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Resume Writing Workshop

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Agenda

Resume Format

Resume Content

Tailoring your resume

Resume Activity

Next Steps

What You'll Learn Today

At the end of this workshop, you will be able to...

The ability to communicate what a resume is and why it is important to your career development

Identify format and content ideas to implement on your own resume

Understand why and how to use a resume to articulate your experiences, strengths, and skills

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COMMUNICATION

PROFESSIONALISM

CRITICAL THINKING

NACE®

CAREER READINESS COMPETENCIES

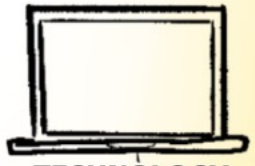
Obtaining requisite competencies that broadly prepare college graduates for a successful transition into the workplace.

TEAM WORK

EQUITY & INCLUSION

LEADERSHIP

CAREER AND SELF-DEVELOPMENT



TECHNOLOGY

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SCOTTY BEAR

sbear@ucr.edu · 555.555.5555 · Riverside, CA · LinkedIn OR professional website/portfolio/GitHub

EDUCATION

University of California (UC), Riverside
Bachelor of Science, Business Administration, Marketing Emphasis — June 2024
- Relevant Coursework: Financial Evaluation, Marketing Management, Strategic Analysis

EXPERIENCE

Advertising Account Executive — June 2023–Present
The Highlander Newspaper, UC Riverside
- Managed more than 100 clients in designing their advertising campaigns and marketing-related plans.
- Collaborated with a team of 5 designers using Adobe software to develop effective advertisements resulting in increased engagement with organizations' social media outlets by 25% overall.
- Raised $3,000 in advertising revenue each month through planned fundraising events, community partnerships and corporate projects.

Advertising Intern — July 2022–September 2023
LightHouse Graphics, Irvine, CA
- Provided customer support for large company accounts to collaborate on new innovative strategies and to ensure their needs were met.
- Collaborated across 5 different departments to create approximately 20 advertisement campaigns.
- Prepared monthly briefs and competition reports to present updates to executive board members and make necessary changes to improve strategic outcomes.

Market Simulation Project — March 2021–June 2021
Services Marketing Course, UC Riverside
- Examined markets to strategize the promoting of service and goods corporations.
- Focused on marketing for service organizations such as hotels, hospitals, and banks in the Pacific Southwest.
- Collaborated with a team of 4 to develop ideas that can increase marketability among service corporations.

LEADERSHIP EXPERIENCE

Vice President, American Marketing Association, UC Riverside — September 2022–Present
- Created the organization's strategy and implementation of communications with internal and external stakeholders.

Communications Committee, Associated Students Programs Board, UC Riverside — September 2021–June 2022
- Increased event participation by 30% by collaborating with the marketing team to develop promotional items and marketing strategies.

PROFESSIONAL DEVELOPMENT

Attendee, Optimal Price Targeting, Marketing Seminar — January 2023
Participant, ORBITS Career Development Program — September 2022-March 2023

SKILLS

Computer: Minitab, Adobe CS, MATLAB, Microsoft Office Suite, Project, Visio
Language: Fluent in Hindi

Format

- Presents education and work experience in reverse chronological order

Most Recent

Least Recent

- Easy to read
- Effective
- Highlights most relevant experiences

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Main Sections on a Resume

Mo Lecule

1 Riverside, CA 92521 · 555-555-5555 · First.Lastname@ucr.edu

2 **OBJECTIVE**

To obtain a position as a Laboratory Research Assistant at XYZ company.

3 **EDUCATION**

Bachelor of Science, Biology, University of California, Riverside (UCR) June 20XX

6 *Relevant coursework: Molecular & Cellular Biology Lab, Pathology, Neurobiology, Neuropharmacology*

5 **LABORATORY SKILLS**

SDS-PAGE	PCR/Cloning	ELISA
Electrophoresis	Spectrophotometry	Computer Data Analysis
Amino acid analysis	DNA/Extraction/Quantification	GC-MS

4 **RESEARCH EXPERIENCE**

Research Assistant, Department of Molecular Biology, UCR January 20XX – January 20XX

Investigated the effects on body weight and bone growth of replacement injections of thyroid hormone and drugs that inhibit thyroid hormone production

- Collaborated with a team of four students to prepare bone growth media for eight sets of experiments
- Performed weekly IM injections of varied concentrations in chickens to observe and record the effect on hormone production
- Ran 80 blood samples through gas chromatograph to check T1 levels and monitored changes in the rate of thyroid hormone synthesis
- Analyzed chromatography results and communicated them with graduate supervisor on a weekly basis

4 **HEALTHCARE EXPERIENCE**

Cope Health Scholars, Pomona Valley Hospital Medical Center, Pomona, CA May 20XX – December 20XX

- Worked closely with staff performing tasks such as escorting patients, preparing charts, stocking rooms with supplies, running errands, answering phones, and light clerical tasks
- Provided quality patient care by taking vital signs, weighing patients, answering call lights and providing psychosocial support for patients
- Assisted with accurate billing and patient records by inputting patient information into electronic medical records software

4 **LEADERSHIP EXPERIENCE**

Peer Mentor, Health Professions Advising Center, UCR February 20XX – Present

- Provide guidance to students on health profession related resources, opportunities, and handouts.
- Connect with students through shared professional interests and lead one-on-one 10-minute drop-in appointments with students to discuss service, leadership, and research opportunities

Team Lead, Best Burgers, Riverside, CA June 20XX – Present

- Successfully process food orders and perform cashiering duties in high-volume fast-food establishment
- Implemented new packaging order method that successfully reduced customer wait time by approximately 50%
- Promoted to Team Lead after 60 days of employment for excellent customer service and leadership

7 **CAMPUS INVOLVEMENT/COMMUNITY SERVICE**

Referee, Intramural Basketball, UCR May 20XX – Present
Volunteer, Habitat for Humanity, Riverside, CA June 20XX – Present

5 **TECHNICAL SKILLS**

Computer: SPSS, Word, Excel, PowerPoint, Access
Language: Bilingual in English and Spanish (written, verbal, and reading)

1. Name + Contact Information
2. Objective (optional)
3. Education
4. Experience
5. Skills
6. Relevant Coursework
7. Campus Involvement, Volunteer, Extracurricular Activities*

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Components of a Resume

What Counts as Experience?

- Paid or unpaid work
- Internships
- Research
- Presentations or public speaking experience
- Student organization involvement
- Community service experience
- Volunteering
- Class projects, major assignments or labs
- Senior Thesis/Capstone Projects

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Education

EDUCATION

Bachelor of Arts, Business Administration, **Marketing** June 20XX

University of California, Riverside

Associate of Arts, University Studies June 20xx

Chaffey College

Tips!

- Most ***recent*** degree first
- Dates on the right-hand side to balance page
- Include minors, double majors, concentrations, etc.
- Only list schools from which you receive a degree (high school can be used until around third year)

GPA is optional

Relevant courses or study abroad

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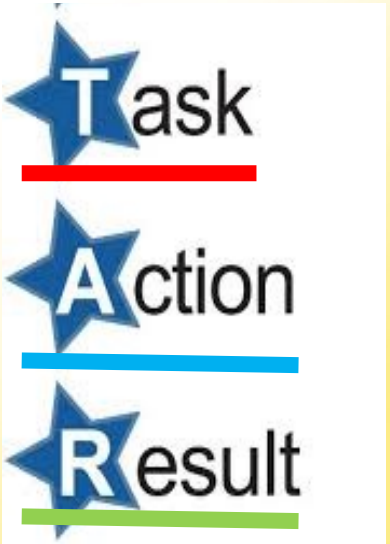
Experience Examples/TAR Method

Academic Resource Center, UCR
Peer Mentor **September 20xx – June 20xx**

- Deliver academic support for students encountering academic difficulty to aid in skills and study habits to achieve success in their undergraduate education.
- Tutor 1st and 2nd year UCR students in mathematics using broad-based strategies and techniques to promote critical thinking and problem-solving.
- Collaborate on a team of 25+ peer mentors to lead group study sessions to help nontraditional students succeed in their courses and their professional development.
- Designed and implemented new virtual strategies using Zoom & Slack to onboard new mentors and mentees during COVID-19 which resulted in sustainable curriculum for all incoming new mentors.



What are the tasks, actions & results in this resume description?

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Experience Examples/TAR Method

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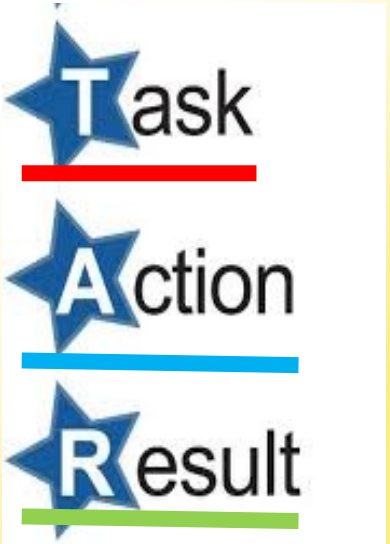

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Action Verbs Worksheet

Choose words that will highlight your skills!

Tip!

- Pay attention to the key words used in the job descriptions, those could be the action verbs you use

Action Verbs for Your Resume

Management Skills
administered
analyzed
assigned
attained
chaired
consolidated
contracted
coordinated
delegated
developed
directed
evaluated
executed
improved
increased
organized
oversaw
planned
prioritized
produced
recommended
reviewed
scheduled
strengthened
supervised

Communication Skills
addressed
arbitrated
authored
collaborated
convinced
corresponded
drafted
edited
formulated
influenced
interpreted
lectured
mediated
transformed
moderated
negotiated
persuaded
promoted
publicized
spoke
translated
wrote

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

Technical Skills
assembled
built
calculated
computed
designed
devised
engineered
fabricated
maintained
operated
overhauled
programmed
remodeled
repaired
solved
upgraded

Teaching Skills
adapted
advised
clarified
coached
communicated
developed
enabled
encouraged
evaluated
explained
facilitated
guided
informed
instructed
set goals
stimulated
trained

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

Creative Skills
acted
conceptualized
created
customized
designed
developed
directed
established
fashioned
illustrated
initiated
instituted
integrated
introduced
invented
originated
performed
planned
revitalized
shaped

Helping Skills
assessed
assisted
clarified
coached
counseled
demonstrated
diagnosed
educated
facilitated
familiarized
guided
motivated
referred
rehabilitated
represented
validated

Administrative or Detail Skills
approved
arranged
catalogued
classified
collected
compiled
dispatched
executed
generated
implemented
inspected
monitored
operated
organized
prepared
processed
purchased
recorded
retrieved
screened
specified
systematized
tabulated

Leadership Skills
achieved
coordinated
delegated
developed
directed
enlisted
executed
expanded
expedited
founded
improved
initiated
pioneered
recruited
reduced (losses)
resolved (problems)
restored
spearheaded

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Your resume in action

Tailoring your document to a job description

- Relevance to the position
- Keywords for Applicant Tracking Systems
- Attention to detail (action verbs that are used)
- Show them you know the company and its goals
- Show that you understand the industry

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Your resume in action

Sample job description

Data Science Leadership Development Program (Entry-Level Position with a Science Services Company):
The DSLDP prepares participants for roles of increasing responsibility through a combination of rotational assignments, structured learning, formalized feedback, and mentoring. Program participants will have the opportunity to interact with senior Data Science and IT leaders and participate in various key Data Science initiatives. Program participants will have 2 one-year rotation assignments during the two-year program. As part of the rotational program, candidates may rotate through locations including but not limited to: Massachusetts, Pennsylvania, California, etc. Geographic flexibility is required both during and upon completion of the program.

Qualifications:

- Students completing a Bachelor's degree; preferred majors: Mathematics, Data Science, Computer Science, Computational and Data Science & Engineering
- GPA of 3.2 or greater
- Strong desire and motivation to develop a career as a future leader in Data Science
- Related work or internship experience strongly desired
- Ability to manage, plan, and prioritize projects
- Experience in data collection & analysis
- Demonstrated leadership aptitude, learning agility, and adaptability
- Understanding of existing & emerging technologies

Your resume in action

Sample job description

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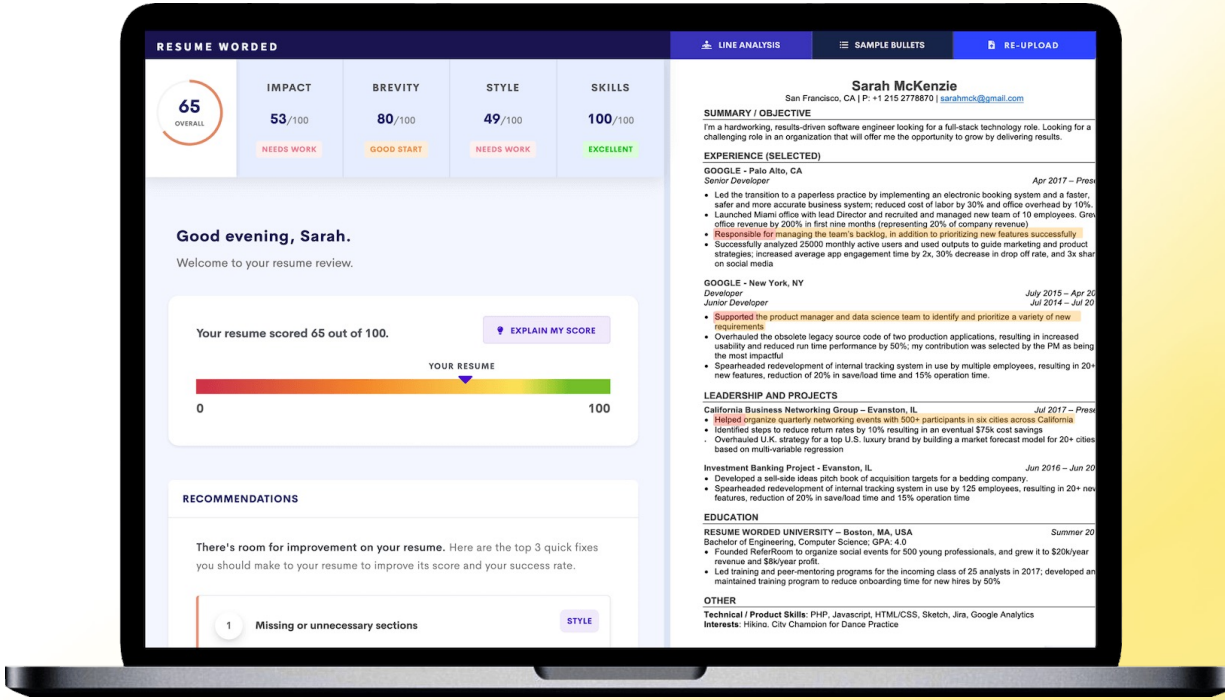
Applicant Tracking System (ATS)

What is it?

Software for recruiters and employers to track candidates throughout the recruiting and hiring process. This software can come equipped with capabilities ranging from simple database functionality to a full-service suite of tools that makes it easy for businesses of any size to filter, manage, and analyze candidates.

"As of 2019, 99% of the Fortune 500 companies used an ATS in their hiring process.[1] These companies already have the brand recognition and resources to compete for top talent; an ATS can level the playing field by creating better, quicker access to candidates."

Jobscan 2022 Report



Sample ATS Checking on Resume Worded

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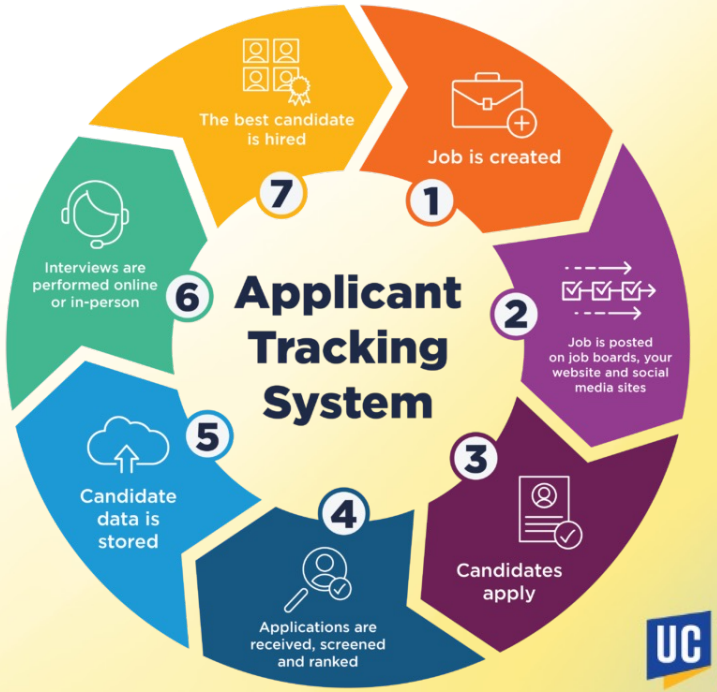
Applicant Tracking System (ATS)

Why is it important?

These tracking systems will likely be the first impression of your resume. This highlights the importance of tailoring your resume and incorporating key: skills, action verbs, and language in your resume to be industry specific to a position.

- Weaving in recurring preferred qualifications/skills
- Tailor your current skills and experiences to match the job description



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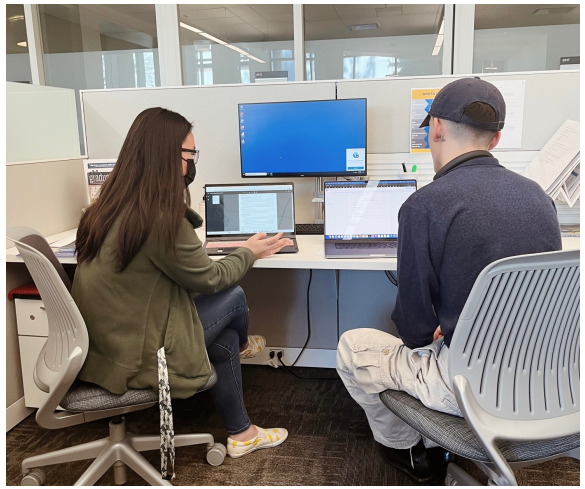
What else do you need?

Resume review



Develop your LinkedIn

References Page

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Resume Workshop Activity

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Step 1:

Prepare your materials (2 mins)

Option A:

If you have a position in mind..

1. Take out your general resume
2. Pull up desired position/opportunity with job description/relevant information

Option B:

If you want to create/edit a general resume..

1. Open a google doc to create a general resume
2. Navigate to careers.ucr.edu > "Students" > "Getting Hired" > "Resume Templates"

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Option A:

Part A: Put it in action

1. **Download pdf** of Job Description of the position you are interested in tailoring your resume
2. Name the document with your Last Name, First Name, and Title of the Job to keep track
3. Begin **highlighting**:

   "Technical Skills, Actions Verbs/Industry Language, Requirements or Preferred Qualifications "

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Option A:

Part B:
Put it in action

Build Your Bullet Points

Below is a formula for creating detailed bullet points. Use the examples below to practice creating your own.

(TASK)		(ACTION)		(RESULT)
WHAT DID YOU DO?	+	**HOW DID YOU DO IT?**	+	**ELABORATE WITH DETAILS.**	+	**WHAT WERE THE RESULTS?**
What were your duties, responsibilities, and/or projects?		Specific tools, resources, or technology (transferable skills)		How often? What was the purpose? Who else was involved? How many? (Use numbers when possible.)		What did you accomplish or improve? Did you meet or exceed a goal? Did you create something new? (Use numbers when possible.)

Example:

(TASK) (ACTION) (RESULT)

WHAT	HOW	ELABORATE	RESULTS
Directed customers to items	Developed a new merchandising strategy		Increased average daily store revenue by 9% and average sales per customer by 12%

FINAL BULLET POINT:

Developed merchandising strategy to direct customers to higher margin products that increased average daily store revenue by 9% and average sales per customer by 12%.

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Option B:

Part A:

Begin to fill out components of the resume

[Resume Worksheet (page 2)]

RESUME WORKSHEET

CONTACT INFORMATION: (Include your name, address, phone, professional email address, and LinkedIn URL.)

OBJECTIVE (Optional): (Write a clear, concise statement of your immediate objective [job title and company pursuing].)

EDUCATION: (List your current school information [university name and degree pursuing], relevant coursework, and GPA [if it's impressive or requested by the employer].)

EXPERIENCE: (Include any related paid/unpaid work, volunteer, student organization, class project, and research experience. Put the most recent first. Add the title, organization, location, and dates. Describe responsibilities and accomplishments using action verbs.)

Examples of resume experience descriptions:

MEDIOCRE	BETTER	BEST
Filed papers	Filed papers and prepared sensitive documents	Provided clerical support for two managers in areas of file maintenance and preparation and processing of sensitive documentation
Managed database	Managed database and ensured privacy and security of system	Managed database and ensured privacy of system without any security breaches for three consecutive years
Constructed Website	Constructed website using graphics and streaming media	Constructed website using graphics and streaming media resulting in increased hits by 30% in the first six months

1.

2.

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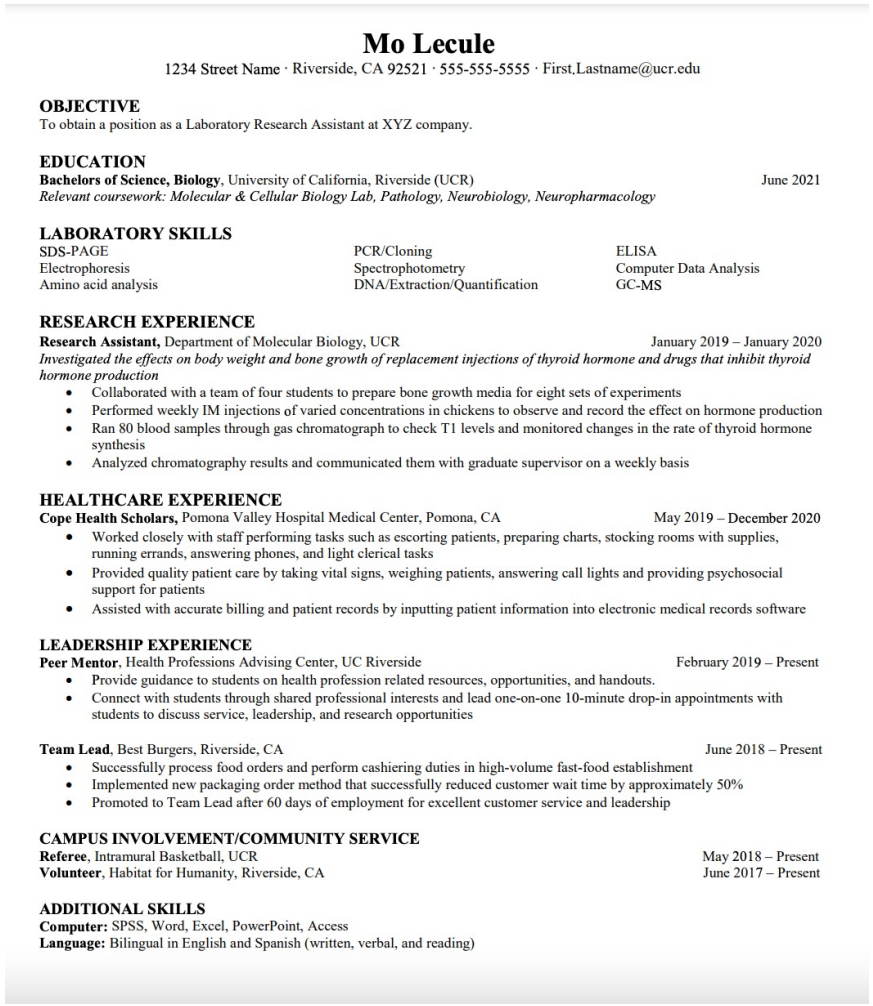
Option B:

Part B: Pick a format for your general resume



Mo Lecule
1234 Street Name · Riverside, CA 92521 · 555-555-5555 · First.Lastname@ucr.edu

OBJECTIVE
To obtain a position as a Laboratory Research Assistant at XYZ company.

EDUCATION
Bachelors of Science, Biology, University of California, Riverside (UCR) June 2021
Relevant coursework: Molecular & Cellular Biology Lab, Pathology, Neurobiology, Neuropharmacology

LABORATORY SKILLS

SDS-PAGE	PCR/Cloning	ELISA
Electrophoresis	Spectrophotometry	Computer Data Analysis
Amino acid analysis	DNA/Extraction/Quantification	GC-MS

RESEARCH EXPERIENCE
Research Assistant, Department of Molecular Biology, UCR January 2019 – January 2020
Investigated the effects on body weight and bone growth of replacement injections of thyroid hormone and drugs that inhibit thyroid hormone production
- Collaborated with a team of four students to prepare bone growth media for eight sets of experiments
- Performed weekly IM injections of varied concentrations in chickens to observe and record the effect on hormone production
- Ran 80 blood samples through gas chromatograph to check T1 levels and monitored changes in the rate of thyroid hormone synthesis
- Analyzed chromatography results and communicated them with graduate supervisor on a weekly basis

HEALTHCARE EXPERIENCE
Cope Health Scholars, Pomona Valley Hospital Medical Center, Pomona, CA May 2019 – December 2020
- Worked closely with staff performing tasks such as escorting patients, preparing charts, stocking rooms with supplies, running errands, answering phones, and light clerical tasks
- Provided quality patient care by taking vital signs, weighing patients, answering call lights and providing psychosocial support for patients
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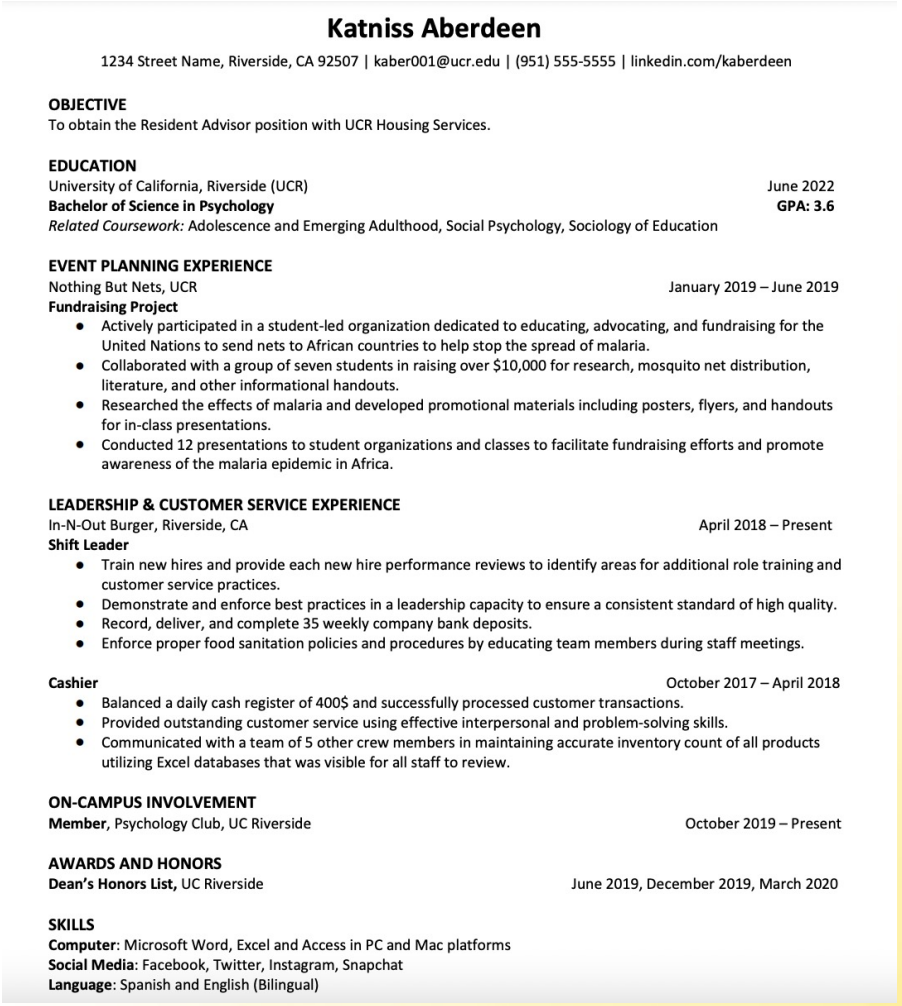
LEADERSHIP EXPERIENCE
Peer Mentor, Health Professions Advising Center, UC Riverside February 2019 – Present
- Provide guidance to students on health profession related resources, opportunities, and handouts.
- Connect with students through shared professional interests and lead one-on-one 10-minute drop-in appointments with students to discuss service, leadership, and research opportunities

Team Lead, Best Burgers, Riverside, CA June 2018 – Present
- Successfully process food orders and perform cashiering duties in high-volume fast-food establishment
- Implemented new packaging order method that successfully reduced customer wait time by approximately 50%
- Promoted to Team Lead after 60 days of employment for excellent customer service and leadership

CAMPUS INVOLVEMENT/COMMUNITY SERVICE
Referee, Intramural Basketball, UCR May 2018 – Present
Volunteer, Habitat for Humanity, Riverside, CA June 2017 – Present

ADDITIONAL SKILLS
Computer: SPSS, Word, Excel, PowerPoint, Access
Language: Bilingual in English and Spanish (written, verbal, and reading)



Katniss Aberdeen
1234 Street Name, Riverside, CA 92507 | kaber001@ucr.edu | (951) 555-5555 | linkedin.com/kaberdeen

OBJECTIVE
To obtain the Resident Advisor position with UCR Housing Services.

EDUCATION
University of California, Riverside (UCR) June 2022
Bachelor of Science in Psychology **GPA: 3.6**
Related Coursework: Adolescence and Emerging Adulthood, Social Psychology, Sociology of Education

EVENT PLANNING EXPERIENCE
Nothing But Nets, UCR January 2019 – June 2019
Fundraising Project
- Actively participated in a student-led organization dedicated to educating, advocating, and fundraising for the United Nations to send nets to African countries to help stop the spread of malaria.
- Collaborated with a group of seven students in raising over $10,000 for research, mosquito net distribution, literature, and other informational handouts.
- Researched the effects of malaria and developed promotional materials including posters, flyers, and handouts for in-class presentations.
- Conducted 12 presentations to student organizations and classes to facilitate fundraising efforts and promote awareness of the malaria epidemic in Africa.

LEADERSHIP & CUSTOMER SERVICE EXPERIENCE
In-N-Out Burger, Riverside, CA April 2018 – Present
Shift Leader
- Train new hires and provide each new hire performance reviews to identify areas for additional role training and customer service practices.
- Demonstrate and enforce best practices in a leadership capacity to ensure a consistent standard of high quality.
- Record, deliver, and complete 35 weekly company bank deposits.
- Enforce proper food sanitation policies and procedures by educating team members during staff meetings.

Cashier October 2017 – April 2018
- Balanced a daily cash register of 400$ and successfully processed customer transactions.
- Provided outstanding customer service using effective interpersonal and problem-solving skills.
- Communicated with a team of 5 other crew members in maintaining accurate inventory count of all products utilizing Excel databases that was visible for all staff to review.

ON-CAMPUS INVOLVEMENT
Member, Psychology Club, UC Riverside October 2019 – Present

AWARDS AND HONORS
Dean's Honors List, UC Riverside June 2019, December 2019, March 2020

SKILLS
Computer: Microsoft Word, Excel and Access in PC and Mac platforms
Social Media: Facebook, Twitter, Instagram, Snapchat
Language: Spanish and English (Bilingual)

See Example Resume Formats Here

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Step 2:

Pair Share (10 mins)

- Match up with someone who chose the same option as you.
- Discuss resume building tips and share resume tailored job descriptions, if applicable
- Write down at least 2 suggestions for your partner's resume

Feel free to raise your hand if you are unsure about aspects of the resume and we will address your questions

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Step 3:

Reflect and Edit (5 mins)

After sharing learning tips from the presentation and having someone else make sure to consider these last points as you decide what to include in your resume:

1. Resumes depending on major can vary industry to industry and Career Specialists are your guide to determine what is the most relevant
2. Creating a resume requires you to consider what skills you'd like to showcase AND prioritize what employers want to see
3. Formatting and specific content on the resume will be considered when employers review resumes so **ALWAYS** refer to the job description
4. Practice makes progress and if you are struggling with editing your experience section, consider coming to Drop-ins to have your resume reviewed

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QUESTIONS

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location

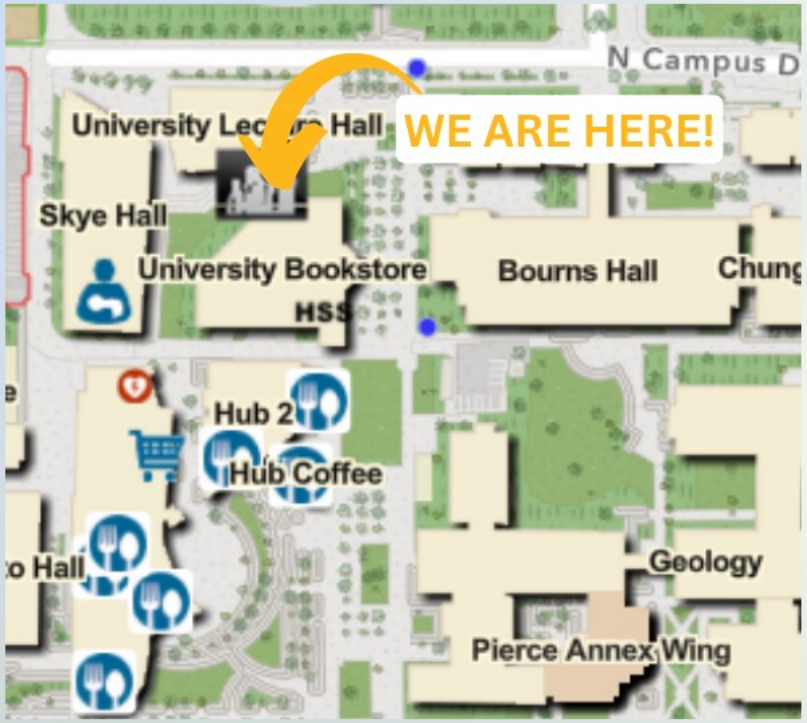
ENTRANCE IS ACROSS FROM ARC AND UNIVERSITY LECTURE HALL, UNDERNEATH THE BOOKSTORE

hours

8 AM - 5 PM MONDAY-FRIDAY

website home

drop in hours



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connect with us!

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