



# RESUME PACKET

## HOW TO CREATE A RESUME

A resume is a professional introduction to an employer. It is a marketing tool that outlines your skills, education and experience as they relate to the job you are seeking, with the purpose of being chosen for a job interview.

### Create the First Draft of Your Resume:

- **Step 1: Understand Expectations**  
Review resume samples to understand formatting and content expectations before you start. Resume samples are located on the following link: [www.crew.cc/services/resume/sample-resumes](http://www.crew.cc/services/resume/sample-resumes)
- **Step 2: Generate Resume Content**
  - Visit the CREW Career Center website ([www.crew.cc](http://www.crew.cc)) and click on the red “Create Your Resume” button for the **Resume Content Builder**. This tool will help you create the content for your resume. You will collect all of the information you need to write a great resume without worrying about the final visual layout. Your resume content will be sent to your email for you to print and use as a guide for creating or editing your resume.
  - Review the “Resume Writing Tips” in this packet.
- **Step 3: Create a First Draft**
  - Create a first draft in a Word Document from any computer. Do not use a resume template. (Making changes to a resume template is difficult)
  - Create a first draft in the CREW Center and use our resume writing software, Winway Resume. Bring a USB drive with you to the CREW Center so you can save your final draft.

### How To Receive Feedback About My Resume:

- **In Person Walk-In:**  
Visit the CREW Career Center Monday-Thursday to receive feedback about your resume. It is helpful to bring your resume on a USB drive so you can make edits while you are working in the center.
- **On-line via the Resume Dropbox**  
Upload your resume through our resume dropbox by clicking on the following link: ([www.crew.cc/services/resume](http://www.crew.cc/services/resume)) to receive feedback within 2 business days.
- **By Appointment:**  
Schedule an appointment on the CREW website, [www.crew.cc](http://www.crew.cc), to work one-on-one with a counselor.

#### **JCTC Downtown, 9<sup>th</sup> floor JEC Bldg.**

Monday/Thursday: 9am-Noon; 1pm-4pm  
Tuesday/Wednesday: 9am-Noon; 1pm-5pm  
Appointments are available every week.

#### **JCTC Southwest, The Student Center**

Monday/Thursday: 9am-Noon; 1pm-4pm  
Tuesday/Wednesday: 9am-Noon; 1pm-5pm  
Appointments are available every week.

WWW.CREW.CC

# RESUME HEADERS AND CONTENT

As you write each of the following resume sections, please keep in mind the following:

- Tailor your information to the position you are seeking.
- Be specific and give examples. Provide numbers (i.e. # of people supervised, amount of your operating budget, etc.) whenever possible.
- Include dates whenever appropriate (i.e. dates of employment, activities, etc.)
- Write out what acronyms stand for because an employer may not know what they mean.
- Include a QR Code, if applicable. A QR Code is a bar code that is commonly placed at the top of the resume. An employer can scan the bar code with a smartphone or other mobile device and look at your website or career portfolio.
- Pay careful attention to spelling, punctuation, grammar, and style.
- Proofread your resume carefully and have other people, such as career counselors, professors, family members, or friends, proofread your resume.
- Important:** As an associate or bachelor degree holder, you will most likely only need a one-page resume.
- Use a simple and easy to read font. We suggest Times New Roman, Arial, or Calibri in 12 pt. font.
- Use a good quality white or off-white bond paper.

## OBJECTIVE

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The Objective statement on the resume is the focal point of your resume and should include:

- The kind of employment you want - full-time, part-time, etc.
- The type of position you want - Nurse, Accountant, etc., or
- The particular industry you want to work in - banking, healthcare, distribution, etc.
- The skills, experience and/or education that you can offer to the employer (*not* what the employer can do for you).

The Objective should be broad enough to cover any suitable employment, yet specific enough to indicate that you have a specific position in mind. You can change your career objective depending upon the job for which you are applying.

### **Examples of Objective statements:**

- Healthcare:** Compassionate and highly skilled Registered Nurse desiring a part-time position in a progressive healthcare facility offering the best care and resources available to aid patients' recovery.
- Criminal Justice:** Seeking an entry-level law enforcement position that will utilize my problem solving skills, ability to resolve conflict in high pressure situations, and the knowledge gained in my related educational program.
- Marketing:** A professional sales position where my administrative and technical experience, initiative and interpersonal skills can be utilized to maximize sales.
- Education:** Seeking an entry-level position as an elementary school teacher that will utilize my educational background, related experiences working with children, and excellent communication skills.

## EDUCATION

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Begin with your most advanced degree and list all degrees and certificates in reverse chronological order, starting with your most recent school and work backwards. Do not list any high school information. Also, keep in mind the following:

- Include complete name of school spelled out with no abbreviations.
- Include City, State with postal abbreviations.

- Indicate the official and complete name of the degree, certificate, or credential.
- Cumulative GPA if 3.4 or higher (NOTE: do not round up).
- Choose between the following date formats:
  - Graduation Date, ex. May 2017 - if passed or will be completed in current year
  - List the expected graduation date, if you expect to earn the degree within a year
  - List dates attended (ex. 8/2013 to 5/2014) if you did not earn a credential. Also list the credit hours earned.

**University of Louisville**  
**Bachelor of Science in Business Administration**  
**Major: Marketing**

**Louisville, KY**  
**May 2017**  
**GPA: 3.5**

## SUMMARY OF SKILLS

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You may substitute with one of the following headers: Professional Profile, Summary of Qualifications, or Highlights. Use this opportunity to customize your resume to highlight your skills that are most relevant to each position and future employer.

- Before you customize this section for the position, begin with a list of statements that summarize your skills and experiences relevant to your long term career goals. To do this, review the skill statements for your career field on ONET: <http://www.onetonline.org/> (*opens new tab*).
- Create a list of 5-7 bullet skill statements that show a clear relationship between the skills you have and the skills requested by the future employer. The statements should summarize how your candidacy meets the needs of the position and future employer.
- Use the qualifications and requirements on the employer's job description to customize this section of the resume to incorporate your skills or each position by to write these statements.
- This is an example of a Summary of Skills section for a student who is completing his/her clinical rotations and pursuing a career in nursing:

### Example:

- Able to efficiently work with individuals, groups, and families to implement a plan of health for the community.
- Proficient knowledge of medical terminology and excellent problem solving skills.
- Service orientated, dedicated to providing excellent care for the patient as well as patient support system.
- Experienced in recording patients' medical records and vital signs.
- Demonstrated ability to obtain information and able to relay it to others in ways they will understand.
- Demonstrated ability to prepare rooms, sterilize equipment, and ensure the stock of supplies is maintained as well as prepare patients for and assist with examinations or treatments.

### Another Example of Skill Statements (perhaps for a management position):

- Skilled at organizing complex projects, defining project priorities, and delegating tasks.
- Skilled at encouraging others and developing rapport.
- Self-starting, goal-oriented strategist whose confidence, perseverance and vision promote success.
- Excellent communication, interpersonal and organizational skills.
- Excel at directing a cohesive staff in the successful attainment of objectives.
- Demonstrated accuracy, attention to detail and ability to work well in a team environment.
- Able to work under pressure and meet deadlines.
- Able to serve as an agent for others, and trusted to speak on their behalf to accomplish desired results.

# EXPERIENCE

List your work history in reverse chronological order under the appropriate header. Also include significant work, volunteer, co-op or internship experience that is related to the job for which you are creating the resume. You may use one or more of the following experience headers Review the resume samples for how each of these sections are used appropriately

- Related Professional Experience
- Work Experience

When describing your responsibilities and accomplishments,

- highlight areas that are specifically relevant to the type of position you are seeking.
- Start each description with an **action verb** (see list of action verbs on page 5).
- Use part-time, temporary and volunteer work in the Experience section to highlight transferable skills.
- When describing these job tasks on your resume, think about the top skills employers are seeking in applicants (listed below) and how you developed these skills through previous jobs, volunteering, co-op and internship experiences.

### Top 10 transferrable skills sought by employers in all industries.

- Ability to verbally **COMMUNICATE** with persons inside and outside the organization.
- Ability to work in a **TEAM** structure.
- Ability to **MAKE DECISIONS** and **SOLVE PROBLEMS**.
- Ability to **PLAN, ORGANIZE**, and **PRIORITIZE** work.
- Ability to **OBTAIN** and **PROCESS INFORMATION**.
- Ability to **ANALYZE** quantitative data.
- TECHNICAL KNOWLEDGE** related to the job.
- Proficiency with **COMPUTER SOFTWARE PROGRAMS**.
- Ability to **CREATE** and/or **EDIT** written reports.

*These skills were taken from **Job Outlook 2013, National Association of Colleges and Employers.***

Review the list of action words below. Use an action verb to begin each bullet statement for every job description on your resume.

- |                |                |               |              |               |
|----------------|----------------|---------------|--------------|---------------|
| • achieved     | • condensed    | • expanded    | • managed    | • reorganized |
| • acquired     | • conducted    | • explained   | • marketed   | • reported    |
| • adapted      | • constructed  | • forecasted  | • minimized  | • researched  |
| • addressed    | • contracted   | • formed      | • motivated  | • resolved    |
| • administered | • converted    | • founded     | • originated | • reviewed    |
| • analyzed     | • coordinated  | • generated   | • oversaw    | • selected    |
| • anticipated  | • created      | • guided      | • performed  | • separated   |
| • assembled    | • cultivated   | • hired       | • planned    | • set up      |
| • assisted     | • demonstrated | • implemented | • prevented  | • simplified  |
| • audited      | • designed     | • improved    | • produced   | • solved      |
| • budgeted     | • drafted      | • informed    | • programmed | • surveyed    |
| • calculated   | • edited       | • insured     | • promoted   | • staffed     |
| • centralized  | • eliminated   | • interpreted | • provided   | • supervise   |
| • changed      | • enforced     | • interviewed | • publicized |               |
| • collaborated | • established  | • launched    | • published  |               |
| • composed     | • evaluated    | • maintained  | • recruited  |               |

## ADDITIONAL INFORMATION

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You may want to consider including the following information on your resume:

- Professional Certifications/Licenses & Language Fluency**
  - Example: CPR/First Aid Certification. Fluent in Spanish.*
- Computer Skills**
  - Example: Proficient in Microsoft Office: Word, Excel, and PowerPoint*
- Merit Scholarships, Awards, Accomplishments, Honors** (include dates)
  - Example: Dean's List, Fall 2002 & Spring 2003; Perfect Attendance Award 2003*
- Co-Curricular Activities** (sports, clubs, volunteer activities, etc. List full name of organization, include dates, and include offices/positions you have held if applicable.) *Example: Norton's Suburban Hospital, Volunteer, Summer 2003*
- Military Experience** (branch of service, rank-rate, years of service, special assignments, etc.)

## REFERENCES

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- Omit the "Reference available upon request" section on your resume. It is expected that you will have references.
- Be prepared to present references in the event an employer requests this information.
- Use the same high-quality paper as your resume for your reference page.
- Put your contact information at the top of the page, preferably using the same header as is on your resume (see example).
- For references, consider your previous supervisors or professors.
- Do not list friends or family as references.
- You must ask someone to serve as a reference before you can list him/her.

Use this opportunity to network. Let your reference know that you are looking for a position, the kind of position you are looking for, and ask if they have any suggestions on obtaining employment. In addition, provide your reference with a copy of your resume so that he/she can speak about your qualifications when asked.

# REFERENCE SAMPLE

## **Jane Doe**

200 West Broadway, Suite 900  
Louisville, KY 40202  
502-555-5555 (cell)  
[jane.doe@kctcs.edu](mailto:jane.doe@kctcs.edu)  
[jane.doe01234@wordpress.org](mailto:jane.doe01234@wordpress.org)

## **PROFESSIONAL REFERENCES**

### **John Smith**

Full-Time Supervisor  
UPS  
502-111-2222  
[john.smith@u.com](mailto:john.smith@u.com)

### **Janet Doe**

Director  
ABC Company  
502-333-2222  
[jane.doe@company.com](mailto:jane.doe@company.com)

### **Bob Smith**

English Professor  
University of Louisville  
502-444-5555  
[Bob.smith@university.com](mailto:Bob.smith@university.com)

# RESUME EXAMPLE ONE

Additional examples found at: <http://crew.cc/services/resume/sample>

## Jane Doe

200 West Broadway • Louisville, KY 40202 • 502-213-2222 • [jdoe2244@kctcs.edu](mailto:jdoe2244@kctcs.edu)

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### OBJECTIVE

Seeking a registered nurse position at General Hospital utilizing my educational background, interpersonal skills, and patient care experience.

### EDUCATION

**Jefferson Community and Technical College**  
*Associate of Applied Science in Nursing*

Louisville, KY  
May 2017

### SUMMARY OF SKILLS

- More than three years of experience working in a patient care setting and providing excellent patient care.
- Proficient knowledge of medical terminology and HIPPA regulations with the demonstrated ability to maintain accurate and detailed reports and records.
- Effectively develops rapport with patients, family, staff and physicians and can customize communication style by audience to ensure understanding of healthcare related information.
- A problem solver who remains calm and professional through critical incidents.
- Strong analytical skills, capable of assessing conditions and implementing appropriate interventions.
- Proficient in using Microsoft Word, Excel, PowerPoint, and Epic System Software.

### RELATED EXPERIENCE

**Jefferson Community and Technical College**  
*Clinical Experiences*

Louisville, KY  
8/2016-Present

- Completed clinical rotations at the following locations: University of Louisville, Baptist East, Central State, Jewish Hospital, and Norton Healthcare.
- Record vital signs including temperature, blood pressure, pulse, or respiration rate, as directed by medical staff.
- Assemble and utilize equipment including catheters, tracheotomy tubes and oxygen supplies.
- Observe or examine patients to detect symptoms that may require medical attention, such as bruises or open wounds as well as document and report observations of patient behavior, complaints, or physical symptoms to nursing staff.

**Bee Hive Senior Care**  
Nursing Assistant

Louisville, KY  
4/2015- Present

- Provide physical support to assist patients in performing daily living activities such as getting out of bed, bathing, dressing, using the toilet, standing, walking, or exercising.
- Review patients' dietary restrictions, food allergies, and preferences to ensure patient receives appropriate diet.
- Transport specimens, laboratory items, or pharmacy items, ensuring proper documentation and delivery to authorized personnel.

### WORK EXPERIENCE

**Old Navy**  
*Sales Associate*

Louisville, KY  
3/2010-3/2015

### COMMUNITY ENGAGEMENT

- **Kentucky Humane Society**, Volunteer, 2011-2015
- **Jefferson County Public School Every 1 Reads**, Volunteer, 2010-2013

# RESUME EXAMPLE TWO

## John Doe

200 West Broadway • Louisville, KY 40202 • 502-213-2222 • jdoe2244@kctcs.edu

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### OBJECTIVE

Seeking a criminal justice internship utilizing my education background, leadership experience, and problem solving skills.

### EDUCATION

**University of Louisville**

*Bachelor of Science in Criminal Justice*

Louisville, KY

May 2017

**Jefferson Community and Technical College**

*Associate of Science*

Louisville, KY

May 2015

### SUMMARY OF SKILLS

- Broad understanding of criminal law and the criminal justice system.
- Bi-lingual with articulate fluency in English and Spanish.
- An analytical thinker who demonstrates strong problem assessment and resolution skills.
- A strong communicator who is adept in report writing and presentations.
- Remains focused in high pressure situations and demonstrates flexibility and adaptability in changing work conditions.

### EXPERIENCE

**The Center for Women and Families**

*Crisis Intervention Advocate*

Louisville, KY

11/2015-Present

- Provide crisis intervention, safety planning, counseling, advocacy, information and referrals, and other supportive services to clients.
- Answer/screen/document and appropriately direct incoming calls; practice content expertise on community information and referrals.
- Coordinate advocate response to hospital runs and complete associated paperwork and statistics as appropriate.

**UPS**

*Package Handler*

Louisville, KY

8/2013-Present

- Ensure that packages will be put on the belt in a timely fashion, which demonstrates a strong attention-to-detail.
- Display great organizational and time management skills through working third shift while attending college as a Metropolitan College Student.
- Adhere to safety protocol and procedures to ensure a safe work environment at all times.

### COMMUNITY ENGAGEMENT

- Habitat for Humanity, *Volunteer*, 2014-Present
- St. Joseph's Children's Home, *Volunteer*, 2013-2016

### CAMPUS INVOLVEMENT

- Criminal Justice Club at the University of Louisville, *Member*, 2015-Present
- Student Government Association, *Member*, 2016-Present



# RESUME EXAMPLE THREE

## Jane Doe

200 West Broadway • Louisville, KY 40202 • 502-213-2222 • jane.doe@louisville.edu

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### OBJECTIVE

Seeking a full-time position that incorporates hands-on skills, communication, and leadership to overall aid in the maintenance of aircrafts.

### EDUCATION

**Jefferson Community and Technical College**

*Associate of Applied Science in Aviation Maintenance Technology*

Louisville, KY

Currently Attending

### SUMMARY OF SKILLS

- Internet and Computing Core Certified and demonstrated ability to quickly learn new software and application.
- Demonstrated ability to examine and inspect aircraft components, including landing gear, hydraulic systems and deicers to locate cracks, breaks, leaks or other problems and provide appropriate repairs.
- Ability to inspect completed work to certify maintenance meets standards and that aircrafts are ready for operation.
- Excellent critical thinking skills with the ability to read and interpret maintenance manuals, service bulletins and other specifications to determine the feasibility and method of repairing or replacing malfunctioning or damaged components.
- Ability to remove or cut out defective parts or drills holes to gain access to internal defects or damage, using drills and punches.
- Demonstrated ability to install and align repaired or replacement parts for subsequent riveting using clamps and wrenches.

### WORK EXPERIENCE

#### UPS

*Package Handler*

Louisville, KY

September 2014-Current

- Responsible for unloading and loading packages safely and in a timely manner so that each plane may arrive at their next destination swiftly.
- Incorporate leadership skills in a fast-paced environment to ensure tasks are completed in a timely and safe manner.
- Demonstrated effective time management skills and organization by financing post-secondary education through participation in the Metropolitan College program.

#### Kroger

*Cashier*

Louisville, KY

September 2013-August 2014

- Demonstrated friendly customer service to ensure each customer had a great experience.
- Assisted in locating items for customers.
- Exhibited responsibility and dependability with exceptional attendance.

### HONORS AND ACTIVITIES

- **Dean's List Recipient**, Spring 2016
- **Phi Theta Kappa**, Member, 2015-Presen