

Resumes

A resume 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 resume is a response to a job description. You can mimic the language by identifying keywords and skills in the job description to show that you are the right person for the job. Your resume should not highlight everything you have ever done but should highlight experience you have that relates to the skills required for the specific job.

EDUCATION

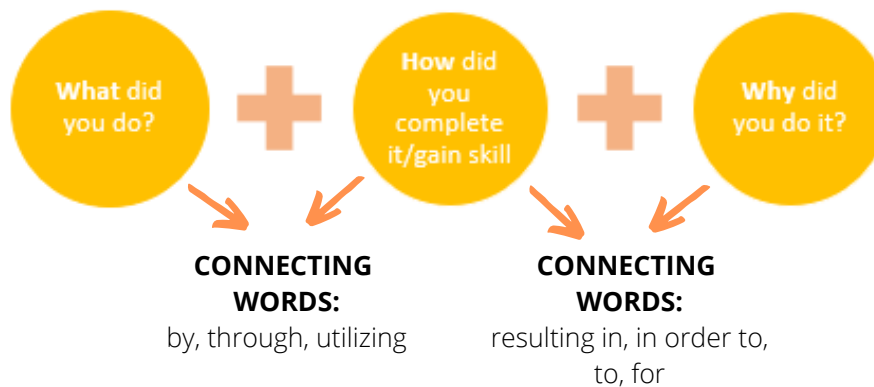
Education should be at the top of your resume, as you are working on it right now and probably is your most relevant experience. Be sure to fully spell out everything including the name of the institution (Pacific Lutheran University), the name of your degree (Bachelor of Arts, Bachelor of Science, etc.), and your major(s) and minor(s). Including your GPA is optional, unless the job description mentions it as a requirement. If you do have a strong GPA, list it with your education.

EXPERIENCE BLOCKS

Each experience you have is one "experience block." Experience can be just about anything you have done, including volunteer experience, work experience, internships (paid or unpaid), undergraduate research, student organizations, study away, and even class or personal projects. 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, and (5) accomplishment statements.

ACCOMPLISHMENT STATEMENTS

Accomplishment statements are the bullet points that describe the skills you used or gained in each experience block on your resume. You can also write about the results or outcome of a project or activity. Typically, each experience block will have two to four accomplishment statements. 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 are no longer involved, use past tense.
- Each bullet point can be 2 to 3 lines; if it becomes 4, it might be too long.
- **PROOFREAD!** No spelling, grammar or punctuation mistakes.



Alumni & Student Connections

Nesvig Alumni House • 253-535-7415 • career@plu.edu
Pacific Lutheran University • 12180 Park Avenue South, Tacoma, WA
98447-0003

www.plu.edu/alumni-student-connections

Action Based Skill Verbs

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

Each bullet point should start with an action verb. Here is a list of possible verbs to use. Avoid using first-person words like "I" or "me."

Formatting Basics

- Length: one page (unless it looks better on two pages)
- Font size: 10.5-12 pt (using a font that is clear and easy to read)
- Margins 1/2" - 1" on all sides
- Each section should be in reverse chronological order (most recent listed first)

FAQs

Do I need an Objective/Qualifications section?

These are not recommended. You can highlight skills more effectively in experience blocks, or in a cover letter.

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

No. Your resume should highlight those jobs and experiences that display the qualities the employer is looking for (which you will find in the job description). Even unrelated jobs can demonstrate the skills needed for the job you are applying to.

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 resume. Take the time to format your resume using spaces, tabs, bullet points and lines.

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 specific, concise content.

How often should I update my resume?

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

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

Only if you are in your first or second year at PLU. 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 experience 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. 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, they will ask you for them. If you are asked to provide references, they should be on a separate piece of paper from your resume. See our Guide to References handout for more information.



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Need more assistance? Email your resume to cpe@plu.edu

Note: see samples on next pages.

Firstname Lastname

Tacoma, WA | (123) 456-7890 | psychology@plu.edu

EDUCATION

Pacific Lutheran University (PLU), Tacoma, WA **May 2022**
Bachelor of Arts in History, Minor in Holocaust and Genocide Studies

- Dean's List: Fall 2020-Spring 2021 (2 semesters)

South Seattle College, Seattle, WA **June 2020**
Associates of Arts

EXPERIENCE

Capstone Presentation, Tacoma, WA **September 2021 - Present**
"Title"

- Research "X" topic through [write about the methodologies of research; ex: JSTOR, EBSCO, ProQuest, etc.] in order to write 20-page research paper
- Prepare to present findings by developing a PowerPoint presentation to showcase at Spring 2022 History Capstone Conference

Phi Alpha Theta History Honor Society, Tacoma, WA **Fall 2020 - Present**
Vice-President - PLU Chapter

- Prepare notes of bi-weekly meetings using Google Docs to document topics and discussions
- Share research presentations about relevant topics in history to 25 groups members monthly

PLU Women's Rowing Team, Tacoma, WA **Fall 2020 - Present**
Coxswain and Team Captain

- Develop extensive leadership skills by leading team of rowers through 6 successful regattas after 6 weeks of practice while balancing full course load.
- Maintain a high GPA while attending daily early morning practices and competing in events far from campus by writing extensive notes in planner and communicating with professors frequently

PLU Dining Services, Tacoma, WA **September 2020 - May 2021**
Barista

- Completed detailed drink requests quickly and efficiently by communicating clearly with customers and coworkers to ensure smooth transitions and fulfillment of orders
- Managed cash register while providing quality customer service to over 50 customers per shift

Starbucks, Seattle, WA **June 2018 - August 2020**
Barista

- Memorized over 15 drinks and 30 regular customers orders to provide excellent customer service which led to being awarded Employee of the Month 3 times.
- Coordinated with 12 coworkers to create weekly schedule utilizing Microsoft Teams

It is okay to use other section headers. For example:

Work Experience, Community Involvement,, Awards, Skills, etc.

Firstname Lastname

Redmond, WA ~ socialwork@plu.edu ~ 123-456-7890

Education

Pacific Lutheran University (PLU), Tacoma, WA

May 2021

Bachelor of Arts in Social Work | Peace Corps Prep Certificate

- Study Away Program in Trinidad and Tobago (January 2020)

Work Experience

Intern

PLU Center for Gender Equity, Tacoma, WA

June 2020 - May 2021

- Created and managed 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-schools in poster campaign addressing harmful stereotypes.
- Created workshops for the Parkland community designed to practice addressing microaggressions and manage triggers.
- Partnered with local middle school to deliver curriculum in the school setting to teach health, wellness and mindfulness.
- Fundraised \$3,000 to allow greater Tacoma community free access to a poetry show serving as a catalyst for continued conversation deconstructing harmful stereotypes.

Resident Assistant

PLU Residential Life, Tacoma, WA

August 2019 - May 2021

- 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, and acted as crisis responder advocating for student's needs.

Community Involvement

Counselor

Peace Community Center, Tacoma, WA

February 2021 - Present

- Mentor and tutor at risk students in math, writing, and leadership to encourage mastery of practical, invaluable skills so they can be successful learners and leaders.
- Collaborate in curriculum development and serve as a substitute teacher for the leadership class, strengthening understanding of measuring student progress.

Habitat for Humanity Coordinator

PLU Center for Community Engagement and Service, Tacoma, WA

Summer 2019

- 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.

Skills

Software: Adobe Photoshop, InDesign

Languages: Mandarin (native speaker), French (proficient)