

# Start Up Your Future

# UNC Asheville Career Center

## Resume Guide

### What is a Resume?

Your resume is your personalized **marketing** tool. It should showcase your **skills** and **experience** in a way that will encourage employers and recruiters to invite you for an interview. Your resume is customized to your skills and experience and to each job application. This document will walk you through the process of writing the first draft of your resume. This guide includes frequently asked questions, a resume checklist and four example resumes.

### Creating a Resume, Step by Step.

1. Choose a style for your resume. Select from the four examples provided on pages 2-5.
2. Open a blank document in a word processor (ie: Word). We do not recommend using templates.
3. Create a heading. Include your name, phone number, mailing address and email address. You may also include a link to your professional portfolio or LinkedIn profile.
4. Make a list of all your experiences. This may include the following:
  - Education
  - Jobs
  - Internships
  - Volunteer Work
  - Community Service
  - Relevant Coursework
  - Study Abroad
  - Research Experience
  - Presentations/Projects
  - Clubs & Organizations
  - Athletic Teams
  - Military Experience
  - Personal Accomplishments
  - Professional Memberships
  - Publications
  - Foreign Languages
  - Honors/Awards
  - Licenses/Certifications
5. For each experience include the following information:
  - Name of the organization/school
  - The location of the organization (City, State)
  - Job title (ie: Server, Marketing Intern)
  - The dates that you had the experience
6. Create bulleted “accomplishment statements” that describe what you did, accomplished and learned during each experience. See the attached “*Creating Accomplishment Statements*” handout on pages 6 and 7 to get started. The resume examples also contain good examples of accomplishment statements.
7. Use attached “*Resume Checklist*” on the bottom of page 8 to ensure you have a thorough first draft.

### I Have a Draft... What's Next?

Have professionals review your resume! Most resumes require four drafts before they are polished and ready to deliver to employers. The Career Center offers resume reviews for our students and alumni.

#### Three ways to get resume advice:

- **Schedule a 1-hour appointment** with a Counselor at [career.unca.edu](http://career.unca.edu), or call 828-251-6515.
- **Visit the Career Center during “Walk-In Hours”** to get a quick resume review, M-F 2-4pm.
- **Email your resume** to [career@unca.edu](mailto:career@unca.edu) for feedback from our Career Center staff.

### What Else Will I Need to Apply to Jobs?

Many job applications also require a cover letter and reference list. Find examples at: [career.unca.edu/how-guides](http://career.unca.edu/how-guides).

259 Highsmith Union - [career.unca.edu](http://career.unca.edu) - [career@unca.edu](mailto:career@unca.edu) - 828.251.6515

## Sample Resume: Reverse Chronological, Social Sciences

### Name

Street, City, State, Zip Code

(999) 999-9999

email address

### EDUCATION

#### Bachelor of Arts in Psychology: Minor in Spanish

May 2016

University of North Carolina Asheville, Asheville, NC

- GPA: 3.21, UNC Asheville Laurel Scholarship Recipient, Dean's List
- Related Coursework: Social Psychology, Psychology of Language, Foundations of Management, Organizational Behavior, Team Dynamics, Spanish for Business

### PROFESSIONAL EXPERIENCE

#### Resident Assistant, UNC Asheville Residential Education, Asheville, NC

1/2012 – Present

- Promoted from Program Associate to Resident Assistant due to high work productivity, positive attitude and caring resident relationships
- Planned and organized bi-monthly programs for 300 residents to foster a welcoming, safe and collaborative community and increase campus involvement
- Collaborated with 16 team members to schedule front desk coverage, enforce consistent resident accountability and rules and planning educational programs
- Designed and disseminated promotional posters and announcements to encourage residents' program participation
- Organized and designed monthly bulletin boards to educate residents about campus events and health
- Performed weekly hall duty to monitor noise levels, and hold residents accountable for inappropriate behavior resulting in a safe, quiet and vandalism free residential environment
- Organized and oversaw Registration Day Breakfast event for 300 residents including food purchasing, preparation and serving meals in collaboration with 7 team members
- Answered phone calls and in-person questions from both parents and students, and resolved complaints of students living in the residence halls

#### Customer Service Representative, Mountain Play Lodge, Asheville, NC

5/2013 – 5/2014

- Supervised 50 children ages 3 - 12 years old while maintaining a safe, fun and educational environment
- Balanced cash receipts and justified daily sales to insure accurate revenue accounting
- Guided café customers through check-in and food order procedures providing quick service
- Coordinated and directed birthday parties as party attendant resulting in memorable and fun events
- Resolved problems with patrons including children and parents increasing guest satisfaction

#### Ticket Liaison, UNC Asheville Cultural Events & Special Programs, Asheville, NC

10/2012 – 08/2013

- Trained and coordinated with front desk staff to efficiently communicate ticket information and proficiently process ticket sales
- Documented and compiled ticket purchases using the online ticket purchasing system
- Co-directed customer service procedures and processed sales on event nights
- Created and executed advertisement programs for Cultural Events to increase attendance
- Created and edited the ticketing website to educate patrons, increase ticket sales, and advertise events

### COMPUTER SKILLS

Proficient using Microsoft Office Suite: Word, Excel, PowerPoint

### ACADEMIC ACHIEVEMENTS

- Officer, Phi Eta Sigma National Honor Society (2013-Present)
- National History Day North Carolina 1<sup>st</sup> Place Winner, Paper Division (2011)

# Sample Resume: Functional, Social Sciences

## Name

Address

Address

Phone Number

email

## EDUCATION

**Bachelor of Arts in Management; Concentration in Finance - GPA: 3.8/4.0**

May 2014

**University of North Carolina Asheville, Asheville, NC**

## FINANCE SKILLS

- Analyzed annual reports and relevant financial statements using key performance metrics as a student consultant for YZ Advisors
- Constructed statistical models in Microsoft Excel designed to optimize managerial decision-making
- Applied concepts such as confidence intervals, multiple regressions, forecasting, and linear programming for financial modeling predictions
- Elected team president for a business simulation and led the team to first place finish
- Analyzed pro forma financial statements, demand forecasts, and market research data
- Participated in a two-day financial modeling workshop and developed a practical understanding of financial modeling
- Constructed a dynamic model of GHI's sales information from the firm's 2012 10-K filing
- Consulted with local businesses in Nicaragua and taught a seminar on personal finances and budgeting

## FINANCE EXPERIENCE

### Intern

**GHI, Greensboro, NC**

**Summer 2013**

- Advised fund executives on market research and due diligence of potential investments, resulting in informed and sound decision-making for client investments
- Analyzed submitted business plans and presented findings to fund executives
- Conducted research of relevant markets and industries proposed to the angel network increasing microfinance funding by 30%
- Selected to develop a marketing plan for a durable medical equipment business to increase sales

### Summer Analyst

**YZ Advisors, Birmingham, AL**

**Summer 2012**

- Increased market awareness throughout the company by completing daily pre-market summaries of U.S. and Asian markets increasing staff member's market awareness by 30%
- Built a Black-Scholes option pricing model with live stock feeds in MS Excel improving revenue results by 40%
- Analyzed luxury housing market and composed a 70 page report of findings to help executives better assess the business proposal

### Research Analyst

**Representative Joe Smith, Birmingham, AL**

**Summer 2011**

- Developed and wrote newsletter distributed to 140,000 constituents improving campaign awareness and turnout
- Authored articles, edited copy, and checked accuracy in weekly newsletter publication
- Researched and compiled talking points for Representative Thomas for media interviews and fundraising speeches receiving "Top Research Analyst" award

## AWARDS, SKILLS AND LEADERSHIP

Student Athlete & Team Captain, UNC Asheville Swim Team, August 2012-May 2014

Fluent in written and spoken Spanish

Member, Omicron Delta Kappa, 2013-2014

Mentor, Multicultural Enrichment Program at UNC Asheville, August 2012-May 2013

Eagle Scout Award, Completed Environmental Clean-up during Community Service Project, April 2010

## Sample Resume: Reverse Chronological, Humanities

### Name

email@unca.edu • 1999 Main Street, Asheville, NC 28804 • (555) 555-5155

Portfolio: myportfolio.wix.com • LinkedIn: linkedin.com/in/myname

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### Education

*University of North Carolina Asheville, Asheville, NC*

*Dual Major: Bachelor of Science in Literature and Philosophy, GPA 3.52/4.0*

May 2014

- Honors Scholar Distinction, University Research Scholar Distinction
- Relevant Coursework: Appalachian Literature, Philosophy of Human Rights, Social and Political Philosophy, The English Language and the Teaching of Writing
- Study Abroad: British Literature and Language, King's College, London, England

### Research and Presentations

*Undergraduate Research, "The Great Depression's Impact on Asheville's Elementary and Secondary Education." April 2014*

- Researched and analyzed the economic factors related to the 1930's growth and development of public and private education in Asheville, NC
- Presented at University of North Carolina Asheville Research Symposium, May 2014

*Presentation, "Effective Reflection in the Classroom." ACME Conference at Amherst College, Amherst, MA, November 2013*

- Identified and summarized the reflective teaching strategies practiced by four schools recognized as the leaders in reflective curriculum
- Recommended a series of strategies to implement reflection practices into classroom curriculum

### Employment Experience

*Server, Homegrown Restaurant, Asheville, NC*

June 2013-present

- Serve food and drinks, ensure dining room cleanliness and manage orders and reservation requests in a fast-paced environment serving up to 75 customers per hour

*Cashier, Trader Joe's, Asheville, NC*

May 2013-September 2013

- Assisted hundreds of daily customers by answering questions and processing sales transactions
- Cleaned the store and restocked merchandise ensuring a satisfactory shopping experience

### Community Service Experience

*Council of Aging of Buncombe County, Asheville, NC*

May 2012-May 2014

- Served as an unbiased knowledge guide for elderly healthcare patients as they navigated insurance eligibility and benefits available through the Affordable Care Act
- Educated 35 families on how health insurance is used, the differences between the policies and what financial subsidies are available to them

*Blue Ridge Literacy Council, Flat Rock, NC*

February 2011-May 2012

- Taught literacy skills to four adults per week, helping clients read the newspaper, write resumes and develop computer skills

*MANNA FoodBank, Asheville, NC*

October 2010-May 2011

- Packed and organized meals for delivery to hundreds of local families
- Advertised and co-coordinated registration of 475 people for the annual Blue Jean Ball event, raising over \$4,000 in charitable donations

# Sample Resume: Reverse Chronological, Natural Sciences

## NAME

99 Main Street, Asheville, NC 28804 ▪ (828) 555-5544 ▪ myemail@gmail.com

## PROFESSIONAL SUMMARY

Graduating senior with three years of experience in outdoor education. Demonstrated expertise in group facilitation, event planning and customer service. Seeking the Environmental Education Internship at Camp Kanuga where I can have a positive impact on youth while developing as an educational professional.

## EDUCATION

**University of North Carolina Asheville, Asheville, NC**

**Bachelor of Science, Environmental Studies; GPA: 3.5/4.0**

May 2014

- Concentration in Ecology & Environmental Biology

**Asheville-Buncombe Technical Community College, Asheville, NC**

**Associate of Arts; GPA: 3.1/4.0**

May 2011

## ENVIRONMENTAL EXPERIENCE

**Orientation Adventure Coordinator, UNC Asheville, Asheville, NC**

Sept 2011 - Present

- Plan and lead experiential orientation trips to promote student bonding and the development of new friendships for approximately 500 students annually including itineraries and logistics.
- Design and instruct annual five day leader training course for 100 student trip leaders to teach leadership, first-aid, Leave-No-Trace, environmental awareness, cooking, and group facilitation skills.
- Interview and select student trip leaders insuring educational, safe and recreational events.

**MillionTreesNYC, NYC Department of Parks & Recreations, New York, NY**

May 2011 - Aug 2012

- Managed four semi-annual planting events involving 8,000 volunteers planting 80,000 trees citywide.
- Expanded MillionTrees volunteer and stewardship databases to over 13,000 volunteers.
- Wrote curriculum and initiated "Train-the-Trainer" workshops to empower volunteers to educate new tree stewards through their local networks earning TreesNY Citizen Gruner Certification.
- Promoted tree education initiatives and taught tree care workshops to individuals and organizations.
- Awarded Best Administrative Team - Best of Parks 2010 and appointed Co-chair of Stewardship Subcommittee due to leadership achievements.

**Natural Resources Specialist, Peace Corps Bolivia, Carmargo, Bolivia**

July 2008 - Aug 2010

- Facilitated environmental education activities on topics of water cycle, water conservation, basic botany, reforestation, trash management and hygiene focused both on Bolivia and wider world.
- Developed and maintained tree nurseries in schools, using local non-invasive species for reforestation.
- Collaborated with community leaders to plan and plant small vegetable gardens; planned fruit tree planting and irrigation projects to supplement school lunch program; and encouraged community fundraising efforts.

## CUSTOMER SERVICE EXPERIENCE

**Server and Trainer, Stoney Knob Café, Weaverville, NC**

Aug 2010 - Sept 2012

- Provided exceptional customer service to 30-100 customers per shift in one of the area's busiest and most respected hospitality operations.
- Trained new staff on service etiquette, service recovery skills and menu expertise.
- Developed the ability to get results and develop customer relationships in a fast-paced environment.

## PROFESSIONAL SKILLS

- Mastered software application skills in Microsoft Office Suite (Word, Excel, PowerPoint, Access).
- Proficient in spoken and written Spanish, basic Quechua and Haitian Kreyol.

# Creating Accomplishment Statements

Accomplishment statements tell the story of what you did during your experiences.

What did you do?

How did you do it?

What results did you get?

Accomplishment statements should be short (1-2 lines max) and to the point.

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## Accomplishment Statement Examples

- Created 7 process production sheets, produced CAD drawings and collaborated with 3 production engineers achieving a 30% increase in cycle time
- Designed and built Baja SAE car with a 5 member team that placed 1<sup>st</sup> in the 2012 Endurance Race
- Organized and managed Registration Day Breakfast event for 300 residents including food purchasing, preparation and meal service, receiving outstanding event evaluations
- Planned and organized bi-monthly programs for 300+ residents to increase campus involvement and foster a welcoming, safe and collaborative community
- Led activities for 25 middle school children at a week-long family camp program ensuring children were socially, creatively, and physically engaged

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## Accomplishment Statements Start with an Action Verb

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### Communication / Interpersonal Skills

▫ Addressed	▫ Conveyed	▫ Expressed	▫ Mentored	▫ Related
▫ Advertised	▫ Convinced	▫ Familiarized	▫ Moderated	▫ Resolved
▫ Advised	▫ Debated	▫ Furnished	▫ Participated	▫ Solicited
▫ Arbitrated	▫ Defined	▫ Hosted	▫ Persuaded	▫ Spoke
▫ Articulated	▫ Discussed	▫ Influenced	▫ Presented	▫ Suggested
▫ Assured	▫ Drafted	▫ Inspired	▫ Promoted	▫ Translated
▫ Attended	▫ Edited	▫ Intervened	▫ Proposed	▫ Unified
▫ Authored	▫ Elicited	▫ Judged	▫ Publicized	▫ Verbalized
▫ Conferred	▫ Enlisted	▫ Listened	▫ Recruited	▫ Wrote
▫ Contacted	▫ Expedited	▫ Mediated	▫ Reinforced	

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### Creative Skills

▫ Abstracted	▫ Created	▫ Formulated	▫ Introduced	▫ Restructured
▫ Acted	▫ Customized	▫ Founded	▫ Invented	▫ Revamped
▫ Adapted	▫ Designed	▫ Generated	▫ Modeled	▫ Revitalized
▫ Advertised	▫ Developed	▫ Illustrated	▫ Originated	▫ Shaped
▫ Began	▫ Displayed	▫ Imagined	▫ Painted	▫ Solved
▫ Composed	▫ Drew	▫ Improvised	▫ Performed	▫ Synthesized
▫ Conceptualized	▫ Entertained	▫ Innovated	▫ Photographed	▫ Visualized
▫ Condensed	▫ Fashioned	▫ Integrated	▫ Solved	

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### Data / Financial Skills

▫ Administered	▫ Assessed	▫ Computed	▫ Figured	▫ Planned
▫ Adjusted	▫ Audited	▫ Conserved	▫ Forecasted	▫ Projected
▫ Allocated	▫ Balanced	▫ Corrected	▫ Maintained	▫ Qualified
▫ Analyzed	▫ Budgeted	▫ Determined	▫ Marketed	▫ Reduced
▫ Appraised	▫ Calculated	▫ Estimated	▫ Netted	▫ Tracked

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**Helping / Teaching Skills**

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▫ Advocated	▫ Critiqued	▫ Expedited	▫ Instructed	▫ Taught
▫ Aided	▫ Demonstrated	▫ Explained	▫ Insured	▫ Referred
▫ Answered	▫ Diagnosed	▫ Facilitated	▫ Interacted	▫ Rehabilitated
▫ Assisted	▫ Educated	▫ Familiarized	▫ Intervened	▫ Represented
▫ Comfort	▫ Emphasized	▫ Focused	▫ Involved	▫ Simplified
▫ Coached	▫ Enabled	▫ Fostered	▫ Lectured	▫ Supplied
▫ Collaborated	▫ Encompassed	▫ Furthered	▫ Prevented	▫ Supported
▫ Communicated	▫ Encouraged	▫ Guided	▫ Provided	▫ Tested
▫ Contributed	▫ Enforced	▫ Helped	▫ Served	▫ Trained
▫ Cooperated	▫ Enhanced	▫ Individualized	▫ Simulated	▫ Transmitted
▫ Coordinated	▫ Enlightened	▫ Informed	▫ Stimulated	▫ Tutored
▫ Counseled	▫ Evaluated	▫ Instilled	▫ Stressed	▫ Volunteered

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**Management / Leadership Skills**

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▫ Achieved	▫ Controlled	▫ Hired	▫ Navigated	▫ Reported
▫ Administered	▫ Decided	▫ Improved	▫ Negotiated	▫ Restored
▫ Appointed	▫ Delegated	▫ Implemented	▫ Oversaw	▫ Reviewed
▫ Assigned	▫ Directed	▫ Increased	▫ Presided	▫ Scheduled
▫ Attained	▫ Eliminated	▫ Initiated	▫ Prioritized	▫ Secured
▫ Authorized	▫ Enforced	▫ Instituted	▫ Produced	▫ Selected
▫ Chaired	▫ Enhanced	▫ Led	▫ Recommended	▫ Streamlined
▫ Considered	▫ Established	▫ Managed	▫ Reconciled	▫ Strengthened
▫ Consolidated	▫ Evaluated	▫ Maximized	▫ Regulated	▫ Supervised
▫ Consulted	▫ Executed	▫ Merged	▫ Reorganized	▫ Terminated
▫ Contracted	▫ Handled	▫ Motivated	▫ Replaced	▫ Yielded

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**Organizational Skills**

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▫ Approved	▫ Distributed	▫ Ordered	▫ Recorded	▫ Specified
▫ Arranged	▫ Documented	▫ Organized	▫ Reserved	▫ Submitted
▫ Catalogued	▫ Executed	▫ Outlined	▫ Responded	▫ Supplied
▫ Categorized	▫ Filed	▫ Prepared	▫ Retrieved	▫ Standardized
▫ Charted	▫ Implemented	▫ Prioritized	▫ Revised	▫ Systematized
▫ Classified	▫ Incorporated	▫ Processed	▫ Routed	▫ Tabulated
▫ Compiled	▫ Inspected	▫ Provided	▫ Scheduled	▫ Transformed
▫ Corresponded	▫ Logged	▫ Purchased	▫ Screened	▫ Updated

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**Research Skills**

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▫ Analyzed	▫ Conducted	▫ Explored	▫ Investigated	▫ Searched
▫ Ascertained	▫ Correlated	▫ Extracted	▫ Located	▫ Summarized
▫ Catalogued	▫ Detected	▫ Extrapolated	▫ Measured	▫ Surveyed
▫ Charted	▫ Discovered	▫ Gathered	▫ Monitored	▫ Systematized
▫ Clarified	▫ Dissected	▫ Identified	▫ Observed	▫ Tested
▫ Coded	▫ Evaluated	▫ Inspected	▫ Organized	▫ Utilized
▫ Collected	▫ Examined	▫ Interpreted	▫ Researched	▫ Validated
▫ Compared	▫ Experimented	▫ Interviewed	▫ Reviewed	▫ Verified

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**Technical Skills**

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▫ Applied	▫ Devised	▫ Modified	▫ Regulated	▫ Specialized
▫ Assembled	▫ Engineered	▫ Operated	▫ Remodeled	▫ Standardized
▫ Built	▫ Expanded	▫ Overhauled	▫ Repaired	▫ Studied
▫ Constructed	▫ Fabricated	▫ Printed	▫ Replaced	▫ Trained
▫ Converted	▫ Fortified	▫ Programmed	▫ Restored	▫ Upgraded
▫ Debugged	▫ Installed	▫ Rectified	▫ Simulated	▫ Utilized

## Frequently Asked Questions

### ***How do I get started? Should I use a resume template?***

We encourage you **NOT** to use a resume template. Employers and recruiters can easily spot a resume template and they prefer resumes that are built from scratch. Templates also pose challenges when it comes to fine-tuning the resume format. We recommend that you simply open a blank Microsoft Word document and start typing. Focus on the style and format after you have written the content. For format ideas, see the example resumes on pages 2-5.

### ***Should my resume be one page?***

Research shows that recruiters and employers spend 18-60 seconds reviewing each resume. Just think, companies are often getting hundreds of resumes for each position they post! **In most cases, we recommend 1-page resumes for our students.** Consider speaking with a career counselor and/or people in your desired industry to find out the best length for your resume.

### ***Should I include an objective statement at the top?***

The objective statement is optional. If you do include an objective, it should be well-written and concise. A well-crafted objective statement can help the employer understand exactly what you are looking for and why. Consider including the specific job title that you are applying for, your top 2-3 skills or your long-term career goals. We suggest 2-3 lines max.

### ***How many drafts should I write before I submit my resume?***

Mistakes with grammar, spelling, punctuation and format can result in missed job opportunities. For most students and professionals, it takes at least four drafts before the resume is polished and ready to deliver to employers. You can make an appointment with our career counselors at [career.unca.edu](http://career.unca.edu).

### ***What about cover letters and references?***

Most organizations will also ask for a cover letter and a list of references. These should each be a separate document. Please find the "Cover Letter Guide" and the "Reference Template" at [career.unca.edu](http://career.unca.edu) in the "How to Guides" section.

## Resume Checklist

***Use this checklist to ensure that you have a quality first draft. Once you've completed this checklist, visit the Career Center to have your resume reviewed.***

- The resume heading includes my name, mailing address, phone number and email address.
- The layout and formatting is attractive, easy-to-read and consistent (body is 11 or 12-point font).
- If I included an objective section, it is located just below the resume heading. It is concise (3 lines max), includes the specific job I am seeking and mentions my most relevant skills and experiences.
- The education section appears first, before other experiences and includes: the degree (ie: Bachelor of Arts in French), the name of the school, location of the school (city, state), and the graduation date (ie: May 2015).
- High school is not featured in my education section (there are some exceptions where citing high school may be helpful).
- If my GPA (overall or major) is listed on my resume, it is 3.0 or higher.
- I listed my experiences in reverse chronological order. The most recent experiences are listed first, the oldest experiences are listed last.
- Each experience includes: job title, organization name, location (city, state), and dates I worked (months & years).
- I described my relevant experiences using bulleted accomplishment statements (See attached document titled Creating Accomplishment Statements). Each accomplishment statement starts with an action verb and focuses on results achieved or skills developed. I included measurable results such as numbers, awards, promotions, trainings and certifications completed.
- I have included work, volunteer, campus involvement, research and all other experiences relevant to my career.
- My resume includes keywords relevant to the job(s) I am applying for and specifically address the skills and experiences mentioned in the job description(s).