



# Resume Writing Essentials

## Types of Resumes:

- **Chronological** - A chronological resume starts by listing your work history, with the most recent position listed first. **(See resume sample on page 2)**
- **Functional** - A functional resume focuses on your skills and experience, rather than on your chronological work history. **(See resume sample on page 3)**

## A standard resume typically includes:

- **Header:** Include your name, current address, zip code, area code, telephone number, and email address.
- **Objective (Optional):** A concise statement that expresses interest in a specific position.
- **Summary of Skills/Qualifications:** This section should summarize in three to five bullet points why you're the ideal candidate. You can highlight your experience, credentials, expertise, personal values, work ethics, background, or anything that makes you qualified for the job you are seeking.
- **Education:** Beginning with the most recent, list the institution's name, city and state, degree(s) and major(s), and actual **or** anticipated date of graduation. (GPA greater than 3.0, scholarships, and academic honors or awards may optionally be included). Do not include high school.
- **Work/Professional Experience (Chronological):** Beginning with the most recent employment, list your 1. employer name and location (city and state); 2. position title; 3. dates of employment. Additionally, using action verbs\*, describe your responsibilities and/or accomplishments under each entry.

or

- **Work/Professional Experience (Functional):** Choose 3 or 4 different functional categories\*\* that demonstrate your qualifications and expertise for a particular job.
- Under each category, list 3 or 4 bulleted statements that highlight the experience obtained and/or accomplishments achieved that support each area of expertise.
- **Employment History (Functional):** List a brief synopsis of your work history including employer name, location, position title. Dates of employment are optional.

## Optional categories:

- **Activities:** List your student and community activities including organizations, clubs, student government, athletics, and professional affiliations. Leave out religious affiliations. Use action verbs to describe your responsibilities and accomplishments just as you did in the Experience section.
- **Honors/Awards:** Include other awards or special recognition you have received (i.e., Eagle Scout, 2010 Olympic Figure Skater).

\* For more information on "action verbs" see page 4.

\*\* For more information on "functional categories" see page 5.

## TEXAS A&M UNIVERSITY - SAN ANTONIO

Annette Wilson  
 Director of Career Services  
 Texas A&M University-San Antonio  
 One University Way  
 San Antonio, TX 78224

Phone: (210) 784-1342  
 Fax: (210) 784-1498  
 Email: [Annette.Wilson@tamusa.tamus.edu](mailto:Annette.Wilson@tamusa.tamus.edu)  
 Website: [www.tamusa.tamus.edu/careerservices/index.html](http://www.tamusa.tamus.edu/careerservices/index.html)

## Resume Do's:

- **Do** use bullets to create a concise and easy read
- **Do** use standard fonts (Times New Roman or Arial) and sizes (10 to 12 point)
- **Do** list your jobs and education in reverse chronological order
- **Do** emphasize transferrable skills
- **Do** use bold font to make things like your name or job title stand out
- **Do** use and vary action verbs when describing your job responsibilities and accomplishments

## Resume Don'ts:

- **Don't** ever lie, big or small
- **Don't** exceed two pages; try to keep to one page
- **Don't** use italics as they scan poorly
- **Don't** use personal pronouns such as I, my, or me
- **Don't** list more than 10 to 15 years experience
- **Don't** include personal information such as a picture, birth date, social security number, marital status, ethnicity,
- **Don't** rely on spell check; proofread very carefully
- **Don't** list references or "references available upon request"
- **Don't** use abbreviations except for TX and GPA

# Chronological Resume Sample

## JESSICA MARTINEZ

1223 Rolling Heights Street \* San Antonio, TX 78225 \* (210) 999-4274 \* [jmartinez@fastmail.com](mailto:jmartinez@fastmail.com)  
<https://www.linkedin.com/in/jessicamartinez>

### SUMMARY OF QUALIFICATIONS

- Over four years of experience in the mental health or geriatric field
- Bilingual in Spanish and English
- Compassionate, patient and understanding caregiver with a proven history of performing in sensitive and confidential environments

### EDUCATION

**TEXAS A&M UNIVERSITY-SAN ANTONIO** San Antonio, TX 2012 - Present  
Candidate for Bachelor of Arts degree - Psychology, GPA 3.1  
Dean's List  
National Society of Leadership and Success, Vice President

**PALO ALTO COLLEGE** San Antonio, TX  
Associate of Arts, concentration in Psychology, 2012  
J. Friedman Foundation Merit Scholarship

### EXPERIENCE

**GREENHOUSE RECEPTIONIST** San Antonio, TX 2011 - Present

- Greet approximately 50 visitors daily
- Answer questions regarding drug rehabilitation provisions during phone calls
- Reply to email and mail requests regarding treatment
- Use standard visitor tracking software, Who's Here, to monitor visitor whereabouts

**PETERSON REGIONAL MEDICAL CENTER** Kerrville, TX 2010 - 2011

#### HOSPICE AIDE

- Placed calls to over 80 families regarding provision of hospice for a family member
- Assisted with daily grooming of eight patients
- Ordered medical supplies valued over \$40,000
- Trained two hospice aides

**MACY'S** San Antonio, TX 2009 - 2010

#### DISPLAY ASSOCIATE

- Assisted with installation and breakdown of 26 seasonal visuals
- Developed advertising displays for use in windows and interiors of store

### ACTIVITIES

**TEXAS A&M UNIVERSITY-SAN ANTONIO** San Antonio, TX 2012 - Present

#### TOASTMASTERS, MEMBER

- Deliver speeches and presentations on a variety of current topics such as the future of wind farming, the U.S. balance of imports and exports and the effect of social media on teen relationships

**POTEET NURSING HOME** Poteet, TX 2009 - 2012

#### VOLUNTEER

- Visited and read to approximately 30 nursing home patients

The **Chronological** resume is the most commonly used. Work experiences are listed in reverse chronological order, with most recent positions given the most space and attention.

#### The Chronological Resume most often includes:

- Objective (optional)
- Qualifications Summary
- Education
- Experience
- Activities (optional)
- Honors/Certifications (optional)
- Skills (optional)

#### Use a Chronological Resume when:

- You want to call attention to a very stable work history
- You want to call attention to consistent upward mobility or progression in your career
- The name of your last employers and/or position titles are impressive
- You feel that a traditional looking resume would be preferred by the potential employer

#### Benefits of using a Chronological Resume:

- Recruiters can easily follow and determine what you have done in your career, the industries in which you have experience and the types of organizations for which you have worked
- Provides a dated record of continuous employment or career progression

# Functional Resume Sample

## Mark T. Johnson

1914 Derby Avenue  
San Antonio, TX 78255  
(210) 441-2633

mjohnson@hotmail.com  
MTJohnson@LinkedIn.com

### SUMMARY OF QUALIFICATIONS

- Over 13 years experience in the human relations field
- Graduate degree in counseling psychology, with fieldwork training in medical and psychiatric settings
- Well-developed communication and assessment skills
- Experienced program presenter and large group facilitator

### PROFESSIONAL EXPERIENCE

#### Community Relations and Training

- Served as agency liaison to high school and college classes; guest lecturer on health and welfare issues
- Recruited 36 pairs of adoptive parents for hard-to-place children
- Organized and coordinated training sessions and support groups
- Presented program and service briefings to groups of 20 to 50 participants
- Organized and facilitated smoking cessation groups

#### Supervision and Administration

- Coordinated in-house and inter-agency case planning regarding extended medical care and adoptions
- Supervised 10 medical technicians
- Administered and authorized monthly public assistance disbursements for a budget of over \$250,000
- Prepared comprehensive reports and recommendations for agency and court use

#### Counseling and Interviewing

- Conducted crisis intervention and counseling with individuals and families of diverse backgrounds and status
- Performed over 80 investigative interviews and in-depth personal assessments

### EDUCATION

University of North Texas - Denton, TX  
**Master of Arts** in Counseling Psychology

Barrett College - Greenville, MI  
**Bachelor of Arts** in Sociology, minor in Psychology

San Antonio College - San Antonio, TX  
**Associate of Applied Science** in Management

### EMPLOYMENT HISTORY

Methodist Hospital - San Antonio, TX 2006 - Present  
Medical Social Worker

Alameda County Human Resources Agency - Oakland, CA 2003 - 2006  
Adoption Counselor; Child Abuse Investigator

San Francisco Social Services Department - San Francisco, CA 2000 - 2003  
Supervisor, Income Maintenance

The **Functional** resume is highly flexible and allows you to highlight areas of expertise and skills that most closely relate to the job you are seeking.

**The Functional Resume most often include the following categories:**

- Summary of Qualifications
- Professional Experience
- Education
- Employment History

**Use a Functional Resume when:**

- You are making a career change
- Your job titles do not do justice to your accomplishments and responsibilities
- Your accomplishments and more impressive work experiences are not from your most recent jobs, but farther back in time
- Your work history is complicated or has long stretches of unsalaried periods
- Your most impressive skills come from unpaid or volunteer work
- You wish to deemphasize your age

**Benefits of a Functional Resume:**

- Directs the reader to what you want them to notice
- Demonstrates precisely the skills that the employer wants
- Utilizes unpaid, volunteer, and non-work experiences to your best advantage
- Eliminates work history that does not support your current objective

# Action Verbs

**Action Verbs** are words used throughout your resume to promote achievements and provide a heavier impact on job responsibilities and/or tasks. Using action verbs can bring life to your resume and make a stronger impression on recruiters.

## Management/ Leadership

administered  
analyzed  
appointed  
approved  
assigned  
attained  
chaired  
consolidated  
contracted  
coordinated  
delegated  
developed  
directed  
eliminated  
enhanced  
ensured  
established  
evaluated  
executed  
generated  
handled  
hired  
improved  
incorporated  
increased  
initiated  
instituted  
interviewed  
led  
managed  
mediated  
merged  
moderated  
motivated  
negotiated  
organized  
originated  
outlined  
oversaw  
planned  
presided  
prioritized  
produced  
recommended  
recruited  
reorganized  
resolved  
reviewed  
scheduled  
streamlined  
strengthened  
supervised

## Communication

addressed  
arbitrated  
arranged  
authored  
authorized  
collaborated  
communicated  
composed  
corresponded  
defined  
developed  
directed  
drafted  
edited  
enlisted  
formulated  
influenced  
incorporated  
interacted  
interpreted  
lectured  
marketed  
mediated  
moderated  
motivated  
negotiated  
persuaded  
presented  
promoted  
proposed  
publicized  
reconciled  
recruited  
reported  
resolved  
spoke  
translated  
wrote

## Organization/ Clerical

approved  
arranged  
categorized  
catalogued  
classified  
collected  
compiled  
condensed  
defined  
dispatched  
distributed  
executed  
filed

generated  
implemented  
incorporated  
maintained  
monitored  
operated  
ordered  
organized  
outlined  
prepared  
processed  
purchased  
recorded  
reported  
retrieved  
scheduled  
screened  
specified  
systematized  
standardized  
tabulated  
updated  
validated  
verified

## Research

clarified  
collected  
critiqued  
diagnosed  
evaluated  
examined  
extracted  
identified  
inspected  
interpreted  
interviewed  
investigated  
organized  
reviewed  
summarized  
surveyed  
systematized

## Technical

assembled  
built  
calculated  
computed  
designed  
devised  
engineered  
fabricated  
maintained  
operated  
overhauled

programmed  
remodeled  
repaired  
solved  
trained  
upgraded

## Financial

administered  
allocated  
analyzed  
appraised  
audited  
balanced  
budgeted  
calculated  
computed  
developed  
forecasted  
managed  
marketed  
planned  
projected  
researched  
reconciled  
reported

## Helping/ Teamwork

advocated  
aided  
assessed  
assisted  
clarified  
coached  
collaborated  
contributed  
counseled  
demonstrated  
diagnosed  
educated  
ensured  
facilitated  
familiarized  
guided  
mediated  
moderated  
participated  
referred  
rehabilitated  
represented  
resolved  
supported  
volunteered

## Teaching

adapted  
advised  
clarified  
coached  
communicated  
conducted  
coordinated  
critiqued  
developed  
educated  
enabled  
encouraged  
evaluated  
explained  
facilitated  
guided  
informed  
initiated  
instructed  
persuaded  
presented  
set goals  
stimulated  
taught  
tested  
trained  
tutored

## Creative

acted  
adapted  
composed  
conceptualized  
created  
customized  
designed  
developed  
directed  
established  
fashioned  
formulated  
founded  
illustrated  
initiated  
instituted  
integrated  
introduced  
invented  
marketed  
originated  
performed  
planned  
promoted  
proposed

# Skills Categories

**Skills Categories** are used in “Functional” resumes to group and promote occupational and personal skills obtained throughout the course of one’s career. Focus on 3 to 5 skill areas that are most relevant to the positions you are targeting.

Accounting	Administration	Advertising
Analysis	Architecture	Artistic
Auditing	Bookkeeping	Budget Management
Business Development	Career Development	Cash Handling/Management
Clerical	Collection	Communication
Community Affairs/Relations	Community Organizing	Computer Use
Conflict Resolution	Consulting	Construction
Contract Administration	Coordination	Counseling
Curriculum Development	Client Relations	Customer Service
Data Analysis	Data Collection/Entry	Data Processing
Data Warehouse Design/Development	Database Design/Development	Design
Documentation	Drafting	Editing
Education	Engineering	Equipment
Evaluation	Facilitating	Finance
Financial Research/Planning/ Analysis	Forecasting	Fund Raising
Graphic Design	Human Resources	Human Services
Information Systems	Inspecting/Instruction	Instructional Design
Interpreting	Interviewing/Investigation	Inventory Control
Investment	Leadership	Management
Market Research	Marketing	Materials Handling
Media Productions	Media Relations	Mediation
Medical Service	Merchandising	Negotiation
Network Design/Development/Administration	Nursing	Office/Clerical Support
Operations Analysis	Organization	Organizational Development
Personnel	Planning	Political/Public Action
Presentation	Printing	Problem Solving
Product Development	Product Presentation/Demonstration	Production
Program Analysis/Development	Program Evaluation	Promotion
Public Relations	Publicity	Purchasing
Office Assistant/Manager	Quality Control/Assurance	Record Keeping
Reporting	Research	Resource Development
Retailing	Sales	Scheduling
Shipping/Receiving	Social Work	Special Events Planning
Staff Development	Strategic Planning	Supervision
Systems Analysis/Design	Systems and Procedures	Teaching
Team Building	Testing	Training
Troubleshooting	Volunteer Management	Writing