



RESUME GUIDE



THE OFFICE OF CAREER SERVICES

13650 Apple Harvest Drive

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CareerServices@Blueridgectc.edu

304-260-4380 x2125

RESUMES GET INTERVIEWS, NOT JOBS!

The resume is a one-page summary of your employment history, skills, abilities and accomplishments. Recruiters and hiring managers will only review your resume for 10 seconds before deciding to keep it or toss it in the NO pile. Be certain to only include the most relevant information. A resume contains several sections:

1. Header Section (or Contact information)
2. Career Objective or Profile
3. Education Section
4. Experience Section
5. Other Section (optional)

HEADER SECTION

The resume header provides contact information to a potential employer. The following should be included:

1. Name (Bold & Larger Font)
2. Address (City and State will suffice)
3. Phone number with voicemail
4. Email (not school email)
5. LinkedIn address (optional)
6. Website (optional)

EXAMPLES:

Jonathon Smith

Martinsburg, WV | Jsmith@gmail.com | 304-260-4380

Elizabeth A. Giovetti

Martinsburg, WV; EG07@hotmail.com; 304-260-4380

CAREER OBJECTIVE/PROFESSIONAL PROFILE

The Career Objective or Professional Profile is a summary of your knowledge, skills, and abilities as it relates to the specific job for which an applicant seeks.

How many years of related experience do you have in your field of study?

- CHOOSE** a CAREER OBJECTIVE if you have less than 2 years of experience in the position you are seeking. For example:

EXAMPLE- Career Objective: Seeking a position as a chef where I can utilize my demonstrated skills in creating new recipes, developing menus, and staff development.

- ❑ **CHOOSE** a PROFESSIONAL PROFILE or QUALIFICATIONS SUMMARY if you have 2 or more years of experience in the position you are seeking. For example:

EXAMPLE: Professional Profile / Qualifications Summary

- Over 2 years of experience cooking for a residential nursing home facility.
- Mastered over 150 recipes adapting to different nutritional needs of nursing home patients.

EDUCATION SECTION

The Education Section highlights the training you have completed. You may also include honors or achievements earned while in school.

Example 1:

EDUCATION

Associates Degree of Applied Science in Criminal Justice

Anticipated May 2016

Blue Ridge Community and Technical College, Martinsburg, WV

GPA: 3.5/4.0

Honors & Awards:

- President's List (4 semesters)
- Outstanding Student Award 2014 – Selected out of 5,000 students for demonstrating academic achievement.
- \$5,000 Star Foundation Award for community service

Example 2:

EDUCATION

Certificate in Electrical Distribution Engineering Technologies

May 2012

Blue Ridge Community and Technical College, Martinsburg, WV

High School Diploma

Martinsburg High School, Martinsburg, WV



Include your high school diploma if you are earning a certificate and no degree. **NEVER** include the year of graduation with a high school diploma.

EXPERIENCE SECTION

The Experience section of a resume details:

- Where you worked
- Positions held
- Descriptions of job responsibilities and accomplishments

This section informs an employer if you have the knowledge, skills, and abilities to perform the essential duties of a job.

STEP ONE: Choose the *best* Resume Format – Chronological or Functional

- Chronological Resume**– groups work experience with the positions you held. This style of resume is best for someone who is experienced. It highlights the work history and how one progressed over time. If you are switching careers or entering a new career field, the functional style may be better.
- Functional Resume**– groups work experience with the skills developed. This style of resume focuses on the skills gained while working, volunteering, or in school. This resume is best for a job seeker with gaps in their work history, reentering the workforce, frequently changed jobs, or transitioning to a new career.

STEP TWO: Describe your work history

Whether you choose the functional style or chronological style, describe your work history by outlining your duties and responsibilities.

- ✓ Typically there should be no more than 4 “descriptions” for each position or skill area.
- ✓ Bullet points will be used including an:

- **ACTION WORD + DESCRIPTION OF DUTIES + ACCOMPLISHMENT/OUTCOME**

ACTION WORDS are verbs. Every bullet point will use an Action Word.



Review the list of great **ACTION WORDS** on **PAGE 9** of this guide.

DESCRIPTIONS answer the following questions: **WHO, WHAT, WHEN, WHERE, WHY & HOW**



For each bullet point, answer at least 4 out of 6 of these questions.

ACCOMPLISHMENTS: focus on the results (or accomplishments) of what you did. Examples of questions to answer include: What compliments did you receive from your boss? How did you save time or money? Did you achieve your goals? How many customers/patients did you see in a day, week, or month? How did the student meet or exceed a goal?



Employers want an employee who can produce results. Include at least 1 accomplishment for each position or skill area on your resume. Tell an employer not only what you can do, but what you have achieved!

Other accomplishments to consider:

- | | |
|---|---|
| <input type="checkbox"/> Saving money | <input type="checkbox"/> Increasing efficiency |
| <input type="checkbox"/> Increase profits | <input type="checkbox"/> Eliminating waste |
| <input type="checkbox"/> Lowering costs | <input type="checkbox"/> Expanding client base |
| <input type="checkbox"/> Solving an emergency situation | <input type="checkbox"/> Introducing a new product |
| <input type="checkbox"/> Streamlining operations | <input type="checkbox"/> Improving work conditions |
| <input type="checkbox"/> Improving employee relations | <input type="checkbox"/> Meeting or exceeding goals |
| | <input type="checkbox"/> Decreasing costs |

Example:**Poor Example:**

- Conducted intakes.

Great Example:

- Conducted 100 – 150 computerized intakes each day to process radiology appointments.

Action Word: Conducted**Who:** Patient (implied)**Accomplishment:** Completion of**What:** Conducted intakes

100 – 150 intakes

When: Each Day**Where:** Radiology Dept.**Why:** Process appointments**How:** Utilized a computer**STEP THREE: Format your experience section****Chronological Resume Format**

In this format, you will group your experience by the jobs you have held. First, list your job title, company name, City/State, and years you have worked. Below this line, you will list your experience in a bulleted format.

Example:**WORK EXPERIENCE****Program Manager**, Telamon, Martinsburg, WV

May 2010 - Present

- Coordinate \$500,000 in disbursements to area vendors to provide client services.
- Manage \$200,000 grant to increase self-sufficiency of clients with a mental health diagnosis.
- Directly supervise a staff of 5 people in 3 different programs.

Teacher, Berkeley County Board of Education, Martinsburg, WV

June 2006 – April 2010

- Increased overall GED competency scores in by 10% by teaching reading and math skills to students enrolled into the local welfare to work program.
- Conducted 2 weekly psycho-educational groups teaching first time mothers parenting skills.

Case Manager, Board of Child Care, Martinsburg, WV

December 2002 - June 2006

- Managed a high volume caseload (up to 100 clients) maintaining monthly contacts and ensuring services are provided.
- Consistently exceeded goals for applications taken, clients securing and maintain employment. In 2005, exceeded placement goal by 15%

Functional Resume Format

In this format, you will group your experience by Skills you possess. The positions you held will be included in a separate “work history” section.

First, choose 2 – 3 **Skill Areas or Competencies** from your major you wish to highlight.

For example:

- | | | | |
|--|--|---|---|
| <input type="checkbox"/> Administrative Skills | <input type="checkbox"/> Management Skills | <input type="checkbox"/> Teaching Skills | <input type="checkbox"/> Financial Skills |
| <input type="checkbox"/> Clinical Skills | <input type="checkbox"/> Technical Skills | <input type="checkbox"/> Patient Skills | <input type="checkbox"/> Project Management |
| <input type="checkbox"/> Computer Skills | <input type="checkbox"/> Cooking Skills | <input type="checkbox"/> Customer Service | <input type="checkbox"/> Special Skills |

Below each skill area, you will list your experience in a bulleted format. After you outline your skills, you will list your work history below.

Example:

SKILLS

Clinical Skills

- Guide a variety of patients in therapeutic exercises including strengthening, stretching and balance exercises including geriatrics and pediatrics.
- Administer PT modalities including ultrasound, cervical and lumbar traction, electrical stimulation, and thermal agents to decrease pain and increase range of motion.
- Observe patients during treatment to analyze and document progress.
- Physically capable of transferring patients from different surfaces.
- Train patient the proper use of assistive devices including canes, wheelchair, and crutches to improve their balance, coordination, ambulation and safety.
- Educate patients and care takers the importance of HEPs during treatment and before discharge.

Administrative Skills

- Ability to work with several EMR programs, such as Epic, McKesson, Healthy WV, and Rehab Options.
- Manage daily office operations, such as accounts receivable/payable over \$100,000, new employee orientation, and payroll.

WORK HISTORY

Physical Therapy Assistant Clinical Rotations

Nov 2013 – June 2014

- *Heartland of Martinsburg, Martinsburg, WV (Skilled Nursing)*
- *Inwood Rehabilitation Center, Inwood, WV (Outpatient)*
- *Warren Memorial Hospital, Front Royal, VA (Inpatient)*

Medical Assistant, Eastern Panhandle Free Clinic, Ranson, WV

Oct 2011-March 2013

Verification Specialist, American Background, Winchester, VA

Dec 2009-Nov 2010

OTHER SECTIONS

Some students may benefit from describing items on their resume including *activities, honors, leadership opportunities, language skills, certifications, licenses, and/or security clearance.*

Items to be considered:

- Activities** – only list activities which highlight work-related experience.
- Awards/Honors** – only include awards that are recent and related to work performance
- Certifications/Licensure** (computer certifications, First Aid, CPR, RN license, etc.)
- Security Clearance**
- Special Skills** – may include foreign language, computer skills, typing skills, etc. Only list skills that relate to the position.

You will notice by the following examples, there is greater flexibility with how to format this section.

Special Skills

- Fluent in Spanish
- Type 55 wpm
- Proficient in MS Word, Excel, and Power Point
- Top Secret Clearance

-or-

Licensure & Certifications

- Licensed Social Worker, WV License # BP00578, expires July 2016
- First Aid certified, American Heart Association, expires July 2015
- Basic Life Support for Healthcare Professionals, American Heart Association, expires July 2015

-or-

Honors and Awards

- \$5,000 Bou Foundation Award – 1 out of 2,000 students selected for this grant
- STAR Award, 2014 – Received award for perfect attendance

RESOURCES:

The Office of Career Services at Blue Ridge CTC – www.blueridgectc.edu/careerservices

- Career Exploration
- Resume & Cover Letter Builder
- Resume Reviews
- Job Board
- Resume Referral Service (for soon to be graduating students)



Email The Office of Career Services at careerservices@blueridgectc.edu to schedule an appointment.

O*NET – www.onetonline.org

US Department of Labor's online database for occupational information. Search for different occupations to identify knowledge, skills, and abilities to include in your resume.

Student Name

1234 Market Street, Martinsburg, WV 25404
studentname@gmail.com; 304-xxx-xxxx

CAREER OBJECTIVE

Seeking a position as a lineman where I can utilize my demonstrated skills in the electrical distribution field with climbing poles, installing and repairing electrical power lines and 11 years of driving experience with a Class A license.

EDUCATION

Certificate in Electrical Distribution Engineering Technologies

Blue Ridge Community and Technical College, Martinsburg WV
May 2015, Expected

Diploma, Hedgesville High School, Hedgesville WV

CERTIFICATIONS

Class A CDL License

EXPERIENCE

Technical Skills

- Test conductors, according to electrical diagrams and specifications, to identify corresponding conductors and to prevent incorrect connections
- Open switches or attach grounding devices to remove electrical hazards from disturbed or fallen lines or to facilitate repairs
- Identify defective sectionalizing devices, circuit breakers, switches, fuses, voltage regulators, transformers, relays, or wiring, using wiring diagrams and electrical-testing instruments
- Install, maintain, and repair electrical distribution and transmission systems, including conduits, cables, wires, and related equipment, such as transformers, circuit breakers, and switches
- Place insulating or fireproofing materials over conductors and joints
- Use of a Bucket and Digger Derrick truck
- Drive 50 – 150 miles a day with a tractor and trailer combination
- Adhere to safety practices and procedures, such as checking equipment regularly and erecting barriers around work areas

Accomplishments

- Increased sales goals by 9% each month to wholesale customers in Morgan and Berkeley Counties.

WORK HISTORY

Salesman, Martin Distributing, Martinsburg, WV
Driver, Jefferson Distributing, Martinsburg, WV

Sep 2005 - Present
June 1997 – Sep 2005

Johnny Cash

540-265-8946 | Johnathan.Cash@google.com | Winchester, VA

CAREER OBJECTIVE

Dedicated professional seeking to contribute to and grow with a dynamic, progressive, and innovative organization. Effectively able to solve technical issues and identify priorities to achieve goals. Experienced in assessing digital information, proposing and implementing measures to improve productivity.

EDUCATION

Blue Ridge Community and Technical College, Martinsburg, WV

Associates of Applied Science in Networking

In Progress

Associates of Applied Science in Cyber Security

2016

WV State Police Academy, Martinsburg, WV

2006

CERTIFICATIONS

CCNA Certification

In Progress

CompTIA Security+ Certification

2016

EXPERIENCE & SKILLS

Hardware

- Built, tested, and modified product prototypes using models constructed with computer simulation
- Conferred specifications to evaluate interface between hardware, software, operational, and performance capacity of system
- Designed and developed computer hardware and support peripherals, including central processing units (CPUs), support logic, microprocessors, custom integrated circuits, and disk drives

Software

- Conferred with users, conducted computer diagnostics to investigate and resolve problems
- Entered commands and observed system functioning to verify correct operations and detect errors
- Installed and performed minor repairs to hardware, software, or peripheral equipment, or installation specifications
- Set up equipment for employee use, ensured proper installation of cables, operating systems, or appropriate software

Networking

- Troubleshoot network or connectivity problems for users or user groups
- Configured security settings or access permissions for groups or individuals
- Performed routine maintenance or standard repairs to networking components or equipment
- Configured wide area network (WAN) or local area network (LAN) routers or related equipment

Public Safety

- Performed criminal and accident investigations, public emergency dispatches and traffic enforcement
- Created and submitted criminal reports and complaints to the court system, presented material relating to criminal hearings

WORK EXPERIENCE

Averitt Express, Inc. | *Commercial Driver*

2013-2014

Applewood Motor Car Transportation | *Commercial Driver*

2010-2012

Hollywood Casino and Charles Town Races | *Slots Security Officer*

2008-2010

Harpers Ferry Police Department | *Police Officer*

2006-2008

Denzel Washington

(304)-292-1455 | Harpers Ferry, WV

D.Washington@outlook.com

Objective

Seeking an entry level position within network administration, system administration, or computer user support to utilize my skills and abilities within the technology field.

Education

CYBER SECURITY ASSOCIATES OF APPLIED SCIENCE

Blue Ridge Community and Technical College | Expected May 2017

INFORMATION TECHNOLOGY ASSOCIATES OF APPLIED SCIENCE

Blue Ridge Community and Technical College | Expected May 2017

CLUBS: *Technology Club, Information Systems Security Association (ISSA)*

CERTIFICATIONS: *CompTIA Security+ 12/22/2015 and CompTIA Network+ 05/17/2016*

Skills & Abilities

Fire Wall Design and Development

- Developed security policy and firewall configuration strategies
- Worked with proxy servers and application-level firewalls
- Authenticated users and initiated virtual private networks
- Experience with building firewalls and ongoing administration

Troubleshooting

- Secured computer hardware and software glitches throughout numerous projects for technology club and graded labs in class

Customer and Personal Service

- Conferred with customers by telephone or in person to provide information about products and services
- Resolved customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills
- Completed contract forms, prepare records and issue service discontinuance orders, using computers

Public Safety and Security

- Educated on municipal emergency policies, procedures, and strategies
- Promoted local, state, and national security operations for the protection of people, data, property, and institutions

Work History

Apprentice Plumber | Olympic Plumbing | 2013- 2015

Volunteer Firefighter | South End Fire Company | 2008-2012

Student Name, RMA

Address ♦ Martinsburg, West Virginia 25404 ♦ phone ♦ email

QUALIFICATIONS SUMMARY

- Healthcare professional with over 16 years experience working with diverse populations including the elderly and patients with disabilities.
- Proficient at taking vitals, administering medications, injections, and obtaining specimens for analysis.
- Experienced with administrative tasks including answering a multi-line telephone, completing intakes, and scheduling appointments utilizing Medisoft.

CERTIFICATIONS

- Registered Medical Assistant, ID: 2599328, expires 2/2017

EDUCATION

Blue Ridge Community and Technical College, Martinsburg WV

Associates of Applied Science Degree in Medical Assisting, Dec 2013

GPA: 3.9/4.0

Shepherd University, Shepherdstown WV

Regent's Bachelor of Arts, May 2003

Graduated Cum Laude

WORK EXPERIENCE

Medical Assistant, extern, Shenandoah Preventive Medicine, Martinsburg, WV Oct 2013 – Present

- Recorded patients' medical history, vital statistics, or information such as test results in medical records.
- Interviewed patients to obtain medical information and measure their vital signs, weight, and height.
- Cleaned and sterilized instruments and dispose of contaminated supplies.
- Prepared treatment rooms for patient examinations, keeping the rooms neat and clean.
- Scheduled appointments for patients.
- Recorded patients' medical history, vital statistics, or information such as test results in medical records.

Home Health Aide, Jefferson County Council on Aging, Ranson, WV Nov 2005 – September 2013

- Check patients' pulse, temperature, and respiration.
- Provide patients with help moving in and out of beds, baths, wheelchairs, or automobiles and with dressing and grooming.
- Care for patients by changing bed linens, washing and ironing laundry, cleaning, or assisting with their personal care.
- Accompany clients to doctors' offices or on other trips outside the home, providing transportation, assistance, and companionship.

Residential Aide, Stonebrook, Inc., Kearneysville, WV

Jul 1998 – Oct 2005

- Kept records or prepare reports for management concerning visits with clients.
- Transported and accompanied clients to shopping areas or to appointments, using automobile.
- Observed clients' food selections and recommend alternate economical and nutritional food choices.
- Monitored the personal care and ADL's of residents including bathing, housekeeping, and meal preparation.

SAMPLE ACTION WORDS

Adapted	Critiqued	Increased	Recommended
Addressed	Customized	Individualized	Reconciled
Adjusted	Debated	Influenced	Recorded
Administered	Debugged	Informed	Recruited
Advertised	Decided	Initiated	Rectified
Advised	Defined	Inspected	Reduced
Advocated	Delegated	Installed	Referred
Aided	Demonstrated	Instructed	Registered
Allocated	Designed	Insured	Regulated
Answered	Detected	Integrated	Reinforced
Applied	Determined	Interacted	Remodeled
Appointed	Developed	Interpreted	Reorganized
Appraised	Directed	Intervened	Repaired
Approved	Discussed	Interviewed	Replaced
Arranged	Displayed	Introduced	Reported
Assembled	Distributed	Invented	Represented
Assessed	Drafted	Investigated	Researched
Assigned	Drew	Involved	Reserved
Assisted	Edited	Joined	Resolved
Attained	Educated	Judged	Responded
Audited	Eliminated	Led	Restored
Authored	Emphasized	Located	Retrieved
Authorized	Enabled	Logged	Reviewed
Balanced	Encouraged	Maintained	Revised
Began	Enforced	Managed	Scheduled
Budgeted	Enhanced	Marketed	Searched
Built	Enlisted	Measured	Secured
Calculated	Ensured	Merged	Selected
Catalogued	Entertained	Modified	Simplified
Categorized	Established	Monitored	Simulated
Charted	Estimated	Motivated	Solicited
Classified	Evaluated	Navigated	Solved
Coded	Examined	Negotiated	Specified
Collaborated	Executed	Observed	Spoke
Collected	Expedited	Obtained	Standardized
Combined	Explained	Operated	Stimulated
Communicated	Explored	Ordered	Streamlined
Compared	Expressed	Organized	Strengthened
Compiled	Extracted	Originated	Studied
Composed	Fabricated	Outlined	Submitted
Computed	Facilitated	Overhauled	Suggested
Condensed	Familiarized	Oversaw	Summarized
Conducted	Fashioned	Participated	Supervised
Conserved	Filed	Performed	Supplied
Considered	Focused	Persuaded	Supported
Consolidated	Furnished	Planned	Taught
Constructed	Furthered	Prepared	Tested
Consulted	Gathered	Presented	Trained
Contracted	Generated	Processed	Tutored
Contributed	Guided	Produced	Updated
Controlled	Handled	Programmed	Utilized
Converted	Headed	Projected	Wrote
Conveyed	Helped	Promoted	
Coordinated	Hired	Proposed	
Corresponded	Hosted	Provided	
Counseled	Improved	Publicized	
Created	Incorporated	Purchased	



Use different ACTION WORDS for every bullet point.

RESUME CHECKLIST:

Showcase your value to an employer with these 10 tips.

Keep your resume to one page in length.

- Does your resume fill the page?
- Only list qualifications relevant to the position you are seeking.



Change the margins, font and/or font size to keep your resume to 1 page.

Is your resume visually appealing?

- Are your margins no smaller than ½ inch and no larger than 1 inch?
- Is your resume is easy to scan?

Does your resume use a consistent format?

- Is your font size consistent?
- Is your use of bold & italics consistent?
- Did you use consistent spacing?

Do NOT use abbreviations or jargon.

- Use Associates of Applied Science Degree instead of AAS.
- Use Basic Life Support instead of BLS.
- Spell out acronyms and terms may need a brief explanation.

Do NOT a use narrative format.

- Each bullet point starts with an Action Word.
- Do not use I, We, They, etc.

Is your resume complete & accurate?

- Employers will have zero tolerance for spelling & grammatical errors.
- List all paid, unpaid, full time, part time, internship or volunteer experience for the last 10 years (even if it is not related to your degree of study).

Is your resume easy to read?

- Use a standard font size such as Times New Roman, Courier, Calibri, or Arial.
- Use 10 – 12 point font size.
- Use 16 – 22 point for your name.

Does your resume meet the qualifications of the job?

- Use Keywords specific for your industry.
- Describe your experience answering who, what, when, where, why & how.
- Include results/outcomes.

Do NOT include references on your resume.

- References are provided only when an employer requests them.
- References are listed in a separate document.

Do NOT use artwork, color, graphics, photos or funny fonts.



Schedule an appointment with the Office of Career Services for suggestions specific to your career goals. Email them at careerservices@blueridgectc.edu