



# Resume Writing Handbook

Information provided by:

**The Center for Career Development  
Edison Building, Suite 1800**

**(215) 503-5805**

**[career.development@jefferson.edu](mailto:career.development@jefferson.edu)**

**[www.Jefferson.edu/career\\_services](http://www.Jefferson.edu/career_services)**

**<https://jefferson.joinhandshake.com/edu>**

## RESUME vs. CURRICULUM VITAE

<b>Résumé</b> <i>French for "summary"</i>	<b>Curriculum Vitae (CV)</b> <i>Latin for "course of life"</i>
<p><b>WHO USES:</b></p> <ul style="list-style-type: none"> <li>◆ Most <i>employers</i> request this common style of documenting skills and credentials</li> </ul> <p><b>LENGTH:</b></p> <ul style="list-style-type: none"> <li>◆ <i>1-2 pages</i> depending on relevant work and educational experience</li> </ul> <p><b>CONTENT:</b></p> <ul style="list-style-type: none"> <li>◆ Showcases <i>education and experience</i></li> <li>◆ Summarizes your skill sets with strong <i>action verbs</i> in a concise manner</li> <li>◆ Resumes should be <i>tailored</i> to each job/industry</li> </ul>	<p><b>WHO USES:</b></p> <ul style="list-style-type: none"> <li>◆ <i>Research-based</i> and <i>academic fields</i> typically use a CV</li> </ul> <p><b>LENGTH:</b></p> <ul style="list-style-type: none"> <li>◆ Typically <i>several pages</i> long</li> </ul> <p><b>CONTENT:</b></p> <ul style="list-style-type: none"> <li>◆ Showcases <i>research, publications, academic work</i>, awards, teaching and honors in chronological order</li> <li>◆ <i>Static</i> and doesn't change according to job description</li> </ul>

### DO

- Use a common font like Arial or Times New Roman
- Set *margins* between 0.5"-1"
- Display information in *reverse chronological order*
- *Customize* your resume to highlight desired skills and experiences
- *Rename* each resume to match the job description (SallyStudent-JEFFResume)
- Submit as a *PDF* (In word click file and convert to PDF, in google docs click download, then download as PDF)

### DON'T

- Use fonts like *Brush Script* or Comic Sans
- Use *personal pronouns* like I, me, and my
- *List duties* or use the phrase "Responsibilities include:"
- *Repeat bullet points* for multiple positions
- Include *personal information* (ex: DOB, height, weight, sex, social security number, marital status, photograph)
- Include the phrase "*references available upon request*"

*Employers* are polled every year to identify the *top skills* they want to see on an applicant's resume\*. The list below aligns with the top skills employers report each semester at the Jefferson Career Fairs. Let's think of strategies that highlight these desired skills throughout your resume!

- |   |  |
|---|--|
| <ol style="list-style-type: none"> <li>1. Leadership</li> <li>2. Ability to work in a team</li> <li>3. Written communication skills</li> <li>4. Problem-solving skills</li> <li>5. Strong work ethic</li> </ol> | <ol style="list-style-type: none"> <li>6. Analytical/quantitative skills</li> <li>7. Technical skills</li> <li>8. Verbal communication skills</li> <li>9. Initiative</li> <li>10. Computer skills</li> </ol> |
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**How do your experiences line up with the skills that employers are looking for in their candidates?**

\*Source: <http://bit.ly/1XZwNFB>

## RESUME BREAKDOWN

SECTION	TIPS
<b>CONTACT INFORMATION</b>	<ul style="list-style-type: none"> <li>• List your <i>name</i>, <i>phone number</i>, and <i>email address</i></li> <li>• Include a personalized URL for your <i>LinkedIn</i> account</li> <li>• Use a <i>professional</i> and <i>permanent</i> email account (some school accounts expire – <b>Jefferson’s does expire</b>)</li> <li>• Have an appropriate voicemail greeting</li> <li>• Remove all hyperlinks</li> </ul>
<b>SUMMARY</b> <i>(OPTIONAL)</i>	<ul style="list-style-type: none"> <li>• Incorporate <i>relevant skills</i> that apply to the industry and <i>customize</i> for each position</li> <li>• Can include specific <i>certifications</i> and number of <i>years of experience</i></li> <li>• Limit to <b>2-4 sentences</b></li> </ul>
<b>EDUCATION</b>	<ul style="list-style-type: none"> <li>• List in <i>reverse chronological</i> order</li> <li>• Include the <i>formal name</i> of the school, city and state, date of graduation, formal name of degree and/or minors obtained and your course of study</li> <li>• List <i>GPA if 3.5 and above</i> (different programs may have different expectations – check with an advisor or the career center!)</li> <li>• You may include bullets for study abroad, scholarships, academic awards</li> <li>• If an award or scholarship is not self-explanatory, include <b>a one-line description</b></li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Different headings enable you to place your <i>most relevant experience</i> by listing it first in a separate section (<a href="#">check our list or examples here</a>)</li> <li>• Headings can include: <i>Clinical Rotations, Healthcare Experience, Leadership Experience, Additional Experience, Volunteer Experience, [Your field here] Experience</i>, and more!</li> <li>• Customize this section based on each job and utilize the <i>job description</i> as a guide – Check out our <a href="#">“top ten technique”</a></li> <li>• If you have done a lot with an organization that is relevant to your goal, use a few bullets to describe your accomplishments</li> </ul>
<b>CERTIFICATIONS &amp; LICENSURE</b>	<ul style="list-style-type: none"> <li>• Include the name of each license and certification</li> <li>• If you are in the process of receiving one, can include <b>“expected” date</b> it will be received</li> <li>• Include <b>date range</b> or <b>expiration date</b> the licensure or certification is valid</li> </ul>
<b>SKILLS</b>	<ul style="list-style-type: none"> <li>• For this section, focus on including <i>technical skills</i> rather than “soft skills” (ex: Leadership, Teamwork, Customer Service)</li> <li>• Some examples are: <i>Language, Software, and Data Entry/Charting Systems</i></li> <li>• Depending upon level of importance, some skills can be incorporated into Experience Section</li> <li>• Focus on skills listed in the job description or that help you stand out in the field</li> <li>• If you list a skill here, make sure it is also included in a bullet within your experience to show where you have used or learned this skill</li> </ul>
<b>ADDITIONAL SECTIONS</b>	<ul style="list-style-type: none"> <li>• Some examples of additional sections include, <i>Professional Associations, Publications, Presentations, Related Coursework, and Activities</i></li> <li>• If an award or scholarship is not self-explanatory, include <b>a one-line description</b>.</li> <li>• <b>Contact us</b> if you have any questions about additional information to include!</li> </ul>

# BULLET POINT BUILDER

**TIPS FOR WRITING BULLETS:**

- Always start bullets with an **action verb** (see page 4), and list in order of importance (most relevant/impressive bullets at the top)
- Do **not** use periods, pronouns, or informal language
- Job descriptions should include **specific duties, skills, and accomplishments**
- **Quantifying** (if applicable) job descriptions creates a strong resume - use numbers, percentages, statistics
- Use SAR as a guide as you describe your responsibilities. Always include the situation and action, and include results when applicable
- There is no set number of bullet points for each experience; ensure that the bullet points you do have are strongly worded and display why you are a qualified candidate

**Situation** – Lab tests were coming back late from the testing facilities

**Action** – I developed a new system and policy, shared this idea with my supervisor, and we implemented this with the testing facilities

**Result** – As a result, the lab work was consistently returned on time

**OR**

Action Verb	Skill	Duty/Accomplishment	Quantity
Streamlined	Teamwork/Communication	Developed system and policy	20%

**LEADS TO:**

- Streamlined communication with testing facilities to ensure lab work was returned promptly; increased efficiency by 20%

<b>Situation</b>	
<b>Action</b>	
<b>Result</b>	

Action Verb	Skill	Duty/Accomplishment	Quantity

# ACTION VERBS

Action verbs help you communicate to employers the specific actions and accomplishments you had throughout your experiences. Below we've included a list of action verbs that you can use to start off your bullet points!

<b>MEDICAL SKILLS</b>					
Administered Analyzed Assessed Cared Charted Communicated Conducted Consulted Counseled	Dispensed Diagnosed Educated Evaluated Examined Facilitated Intervened Liaised Managed	Monitored Operated Prescribed Provided Recorded Researched Screened Treated Triaged			
<b>MANAGEMENT SKILLS</b>		<b>COMMUNICATION SKILLS</b>		<b>LEADERSHIP SKILLS</b>	
Analyzed Assigned Administered Chaired Contracted Consolidated Coordinated Delegated Directed Executed	Improved Organized Oversaw Planned Prioritized Produced Recommended Reviewed Scheduled Strengthened	Addressed Arbitrated Arranged Authored Communicated Corresponded Developed Drafted Edited Enlisted Formulated	Informed Interpreted Lectured Moderated Mediated Negotiated Promoted Publicized Recruited Spoke Translated	Achieved Adapted Advised Clarified Coached Enabled Encouraged Explained Facilitated	Influenced Initiated Instructed Led Persuaded Set goals Spearheaded Stimulated Streamlined
<b>RESEARCH SKILLS</b>		<b>TECHINICAL SKILLS</b>		<b>CLERICAL SKILLS</b>	
Assessed Clarified Classified Coded Collected Compared Critiqued Evaluated Examined Extracted Identified	Inspected Interviewed Investigated Modified Reported Researched Screened Studied Summarized Surveyed Tested	Assembled Built Calculated Computed Devised Diagnosed Engineered Fabricated Fortified Maintained Modeled	Operated Presented Programmed Published Remodeled Repaired Solved Trained Upgraded Utilized Wrote	Approved Catalogued Charted Compiled Dispatched Generated Increased Monitored Prepared	Processed Purchased Recorded Retrieved Screened Specified Systematized Tabulated Validated
<b>FINANCIAL SKILLS</b>		<b>CREATIVE SKILLS</b>		<b>HELPING SKILLS</b>	
Allocated Appraised Audited Balanced Budgeted	Forecasted Managed Marketed Maximized Projected	Acted Conceptualized Created Designed Enhanced Established Fashioned Founded Illustrated	Implemented Instituted Integrated Introduced Invented Originated Performed Revitalized Shaped	Assisted Counseled Demonstrated Educated Expedited Familiarized	Guided Motivated Referred Rehabilitated Represented Supported

# BEN FRANKLIN

(215) 123-4567 • benjamin.franklin@mail.com • linkedin.com/in/benfranklin

## SUMMARY

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Two years of experience as a Registered Nurse. Provide care for pediatric patients in an acute setting. Experienced in ventilator care, wound care, and family education. CPR and AED certified.

## EDUCATION

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**Thomas Jefferson University** Philadelphia, PA  
Bachelor of Science in Nursing May 20\_\_

**Liberty Community College** Harrisburg, PA  
Associate of Science in Nursing May 20\_\_  
• Dean's List, Award for Top Nursing Student

## CERTIFICATION

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- PA RN license # 364318 (7/17/2012- 9/20/2017)
- CPR, AED and First Aid Certification, Red Cross

## HEALTHCARE EXPERIENCE

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**Thomas Jefferson University Clinical Experience** Philadelphia Metropolitan Area  
May 20\_\_-Present

**Sites:** Thomas Jefferson University Hospital, Jefferson Hospital for Neuroscience, Roxborough Memorial Hospital Comprehensive Wound Healing Center, and Alfred I. duPont Hospital for Children

**Rotations:** Medical-Surgical, Telemetry, Obstetric, Pediatric, Psychiatric, Neurological, Community, and Complex Care

- In clinical experiences, it can be helpful to combine all experiences to prevent restating similar tasks and assignments that occur at most or all clinical rotations, to save space, and to highlight the clinical experience that is most relevant to the job you are applying to
- You can list the sites and rotations and bullets in the order that is most relevant to where you are applying
- You can begin with the word "observed" and state things you saw that other clinical students did not get to see
- Most hiring managers know what students do/observe at most clinicals (vitals, sutures, etc) – try to write about what YOU learned the most from seeing or doing, what was most impactful to you, and what you got to see that other students did not get to see
- Example: Performed head to toe assessment on an inpatient cardiac patient who went into a second cardiac arrest during the assessment and then assisted and observed as he was revived via defibrillator

**Community Hospital** Harrisburg, PA  
*Registered Nurse* June 20\_\_-August 20\_\_

- Trained and supervised 10 new employees as Lead Nurse
- Educated family members and patients regarding treatment plans
- Streamlined communication with testing facilities to ensure lab work was returned promptly; increasing efficiency by 20%

**Sunshine Healthcare Center** Cherry Hill, NJ  
*Volunteer* February 20\_\_ - August 20\_\_

- Provided customer service for up to 200 people per day
- Received recognition for "Most Committed Volunteer" voted on by supervisors and other team members

## ADDITIONAL EXPERIENCE

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**Jones Family** Washington, DC  
*Caregiver* Summers 20\_\_-20\_\_

- Supervised three children ages 2-9; planned daily activities and prepared meals
- Tutored second grader in reading, math and spelling

## SKILLS

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- Language: Fluent in Spanish

# REFERENCES

## Tips:

- Provide 3-5 references that can speak to your qualifications and abilities
- Most companies have an automated system where you will enter reference data – you do not need to submit a reference page or include “references available upon request” on your resume or cover letter, *however it can be helpful to keep a word document of their contact information for yourself*
- Consider asking references from your different experiences (ex: clinical supervisors, professors, former colleagues, student group advisor, and more)
- Always ask for permission before listing someone as a reference
- Inform your references when applying for jobs. Provide them with a brief overview or the job description
- If someone agrees to serve as a reference, provide them with a copy of your resume and a thank you note
- If you have a potential reference with previous or current experience at the organization to which you’re applying, be sure to include them on your list!
- Avoid using family or friends, unless a personal reference is requested
- Be sure to follow up and thank your references and inform them that you have accepted a position
- Include a short note if you would not like your current supervisor to be contacted if there is space on the reference section of the application

**Your references are members of your network. Keeping in touch can help strengthen your connection and lead to references speaking better to your value to potential jobs and organizations!**