

Resume 101



The University of Vermont

WHAT IS A RESUME EVEN FOR?

When an employer posts a job, they have **a problem**. They need help – whether that's extra hands, expertise, a trainee, or something else.

A **resume** is your way to propose a solution: **you!**

Your resume is a way to explain **how and why** you are an employer's solution.

WHAT IS A RESUME EVEN FOR?

Make your **solution** simple to understand.

The more work you ask a resume reader to do, the harder they have to work – which makes it **harder** to see you as their solution!

WHAT MAKES A GOOD RESUME?

- Contact information
- Easy to read
- Information is quickly and clearly conveyed
- Includes company name, employment dates, role/title
- Entries are relevant to the position you are applying for
- Bullet points that show your skills **and** the benefit they offer/outcomes they produced

POP QUIZ

According to recent studies, what is the **average amount of time** a recruiter spends looking at a resume?

POP QUIZ

Six seconds.

POP QUIZ

Six seconds.

Well, okay – it varies.

17% of employers read for <30 seconds.

68% read for <120 seconds

RESUME 101

- 1) Name & Contact Information
- 2) Education
- 3) Work Experience
- 4) Bullet Points Organizational Experience
- 5) Skills & Honors

Let's break it down!

NAME & CONTACT INFORMATION

SALLY RALLYCAT

99 Catamount Street, Burlington, VT 05402

802.999.8811 sally.rallycat@uvm.edu

Full name, clearly provided. Stands out without overwhelming.

Address provided; city/state most important

Phone number + professional email address.

EDUCATION

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University of Vermont Grossman School of Business, Burlington, VT

Expected May 2023

Bachelor of Science (B.S) in Business Administration, Minor in Parks, Recreation & Tourism

- G.P.A 3.4/4.0
- Dean's List, Fall 2020

Degree, presented both ways.

Minor, concentration, and/or theme.

GPA out of 4.0 scale

Any special honors, relevant clubs, or competitions.

EDUCATION

What about high school?

EDUCATION

What about high school?

- Reasons to include High School
 - You are in your first or second year of college
 - You graduated with honors, special recognition, or were in leadership position
- When should High School drop off my resume?
 - Never “too soon”
 - Definitely by junior year
 - Special honors, like Merit Scholar and major titles, can go in “Skills & Honors”

WORK EXPERIENCE

What do I include?

- Paying jobs
- Full-time or heavily involved leadership or volunteer work that operated as a job (i.e. camp counselor or tutor)
- You don't need to include every job you've ever worked!

WORK EXPERIENCE

WORK EXPERIENCE

UVM Grossman School of Business, Center for Student Success, Burlington, VT
Office Assistant

September 2019 - Present

What do I include?

- Company/organization name
- Location
- Your role(s) – worked multiple? Include both!
- Dates worked – “Month Year” is typical format

BULLET POINTS

This is usually the hardest part!

It can be hard to convey what you did in a way that is...

- Concise
- Easy to understand
- Not too long
- **Explains why what you did was important.**

BULLET POINTS

How do I write them?

- Identify some of the most important, most relevant tasks you completed. It might look like this:
 - Answered phones
 - Greeted visitors in office
 - Filed student information and forms
 - Added new events to website

BULLET POINTS

Now think about what these tasks relate to. You did more than just answer phones or file papers. What bigger goals did they achieve? What outcomes did they have?

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- **Answered phones, greeted visitors in office**
 - Customer service, office operation, information & record keeping
- **Filed student information and forms**
 - Organization, office operation, student/client services, assisting processes
- **Added new events to website**
 - Marketing, information management, website management

BULLET POINTS

Once you can see what you did beyond the individual tasks, you can start writing your bullet around that!

- Served as first point of customer service by **greeting visitors** and **answering questions**
- Answered **main phone lines**, responding to customer questions and triaging urgent calls
- Maintained student information by organizing, tracking, and **filing incoming forms** and materials
- Assisted with website updates, **adding new events** to calendar for easy student access



- Greeted visitors
- Answered phone
- Took messages
- Posted on website
- Organized invitations



- Greet incoming students, faculty, staff, and visitors, and provide basic information
- Answer main desk phone, take messages, and forward calls to advisors
- Update school-wide career platform with new jobs and events
- Complete special projects as assigned

BULLET POINTS

If you want to push your resume to a super professional level, adding trackable outcomes and building your bullets around transferrable skills is the next step.

What's a trackable outcome?

- Quantitative results – 90% increase in social media traffic, 10 new signups compared to last year, \$5,500 raised for charity
- Qualitative results -- reducing profit-loss, creating a fresh and engaging social media voice, developing new procedures to manage workflow

BULLET POINTS

Served as first point of customer service by **greeting visitors** and **answering questions**



Oversaw customer relations by greeting visitors as their first point of contact, providing exemplary customer service, and tracking incoming questions to improve future materials

BULLET POINTS

Answered **main phone lines**, responding to customer questions and triaging urgent calls



Maintained office flow and organization during high-traffic periods, answering busy main phone lines and triaging urgent questions to the advising team for immediate handling

BULLET POINTS

Assisted with website updates, **adding new events** to calendar for easy student access



Assisted with website management and updates, with primary responsibility for adding all new information and events promptly for an audience of 1,500 students

Assisted with website management and updates, including the reorganization of event and calendar layouts that led to a 55% increase in traffic to event pages

BULLET POINTS

Bottom line: you have *WAY* more transferrable, relevant skills than you think you do.

Your experiences in retail, at a restaurant, or in a small office can translate to the same key skills that all employers want to see.

Take it slow – build your bullets – and don't be afraid to own your successes!

ORGANIZATIONAL EXPERIENCE

What do I include?

- College organizations, clubs, and other involvement
- Volunteering outside of work/school
- Participation in events that involved **volunteer effort on your part** – fundraising, promotional efforts, time spent mentoring, etc.

ORGANIZATIONAL EXPERIENCE

Treat this like your Professional Experience!

- Dig into your skills, relevant and useful experience, and provide outcomes
- Feel free to use 2-3 bullets to explain your role or involvement

ORGANIZATIONS & INVOLVEMENT

Family Enterprise Case Competition (FECC), Burlington, VT
Room Coordinator

January 2019

SKILLS & HONORS

- This is a great spot for you to have a quick, easy-to-digest spot for all of your skills in one place.
- Think categories
 - Office Skills
 - Technology Skills
 - Software
- Honors – can include college, HS, and community

SKILLS & HONORS

SKILLS & HONORS

- Skills: Writing, organization, filing, answering phones
- Software: Microsoft Office, Google Docs, Social Media
- Additional Honors: Missouri Scholar's Academy (2018); National Merit Scholar (2019)

What counts as a skill?

Social media, content creation, databases/spreadsheets, copywriting, data analysis, project management, office organization, event planning, scheduling, calendar management, graphic design, coding (specific language, e.g. Python, C++), donor relations, written and verbal communication, team coordination...

IN CLOSING...

Don't sell yourself short.

Be clear and direct about outcomes and achievements.

Make it easy for your reader to be impressed with you.

They have a **problem**. You have a **solution**.

RESOURCES

- Me! Madison.Berry@UVM.edu
- Career Center: uvm.edu/career
- GSB Careers: gsbcareers.uvm.edu