

FAQs

POP-IN ADVISING

Need More Help?

Confused?

Just want a second opinion?

No Appointment Needed

Pop-In Résumé and Cover Letter Advising
Call 253-535-7459

Do I need an Objective/Summary/Qualifications section?

These are not recommended. You can highlight skills more effectively in experience blocks.

Do I need to list every single job or experience I've ever had?

No. Your résumé should highlight those jobs and experiences that display the qualities the employer is looking for (which you will find in the job description).

Should I use a template from Microsoft Word or another resource?

No. Editing a template is exceptionally difficult, which can make it hard to change/update your résumé. Take the time to format your résumé using spaces, tabs, bullet points and lines. See the Career Connections website if you have questions.

How much does my formatting matter?

Formatting is the most subjective part of a resume; make sure it is consistent, clear, and not too text-heavy. Once you have a clear and easy-to-read format, focus on succinct content.

How often should I update my résumé?

You should be updating your résumé frequently so it includes accurate information. However, remember it is very important to tailor your résumé to each job for which you are applying. This means you will have different résumés for different jobs, each one tailored to the skills of that particular job.

Should I include my high-school education and high school jobs?

Unless you are in your first or second year at PLU, you should not include high-school information. By the end of your sophomore year, list only PLU and any other post-secondary education institutions where you have studied or earned a degree. Jobs and experiences from high school should be replaced by recent involvement in college. The exception to this is if you are applying to a job that is directly related to experience you gained in high school or earlier. For example, if you are applying for a job at the Red Cross or similar organization, and you volunteered there in high school, you should include that relevant information.

Do I need to list my references at the bottom of the page?

No. If your employer wants your references, he or she will ask you for them. If you are asked to provide references, they should be on a separate piece of paper from your résumé. See our Guide to References handout for more information.

ACTION BASED SKILL VERBS

Planning	Teamwork	Communication	Investigative/Research	Leadership
Facilitated	Encouraged	Negotiated	Analyzed	Organized
Arranged	Designated	Interpreted	Investigated	Communicated
Executed	Resolved	Corresponded	Created	Led
Dispatched	Co-produced	Clarified	Researched	Oversaw
Implemented	Consolidated	Encouraged	Organized	Managed
Monitored	Connected	Persuaded	Discovered	Supervised
Operated	Networked	Presented	Assessed	Instructed
Organized	Integrated	Publicized	Calculated	Facilitated
Prepared	Delegated	Solicited	Computed	Coordinated
Processed	Trained	Translated	Evaluated	Conducted
Scheduled	Set Goals	Contacted	Observed	Mentored
Created	Administered	Transferred	Proved	Taught
Designed	Advised	Advertised	Reviewed	Counseled
Developed	Approved	Articulated	Studied	Developed
Formulated	Directed	Transmitted	Verified	Maintained
Instituted	Managed	Delivered	Experimented	Evaluated
Reorganized	Supervised	Exchanged	Projected	Guided
Transformed	Led	Informed	Critiqued	Reorganized
Solved	Collaborated	Messaged	Diagnosed	Assembled
Systemized	Negotiated	Endorsed	Extracted	Directed

COMPLETE EXAMPLE

(This is WHAT) Provide customer service via written correspondence, telephone conversations and face-to-face interaction (This is HOW) through attention to detail and sense of urgency (This is the WHY? RESULT) in order to best serve and retain customers.

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Pacific Lutheran University
12180 Park Avenue South, Tacoma, WA 98447-0003



RÉSUMÉS

A résumé is about skills. Job descriptions typically list several skills and qualifications that are important for a person to have in order to succeed in the position, as determined by the employer. Your résumé is a response to a job description. You can mimic the language in the job description to show that you are the right person for the job. Your résumé should not highlight everything you have ever done but should highlight experience you have that relates to the skills required for that specific job.

EDUCATION

Education should be at the top of your résumé, as it is what you are working on right now and probably is your most relevant experience.

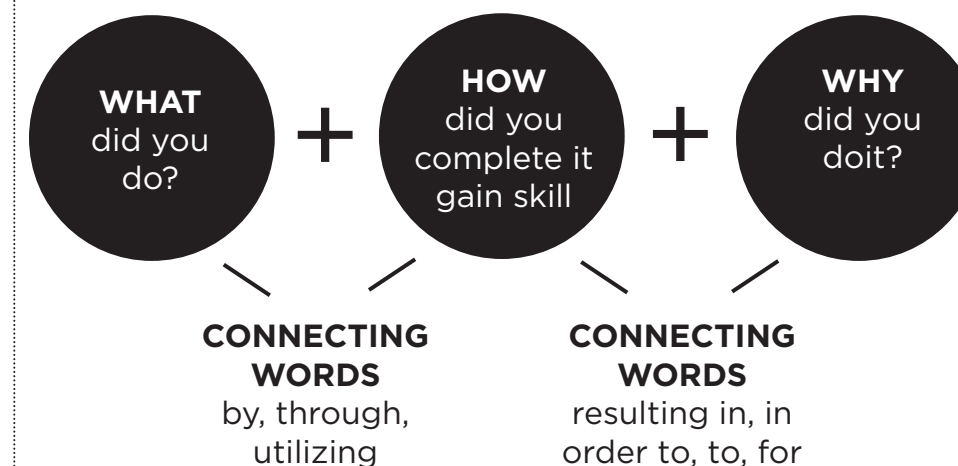
Be sure to fully spell out everything, including the name of the institution (Pacific Lutheran University), the name of your degree (Bachelor of Arts, Bachelor of Science, etc.), and your major(s) and minor(s). Include your GPA if it is above 3.0, and include the GPA scale (for example 3.2/4.0).

EXPERIENCE BLOCKS

Each experience you have is one "experience block." Experience can be just about anything you have completed, including volunteer experience, work experience, student organizations and even projects you have done in class. Each experience block should be formatted the same way and include these five details: (1) organization name, (2) location, (3) your title, (4) dates you were there, (5) accomplishment statements. See the Career Connection website if you have questions on formatting.

ACCOMPLISHMENT STATEMENTS

Accomplishment statements are the bullet points that describe the skills you used or gained in each experience block on your résumé. Typically, each experience block will have two to three accomplishment statements. This is where you should focus your energy when working on your résumé. Here is a formula that can help make your statements strong and meaningful:



Instead of saying, "improved recycling options on campus," think about the **WHAT, HOW** and **WHY**.

WHAT: Designed and implemented a recycling program at Pacific Lutheran University (PLU)

HOW: By partnering with campus organizations

WHY: To provide 65 additional recycling containers across campus

Putting all those pieces together, the accomplishment statement would look like this:

"Designed and implemented a recycling program at Pacific Lutheran University (PLU) by partnering with campus organizations to provide 65 recycling containers across campus."

TIPS

- Provide context through examples and numbers to help give your statements more credibility.
- If you are currently doing the activity, use present tense. If you no longer are involved, still include activity, but use past tense.
- Each bullet point can be two to three lines; if it rolls over into a fourth, it might be too long.
- **PROOFREAD!!** No spelling, grammar or punctuation mistakes. Even one could eliminate you as a candidate. Really.

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12180 Park Avenue South, Tacoma, WA 98447-0003



Jiahui Li

Tacoma, Washington • lijiahui@plu.edu • 253-555-1212

EDUCATION:

Pacific Lutheran University, Tacoma, Washington
Bachelor of Arts in Social Work

May 2015

International & Multicultural Engagement:

Trinidad and Tobago Study Abroad Program
Texas and New Mexico Border Immersion Program

Spring 2014
March 2015

EXPERIENCE:

PLU Women's Center, Tacoma, WA
Women's Center Intern

2014-Present

- Craft and manage the implementation of a \$5,000 grant enabling engagement of 50 university staff, students and faculty at PLU, and 50 students and staff at local middle-school in poster campaign addressing harmful stereotypes.
- Create workshops for PLU students, staff and faculty and adapt workshop for middle-school audience designed to practice addressing microaggressions and managing triggers.
- Partner with local middle school to deliver curriculum in the school setting.
- Fundraised \$3,000 to allow greater Tacoma community free access to a poetry show serving as a catalyst for continued conversation deconstructing harmful stereotypes.

PLU Diversity Center, Tacoma, WA
Diversity Advocate

2014-Present

- Proactively and reactively engage PLU community in dialogue and workshops to increase knowledge and create an environment cultivating social justice and equity.
- Collaborate in curriculum development and training of student leaders to equip students to facilitate conversations with peers to further support social justice and equity.

PLU Residential Life, Tacoma, WA
Resident Assistant

2012-2014

- Served as role model, managed the maintenance of facilities and enforced PLU policy to encourage a safe and welcoming living community.
- Mediated conflicts, provided resources, acted as crisis responder advocating for student's needs.

Peace Community Center, Tacoma, WA
Counselor

2009-2014

- Mentored and tutored students' in math, writing, and leadership over the summer for at-risk youth to encourage mastery of practical, invaluable skills so they can be successful learners and leaders.
- Collaborated in curriculum development and served as a substitute teacher for the leadership class, strengthening my understanding of measuring student progress.

PLU Center for Community Engagement and Service
Habitat for Humanity Coordinator

2013

- Recruited volunteers and coordinated trainings for PLU students, staff and faculty to build homes in partnership with those in need.
- Developed a program to ensure sustainability of partnership with Habitat for Humanity.

PLU Office of Admission, Tacoma, WA
Multicultural Recruitment Specialist

2010-2013

- Coordinated and planned events, and met prospective students to develop personal action plans for college attainment and success.
- Served as administrative assistant, enabling counselors to successfully recruit and retain students.

World Vision, Tacoma, WA
Youth Evaluation Team Member

2011-2013

- Developed an understanding of the Logic model to successfully evaluate World Vision's Youth Empowerment Program.
- Facilitated workshops teaching stakeholders skills for program evaluation and implementation.

Vanessa Martinez

Olympia, WA • (253) 555-1212 • martiva@plu.edu

Education

Pacific Lutheran University - Tacoma, WA
Bachelor of Arts

2018

Intended Major: Sociology | Minor: Non-Profit Leadership
Working 15-20 hours a week to pay for school

Professional Experience

Greater Tacoma Community Foundation (GTCF) - Tacoma, WA
Spark Grant Liaison - Programming Team Member

9/2014-Present

- Recruited by GTCF staff because of dedication to the Foundation as identified in prior service on multiple boards
- Coordinate a team of five volunteers serving on the corresponding advisory committee for all formal meeting dates to recommend funding decisions to the Board of Directors
- Developed and presented a comprehensive program analysis presentation to a community forum of over 200 attendees to educate the community regarding our grant application updates
- Produce weekly reports of impact to discuss with the Grants Director resulting in the restructuring of the Spark Grants program based on my recommendations

Greater Tacoma Community Foundation (GTCF) - Tacoma, WA
Sparks Grant Board - Advisory Board Member

2/2013-7/2014

- Evaluated more than 60 grant applications for \$1,500 grants to inspire community engagement in the greater Pierce County area
- Collaborated on the evaluation process with a committee of six community leaders to make crucial funding decisions, resulting in the distribution of over 20 \$1,500 grants

Greater Tacoma Community Foundation (GTCF) - Tacoma, WA
Youth Philanthropy Board - Advisory Board Member

9/2011-6/2014

- Participated in an initial nine-month civic-engagement program with several other youths ages 15-24 to learn more about the world of philanthropy and how non-profits operate
- Allocated over \$150,000 in funding over three terms to youth-serving programs and organizations in Pierce County to support development of youth programming where gaps were identified

Volunteer Experience

City of Tacoma - Tacoma, WA
Human Services Commission - Commissioner

01/2015-Present

- Allocate over \$300,000 in HUD funds with a team of 10 individuals to corresponding programs providing housing throughout Pierce County to establish a higher living capacity in area shelters
- Evaluate performance reviews for grantees of the Community Development Block Grant to ensure compliance of grant guidelines

Awards/ Honors

Act Six Scholar - Tacoma, WA
Leadership and Development Training - Scholarship

02/2014-Present

- Seven-month urban leadership and development training with a cadre of five individuals
- One of five full-tuition scholarships to attend Pacific Lutheran University, resulting in over \$200,000 in academic funds

Microsoft U.S. Innovative Educators Forum (IEF)
1st Place in Collaboration

2011

- Invited to Microsoft's IEF in Bellevue for creation of anti-bullying initiative Project UNITE (United Nationalities Initiating Togetherness Everywhere)
- Won first place in the category of collaboration out of over 100 other projects led by educators from the United States
- Invited to compete in the Global IEF in Washington, D.C. with educators from around the world