

Fatima Abdi
701 Fulton Street SE
Minneapolis, MN 55455
612-555-5555 | abdi0000@umn.edu

EDUCATION

Bachelor of Arts in Psychology Month/Year
University of Minnesota – Twin Cities Minneapolis, MN

LEADERSHIP EXPERIENCE

President Month/Year
Student Council
• Led group of 30 members to set goals for the academic year; created a plan to accomplish goals and formed small groups to carry out projects
• Organized a food drive that collected 3000 donations for local food shelves

National Honor Society Month/Year
• Volunteered 250 hours through the Saint Paul Public Library literacy program
• Tutored small groups of children on reading, writing, and storytelling skills

CAMPUS AND COMMUNITY INVOLVEMENT

Muslim Student Association Semester/Year

Hospital Volunteer Month/Year
University of Minnesota Medical Center Minneapolis, MN
• Collect case information from patients to improve patient care procedure
• Manage over 100 patient records and assist patients and families to complete forms

WORK EXPERIENCE

Customer Associate Month/Year
Sears
• Interacted with up to 300 customers daily, providing excellent customer service to maintain customer base
• Kept sales floor clear of debris; organized garments for a positive aesthetic appearance

Purpose of Your Résumé

The purpose of a résumé is to help you quickly explain your skills, qualifications, and fit for a position. It serves as your introduction to prospective employers and can be used both as a marketing tool for landing interviews and to help you reflect on your experience and plan for future skill development.

Employers spend as little as 6 seconds looking at your résumé. Therefore, it is essential to write it well.

Résumé Writing Basics

Employers have told us that the following core career competencies are the top skills they look for when hiring UMC graduates:

- 1. Analytical & Critical Thinking
- 2. Applied Problem Solving
- 3. Ethical Reasoning & Decision Making
- 4. Innovation & Creativity
- 5. Oral & Written Communication
- 6. Teamwork & Leadership
- 7. Engaging Diversity
- 8. Active Citizenship & Community Engagement
- 9. Digital Literacy
- 10. Career Management

Things to think about before writing your résumé:

- 1. Research the organization and the position to find out what skills/competencies and experiences are needed.
- 2. Brainstorm a list of experiences you've had that demonstrate you have the skills for the position for which you are applying. Include any unpaid/volunteer positions. Also list the skills you developed at each of these positions.
- 3. Make a list of three or four of your strongest skills that make you a good candidate for the job.
- 4. Think of several accomplishments from your previous experience to illustrate each key skill.
- 5. Make a list of your training and education that qualifies you for the job you want.
- 6. DO NOT USE A TEMPLATE. You can use it as a guide, but DO NOT put your information into a pre-formatted template.

Résumé Formatting Tips

Formatting

- Balance text and whitespace on the page, consider one-inch margins
- Ensure headings stand out from the rest of the text
- Keep the résumé to one page, and fill the entire page (adjust margins as needed)
- Proofread! Ensure there are absolutely NO spelling or punctuation errors
- Use 10-12 point font in an easily-read font (Times New Roman, Arial or Calibri)

Additional tips

- Do not use personal pronouns such as "I" or "my"
- Use past tense to describe past jobs and present tense for current jobs
- Consider leaving off "average" information, such as a not-so-great job experience or GPA < 3.0
- Revise your résumé often, preferably for every position to which you apply
- Be sure your outgoing voice mail and cell phone messages sound professional
- Get a second opinion. Have your résumé reviewed by professional staff

Résumé Content Checklist

Heading

- Use a larger font for your name than the rest of the text
- Include all contact information: full name, mailing address, phone and email
- Spell out all abbreviated words (e.g., Ave. = Avenue), with the exception of states
- Include both a local and permanent address if moving during the application process
- Use a professional email address (e.g. jdoe@gmail.com)
- *Optional: Add your LinkedIn profile address or online portfolio address*

Summary (optional section)

- Provide concise, unique descriptions of your experiences. This is typically included at the top of the document, before the Education section.

Education

- Consider including all colleges attended for more than one year
- Include the university name, degree, major, graduation date and GPA (if above a 3.0)
- Spell out abbreviations, such as Bachelor of Arts
- Include study abroad and any other educational experiences in this section
- Consider 'Relevant Coursework' as a sub-heading, if appropriate
- List honors and awards (Dean's List) and scholarships in this section

Experience

- Document all experiences from most recent to least recent that relate directly to the job, including paid and unpaid work experience, internships, research, volunteer experience, and leadership experience (student organizations). These could be separate headings (Work Experience, Internships, Research Experience, etc.) or listed under the Experience heading
- Include organization name, city and state, position title, and dates of employment
- Quantify experiences wherever possible
- State your skills strongly with: Action Verb + Details + Outcome/Result
- Right-align dates - use the same format throughout your résumé (months/year or season/year)

Skills

- List any language, computer, or technical skills that you have. It is best to describe your skills in the context of your work experience. Consider including your level. Ex.:
 - Program, Excel, Matlab, Mathematica, Adobe Photoshop

Activities/involvement

- List activities in which you have been involved, but where you might not have had a leadership role. This includes student organizations and intramural sports. *Leadership roles are listed in the Experience section.*

Financial/ Data Skills

administered
adjusted
allocated
analyzed
appraised
assessed
audited
balanced
budgeted
calculated
computed
conserved
corrected
determined
developed
estimated
forecasted
managed
marketed
measured
planned
prepared
programmed
projected
reconciled
reduced
researched
retrieved
saved

Creative Skills

acted
adapted
began
combined
composed
conceptualized
condensed
created
customized
designed
developed
directed
displayed

drew
edited
entertained
established
fashioned
formulated
founded
illustrated
initiated
instituted
integrated
introduced
invented
modeled

originated
performed
photographed
planned
revised
revitalized
shaped
solved
wrote

Counseling Skills

adapted
advocated
assessed
assisted
cared for

coached
counseled
demonstrated
diagnosed
educated
encouraged
ensured
expedited
facilitated
familiarized
furthered
guided
intervened
mediated

mentored
motivated
prevented
provided
referred
rehabilitated
represented
resolved

supported

Organization/ Detail Skills

approved
arranged
catalogued
categorized
charted

coded
collected
compiled
corrected
corresponded
distributed
executed

generated
implemented
incorporated
indexed
inspected
inventoried
logged
maintained
monitored
obtained
operated
ordered
organized
prepared
processed
provided
purchased
recorded
registered

reserved
responded
retrieved
reviewed
routed
scheduled
screened
set up
submitted
supplied
standardized
systematized
updated
validated
v

Development Skills

analyzed
applied
catalogued
compiled
conceived
created
designed
developed
established
formulated
founded

implemented
initiated
instituted
supported
surveyed
tabulated
updated

Time- Management Skills

administered
developed
directed
generated
improved

initiated
increased
promoted
reduced

Administrative Skills

administered
approved
arranged
coordinated
designed
established
evaluated
headed
hired
interpreted
interviewed
managed
mediated
negotiated
organized
prepared
planned
supervised

More Verbs for Accomplishments

achieved
completed
expanded
exceeded
improved
pioneered
reduced (losses)
resolved (issues)
restored
spearheaded
succeeded
surpassed
transformed
won

Develop a One-in-a-Million Résumé

Develop a One-in-a-Million Résumé

Write strong skills statements to:

- Effectively communicate your experience
- Demonstrate that you have what it takes to succeed
- Make yourself stand out from other applicants

Strong Skills Statement = Action Verb + Details + Outcome/Result

Action Verb	Details	Outcome/Results
<ul style="list-style-type: none"> • Identify skills and core career competencies you think are necessary for this position and use action words that address those needs (e.g., “developed”, “coordinated”, “analyzed”) • Choose words that demonstrate responsibility (e.g., instead of “made up,” use “created” or “designed”) • Vary word choice to make abilities sound diverse 	<ul style="list-style-type: none"> • Ask yourself the following questions: Who/For Whom? What? Where? Why? How? • The majority of your bullet point statements should be one line • Most positions will have between 2-5 bullet points, with more emphasis on relevant positions 	<ul style="list-style-type: none"> • When possible, use numbers to quantify your skills/experience • Expand your concept of “results” bey • Ask what difference it made: As a result of your action, what happened to you, your client and others involved?

Examples

Before: Responsible for supervising employees

After: Organized the training and supervision of 10 employees by conducting annual reviews to guarantee quality service

Before: Answered phones

After: Responded to an average of 200 calls per day to solicit donations for a new charter school

Before: Customer Relations

After: Provided technical support for customers by using problem solving skills to alleviate their concerns

Before: Waited on tables

After: Managed 10 tables, using interpersonal skills to ensure customer satisfaction through prompt, cordial service

Action Verbs for Résumés

On your resume, it's helpful to describe your experiences as actions. This will make your resume more impactful. Check off any words that might describe the experiences or activities you did in a job, internship, or volunteer position. The underlined words are especially good for pointing out accomplishments.

<p>Management/ Leadership Skills</p> <p>achieved administered analyzed appointed assigned attained authorized chaired considered consolidated contracted controlled converted coordinated decided delegated developed directed eliminated emphasized enforced <u>enhanced</u> <u>established</u> evaluated executed <u>expanded</u> generated handled headed hired hosted <u>improved</u> incorporated increased initiated inspected <u>instituted</u> led managed merged <u>motivated</u> organized originated overhauled oversaw</p>	<p><u>pioneered</u> planned presided prioritized produced recommended <u>reduced</u> (losses) <u>reorganized</u> replaced restored scheduled secured selected streamlined <u>strengthened</u> supervised <u>surpassed</u> terminated</p> <p>Communication/ People Skills</p> <p>addressed advertised arbitrated arranged articulated authored</p> <p>collaborated communicated composed condensed conferred contacted conveyed <u>convinced</u> corresponded debated</p> <p>described <u>developed</u> directed discussed drafted edited elicited enlisted</p>	<p>explained expressed formulated furnished</p> <p>interacted interpreted interviewed involved joined judged lectured listened marketed mediated moderated negotiated observed outlined participated persuaded presented promoted proposed publicized reconciled recruited referred reinforced reported <u>resolved</u> responded solicited</p> <p>spoke suggested summarized synthesized translated wrote</p> <p>Problem-Solving Skills</p> <p>analyzed collected</p>	<p>compared conducted critiqued detected determined <u>diagnosed</u> evaluated examined experimented explored extracted formulated gathered</p> <p>interpreted <u>invented</u> investigated located measured organized researched reviewed searched <u>solved</u> summarized surveyed tested</p> <p>Technical Skills</p> <p><u>adapted</u> applied assembled built calculated computed conserved constructed converted debugged <u>designed</u> determined <u>developed</u> <u>engineered</u></p> <p>installed maintained operated</p>	<p>overhauled printed <u>programmed</u></p> <p>regulated remodeled repaired replaced restored <u>solved</u> specialized <u>spearheaded</u> standardized studied <u>upgraded</u> utilized</p> <p>Teaching Skills</p> <p>adapted advised</p> <p>coached communicated conducted <u>coordinated</u> critiqued <u>developed</u> enabled encouraged evaluated explained <u>facilitated</u> focused guided informed instilled <u>instructed</u> <u>motivated</u> persuaded set goals stimulated taught tested <u>trained</u> transmitted tutored</p>
---	---	--	---	--