Resume Best Practices and Samples
Career & Leadership Development
University of Northwestern - St. Paul

CAREER & LEADERSHIP
DEVELOPMENT

Table of Contents:

How to Write a Resume

Wouldn't it be great if there was an exact science for writing a resume? Unfortunately, it is very subjective, industry-specific, and ever-changing. This handout will give you best practices, but the over-arching goal is this:

Create a resume that shows off your most relevant experiences, skills, knowledge, and abilities, looks appropriate for the audience, and that YOU feel proud of.

Be sure to look at a *variety* of sample resumes so you can see all the ways you can accomplish this goal. This guide will walk you through writing a "Combination" style resume, which is appropriate for most candidates and most jobs.

If have very little to no work experience, consider writing a "Functional" style resume. If you have your master's or PhD. and you are applying to a college-level teaching or research position, consider writing a "Curriculum Vitae". (check out the additional resources on page 18 for more information).

1. Brainstorm a master list – Create a master list of your education, previous jobs, accomplishments, skills, volunteering and leadership experiences, etc. Refer to your master list each time you need to make revisions to your resume.

2. Decide on your categories – Resumes typically have various categories to organize information (see sample resumes on pages 5-7). While "Education" and a relevant work history should be included on your resume, the categories and category names (and order) may change depending on the position for which you are applying. Typical category names are listed below, but there is no set "rule" for these names. Just ensure they are professional and fit the position for which you are applying.

Education	Related Work Experiences	Work Experience
Employment	Skills	Computer Skills
Education & Licenses	Certifications	Awards/Honors
Leadership Experience	Volunteer Experience	Research Experience

3. Write in reverse chronological order – Once you decide which experiences you plan to use on your resume, list them in reverse chronological order (most recent to oldest) within each category.

4. Utilize skill phrases – Beneath each experience, you should have multiple "skill phrases" written as bullet points. The more significant and relevant the experience, the more skill phrases you should have to describe that experience (typically 2-5). Your first skill phrase is usually a bit broader and provides context for the work you were doing:

> Example: "Provided top-notch customer service to 200+ customers per shift, taking orders and making drinks in a fast-paced environment." (*Barista*)

- Skill phrases should begin with an **action verb** (see page 15 for ideas), **explain what you did/how you did it**. Make your skills relevant to the specific role, company, and/or job type you are applying to. Use action verbs and phrases from the job description, company website, or from informational interviews you have conducted.

- Challenge yourself to include 2 of the following in each skill phrase:

> **R**: Result / **I**: Impact
>
> Example: "Streamlined online scheduling process resulting in 20% increase in client satisfaction surveys."
>
> **S**: Skill (*Technical and Soft Skills*)
>
> Example: "Utilized Adobe Suite and Photoshop to create monthly newsletters to 250 constituents." (*Technical Skill)*
>
> Example: "Oversaw implementation of new procedures for all assistants, leading a three-month training initiative which directly impacted 18 staff." (*Soft Skill)*
>
> **K**: Knowledge
>
> Example: "Implemented cognitive behavioral group therapy methods in group counseling sessions."

- Add **specific/quantifiable** information to provide context, but don't overdo it on the details. Curate your bullet points to show what you are capable of accomplishing, without boring the reader.

5. Order categories strategically – More recent and relevant items should be near the top of the resume (still in chronological order in their category). Items that are less relevant or significant can be in a separate section and near the bottom.

6. Unpaid experiences still count – Include relevant experiences and transferable skills from volunteer work, service experiences, class projects, internships, and activities. If you are not yet a senior in college, it may be wise to include a section of relevant coursework under your education.

7. Maintain a professional appearance – Always consider your industry and audience. A graphic designer's resume should look different than an accountant's, and a resume for a job in the banking industry should look different than a resume for a job in the arts and entertainment industry.

8. Tailor your resume – Don't send a generic resume to your potential employers; it communicates a lack of effort and interest. Instead, use the job description to find which skills/experiences are being sought out, and if applicable, provide evidence that you have them by including them in the skill phrase sections of your resume. HINT: Look for keywords on the job description such as software, hard skills, and experiences and use their exact wording. (See page 13 for more tips on tailoring your resume.)

9. Ask people from your industry to review your resume – Because resumes are so subjective, it's best to have at least two people from your industry review your resume if possible. Ask them what they think of the overall "look" of your resume, the layout of your content, and the specific skill phrases you used.

10. Review – Most college students and new graduates should limit themselves to a one-page resume. Review your resume for consistency and design and ensure it is all accurate and up to date. *Watch for spelling and grammar mistakes!* Ask people to look at your resume closely for these kinds of mistakes. For a lot of employers, a spelling or grammar mistake can be a deal breaker!

Sample Resumes
(Beginning on Next Page)

1 - Biology student resume, possibly for applying to a medical scribe position

2 - Soon to be graduate who has interned in HR and plans to pursue similar roles

3 - A junior engineering student pursuing their first engineering internship

These are just examples:

Take note of the categories, layout, and design elements. Use the skill phrases as inspiration. Reach out to Career Development for assistance.

Becky Biology

123-456-7890 — 780 Paper Drive, Roseville, MN 55113
|| beckybiology@gmail.com ||

EDUCATION:

Bachelor of Science, Biology (pre-PA)   Anticipated – December 2020
Minor: Biblical Studies   *Anticipated – Cum laude*
University of Northwestern – St. Paul, Minnesota   Current GPA: 3.6/4.0 – Dean's List

Study Abroad – Christchurch, New Zealand   Anticipated: June 2020 – Nov 2020

WORK EXPERIENCE:

Home Health Aide – Renewed Spirit Care Home, Maplewood, Minnesota   January 2019 – May 2019

- Provided friendly individualized care to Dementia patients through administration of medication, meal prep, personal care and cleaning, and promoting a safe environment
- Developed relationships with 5 residents by providing companionship and conversation, enhancing the residents' wellbeing

Direct Care Professional – ACR Homes, Roseville, Minnesota   July 2018 – January 2019

- Befriended 4 residents in wheelchairs with a patient, energetic demeanor by providing meals, administering frequent medication, personal cares, laundry, cleaning, frequent outings, and health documentation for a positive atmosphere
- Worked in a team with coworker to accomplish all tasks and providing a secure setting

Teacher's Assistant – Anatomy & Physiology – University of Northwestern – St Paul, Minnesota   January 2018 – current

- Prepped and taught labs, ran errands graded exams, labs and quizzes to result in a well-organized class

Tutor – Anatomy, Physiology, & Biology – University of Northwestern – St Paul, Minnesota   January 2018 – current

- Convened personally with students to teach the class material for individuals to academically achieve their goals

LEADERSHIP/ACTIVITIES:

Ministry Partner – Residential Life, University of Northwestern – St. Paul, Minnesota   August 2019 – May 2020

- Committed to leading small groups and one-on-ones with other girls in hall to form deep, spiritual relationships
- Collaborated with Resident Assistant to plan events and other capacities to demonstrate unity in partnership

Ultimate Frisbee Member – UNW Ultimate Frisbee Club, St. Paul, Minnesota   August 2017 – May 2019

- Operated with team to communicate efficiently while paying attention to detail in a fast-paced environment resulting in a close-knit team

PSEO Assistant – Student Leader, University of Northwestern – St. Paul, Minnesota   August 2018 – January 2019

- Volunteered to supervise 10 high school students through orientation activities, organized fun events, and met students in one-on-ones to create an upbeat, positive experience
- Cultivated relationships with other team mentors as we communicated, helping students as much as possible

SKILLS:

- Certified in CPR, First Aid, *American Red Cross*, *(Expires: July 2020)*
- Proficient in Microsoft Word, Microsoft Excel, and Microsoft PowerPoint

Daniel H. Resources

Lino Lakes, MN | (651) 555-5353 | dan.resources@gmail.com

EDUCATION

UNIVERSITY OF NORTHWESTERN - ST. PAUL, MN   ANTICIPATED GRADUATION DECEMBER 2020
B.S. IN HEALTH MANAGEMENT, MINOR IN BUSINESS ADMINISTRATION: EMPHASIS IN ACCOUNTING
GPA: 3.7/4.0; Dean's List: Fall 2017 - Spring 2019

RELEVANT EXPERIENCE

STAFFING SPECIALIST INTERN, *U.S. BANK, MINNEAPOLIS, MN*   JANUARY 2020 - PRESENT
- Utilize Applicant Tracking System (Recruiting Solutions) and Microsoft Excel to manage the accuracy of multiple candidate applications and compliance of 50-150 interview guides per day
- Exercise excellent communication skills by extending job offers to selected candidates
- Maintain confidentiality while working with extremely sensitive employee and organization information
- Orchestrate outstanding organization and prioritization of past and current job requisitions using Microsoft Excel and Outlook to meet job folder review deadlines
- Apply sense of urgency and extreme attention to detail by meeting or exceeding goal of 10-12 job folders reviewed per day

HUMAN RESOURCE INTERN, *BEST BUY, BLOOMINGTON, MN*   SEPTEMBER 2019 - DECEMBER 2019
- Contacted job candidates to coordinate interviews using Applicant Tracking Systems (Workday and JAS 5.0)
- Employed exceptional customer service skills to professionally resolve customer concerns
- Audited 5-20 new employees' onboarding paperwork per orientation session, including form I-9
- Solved complex problems to find a solution including payroll and compliance issues
- Demonstrated results-oriented mindset by helping to acquire over 40 qualified applicants during the job fair

STUDENT GOVERNMENT, *UNWSP, MN*   AUGUST 2018 - DECEMBER 2019
- Collaborated with members of the Student Government team to solve budget issues and plan student events
- Assessed written proposals and communicated opinion to the team
- Led the Student Fitness Committee in pursuing additional exercise options for students
- Designed student surveys, analyzed results, and presented findings to the team using Microsoft Word and PowerPoint

---

VOLUNTEER EXPERIENCE

VOLUNTEER ACCOUNTING, *STREET HOPE PROJECT, ST. PAUL, MN*   WEEKLY, SEPTEMBER 2017 - PRESENT
THAILAND MISSIONS TRIP, *HOPE COMMUNITY CHURCH* – TAUGHT MATH/ENGLISH TO TEENAGERS   6 WEEKS – SUMMER 2018
BOSNIA-HERZEGOVINA MISSION TRIP, *ADVENTURES IN MISSIONS* – TUTORED ENGLISH AND SNOWBOARDING 4 WEEKS - SUMMER 2016
YOUTH MENTOR, *CRU/CENTENNIAL MIDDLE SCHOOL* – WEEKLY AFTERSCHOOL MEETINGS   SEPTEMBER 2017 – MAY 2018

TECHNICAL SKILLS/LANGUAGES

SOFTWARE EXPERIENCE: SALESFORCE, WORKDAY, TALEO
LANGUAGES: BASIC SPANISH
CERTIFICATION: APHR CERTIFCATION; EXPIRES JUNE 2021

Elliot Engineer

14444 Streetford Ave,
Cityville, MN 55123
LinkedIn: www.linkedin.com/in/Elliot-Engineer
Elliotengineer@gmail.com 651-555-7575

Education:

University of Northwestern - St. Paul (UNWSP), MN   Graduate May 2021
  • B.S. Engineering, Civil Engineering emphasis
  • 3.65 GPA

Skills and Relevant Course Work:

MATLAB, SolidWorks, C Programming, Linear Algebra, Materials Lab, Thermodynamics, Circuits/lab, Fluid Mechanics, Differential Equations, Control Systems, Lab Report Building, Heat Transfer, Microsoft Office

Projects:

Pipe System Flow Design, UNWSP
  • Engineered a pipe flow system that's applications was for use in a building's air conditioning unit
  • Utilized F-Solve on MATLAB to solve a system of equations to determine how closed the valves should be

3rd order Band Pass Circuit Filter Design, UNWSP
  • Designed a third order circuit using Multisim to have specific corner frequencies
  • Calculated varying values for different components of the circuit to determine optimal stability

Merlin Trebuchet Design, UNWSP
  • Modeled a design using 3D modeling software, SolidWorks
  • Constructed and tested design, successfully launching objects 30% further than the class average

Leadership Experience:

Engineering Leadership Scholarship, UNWSP   May 2019 - Present
  • Eligibility based on GPA, service at Northwestern and the community, and leadership positions
  • Awarded by the University of Northwestern's Engineering Department

Engineering Club President, *UNWSP*   August 2019 - Present
  • Collaborate with internal and external stakeholders to achieve our mission, and efficiently run meetings and events

Work Experience:

University Front Desk Assistant, UNWSP   March 2020 - Present
  • Communicate information and assisted visitors upon request
  • Adhere to security and desk management procedures

Residence Hall Ministry Partner, UNWSP   August 2019 - Present
  • Cultivate community and spiritual engagement to a group of 21 men
  • Lead weekly group Bible studies and coordinate one-on-one meetings with residents

Community:

Somali Family Tutor (weekly)   August 2018 – May 2019
  • Developed strategies to effectively tutor two elementary age boys in math and science

Cover Letters

What is a cover letter?
The cover letter is essentially a sales pitch. You are convincing the recruiter or hiring manager to call you in for an interview. The only time a cover letter should not be included is when a job ad clearly says to not include one.

How is a cover letter different from a resume?
A **resume** is more of an 'objective' list of your relevant work experience, education, skills, etc.
A **cover letter** is the place to convey 'subjective' information, such as the basis of your interest in the position, your passion for the field, and why your past experience sets you apart.

A cover letter demonstrates…

…your professionalism and writing abilities. While your resume may reflect attention to detail, it does not demonstrate your ability to write professionally or persuasively to an audience.

…your genuine interest in the organization and position. While a resume may show your ability to do the job, a cover letter reveals your motivation and excitement about the job/organization.

…your knowledge of the organization. By mentioning the organization's mission/values, recent accomplishments or unique characteristics, you are actually clueing them in on the fact that you did your research and you are applying to the job because you really want it.

…connections you have within the company. If you know someone in the company, be sure to mention their first and last name, department and how you know them in the first paragraph!

…how your "unique mix" would add value. In the cover letter, you can highlight ways that your experiences actually developed you and convey transferable skills you possess that are needed for the job.

Basic Outline
There are many ways to write a resume, but a typical outline includes:

Heading:
1. Use the heading elements from your resume to include your name and contact info
2. Include the date and the recipient's/company's mailing address
3. Some cover letters include a "Subject Line" that states the position and company

Greeting: "Dear Hiring Manager,", "Dear Human Resources Team,", "Dear Ms. Fisher,", etc.

1st paragraph
1. State purpose writing and/or position seeking
2. Show your familiarity with the company (making it clear that you purposefully applied)
   a. Name drop your connections: Use name and department for internal reference
   b. No connections? Then state something specifically about the company that shows you have done your research.
      i. Example: "I am excited to apply for a company that has a track record of diligently serving customers in the St. Paul area for over 50 years."

3. Short explanation of why you are a good fit for the company and role
    a. This is your "thesis", so this is what you will be supporting with evidence and background information below.

Middle paragraph(s)
In this/these paragraph(s), you want to include the following:
1. Make the case for "You"
    a. Describe the skills, credentials, and experiences that make you an ideal candidate
2. Compliment the company
    a. Demonstrate that you know the company's mission, values, recent projects and/or accomplishments
    b. Show why the company and you are a good fit and why you are interested
3. Show your passion/enthusiasm
    a. Enthusiasm for the company/industry/role/etc.

Final paragraph
1. Restate your "thesis"
2. Reference the resume/application materials
3. Explore potential meeting/interview
4. Express gratitude

Signature
Either simply type your name, or include a custom signature

Key tips
- A cover letter should never exceed one page. Typically, it is ¾ to one page long.
- If there is a gap in your employment or you are making a big career change, the cover letter is a great place to address this.
- Match the formatting style of your cover letter to your resume.

Sample Cover Letters
(Beginning on Next Page)

1 - Biology student - the cover letter she may have used to get her ACR Homes job mentioned on her resume (in the above 'resume' examples): leveraging what little experience she has and committing to being a hard worker who will continue to develop in her role

2 - Soon to be graduate who has interned in HR and plans to pursue similar roles

3 - **Engineering student pursuing an internship**

These are just examples:
Take note of the formatting, refer to the corresponding resume samples. Use these as inspiration. Reach out to Career Development for assistance.

Becky Biology

123-456-7890 — 780 Paper Drive, Roseville, MN 55113
|| beckybiology@gmail.com ||

June 15, 2018

Hiring Manager
ACR Homes
2437 Rice Street
Roseville, MN 55113

Dear Hiring Manager,

I am writing to apply for the Direct Care Professional position at ACR Homes posted on Handshake and promoted by my university's career center; I am a junior at University of Northwestern - St. Paul studying Biology in a "Pre-PA" program. I was unable to make it to any of the table visits you have had at my school, but I have heard from several people, including Steve Schmidt - currently employed by ACR Homes as a Direct Care Professional, of how great of an experience it is to work at ACR Homes and the high standard of care you provide.

ACR Home's commitment provide for the health, safety, and well-being of individuals with disabilities aligns with my values. I'm very excited about the field of healthcare, and would welcome the opportunity to bring my empathy, clear communication, and applicable school experiences to your team. This past January, I began a role as a Teacher's Assistant and a Tutor in the Biology Department at my university. Not only do I need to ensure that I have an excellent understanding of the specific Biology content and material, I must be able to put myself in the shoes of the individuals I work with so that I can instruct them properly and provide relevant support to each individual I interact with. This requires a lot of empathy, and the development and presentation of materials and content requires a high level of communication.

My connections to ACR Homes have spoken highly of your training program and continual development. This is important to me, as I am a hard worker and continually challenge myself to learn and grow more. I look forward to being a capable team member, while still growing in my skills. Thank you for considering me for the role of Direct Care Professional at ACR Homes. I very much look forward to the opportunity to speak with you in person about my interest in this position.

Sincerely,

Becky Biology

Daniel H. Resources

2222 May Lane, Lino Lakes, MN 55115| (651) 555-5353 | dan.resources@gmail.com

May 15, 2020

Joanna Smith
c/o Acme Staffing
4559 Gob Ave. W
Saint Paul, MN 55111

Dear Joanna Smith,

I would like to express my great interest in the Human Resources Hiring Manager role with your company, Acme Staffing. In conversations with Joe Schmoe, Director of Marketing at Acme Staffing, I have come to the awareness of the innovativeness that characterizes your firm and its employees. I am confident that Acme Staffing's values and objectives would highly complement my own strengths, experiences, and enthusiasm and that I would be a great fit for the role.

I was impressed to learn of Acme Staffing's recent acquisition of the Delphi Group, which I see as indicative of Acme Staffing's commitment to achieving growth and success in the future. Innovative and exciting approaches such as this line up well with the experience and passion that I will bring with me into my career. Evidence of my innovation and enthusiasm can be my seen in my role as a Human Resource Intern at Best Buy, where I tackled difficult internal and external problems and communicated with candidates. I have always been considered an innovative problem-solver that works well with a team and provides excellent support to clients and customers, whether it was in my role in Student Government or at my internship at U.S. Bank. These attributes, combined with my strong work ethic and professionalism would make me an ideal candidate for the role of Human Resources Hiring Manager at Acme Staffing.

Thank you for taking the time to review my corresponding resume and application materials. I would truly appreciate the opportunity to meet with you and interview for the role. I will call your office next week to discuss these possibilities. I am excited about the possibility of working with you and the positive contributions I would offer as a member of your organization. Thank you so much for your consideration.

Sincerely,

(signature)

Daniel H. Resources

Elliot **Engineer**

14444 Streetford Ave,
Cityville, MN 55123
LinkedIn: www.linkedin.com/in/Elliot-Engineer
Elliotengineer@gmail.com 651-555-7575

April 15, 2020

Human Resources Dept.
Acme Engineering
622 Precision Ave. South
Saint Paul, MN 55111

Dear Human Resources Team,

As a long-time resident of the Twin Cities area, I have encountered the superior civil engineering projects that Acme Engineering has been known to consistently deliver. I would be thrilled to apply my education and passion as part of your Civil Engineering Internship Program. I believe my unique experiences, which have honed both my work ethic and communication skills, and adaptability would make me an excellent candidate.

I know Acme Engineering's focus on excellence requires hard work every day. Fortunately, I enjoy buckling down and working hard. My freshman year of college, I took 18 credits, sang in the university choir, and participated in a campus ministry. This junior year, I am completing many of my upper level engineering courses, participating in our ASME club, and leading our on-campus Engineering Club. Not only have I proven my adaptability as I navigated the transition to university and quickly became involved on campus, but I also enjoy the challenge of hard work and thus never lack for motivation. I would be enthusiastic to apply my affinity for hard work at Acme Engineering's Internship Program.

Throughout this time I have continued to develop superior communication skills that I know will integral to every situation I find myself in professionally and personally. As a Front Desk Worker and a Residence Hall Ministry Partner, I have been able to showcase my ability to remain organized and professional as I communicate with students, staff, and faculty. Additionally, I have spoken several times to the university's honors program. Most recently, I presented a project in which I analyzed and presented on the differences between several commercially available environmentally friendly concrete solutions. Communication is vital to any team, and I would love to contribute and grow my skills at Acme Engineering.

I would be honored to be part of the local Acme Engineering team, faithfully serving the Twin Cities Metro. Thank you for your consideration. I look forward to hearing from you.

Sincerely,

Elliot Engineer

Tailoring Your Resume & Cover Letter

One of the biggest mistakes job candidates make is sending the same resume and cover letter to every employer. Remember that your application is a form of *marketing*. Just like a retail store doesn't advertise the same way to children as they do to the elderly, you should consider your audience as well.

First, determine who your audiences are. One application usually gets to at least three of the four audiences listed below. Sometimes it is difficult to figure out who will see your materials, so it is best to prepare for all of them:
1. Applicant Tracking System (ATS) – Most large companies use an ATS, and even many small and mid-size companies now use them. An ATS could potentially reject your materials before they get to a human. Some ways to circumvent this are:
   a. Avoid incompatible files. Typically a Word document or .pdf is best.
   b. Be careful with creative formatting. If you are in a creative field, it is encouraged to have a branded resume, but these can sometimes be unreadable by an ATS. To be on the safe side, upload a plain text version in addition to your creative resume.
      i. Many ATSs struggle with headers and footers, and columns and tables!
   c. Include keywords from the job description. The ATS is scanning for specific words; we will go over this in more detail below.
2. Recruiter – If the company is large enough, they will have a dedicated professional or team working to find the best talent. Recruiters will often be less educated about your field, but will know what the manager is looking for based on conversations and the job description.
3. Hiring Manager, director, and/or executives – These are the people that know the most about your position, and in many ways has the most at stake. They will look for the more industry-specific knowledge and they are more likely to read your cover letter.
4. Team members – Potential team members want to know you are competent and easy to work with.

Next, make a list of what the company is looking for using these three "audience analysis" techniques:
1. Review job description – Look for keywords such as industry trends, computer skills, specific knowledge and abilities, and soft skills. Example:

ENTRY-LEVEL ACCOUNTANT

- Review customer contracts for billing procedures.
- Provide timely, accurate invoices to customers per contractual terms, invoice formats and delivery requirements.
- Set up, use, and maintain vendor access to client systems when necessary for billing. (Examples: FieldGlass, Ariba).
- Review internal forms received from project managers and sales for completeness and accuracy.
- Maintain accounting procedures and policies related to customer billing requirements.
- Create, update and maintain company Statements of Work (SOW) in the internal time and billing system. This includes customer details, assigning resources to SOW's, Change Orders, etc., all within established deadlines.

---

2. Review the company website – What is their mission? Vision? Values? Have there been any major recent events in the company? Make sure keep these things in mind when determining the look and tone of your resume and cover letter.
3. Speak to people within the organization – Ask them to review your resume and cover letter or simply ask for some quick advice as to what the company looks for in an application.

Don't forget about your transferable skills. Most employers are not looking for a bullet list of soft skills that is so common on resume templates. They are looking for enduring skills that are present in every effective employee, and they look for them in your previous work experiences. They are looking for "transferable skills".

Many resume writers focus their statements on "what they did", or their 'responsibilities' from a past experience. Successful resume writers focus on "what they will be doing" in their target role and write their descriptions of their past experiences with that in mind - focusing on the overlap of "what they did" with "what they will be doing" and conveying the transferable skills from one role to another.

1. For example: If you were a part-time barista, now looking for a marketing internship, do not focus on your responsibility of cleaning the floor. Instead, highlight the transferable skill of being able to work with a team and communicate effectively to customers and coworkers.

2. Another example: If you were part of the UNW facilities cleaning crew and you are now applying for an Art Studio Manager role, you may include information about your cleaning responsibilities, but don't make that your focus. Focus instead on how you created a more efficient process that improved cleanliness and used less time. Or how you handled staff and faculty requests, delegating responsibilities to the proper parties and following up to ensure desired results.

You may be wondering, what are some common transferable skills? Well, luckily surveys are done on this every year, and to summarize some of the results, here are examples of the types of skills most employers are looking for:

1. Critical Thinking, Problem Solving, Oral/Written Communication, Teamwork, Leadership, Professionalism/Work Ethic, Digital Technology, Intercultural Fluency, Career Ready

Finally, take this list and plug key words and pertinent information into your resume where possible. If you can't include an extremely important skill, experience, etc. on your resume without lying, address this in the cover letter. How will you compensate for this? How will you learn quickly?

Action Verbs (Alphabetical, with synonyms.)

Accelerated *hasten, expedite, anticipate, quicken*
Accepted *approve, condone, sanction*
Accomplished *cultivate, master, conclude, complete, finish*
Achieved *accomplish, attain, reach, fulfill, finish*
Administered *govern, control, direct, execute, manage*
Adopted *embrace, employ, use, utilize, approve, confirm, ratify, sanction*
Advised *counsel, recommend, suggest, appraise, inform*
Aided *assist, help, facilitate, expedite*
Analyzed *investigate, study, research, examine, separate*
Appraised *assess, estimate, gauge, value, evaluate, examine, inspect, judge*
Apprised *advise, counsel, inform, notify, warn*
Approved *accept, appreciate, esteem, confirm, ratify, uphold, allow, condone, permit, sanction*
Arranged *classify, group, order, sort, organize, systemize, orchestrate, schedule, assemble, gather*
Assembled *congregate, convene, gather, accumulate, collect, compile, build, construct*
Assessed *appraise, estimate, measure, consider, evaluate, judge, levy*
Assumed *accept, shoulder, surmise, conjecture*
Audit *check, examine, inspect, probe, verify*
Authorize *empower, enable, entitle, allow, consent to, permit, approve, certify, confirm, ratify, sanction*
Built *construct, fashion, erect, produce*
Calculated *cipher, computer, determine, estimate, figure, judge, predict*
Changed *alter, convert, correct, modify, transfigure, transform, transpose, substitute*
Checked *examine, inspect, investigate, study, validate, verify*
Clarified *define, explain, simplify, illuminate*
Classified *arrange, assort, categorize, order, codify, index, evaluate, rank, rate*
Committed *obligate, pledge, promise, swear, dedicate, devote, assign, confide*
Compiled *accumulate, amass, assemble, collect, gather, unite*
Computed *cipher, compute, determine, conjecture, estimate, judge, figure, predict*
Conceptualized *consider, contemplate, meditate, ponder, reflect, recall, recollect, conclude, reason, suppose*
Confirmed *establish, strengthen, ratify, sanction, endorse, prove, uphold, substantiate*
Consolidated *join, combine, affiliate, syndicate, merge, pool, fuse, incorporate, unite*
Contacted *communicate, notify, reach, inform*
Contracted *agreement, arrangement, bargain, covenant*
Contributed *donate, endow, augment, bestow, furnish, provide*
Controlled *command, govern, regulate, direct, master*
Converted *change, adapt, reorganize, remodel, regenerate, transform, render, apply*
Cooperated *collaborate, participate, conspire, scheme*
Coordinated *arrange, correlate, match, order, organize, systematize, classify*
Correlated *compare, combine, correspond, differentiate*
Counseled *advise, exhort, instruct, admonish, caution, warn, consult, advocate*
Created *fashion, organize, constitute, produce, propagate, devise, design, conceive, invent, envision*
Cut *diminish, reduce, curtail, shorten*

Delegated *entrust, appoint, designate, name, assign, authorize, nominate, select*
Delivered *furnish, provide, supply, grant, pronounce*
Demonstrated *substantiate, prove, exhibit, display, illustrate, exemplify*
Described *depict, portray, narrate, recount, relate, report*
Designed *plan, project, diagram, pattern, construct, create*
Determined *conclude, decide, resolve, agree upon, define*
Developed *generate, produce, cultivate, compose, create, formulate, construct*
Devised *conceive, design, invent, plan*
Directed *guide, lead, regulate, govern, conduct, head, manage, advise, consult*
Discovered *uncover, ascertain, detect, determine, realize*
Drafted *conscript, select, formulate, outline, plan, sketch*
Earned *deserve, merit, warrant, win, acquire, obtain, collect, draw, net, reap*
Employed *apply, implement, utilize, operate, use commission, contract, hire, place, engage*
Engineered *arrange, direct, manage, mastermind, negotiate, plan*
Estimated *appraise, assess, calculate, evaluate, gauge, approximate, figure, guess, judge, reckon*
Evaluated *classify, estimate, measure, rank, rate, survey, weigh*
Exchanged *reciprocate, substitute, swap, transact*
Expedited *accelerate, hasten, hurry, quicken, advance, facilitate, further, promote*
Experienced *accomplished, capable, practiced, skilled, trained, versed, mature, seasoned, veteran*
Experimented *explore, investigate, probe, sample, search, test*
Explained *define, demonstrate, illustrate, interpret, resolve, decipher, illuminate, reveal, justify, rationalized*
Facilitated *aid, assist, expedite, ease, simplify, advance, encourage, promote*
Familiarized *accustom, acquaint, habituate, educate, instruct, school, teach*
Focused *adjust, center, converge, concentrate, direct, fix*
Forecast *anticipate, expect, predict, project, foresee, prophesy, calculate, determine, gauge*
Formed *construct, fashion, model, mold, pattern, constitute, make, acquire, contract, develop*
Formulated *conceive, contrive, devise, invent, draft, frame, plan, prepare, express, state, word*
Furnished *equip, gear, outfit, provide, rig, stock, supply*
Gathered *fold, pleat, pucker, ruffle, meet, unite, accumulate, assemble, collect, harvest*
Guided *advise, counsel, direct, conduct, escort, lead, show, maneuver, navigate, pilot, route, steer*
Halted *end, stop, terminate, curtail, discontinue, suspend, arrest, check, interrupt, hesitate, pause*
Helped *aid, assist, serve, extricate, rescue, save, ease, expedite, facilitate, ameliorate, better, improve*
Informed *advise, appraise, familiarize, notify, instruct, teach, tell, denounce, snitch, squeal*
Initiated begin, inaugurate, introduce, launch, open, start, admit, enlist, induct, install, instate
Innovated *change, invent, modernize, revolutionize, transform*
Inspected *examine, investigate, peruse, probe, scrutinize*
Inspired *animate, encourage, enliven, hearten, motivate, arouse, fire, induce, rouse, stimulate*
Instituted *begin, enact, establish, found, inaugurate, initiate*
Instructed *educate, school, teach, train, tutor, advise, enlighten, inform, notify, bid, command, order*
Integrated *desegregate, blind, combine, consolidate, mix, unite*
Interfaced connection, intersection, link, bridge, synapse
Interpreted *decipher, decode, translate, clarify, explain, explicate, expound, comprehend, understand*
Interviewed *examine, interrogate, question*

Introduced *acquaint, familiarize, present, offer, propose, submit, suggest, inaugurate, initiate, interject*

Invested *finance, fund, contribute, donate, spend, allot, devote, give, entrust, grant*

Investigated *analyze, examine, explore, inquire into, research, study, test*

Issued *discharge, emanate, emerge, circulate, dispense, distribute*

Justified *absolve, acquit, clear, exculpate, vindicate, prove, excuse, explain, rationalize, defend, support*

Made *build, create, fabricate, manufacture, fashion, compel, constrain, devise, generate*

Mediated *arbitrate, moderate, negotiate, intercede, intervene, compromise, reconcile, settle*

Modified *adjust, alter, change, revise, vary, control*

Monitored *observe, oversee, regulate, supervise, watch*

Observed *comply with, conform to, notice, regard, watch, examine, inspect, scrutinize*

Optimized *maximize, amplify, augment, expand, increase, magnify*

Ordered *bid, charge, command, direct, enjoin, purchase, requisition, send for, arrange, systematize*

Overcame *conquer, master, surmount, defeat, overthrow, overwhelm, drained*

Participated *enter, join, take part*

Persuaded *affect, induce, influence, sway, allure, coax, entice, tempt, convince, sell, win*

Prescribed *decree, dictate, impose, ordain, assign, define, determine, establish*

Procured *acquire, obtain, gain, purchase, secure, capture, grasp, seize*

Projected *design, devise, propose, extend, overlap, protrude, calculate, launch, propel*

Proved *ascertain, determine, establish, certify, confirm, demonstrate, document, evidence, examine, verify*

Published *advertise, announce, proclaim, promulgate, distribute, issue, market, print, produce*

Received *acquire, collect, obtain, secure, accept, accommodate, admit, welcome*

Regulated *adjust, direct, govern, manage, monitor, confine, control, limit, restrict*

Replaced *displace, succeed, supplant, reinstate, restore, return*

Represented *depict, enact, illustrate, picture, portray, stage, epitomize, exemplify, symbolize*

Resolved *conclude, decide, determine, settle*

Reviewed *criticize, critique, evaluate, reassess, reevaluate, reexamine*

Revised *amend, change, correct, edit, redo, review*

Saved *deliver, free, rescue, preserve, protect, safeguard, recover, redeem, salvage, economize*

Scheduled *arrange, book, plan, set*

Searched *examine, explore, inspect, investigate, scrutinized, inquiry, inspection, probe*

Selected *choose, designate, pick, prefer, choice, elect, elite, prime, superior*

Simplified *clarify, paraphrase, streamline, aid, ease, facilitate*

Specified *designate, indicate, stipulate, define, delineate, detail, differentiate, enumerate*

Studied *contemplation, deliberation, meditation, education, instruction, analysis, inquiry*

Submitted *acquiesce, obey, surrender, succumb, yield, introduce, present, propose, suggest*

Suggested *hint, imply, insinuate, intimate, advise, counsel, exhort, propose, recommend, submit*

Surveyed *overlook, oversee, scan, examine, inspect, observe, chart, graph, map, measure*

Tested *check, prove, try, verify, analyze, inspect, investigate, probe, examine, question*

Trained *discipline, instruct, teach, exercise, practice, prepare, rehearse*

Transmitted *communicate, convey, deliver, dispatch, issue, broadcast, carry, relay, televise*

Unified *ally, combine, consolidate, incorporate, join, unite*

Used/Utilized *employ, utilize, exercise, manipulate, operate, wield, deplete, drain, exhaust*

Wrote/Write *author, compose, draft, pen, copy, record, transcribe*

Additional Resources

Candid Career: UNWSP Candid Career Account

This resource has thousands of videos to help students get resume guidance, interview tips, job information, and career guidance. Click the link to be taken directly to their videos on resumes and find the one that answers your questions.

Big Interview: Big Interview UNWSP Login

While this resource was originally set up for interview instruction and practice, it has nailed its delivery of resume information. Click the link, register using your UNW student email, and check out this great video curriculum on resumes.

Career Development's YouTube Channel: unwsp.edu/careervideos

Watch videos and webinars on topics relating to Career Development. Specifically, find an in-depth instruction on resumes, as well as a few short videos highlighting different important features of resumes.