



RÉSUMÉ WRITING GUIDE

Your résumé is often your first impression with an employer—it must clearly highlight your skills, abilities, and interests. With only 4–6 seconds to grab attention, it should be concise, impactful, and focused on your accomplishments.

BE CONCISE

Clearly present your most relevant experiences and accomplishments in a concise, one-page résumé. Exceptions include extensive work history, clinical placements, or experiences that require additional context.

BE HONEST

Trust matters—be confident, but only list what you can back up in an interview.

NEVER USE TEMPLATES

Use a blank Word document with one-inch margins, emphasizing headings with bold, caps, or underlining. Avoid templates—they're hard to edit and may not upload properly.

BE WELL ORGANIZED

It is important you organize your sections and information carefully so the document is easy to read and best demonstrates your strong points at a glance.

BE PROFESSIONAL

Do not use color, photos, boxes, or graphics, unless seeking an artistic or design position. If you e-mail your résumé for a position, send it as a PDF so the formatting is preserved.

DO NOT USE PRONOUNS

It is standard résumé writing practice that instead of using pronouns like I, my, and me that you drop the pronoun and start all sentences with a strong descriptive action verb.

DO NOT INCLUDE PERSONAL OR HIGH SCHOOL INFORMATION

High school information should be removed after Freshman year in college unless directly relevant to the position. Do not include personal information about gender, race, religion, age, etc.

TAILOR AND REVISE

Your résumé needs to be tailored to the position for which you are applying. Larger companies utilize Applicant Tracking Systems (ATS) to perform a key word search of your résumé to match their job description.

BE CAREFUL & PROOFREAD

Is it completely free of spelling errors, and are you using correct grammar and punctuation? Is your font size and style consistent throughout the entire document?

WEB BASED RÉSUMÉ RESOURCE **HIRATION**

Hiration is an AI-powered platform designed supporting job seekers with their career development. It offers tools for résumé and cover letter building, LinkedIn profile optimization, and interview practice leveraging AI to provide feedback. Visit <https://indstate.hiration.com/> to log in with your ISU email and get started!

Be sure to have your résumé and cover letter reviewed by Career Center staff during
Walk-In Hours: Monday – Friday, 12:00 PM – 3:00 PM

CAREER READINESS ACTION VERBS

The National Association of Colleges and Employers (NACE) identifies core competencies that company recruiters want prospective employees to have prior to being hired. Review the competencies defined below and incorporate related action verbs into the bullet points on your résumé. Creating strong bullet points will help you stand out in a positive way.

CRITICAL THINKING

Identify and respond to needs based upon an understanding of situational context and logical analysis of relevant information.

- Analyzed, Developed, Diagnosed, Distinguished, Gathered, Inferred, Reasoned, Resolved, Solved, Synthesized

COMMUNICATION

Clearly and effectively exchange information, ideas, facts, and perspectives with persons inside and outside of an organization.

- Advised, Authored, Collaborated, Communicated, Corresponded, Documented, Informed, Mediated, Negotiated, Presented, Published, Recruited

TEAMWORK

Build and maintain collaborative relationships to work effectively toward common goals, while appreciating diverse viewpoints and shared responsibilities.

- Advised, Collaborated, Coordinated, Enhanced, Facilitated, Negotiated, Participated, Partnered, Recommended, Supported

TECHNOLOGY

Understand and leverage technologies ethically to enhance efficiencies, complete tasks, and accomplish goals.

- Adapted, Adjusted, Applied, Coded, Converted, Digitized, Installed, Manufactured, Mapped, Modified, Programmed, Processed, Simulated, Upgraded

LEADERSHIP

Recognize and capitalize on personal and team strengths to achieve organizational goals.

- Administered, Chaired, Coached, Created, Delegated, Facilitated, Implemented, Managed, Mentored, Mobilize, Negotiate, Planned, Recommended, Spearheaded, Supervised

PROFESSIONALISM

Knowing work environments differ greatly, understand and demonstrate effective work habits, and act in the interest of the larger community and workplace.

- Administered, Collaborated, Enlisted, Encouraged, Implemented, Initiated, Influenced, Launched, Led, Managed, Produced, Spearheaded, Supervised

EQUITY & INCLUSION

Demonstrate the awareness, attitude, knowledge, and skills required to equitably engage and include people from different local and global cultures. Engage in anti-racist practices that actively challenge the systems, structures, and policies of racism.

- Connected, Conversated, Diversified, Harmonized, Interpreted, Internationalized, Mentored, Revitalized, Traveled, Transformed, United

WRITING SUCCESSFUL BULLET POINTS

- Bullet points need to highlight your measurable accomplishments. Quantify your results using numbers (#), percentages (%), and dollar amounts (\$) demonstrating success.
- Begin each bullet point with a different and strong action verb. Ensure each action verb is written in the correct tense. Current jobs are in present tense; past jobs in past tense.
- 3-5 bullet points under each job is standard.
- Do not list the tasks you did but instead describe to the reader **why** it was important.
- Highlight your transferable skills (leadership, oral/written communication, teamwork, problem solving, etc.) and incorporate experiences and key words requested in the job description.

Always ask yourself these questions as you write each bullet point:

WHAT: What were your most significant responsibilities or accomplishments?

HOW: How (or how well) did you do them?

WHY: Why was the task important?

WHEN: When or how frequently (quantify) did you do it?

WHO: Who did you interact with (type of client, ages, number of people)?

IMPACT: How did you impact the business, company or organization?

BASIC: Used strong communication skills

Ask yourself **HOW** and **WHEN**?

WELL DEVELOPED:

- Developed communication skills with students through more than 20 one-on-one meetings and by facilitating 7 interactive workshops each semester.

BASIC: Cleaned the restaurant

Ask yourself **WHY**?

WELL DEVELOPED:

- Maintained a clean kitchen, dining room, and restrooms for the safety of the customers and employees and to provide a positive dining experience.

BASIC: Worked with customers

Ask yourself **WHEN** and **WHO**?

WELL DEVELOPED:

- Provided excellent customer service to 50+ clients monthly via phone and email while discussing potential investment products and portfolios.

BASIC: Prepared invoices and receipts

Ask yourself **WHY** and **WHO**?

WELL DEVELOPED:

- Prepared invoices and receipts allowing the Accounts Receivable Department to maintain up to date records for 250 customers.

BASIC: Planned golf outing

Ask yourself **WHY**, **HOW**, and what **IMPACT**?

WELL DEVELOPED:

- Organized alumni golf outing to enhance positive relations and increase alumni donations. Increased donations by 13% over last year's event.
- Planned and coordinated all logistics of golf event including securing golf course, catering, and sponsorships as well as invitation and RSVP lists, prizes, and volunteers for the day.

RÉSUMÉ FORMAT

FIRST NAME LAST NAME

City, State (street address is optional)

ISU Email Address

Mobile Phone Number

LinkedIn page if it is complete and up to date

OBJECTIVE

An objective is an **optional** statement providing you the opportunity to identify the type of position you want, the industry you are interested in, and the skills and experiences you have to offer. Keep it to 1 or 2 direct and concise sentences, but do not use “I” or first person. An objective is unnecessary if your résumé is accompanied by a cover letter.

EDUCATION

Indiana State University

Terre Haute, IN

Bachelor of Science (or Bachelor of Arts), Major

Expected May 20xx

Minor in XXX or XXX Concentration

GPA: (3.5 or above ONLY)

List the school(s) you are attending and any other school from which you earned a degree (Associate’s, 2nd Bachelor’s), starting with the most recent first. High school is not necessary once you’ve finished your freshman year in college.

WORK EXPERIENCE (Can also be called Relevant/Related Experience, Internship Experience, etc.)

Company Name, City, State

Title of position (Month year - Month year, starting with your MOST RECENT position first)

- Use bullet points to describe primary responsibilities. Do not write in paragraphs as they are harder to read.
- Use a 1-sentence phrase starting with an action verb. Line them up with the most relevant point first.
- List 2-5 bullets for each job and/or company.
- Statements should highlight skills, accomplishments, achievements, and results. Quantify your results when possible – use numbers (#), percentages (%), and dollar amounts (\$) to demonstrate success.

COLLEGIATE INVOLVEMENT (Can also be listed as Activities or Leadership)

Organization Name

Role (Month year – Month year)

- Include clubs, organizations, business or social fraternities/sororities, professional associations
- Use bullet points to describe leadership responsibilities, accomplishments, or projects and events.

CERTIFICATIONS/LICENSES – Optional Section. If pertinent to your field, list this information.

COMMUNITY SERVICE

Organization Name (dates of service)

- **Optional** section. Include sustained or repeated volunteer work (not just a one-time service project)

SKILLS - Optional section. Focus on hard skills such as language proficiency or specialized computer programs in which you have **advanced** knowledge. Avoid soft language such as hard worker, team oriented, dependable, etc.

HONORS & AWARDS

- **Optional** section - If you received any significant awards or made special contributions to work/school.

STUDY ABROAD – Optional section.

University, Program, City, Country (Month year – Month year)

- Use bullet points to describe what you learned and the skills used to navigate the foreign environment.

DO NOT LIST REFERENCES HERE. THEY GO ON A SEPARATE PAGE.

Javier Sycamore

jsycamore@sycamore.indstate.edu

(812) 987-6543

OBJECTIVE

To obtain a dynamic internship in the nonprofit sector, leveraging experience in program development, media communications, and strategic marketing, to create a measurable impact in the community.

EDUCATION

Indiana State University, Terre Haute, IN

Bachelor of Arts, Communication (Concentration in Public Relations)

Anticipated May 2026

Minor: Psychology

GPA: 3.60/4.00

Vincennes University, Vincennes, IN

Associate of Arts, Liberal Arts

Dec 2024

LEADERSHIP AND COMMUNITY SERVICE

Vigo County Youth Project, Terre Haute, IN

May 2024– Present

Volunteer

- Create and deliver innovative programming on topics such as managing an online profile and stress management to more than 25 at-risk youth, ages 10-17.
- Informed over 200 families per semester about 15+ academic, extracurricular, and support programs offered by the organization, enhancing awareness and engagement with institutional resources.
- Coordinated all planning and marketing efforts for the CASA 5K Race, resulting in 335 participants and raising over \$10,750 in support of child advocacy initiatives.

Vincennes University Office of Admissions, Vincennes, IN

Campus Tour Guide

Jan 2024 – Dec 2024

- Led campus tours of 150+ prospective students and families each semester, highlighting key academic programs, student life resources, and campus traditions to support informed enrollment decisions.
- Engaged with students and families during 25+ admissions events to discuss the academic and social transition to college, resulting in a 95% satisfaction rating on post-tour feedback surveys.

WORK EXPERIENCE

ISU Cunningham Memorial Library, Terre Haute, IN

Jan 2025 – Present

Student Worker

- Assisted with daily operations at the circulation desk, checking out an average of 100+ books weekly and handling 20+ phone inquiries, resulting in improved multitasking and customer service efficiency.
- Coordinated weekly work schedules for a team of 50 student employees, ensuring balanced shift coverage, minimizing conflicts, and maintaining 100% staffing compliance across operational hours.

Kroger, Vincennes, IN & Terre Haute, IN

Stock Person

Oct 2021 – Dec 2024

- Utilized Oracle NetSuite inventory management system to unload up to 3 trucks nightly including approximately 400-600 individual items in a prompt and efficient manner to minimize damage to goods.
- Assembled and strategically positioned product displays in high-traffic areas, increasing visibility and driving a 15% boost in customer engagement and sales.
- Operated cashier station by tallying cash, check, and credit card transactions during peak times of the week.

Jasmine Manual

(812) 123-4567

jmanual5678@sycamores.indstate.edu

linkedin.com/in/jmanual

Education

Indiana State University

Terre Haute, IN

Bachelor of Science, Mechanical Engineering Technology

May 2025

Minor: Business Administration

GPA: 3.56/4.00

Technical Skills

- Advanced CAD Design
- Thermo Systems
- Quality Systems and Tools
- Fluid Power Technology

Internship Experience

GM Fort Wayne Assembly Facility

Fort Wayne, IN

Summer Engineering Intern

May 2024 – August 2024

- Compiled and analyzed bid packages totaling over \$200 million for conveyor renovations at Fort Wayne Assembly Facility.
- Collaborated in designing a new conveyor system implemented across all GM assembly plants for hybrid engine production, enhancing quality control and reducing assembly errors by 65%.
- Utilized AutoCAD to develop design enhancements for the seat assembly system, resulting in a streamlined manufacturing process and reduced assembly time by 86%.
- Supported the management of 60+ construction personnel through successive conveyor renovation phases, contributing to improved workflow efficiency and adherence to safety and engineering standards.

Work Experience

ISU Department of Applied Engineering & Technology Management

Terre Haute, IN

Student Assistant

September 2022 – May 2023

- Handled 40+ incoming calls per 8-hour shift, providing prompt, professional assistance to prospective students, employers, faculty, and staff while maintaining a high standard of customer service.
- Worked with faculty/staff coordinating event set up for programs such as Women in Engineering.

Collegiate Involvement

Hispanic Latino Alliance, **President**

August 2023 – May 2025

- Managed a student organization of 25 members, coordinating events including employer site visits, virtual webinars, and networking conferences to enhance members' career readiness and industry exposure.

Sigma Alpha Lambda, **Vice Chairman of Membership**

October 2022 – May 2025

- Led strategic recruitment efforts in Fall 2023 and 2024, achieving record-breaking new member enrollment by 80% significantly expanding chapter reach and engagement.
- Directed and delegated six (6) recruitment events every fall, coordinating volunteers and resources to showcase chapter values and drive new member engagement.

ISU Club Soccer

January 2022 – December 2024

- Participated as an active member of the Indiana State's Club Soccer team, demonstrating teamwork, discipline, and time management through regular practices and competitions.

Albert C. Slater

1882 Gerald Street, Carmel, IN 46032 • (765) 123-7890 • acslater@gmail.com

Professional Summary

Program Manager with 15+ years in tech, driving growth and client success at Salesforce through data-driven strategies and team leadership. Expert in market expansion, customer engagement, and delivering impactful programs.

Professional Experience

Salesforce, Indianapolis, IN

2017 – Present

Program Director (2019 – Present)

- Lead team of 16 engineers and marketing professionals to bring new online customer service tool to market for Fortune 500 company.
- Led testing process revisions resulting in a 30% decrease in errors, delivering projects 2 weeks early and saving 15% in projected costs.
- Develop online communication process that increased marketing reach to potential customers by 16% and developed multi-faceted marketing plan.

Program Manager (2017 – 2019)

- Conducted insight analysis on consumer data from over 10,000 international customers, identifying key trends that informed targeted marketing strategies and increased engagement by 18%.
- Delivered data-backed pricing proposals to marketing, resulting in revised strategies projected to increase revenue by \$55,950 annually and strengthen market positioning.
- Developed and delivered pricing proposals leading to marketing strategy changes that contributed to a 10% growth in revenue over the following fiscal year.

Fortitude Inc., Fort Wayne, IN

2012 – 2017

Senior Consultant (2014 – 2017) **Consultant** (2012 – 2014)

- Evaluated, staffed, and managed 6-8 projects a month with budgets from \$500K to \$5M utilizing a variety of consumer research and analytical software.
- Increased profitability for clients by as much as 26% by recommending direct mail and online marketing changes utilizing new systems at that time such as Facebook.
- Conducted in-depth analysis using 5+ focus groups, 300+ survey responses, and data warehouse tools, generating insights that informed \$50K+ in program funding and strategic decision-making.
- Developed online database systems, using SQL, Access, and FrontPage, for tracking efficiency of client services groups in a variety of global tech start-ups.

Education

Master of Business Administration

2017

Indiana State University, Terre Haute, IN

Bachelor of Science in Accounting

2012

Oakland City University, Oakland City, IN

Associate of Science in Business Administration

2010

Vincennes University, Vincennes, IN

Community Involvement

Boys and Girls Club, 2023- present

Habitat for Humanity house build, 2023

REFERENCE SHEET SAMPLE

Header should
be exactly the
same as your
résumé header.

Waldo Geraldo Faldo

222 12th Street, Apt. 323

Terre Haute, IN 47809

(812) 123-4567

wfaldo1234@sycamores.indstate.edu

References

Name

Job Title

Company/Organization

Street Address

City, State Zip

Phone Number

E-mail Address

Name

Job Title

Company/Organization

Street Address

City, State Zip

Phone Number

E-mail Address

Name

Job Title

Company/Organization

Street Address

City, State Zip

Phone Number

E-mail Address

- DO NOT state “References available upon request” on your résumé.
- Do not send reference information with your résumé unless it has been requested.
- Ask 3-5 people to be your references who have a positive opinion of you and who can describe your work-related qualities and personal characteristics.
- Past and present supervisors, faculty, advisors, and coaches are all good references; **do not** include family members or friends.
- Always ask their permission before putting people down as references
- Provide each reference a copy of your résumé and the job description; keep them informed about your job search progress.