

Getting started guide: Resume Writing

Starting from scratch or updating an old resume, this guide will help you create a winning resume.

First steps:

- Do NOT use a resume template. These are difficult to edit as you add to your resume in the future and often do not email, save, or upload correctly. Instead, open a blank MS Word document to get started.
- In your draft, focus on content. Formatting and updating the “look” of your resume is best left to the end once all of your content is in.
- When organizing your resume, think about what sections are most important for the position you are applying for, then place your sections in that order.
- Save your work! Be sure you save your resume often. You will want to email your resume to CER or bring it on a flash drive to have it reviewed by a career specialist.

Contact Information

The format of your contact information is up to you but you want to follow these basic steps:

- Include: Full name, contact number, physical address, and email address.
- Your full name should be larger than the rest of the text on your resume.
- Be sure your email address is professional and name-oriented.
- Listing your physical address on your resume is optional but helpful. It will show employers you are local to the area and will not have to relocate.

Examples:

Talon Eagle

9101 Fayetteville Road, Raleigh, NC 27603
919-999-9999 • teagle@my.waketech.edu

TALON EAGLE

919-999-9999 || teagle@my.waketech.edu

Education

- If your education is relevant to earning the position, it should be listed at the beginning of your resume. If your education is irrelevant or out of date, it should be listed at the end of your resume or omitted.
- High school information should **not** be listed on your resume once you are enrolled in college.
- If you attended a different college but did not complete a degree there it should be omitted from your resume unless you completed relevant coursework that will help you to obtain a job in your desired field.
- You can include your GPA if higher than a 3.0.
- Make sure you list your program of study/degree accurately. These are the options available at Wake Tech:

Associate of Applied Science: _____ Associate of Science _____ Associate of Arts _____

Associate Degree: _____ Diploma: _____ Certificate: _____

Example (1 degree)

A.A.S. Advertising and Graphic Design
Wake Technical Community College, Raleigh NC
Expected Graduation: December 2016
3.62 GPA

Example (2 degrees)

Associate Degree: Nursing
Wake Technical Community College, Raleigh, NC
Anticipated: December 2016
Major GPA: 3.2

B.S. Biology, Minor: Biostatistics
North Carolina State University, Raleigh, NC
May 2010

- You can also include any academic honors, scholarships, awards, etc. in this education section *or* in their own Honors or Recognitions section.
- Related Coursework is an optional sub-heading to your education section. If you have limited or no experience in your desired field, a list of your relevant courses or gained skills could help.

Education (continued)			
<i>Example 1 (Human Services)</i>		<i>Example 2 (Biopharmaceutical Technology)</i>	
Completed coursework in:		Relevant Coursework:	
Intake & Assessment	Counseling	Bioprocess Practices	Validation
Case Management	Crisis Intervention	Organic Chemistry	Industrial Safety
Interviewing Techniques		Process Control	Quality Control

Work Experience			
<ul style="list-style-type: none"> ○ Include information about your employment & internships. ○ Include your position title, start and end dates, name of organization, and the city and state. ○ For each position provide a few bullets describing the work you did, skills you gained or accomplishments. ○ If you have some related experience and some that is unrelated, you can consider breaking them up into 2 sections. One titled Relevant Experience (or subject area experience, for example: Healthcare Experience) ○ Do not write your job descriptions in paragraph format, list your previous job duties, or copy and paste a description from your previous employer. You want to write, in your own words, what you did or gained. ○ Remember to write your descriptions with your <i>new</i> job in mind. For example, you may have maintained a cash register in a previous job but this new job won't have any cash handling. You may not need to mention this as a job duty or skill if it is less relevant to the position. ○ Use bulleted, action statements to describe your previous experience. Use present tense verbs for current positions and past tense verbs for previous positions. 			
<i>Examples:</i>			
Wake Technical Community College, Raleigh, NC Work Study: Office Support	Student employment example		August 2011-Present
<ul style="list-style-type: none"> ● Provide office support in: Student Services, Financial Aid, and Registration and Records ● Assist students and guests both in-person and via phone with variety of college related questions ● Support Registrar's Office with student registration 			
Department of Public Safety, Raleigh, NC <i>Correctional Officer</i>	Standard example		2008-2013
<ul style="list-style-type: none"> ● Actively monitored situations and engaged effective conflict resolution strategies ● Assisted assigned population with requests for visitations and case management ● Completed accurate incident reports regarding altercations, use of restraint, inappropriate behaviors, and injuries 			
Team Lead: Scanning Unit Durham County Social Services, Durham, NC <i>via Express Professionals Employment Agency</i>	Temp agency example		02/2008-10/2009
<ul style="list-style-type: none"> ● Provided quality control measures to ensure accuracy of documents being scanned ● Scheduled meetings and appointments for management including providing statistical reports of unit performance ● Assisted in the supervision of 6-8 employees by conducting staff training, monitoring attendance, and resolving personnel and equipment problems 			
Hibernian Restaurant <i>Assistant Manager, General Manager, Bartender</i>	Multiple positions example		2006-2014
<ul style="list-style-type: none"> ● Implemented safety and sanitation protocols according to Health Department regulations. ● Launched an Inventory Management Plan to ensure adequate supplies, handling, and storage. ● Utilized formal and informal feedback to increase satisfaction in clients and staff. ● Communicated effectively among teams to develop a gateway between service personal and management. 			

Volunteer Experience/Community Involvement

Never use heading *Community Service*, that is court mandated. Volunteer Experience or Community Involvement are better choices.

You have 2 options for listing volunteer experience on your resume.

Option 1: Volunteer experience is directly related to the position you are applying for or is long-term.

List the experience with a detailed description of your responsibilities and accomplishments. Follow the same format as your work experience.

Option 2: Volunteer experience is unrelated or was short term.

List only the name of the position you held, the name of the organization, and the dates.

Skills/Additional Skills/Computer Skills (optional)

A skills section is optional but can be used if you wish to highlight skills that are relevant to the position for which you are applying.

Language skills can also be listed here. For example: Bilingual—fluent in English and Spanish

Examples:

Computer Skills:

- Microsoft Office
- Adobe InDesign + Photoshop
- iOS and Android
- Google Drive

Relevant Skills:

(phlebotomy)

- Patient Communication
- Venipuncture
- Specimen Verification
- Infection Control
- Specimen Storage
- Sterilization Procedures

Clinical Experience

- If your program has required clinical hours, they should be listed on your resume. An employer wants to see where you have been and/or what skills you have gained.

Examples:

Clinical Experience:

Medical Surgical, Rex Healthcare	96 hours
Pediatrics, UNC Children's Hospital	48 hours
Labor & Delivery, WakeMed Cary	96 hours

Clinical Experience:

Besty Johnson: Blood Bank and Hematology
WakeMed Raleigh: Blood Bank and Microbiology
WakeMed Cary: Phlebotomy, Microbiology, and Chemistry

References:

- References should **never** be a part of your resume. They belong in a separate document.
- **Do not** list the phrase "References upon request" on your resume. This phrase, and other similar phrases, is **not** necessary.
- Employers will expect you to have 3-5 references available.
- These should be in a separate document and available when an employer requests. If they have not been requested previously, you can take copies of your reference page to the interview.