

Résumé Heading

The heading of your résumé should include the following information:

- **Name** - Your name should reflect the format that you use on a day-to-day basis. It is not necessary to include your middle name, initials or your full legal name.
- **Address** - Always give your complete address refraining from abbreviations.
- **Telephone number(s)** - Always include your area code and telephone number. You may include a business telephone number if your current employer knows that you are searching for a job. If you include both numbers, be sure to indicate which number is your home number and which is your work number.
- **Internet Address** – Many companies and recruiters will correspond with you using your email address. Ensure that your email address is appropriate for a work related situation, hot.momma@aol.com or Texasstud@yahoo.com are not appropriate email addresses to use for your job search.

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Career Summary

Your résumé should include a career summary.

A **Career Summary** is a high-level description of your most marketable skills. This section is referred to as a mini résumé and is primarily used to catch the reader's attention.

Example of a Career Summary

- Ten years experience as a Human Resource professional, specializing in recruiting and employee relations
- Managed up to 55,000 employees and 1,400 partner employees
- Extensive customer relations and collections experience
- Experienced JAVA developer
- Effective in hiring, training, and directing programmers and operators in the use of Cobol, C and JAVA
- Successfully mentored and developed large multi-national teams with over 300 employees
- Ten years of administration experience in legal, purchasing, and training environments
- Proficient in Word, Excel, and PowerPoint

****Remember Your Career Summary is the first thing (other than your name) a manager/recruiter will read. You really need to sell yourself here.**

Professional Experience

The employment information section of a résumé includes the following:

- **Company names** - When stating a company name, include the name, city and state. **Do not include the company's street address and/or telephone number.** The company's street address, telephone number and contact name, however, are valuable pieces of information that you should have on hand in the event you complete an employment application.
- **Job titles** - A job title should be a generic representation of your position that can be understood by as many employers as possible.
- **Employment dates** - When stating employment dates, you should **always** include both the month and year. Make sure you follow the same format all the way through your résumé.
- **Your skills** - This section is a key area and is referred to as the body of your résumé.
 - **Use action verbs to describe your specific job skills, any special achievements and other contributions.** When using action verbs, use present tense to describe the skills that you are currently performing, for example, "process expense reports." However, when describing your past job skills, use past tense action verbs such as "developed user manuals."
 - Bullet information should be an accomplishment or achievement statement, not a job description.
 - **Your bullets should be concise and to the point.**
 - **Do not put a period at the end of a bullet. A bullet is not a sentence.**

Education

Your educational history is commonly listed either at the beginning of your résumé or at the end depending on your particular situation. If you are recently out of school with little practical business experience, your educational credentials should appear near the beginning of your résumé. However, as you gain business experience, your educational credentials become less important and should be at the end of your résumé.

You should list your education information in reverse chronological order with the highest level of achievement listed first. In addition, when writing a specific degree, it is acceptable to abbreviate.

Example:

Bachelor of Science: Management can be written as BS: Management.

If you have not completed your degree, consider listing hours completed, field of study and/or GPA.

Examples:

University of Texas, Austin, TX
B.S. Economics

University of North Texas, Denton, TX
Expected completion date May 2009

University of California, Santa Barbara, CA
Coursework included Marketing, Communication, History

DO NOT include your high school education on your résumé
DO NOT include the dates on your education, it shows age

Technical/Computer Skills

If you have technical experience, you should always include a technical/computer skills summary. This includes any hardware and software you have experience with. This is beneficial when your résumé is scanned and employers are conducting keyword searches.

Example:

TECHNICAL SKILLS

Network/Operating:	Windows, DOS, UNIX, Novell, MVS/XA
Languages/Software:	SQL, Java, Perl, Oracle, .NET, Solaris, MCSA/MCSE, Unix/Linux, Shell Scripting, MS SQL Server 2005
Applications:	MS Excel, Word, PowerPoint, SharePoint, Publisher, Visio
Databases:	Access, Oracle 8i

Certifications (optional)

If you have obtained a certification, it is recommended that you include the information here.

Example:

Certified Bookkeeper (2008)
Microsoft Certified System Engineer + Internet (2008)
Microsoft Certified Trainer (2007)
Microsoft Certified System Engineer (2007)
Certified Cisco Network Engineer (2007)
Professional Human Resource (2006)

Continuing Education (optional)

Listing any continuing education courses, seminars, etc., is an added plus.

Example:

Visio Business Diagrams/ Flowcharts (2009)	Personal Time Management (2009)
Microsoft Word Advanced (2008)	Microsoft Project (2008)
Excel 2007 (2009)	Oracle Financials (2007)

Professional Affiliations (optional)

Your affiliation with professional groups shows a hiring manager your personal dedication to your chosen field or career. If you choose to include information in this section of your résumé, remember **keep it brief and omit any references to religious, political or potentially controversial affiliations.**

Example:

Institute for Supply Management (ISM)

Dallas/Ft. Worth Technical Recruiters Network (DFWTRN)

Society Human Resource Management (SHRM)

Toastmasters

Military (optional)

You can include military experience under Employment Information or in a category of its' own.

Awards (optional)

Use this section at the end of your résumé, to include recognitions awarded throughout your career. You may also include awards in the Career Summary section of your résumé, but not both.