



## Resumes

### OSU-Cascades Career Development Center

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Your resume is a one or two page personal advertisement that briefly describes your unique experiences, skills, and accomplishments. It is often your first impression with an employer so it is essential that your resume be tailored to each position, well organized, easy to scan, and error free.

### Where Do I Begin?

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Start by reflecting on your past experiences. What have you accomplished in your work, education and personal life that might be important for employers to know about you? This could include academic success, full-time or part-time jobs, internships, volunteer experience, campus activities, and skills such as computer or language proficiencies. To help you get started, use the resume worksheet on pages 6 and 7.

### What Should It Look Like?

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Resumes should generally be one page, however, if you have a number of years of work and related experience you may need two pages. A two page resume is more acceptable in fields such as education and human services. In the fields of business, IT, and engineering, and when applying to larger companies, a one page resume is strongly recommended.

When you are building your first resume, try to avoid using a template. Although templates may make the process easier to start, they are difficult to tailor and change later on which will only cause you frustration. Create your resume format yourself in Microsoft Word using tabs, **Bold**, *Italics*, CAPITALIZATION and other features to set your resume apart. Here are some general guidelines:



- Margins between .5 and 1 inch and equal on all sides
- Font size between 10 and 12 (with the exception of your name – 14 to 16)
- Simple font style such as Times New Roman or Ariel
- Consistent format that's easy to scan, do not clutter the page or leave too much white space
- No personal pronouns – NO I, me, my, etc., meant to be a brief outline only

### How Should It Be Organized?

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There are three common styles of resumes: chronological, functional and a combination of the two.

- **Chronological** – This is the most common format for a resume and what employers typically prefer because it is easy to scan where and when you have worked at what jobs. This format is best for a person with a stable work history or a student applying for internships or entry level positions who has past work and volunteer/extracurricular experience. A chronological resume lists your work and other experiences in REVERSE chronological order (most recent backwards) within each section.
- **Functional** – This format works well for a person who does not have much experience, who is returning to work after an absence, or who is going through a career transition. A functional resume focuses on your skills rather than your chronological work history.
- **Combination** – This format highlights your skills at the top of the resume relate most to the job(s) you are applying for, then gives a chronological list of your work history.

If you are not sure what format to use, contact a counselor in the Career Development Center. This guidebook is going to focus on Chronological resumes as they are the most common. For more information on functional resumes, see our Functional Resume Guidebook.

## What sections should I include?

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The most common categories on a resume include your contact information, objective, education, work experience, volunteer experience/activities, and skills. However, your resume is going to be unique to your experiences and the positions that you are applying for. Additional headers that you could add to your resume include: Related Courses, Internship, Practicum, Related Experience, Teaching Experience, Research, Related Projects, Certifications, Military Service, Honors and Awards, Leadership Experience, Professional Development, Memberships, Publications, etc. Meet with a counselor to discuss what sections will make the most sense for you to include based on your unique experiences and what you are applying for.

### **Contact Information**

At the top of your resume you should include your full name, current address, phone number and email address. You may also include your LinkedIn profile URL if you have one (which you should!). There are many different ways to present your contact information, it is up to you how you would like to format it. Example:

**Benny Cascades**  
2600 NW College Way, Bend, OR, 97701  
benny.cascades@oregonstate.edu, 541-322-3157

### **Objective**

An objective on a resume is optional. However, if you do include one, it NEEDS to be specific to the position and the company that you are applying to. The objective focuses on the skills that you would bring to the position and makes it easy for the employer to see that you have tailored your application to them.

Generic Example: “Seeking a challenging and rewarding position where I can utilize and enhance my skills in the field of environmental science”

Tailored Example: “To contribute strong analytical skills, the ability to think outside the box, and assets in teamwork and communication to the Environmental Analyst position with the State of Oregon”

### **Education**

For most current students, as well as recent graduates, education is the most relevant experience to potential employers. If you are a traditional-aged college student, or are returning to school to change careers or after an absence from work, then education should definitely be at the top. If you are going back to school to enhance your current career in a field where you already have robust experience, then you may want to reconsider where you place the education section.

In the education section you should include the name and location of the institutions where you are currently enrolled and where you have received degrees from in the past. If you are a transfer student you DO NOT need to include all of the institutions that you attended unless you received a degree from there. Generally, it is not advisable to include high school details on your resume unless you are a first-year or sophomore student.

You will also include the type of degree that you are receiving (i.e. BA, BS, MA, MS, MFA) and your intended major(s) and minor(s). In addition, you may include academic honors and awards, study abroad information, and your GPA if applicable. If you have achieved a GPA of 3.0 or higher, DO include it on your resume. Example:

**Oregon State University – Cascades**, Bend, OR Anticipated Graduation: June 2018  
Bachelor of Science in **Exercise and Sport Science**, Minor in **Psychology** GPA: 3.2/4.0  
**Study Abroad:** Nutrition, Exercise & Sport Science, University of Sydney, Sydney, Australia, Fall 2016

## **Work Experience**

In this section you will include any paid employment experience that you have had. Remember to order your experience in reverse chronological order (most recent backwards). For each experience that you have you will want to include:

**Your Job Title, Name of the Company/Organization, City, State** Dates

However, if the companies that you have worked for are more impressive than your job title, you will want to reorder the information to show the company name first:

**Name of the Company/Organization, Your Job Title, City, State** Dates

Underneath each of your experiences you will highlight accomplishments as well as relevant or transferable skills that you used or gained on the job. Reflect on your past full-time, part-time and/or seasonal work experience to identify the skills you want to include. Transferable skills are skills that you have gained in settings that may not be related to your career of interest, but the skills themselves will help you to be successful in your new position. The transferable skills listed below were identified by the National Association of Colleges and Employers (2015) as the top 10 skills that employers are seeking in recent college graduates:

1. Teamwork
2. Decision Making/Problem Solving
3. Communication – verbal
4. Planning/Organizing/Prioritizing
5. Obtain/ Process Information
6. Analyze Quantitative Data
7. Technical Knowledge
8. Proficiency with Computer Software
9. Create/Edit Written Reports
10. Ability to Sell and Influence

Which of these skills have you successfully executed in your past work experiences?

In developing your skill and accomplishment statements, start each statement with an action verb. Categorized lists of action verbs can be found on page 4. If you are currently working in the position, your action verbs should be in present tense. If you are no longer working there, action verbs should be in past tense. For example:

- Present: Develop, Create, Organize, Manage
- Past: Developed, Created, Organized, Managed

Constructing these statements to highlight your related skills can be the most complicated part of putting a resume together. Here are some steps to help you process:

1. What tasks did you have at your job?
2. What skills did you need to complete these tasks that relate to what you want to do in the future?
3. Find a compelling action verb to express the related skill that you were using
4. Clarify the with/for who, what, and why of each work task
5. Highlight outcomes or results to show impact of your work on the company
6. Quantify if possible as well. How much? How many?

For example:

**Camp Counselor, Sunriver Summer Camp, Sunriver, OR**

May-August 2016

Weak statement: Watched kids during a day camp

Strong statement: Supervised up to 30 kids ages 10 to 12 during fun and education activities for eight hours a day

## Action Verbs

Use the action verbs below to help articulate your skills, responsibilities and accomplishments in your resume and in an interview.

Communication	Management	Detail	Creativity	Teaching
addressed arbitrated arranged authored corresponded developed directed drafted edited enlisted formulated influenced interpreted lectured mediated moderated motivated negotiated persuaded promoted publicized recruited spoke translated wrote	administered analyzed assigned attained chaired contracted consolidated coordinated delegated developed directed evaluated executed improved increased organized planned prioritized produced recommended reviewed scheduled strengthened supervised	approved arranged catalogued classified collected compiled dispatched executed generated implemented inspected monitored operated organized prepared processed purchased recorded retrieved screened specified systematized tabulated validated	acted conceptualized created designed developed directed established fashioned founded illustrated instituted integrated introduced invented originated performed planned revitalized shaped	adapted advised clarified coached communicated coordinated developed enabled encouraged evaluated explained facilitated guided informed initiated instructed set goals stimulated

Helping	Financial	Research	Technical
assessed clarified coached counseled demonstrated diagnosed educated expedited facilitated familiarized guided referred rehabilitated represented	administered allocated analyzed appraised audited balanced budgeted calculated computed developed forecast managed marketed planned projected researched	clarified collected critiqued diagnosed evaluated examined extracted identified inspected interpreted interviewed investigated organized review summarized surveyed systematized	assembled built calculated computed designed devised engineered fabricated maintained operated overhauled programmed remodeled repaired solved trained upgraded

### ***Volunteer Experience/Activities***

This section will look very similar to your work experience. You want to include the same standard information:

**Your Role, Name of Club/Organization, City, State**

Dates

You can also choose to include skill and accomplishment statements underneath your volunteer experience and activities if they are applicable to the jobs that you are interested in.

### ***Skills***

You can highlight any related skills on your resume. The most common are computer skills and language proficiency. For language proficiency, you can label your language skills as being basic, intermediate, advanced or fluent. However, if you would not be comfortable answering basic questions in a foreign language on the job, do not include it on your resume. Example:

**Computer:** Microsoft Word, Excel, PowerPoint, Adobe InDesign, SPSS

**Language:** Intermediate Spanish (oral and written)

## **How Should I Submit My Resume?**

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### ***Electronic Applications***

When submitting you application onto an online system or uploading it electronically, you want to save it as a PDF on your computer first, and then upload it as a PDF. Do not have the application program transfer your documents to a PDF for you as it may not turn out the way you intend it to look.

### ***Email***

If you are emailing your application to an employer, include your cover letter in the body of the email and attach your resume to the email as a PDF file. This way your resume will look the same no matter who opens it and on what device. You can also attach your cover letter as a PDF so that it is easy for the employer to print. Label your attachments as “Last Name Resume, Title of Position” and “Last Name Cover Letter, Title of Position” so that your application is easy for the employer to find later on.

### ***Hard Copy***

If you are planning to print out your resume to drop off copies in person at companies or during career fairs and interviews, it is best to print your resume on resume paper. You can purchase resume paper at OfficeMax, Staples, or any other office supply store.

## **What About Cover Letters and References?**

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Cover letters and references should be on separate documents, not part of your resume. For more information refer to our Cover Letter Guidebook and References Tip Sheet.

## **I am Ready to Get Started!**

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Begin developing your resume by using the resume worksheet on the next page. Take a look at the following resume samples for additional ideas on how to create and format your personal marketing tool. Once you have constructed a rough draft, print a copy and drop-in or schedule an appointment with the Career Development Center for a review and suggestions on how to best market your skills and experience to employers you are interested in.

**Career Development Center:** Tykeson Hall 106, [career@osucascades.edu](mailto:career@osucascades.edu), [www.osucascades.edu/cdc](http://www.osucascades.edu/cdc)

It is best to revisit and revise your resume after every term. That way you will have the most up to date and comprehensive document put together by the time you are ready to apply for jobs and internships.

## **The Resume Worksheet**

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Fill out this worksheet the best you can. You may not fill up the whole thing, or you may need more spaces than are provided, both of which are perfectly fine. Once you are finished compiling your experiences, create your resume electronically and meet with a counselor in the Career Development Center for a review!

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Name

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Street Address, City, State, Zip

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Email, Phone Number

## Education

**Oregon State University - Cascades, Bend, OR**

Anticipated Graduation: \_\_\_\_\_

Bachelor/Masters of \_\_\_\_\_ Degree

Cumulative GPA: \_\_\_\_\_ / 4.0

Major(s): \_\_\_\_\_

Major GPA: \_\_\_\_\_ / 4.0

Minor(s): \_\_\_\_\_

Study Abroad: \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_  
Program Name City Country Semester

Honors/Awards (i.e. Dean's List, Scholarships, Inductions): \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

## Internship/Work Experience

\_\_\_\_\_ Job Title \_\_\_\_\_ Organization/Company Name \_\_\_\_\_ City \_\_\_\_\_ State (abv.) \_\_\_\_\_ Dates

Responsibilities, skills & accomplishments include(d):  
 ●  
 ●  
 ●

\_\_\_\_\_ Job Title \_\_\_\_\_ Organization/Company Name \_\_\_\_\_ City \_\_\_\_\_ State (abv.) \_\_\_\_\_ Dates

Responsibilities, skills & accomplishments include(d):  
 ●  
 ●  
 ●

\_\_\_\_\_ Job Title \_\_\_\_\_ Organization/Company Name \_\_\_\_\_ City \_\_\_\_\_ State (abv.) \_\_\_\_\_ Dates

Responsibilities, skills & accomplishments include(d):  
 ●  
 ●  
 ●

\_\_\_\_\_ Job Title \_\_\_\_\_ Organization/Company Name \_\_\_\_\_ City \_\_\_\_\_ State (abv.) \_\_\_\_\_ Dates

Responsibilities, skills & accomplishments include(d):  
 ●  
 ●  
 ●

**Campus Activities** (i.e. clubs, organizations, athletics)

\_\_\_\_\_, Oregon State University-Cascades  
Position Title (i.e. Member, President) Club/Organization Name Dates

Responsibilities, skills & accomplishments include(d):  
●  
●

\_\_\_\_\_, Oregon State University-Cascades  
Position Title (i.e. Member, President) Club/Organization Name Dates

Responsibilities, skills & accomplishments include(d):  
●  
●

\_\_\_\_\_, Oregon State University-Cascades  
Position Title (i.e. Member, President) Club/Organization Name Dates

Responsibilities, skills & accomplishments include(d):  
●  
●

**Volunteer Work**

\_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_  
Title Organization/Company Name City State (abv.) Dates

Responsibilities, skills & accomplishments include(d): ●

\_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_  
Title Organization/Company Name City State (abv.) Dates

Responsibilities, skills & accomplishments include(d): ●

**Computer Skills** (i.e. Microsoft Office, SPSS, Photoshop)

**Language Skills** (Conversational, Proficient, Fluent – Verbal & Written)

**Special Training/Certification** (i.e. CPR, Wilderness First Responder, Teacher Licensure)

**Additional Information** (i.e. Related Coursework, Lab Skills, Research Projects, Publications, Professional Development/Associations)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Benny Cascades

1500 SW Chandler Ave, Bend, OR, 97702  
cascadesb@oregonstate.edu, 541-322-3157

### OBJECTIVE

To contribute strong interpersonal communication skills, creativity, and a positive, outgoing personality to a leadership position with ASCC Student Government.

### EDUCATION

**Oregon State University – Cascades**, Bend, OR      Anticipated Graduation: May 2020  
Bachelor of Science in *Biology*      GPA: 3.1/4.0

**Summit High School**, Bend, OR      June 2017  
High School Diploma      GPA: 3.3/4.0

### WORK EXPERIENCE

**Pine Tavern**      May 2016 – Present  
*Waitress*      Bend, OR

- Promoted from Hostess in May 2015 due to strong work ethic and customer service skills
- Offer exceptional customer service by communicating with customers and catering to customer needs; manage conflicts when necessary
- Market seasonal items, specials and special events to customers to increase sales
- Collaborate with staff to ensure customers are seated and served in a timely manner
- Manage time efficiently in a fast-paced environment

**Private Families**      June 2012 – Present  
*Babysitter*      Bend, OR

- Establish relationships with five kids from three families ages two to 12
- Communicate with parents to understand needs and schedule, and inform of behavior
- Plan and organize fun and educational activities for up to three kids at a time

### ACTIVITIES

**Alpine Ski Team**, *Member*, Oregon State University - Cascades      September 2017 – Present  
**Cross Country Team**, *Member*, Summit High School      September 2014 – June 2017  
**National Honor Society**, *Member*, Summit High School      September 2015 – June 2017  
**Varsity Choir**, *Member*, Summit High School      September 2014 – June 2017

### SKILLS

**Computer:** Microsoft Office: Word, Excel, PowerPoint, Publisher, Adobe Photoshop  
**Language:** Intermediate Spanish (oral and written)



## **Benny Cascades**

1500 SW Chandler Ave.  
Bend, OR, 97702  
cascadesb@oregonstate.edu  
541-322-3157

**Objective:** Pursue an internship in Corrections with Deschutes County that will maximize outstanding observational and behavioral skills, while building knowledge and experience in the field.

**Education:** **Oregon State University – Cascades**, Bend, OR, Graduation: May 2019  
Bachelor of Arts, Cumulative GPA: 3.3/4.0  
Major: **Psychology**, Minor: **Political Science**  
Related Courses: Cognition, Brain & Behavior, Social Psychology, Introduction to United States Government and Politics

**Work:** **Catering Associate**, Cascades Catering Company, Bend, OR, June 2017 - Present

- Work 20-25 hours a week to finance education
- Manage conflicts with clients and customers when necessary
- Enhance leadership skills through training new employees
- Collaborate with team members to supervise events and ensure all tasks are completed on time

**Sales Associate**, DSW, Eugene, OR, June 2016 - September 2016

- Demonstrated excellent customer service by caring for customer needs
- Managed the cash register to complete monetary transactions

**Landscaper**, Designed Environments, Springfield, OR, June 2014 - August 2015

- Responsible for the design and maintenance of 10 at a time
- Planned designs for lawns with supervisor and team members
- Structured landscaping needs and maintenance schedule

**Campus Leadership:** **Trip Leader**, Cascades Adventures, Oregon State University – Cascades  
September 2017 – Present

- Plan entire curriculum and equipment for outdoor trips for up to 10 students
- Manage logistics according to OSU-Cascades policies
- Facilitate group dynamics during outings
- Educate students on outing activities and surroundings
- Trained to respond to emergency situations when necessary

**Skills:** **Certification:** Wilderness First Responder, Expires: August 2019, American Red Cross CPR, Expires: August 2019  
**Computer:** SPSS, Microsoft Excel, Microsoft Word, Microsoft PowerPoint

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**Benny Cascades**

1500 SW Chandler Ave., Bend, OR, 97702  
cascadesb@oregonstate.edu, 541-322-3157

**Objective**

To contribute strong analytical skills, research experience, technical skills and creative problem solving to the Research and Process Design Engineer position at National Renewable Energy Laboratory.

**Education**

**Oregon State University – Cascades, Bend, OR** Graduation: June 2018  
Bachelor of Science in *Energy Systems Engineering* GPA: 3.57/4.0

**Central Oregon Community College, Prineville, OR** Graduation: June 2006  
Associate of Applied Science in *Management*

**Related Skills**

*Computer:* Solidworks, VectorWorks, CAD, MatLab, C/C++, Labview, Microsoft Office

*Transferable:* Research, documenting, and technical writing

**Engineering Internship**

*Energy Engineer Intern, SmartWatt Energy, Inc., Rocklin, CA* May - August 2017

- Assisted with onsite energy efficiency audits focused on mechanical, control and lighting systems
- Analyzed historical utility billing and facility benchmarking
- Completed savings projections and energy conservation measure narrative descriptions
- Recommended energy-efficiency measures to clients based off of audit and analysis
- Built relationships with clients, suppliers and contractors

**Research Experience**

*Research Assistant, Oregon State University - Cascades, Bend, OR* January 2017 - Present

- Perform microfluidics research using thermally activated polymer
- Design fluid flow channels and build test prototypes
- Run tests and analyze data

**Work Experience**

*Production Supervisor, Medline Industries, Inc., Redmond, OR* August 2006 - September 2016

- Led all production employees in the performance of duties to meet production goals
- Communicated expectations and coached, counseled and disciplined employees when necessary
- Compiled, analyzed and produced performance records and data quarterly
- Set process variables and observed control points and equipment
- Analyzed operating practices and implemented cost saving reductions where possible
- Enforced company systems, policies, and procedures