferrable skills.
  - you have extremely limited experience, and want to convey a goal to the employer.
  - you're sending a resume for general application to a company, not for a specific job opening.
- Do not use an objective statement when
  - you submit a cover letter along with your resume.
  - there's a clear theme to your resume.
- If you do use one, remember to make it specific to the company to which you are applying. Also, include the type of position you seek, so the reader knows what you are looking for.
- Keep it short, with a maximum of two sentences.

## Education

- Include the following:
  - Name of institution
  - Major
  - Minor (if any)
  - Degree earned
  - Year of graduation (indicate if it's an anticipated graduation date)
- You may include your GPA if you want, but *only* if it is over a 3.2.
- List major awards, scholarships, or recognition.
- You don't need to include your high school unless you are frequently referring to experiences during your time in high school.
- If you have transferred, gone to another school of higher education, or have other degrees, you should list them using one of the formatting options below. *Note: You don't need to list your graduation date for prior schools.*
- Recommended formatting example:

### Education

Associate of Applied Science

Concentration: Business Administration

West Virginia Northern Community College

May 2020

GPA: 3.4/4

Wheeling, WV

- If conserving space is a concern for you, use this format:

### Education

A.A.S. in Business Administration

West Virginia Northern Community College, Wheeling, WV

May 2020

GPA: 3.4/4

## Professional Experience

- Include the following:
  - Title
  - Place of employment
  - Dates employed (month and year or just the year)
  - Location (city and state)
  - Job duties, skills used, and accomplishments in a bullet pointed list.
- Use past tense for jobs held in the past; if you still hold the job, use present tense.
- Highlight accomplishments and skills used, rather than simply listing your duties. (Example: "Stocked merchandise" → "Replenished stock and maintained well-organized merchandise in the stock room and on the sales floor")
- You don't have to list all employment you've ever had on your resume, but you do have to list everything for a CV. For resumes, choose what is the most relevant to the position you're applying for. But *do not make things up*.
- If you are not creating a CV (you are not listing all your experience), please use a header to signify that it is only pertinent experience listed. *Example: Relevant Experience*

## Summary of Skills

- This section should contain short, bullet-pointed statements (not full sentences).
- Include the following:

- Certifications and licenses
  - Certification format (please include the following):

Name of certification; Name of certifying body/organization Expiration Date

- Licenses format (please include the following):

Name of license; Name of certifying body/organization Expiration Date

- NOTE: If your license or certification does not expire, write “Does not expire”
- Industry-specific software or equipment skills
- Skills or fluency in languages other than English
- Summary of significant relevant experience (Example: “5 years’ experience with progressive responsibility as an administrative assistant”)
- Do not include statements about personal qualities or characteristics. Traits such as “hard-worker” or “creative visionary” are too subjective; employers want to see proof that you are these things. These traits can be alluded to in your cover letter and more thoroughly addressed in an interview.
- Along the same lines of the objective, this section is only effective if you are writing about specific, quantified, easily demonstrable skills that are backed up by your experience. Otherwise, address them in your cover letter and interview.

### **Professional and Civic Memberships**

- Include national, international, regional, or local professional associations related to your field.
- Include any committees or groups within those organizations you belong to or positions held.
- Only list associations you’re presently a member of.
- Be cautious when including memberships that indicate to the reader your race, religion, age, or any other personal information that could make you vulnerable to discrimination.

### **Awards and Honors**

- Include a bullet-pointed list of awards or honors you have received in college, at work, or in a volunteer position or civic organization.
- Scholarships can also be included in this section or listed under education.
- Be sure to specify what the award or honor recognized (Ex., “The ABC Award for Academic Excellence” rather than simply “The ABC Award”).

## **References**

Most employers will ask for professional references. These should be people with whom you have worked in a professional atmosphere or volunteer organization and who can speak favorably and knowledgeably to your skill set. These references should:

- be listed on a separate sheet of paper—they are *NOT* part of your resume.
- only include the number of references the employer asks for. If they request references but don’t ask for a specific number, provide three references.
- include the following information:
  - Name & Title
  - Organization
  - Address
  - Phone number
  - Email address

Remember to always ask those whom you are listing as a reference for permission to refer employers to them before you submit your application.

# Resume Worksheet

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## Contact Information

Name \_\_\_\_\_

Address \_\_\_\_\_

Telephone Number \_\_\_\_\_

Email Address \_\_\_\_\_

*Put this information on each page of your resume, cover letter, and reference page.*

## Objective

Type of Position \_\_\_\_\_

How You Will Assist Employer if Hired \_\_\_\_\_

*This is an optional section. Talk with your Career Counselor about when to omit it.*

## Summary of Accomplishments

Bullet List of Qualifications \_\_\_\_\_

*Placed at the top, or the "visual center," of your resume. May include certifications, software abilities, and a short summary of your experience. Do not include subjective statements.*

## Education

Degree and Estimated Completion Date \_\_\_\_\_

Credentials \_\_\_\_\_

Licenses \_\_\_\_\_

Relevant Training \_\_\_\_\_

## Internship, Field Service Placement, or Clinical Site

Site Name \_\_\_\_\_ Location \_\_\_\_\_

Hours Completed \_\_\_\_\_ Dates \_\_\_\_\_

Duties & Accomplishments \_\_\_\_\_

## Work Experience

Paid or Volunteer Position \_\_\_\_\_

Company \_\_\_\_\_

Location \_\_\_\_\_

Dates \_\_\_\_\_

Duties & Accomplishments

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Paid or Volunteer Position \_\_\_\_\_

Company \_\_\_\_\_

Location \_\_\_\_\_

Dates \_\_\_\_\_

Duties & Accomplishments \_\_\_\_\_

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Paid or Volunteer Position \_\_\_\_\_

Company \_\_\_\_\_

Location \_\_\_\_\_

Dates \_\_\_\_\_

Duties & Accomplishments \_\_\_\_\_

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*Also Called "Professional Experience", "Employment History", and "Experience".*

**Awards and Honors**

Awards Relating to Career Accomplishments \_\_\_\_\_

Community Volunteerism \_\_\_\_\_

Contributions to Service Organizations \_\_\_\_\_

Academic Accolades \_\_\_\_\_

*Place toward bottom of resume.*

**Affiliations**

Career Organizations \_\_\_\_\_

Civic Organizations \_\_\_\_\_

Volunteer Organizations \_\_\_\_\_

*Also called "Community Service", "Professional Memberships", and "Organizations".*

**Computer Skills**

Software Proficient In \_\_\_\_\_

Software Experienced In \_\_\_\_\_

**Languages and Other Skills**

Languages Spoken/Proficiency \_\_\_\_\_

*Relevant to Position*

**Key Words**

From Ad or Job Announcement \_\_\_\_\_

# Action Verbs

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Accelerated	Guided	Proposed
Accomplished	Increased	Provided
Achieved	Influenced	Recommended
Adapted	Implemented	Recorded
Administered	Initiated	Reduced
Analyzed	Instructed	Reinforced
Approved	Interpreted	Reorganized
Built	Improved	Revamped
Coordinated	Launched	Revised
Conducted	Lectured	Reviewed
Completed	Led	Scheduled
Created	Maintained	Simplified
Delegated	Managed	Set up
Developed	Mastered	Solved
Demonstrated	Motivated	Structured
Designed	Operated	Streamlined
Directed	Originated	Supervised
Eliminated	Organized	Taught
Established	Participated	Trained
Evaluated	Performed	Translated
Expanded	Planned	Utilized
Facilitated	Pinpointed	
Generated	Programmed	

# Skill Words

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Ability	Effectiveness	Potential
Academic	Efficient	Productive
Actively	Enlarging	Proficient
Adaptive	Equipped	Proven
Administrative	Evident	Qualified
Analytical	Executive	Repeatedly
Capability	Experienced	Resourceful
Capable	Increasing	Responsible
Competent	Independent	Significant
Completely	Innovative	Specialist
Consistent	Knowledgeable	Substantial
Contributions	Logical	Successful
Cooperative	Management	Tactful
Creative	Open-minded	Technical
Dedicated	Performance	Thorough
Dependable	Pertinent	Versatile
Developing	Positive	Vigorous

# Cathey Career

1704 Market Street, Wheeling, WV 26003  
(111) 222-3333 | ccareer@mail.wvnc.edu

Only include an objective if you  
are not submitting a cover letter.

## **OBJECTIVE**

To gain an entry-level position as Sales Coordinator for WesBanco Arena.

## **EDUCATION**

### **Associate in Applied Science**

*Business Administration*

West Virginia Northern Community College, Wheeling, WV

May 2019

## **RELEVANT EXPERIENCE**

*Intern*

January 2014 - present

WesBanco Bank – Wheeling, WV

- Greet, transfer, and hold calls
- Manage conflicts, upset customers, and challenging situations
- Assist bank representatives in acquiring new business accounts
- Create marketing campaign for bank to increase knowledge and participation in account acquisition
- Work in a self-directed and team environment

*Office Assistant*

July 2012 - May 2014

Selling Your House Realtors – Wheeling, WV

- Delivered outstanding service, exceeded expectations, and built long-term loyalty
- Developed sales contracts
- Increased participation of open house events by 50%
- Organized and styled merchandise for effective presentations
- Assisted with creating publicity materials for realtor open houses

## **ACTIVITIES**

President, Student Government Association  
West Virginia Northern Community College

June 2014 – May 2015

Member, Campus Activities Board  
West Virginia Northern Community College

September 2013 – May 2015

## **SKILLS SUMMARY**

- Successfully planned and implemented events on a college campus as a member of Campus Activities Board and Student Government Association
- Extensive practical hands-on experience as an intern at a local bank
- Motivated and enthusiastic about developing good relationships with clients
- Increased participation of on-campus events through marketing campaigns
- Experience in sales and new account development
- Excellent customer service including answering phones, assisting customers and de-escalation of customer complaints
- Merchandise organization
- Supply ordering for a large office
- Budget management
- Data entry and management
- Creation of marketing materials needed at events, conferences, and in the office
- Social media management

# Melissa Medical

1704 Market Street, Wheeling, WV 26003  
(111) 222-3456 | melissa.medical@gmail.com

Chronological  
Style  
Resume Example

## **RELEVANT EXPERIENCE**

Education is listed underneath experience in this case since their professional experience outweighs their education.

### ***Medical Assistant***

October 2008 - present

Ohio Valley Medical Center, Wheeling, WV

- Measure vital signs such as temperature, pulse rate, weight, height, and blood pressure
- Interview patients on their health status and habits and record their information
- Give treatments and injections to patients
- Perform routine laboratory tests

### ***Medical Assistant***

June 2004 – September 2008

MedExpress, Wheeling, WV

- Maintained records and reports, scheduled appointments, received payments, and performed additional clerical duties
- Updated patient data in electronic charts, and recorded billing and payment transactions
- Sterilized instruments and prepared treatment rooms for patients

### ***Medical Assistant Practicum***

January 2004 – May 2004

Good Shepherd Nursing Home, Wheeling, WV

- Assisted with treatment room preparation, patient intake, and office records
- Performed routine tasks, gave injections, and recorded patient vital signs
- Received payment and recorded transactions electronically

## **EDUCATION**

*Associate in Applied Science*

May 2004

### **Clinical Medical Assisting**

West Virginia Northern Community College, Wheeling, WV

*Certificate of Applied Science*

May 2003

### **Administrative Medical Assisting**

West Virginia Northern Community College, Wheeling, WV

## **SUMMARY OF SKILLS**

- Proficient in clerical and computer skills, including Microsoft Office, eClinicalWorks EMR software, and Kareo medical billing software
- Over 10 years' experience as a medical assistant in various types of environments, working with diverse groups of patients
- Superior customer service and interpersonal skills; recognized with the OVMC Service Star award for five consecutive years

# JENNIFER JOBS

1667 MAIN STREET, SAMPLETOWN, WV 11111  
(304) 555-7663 • JENNIFERJOBS@GMAIL.COM

Combination  
Style  
Resume Example

## **OBJECTIVE**

To gain employment as Executive Assistant to the President at Sample Corporation.

## **SUMMARY OF SKILLS**

- Proficient in Microsoft Office suite and Adobe Creative Suites
- Fluent in Spanish, conversational in French
- 15 years of experience as an Administrative Assistant with progressive responsibility at a large corporation
- 20 years of experience in customer service
- 15 years of experience in answering phones, transferring phone calls, creating and managing schedules, and assisting the Business Manager
- Creation of marketing and publicity materials

## **RELEVANT EXPERIENCE**

*Administrative Associate to the Director of Public Relations* July 2005 – present  
Major Corporation, Wheeling, WV

- Streamlines operating procedures, saving over \$5,000 in operational costs to date
- Develops administrative staff by designing and providing orientation, educational opportunities, and experiential growth opportunities
- Assists in troubleshooting public relations crises
- Provides information by answering questions and requests from team members and company customers

*Administrative Assistant to the Coordinator of Advertising Sales* May 1998 – June 2005  
Smaller Corporation, Pittsburgh, PA

- Prepared weekly sales reports
- Provided hospitality to customers visiting the office
- Reduced annual office operating budget by \$2,300 over two years
- Implemented company-wide recycling program
- Expedited work results by efficiently scheduling and assigning administrative projects

Education is listed underneath experience in this case since their professional experience outweighs their education.

## **EDUCATION**

*Associate in Applied Science* May 1999

**Executive Administrative Assisting**  
West Virginia Northern Community College, Wheeling, WV

## **MEMBERSHIPS**

American Society of Administrative Professionals  
International Association of Administrative Professionals  
Upper Ohio Valley Association of Administrative Professionals

**Freddy Fastfood**  
(304) 555-5555 • fastfood@gmail.com  
1704 Market Street • Wheeling, WV 26003

Basic Resume  
Resume Example

## **Education**

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*Associate in Applied Science*

Concentration: Criminal Justice

West Virginia Northern Community College, Wheeling, WV

May 2020

GPA: 3.2

## **Work Experience**

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*Server / Line Cook*

May 2012 – Present

Tastee McBurger Palace, Wheeling, WV

- Maintain high standards of customer service
- Master point-of-service (POS) computer system operations for automated order taking
- Handle currency and credit transactions quickly and accurately
- Follow rules for safe food preparation, assembly, and presentation

*Server*

April 2011 - May 2012

Burger Queen, Glen Dale, WV

- Assisted management with inventory control and stock ordering
- Built loyal clientele through friendly interaction and appreciation
- Resolved complaints promptly and professionally
- Took initiative to find extra tasks when scheduled duties were completed

## **Skills**

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- Time and scheduling management
- Seamless service to customers and other team members through leadership and teamwork
- Clear, positive, and effective communication during high-volume, fast-paced operations
- Inventory control and stock procedures