

Career

Development Toolkit



First Impression

Creating a résumé is one of the most important steps in applying for a career. Your résumé is often the first impression that an employer has about you. Therefore, it is important to take care to ensure that your résumé presents you as positively as possible.

Résumé Design

The first step to creating a résumé is to decide what kind of layout to use. Different layouts work better depending on the position. For example, a résumé for an accountant should list work experience and coursework in chronological order in black and white. On the other hand, a résumé for a graphic designer might include color and creative designs in order to show experience and coursework. A sample résumé template that can be used for a wide range of positions is included with this fact sheet.

You should use fonts that are easy to read (Times New Roman, Arial, etc.). The size of font you use can vary depending on the amount of experience you have. The font should not be smaller than 10 points.

Résumé Sections

Your résumé should be divided into sections to flow as smoothly as possible. The layout and spacing of each section should be consistent throughout the résumé. Below are the sections to use and what to include in each section.

Heading

Name, contact information (address if résumé is not publicly posted), links to online information (website, LinkedIn, Github, etc.)

Professional Summary

2-4 sentence overview of résumé including experiences, skills, and goals

Education

Major, degree, school, location, and relevant coursework. Highest level of education should be listed first

Work Experience

Position, organization, start and end dates (month/ year), and 2-4 bullet points about responsibilities/ accomplishments

Volunteer Experience

Organization, dates, and a short summary of responsibilities

Skills

List skills where you have proficiency or fluency (e.g., Microsoft Office, Spanish)

Awards

List professional awards, achievements or certifications earned

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Résumé Content

The content of your résumé is as important as the format. If you have a lot of work experience related to the position to which you are applying, your résumé can focus on that. If you do not have a lot of work experience, then your résumé can focus on unique classwork you have completed, volunteer experience, and organizations in which you actively participate. Here are some tips when listing work experience, class projects, and volunteer experience:

Use action verbs: Start each bullet point with an action (such as “created” or “assisted”).

Pay attention to verb tense: Use present-tense verbs for positions that you currently hold and past-tense verbs for positions that are not current.

Highlight achievements: The bullet points should use your duties in the position to explain achievements (for example “led a team to the highest yearly sales ever for the company”).

Start with most recent: List experience in each section from the most recent to the most distant.

Things to Avoid



Spelling and grammar mistakes: Make sure you use spelling and grammar checks. Ask others for assistance with editing if you are unsure.

Personal information: Leave out things like age, sex, religion, political affiliation, height, weight, race, etc.

References: Employers usually ask for references separately if contacting them is part of their process.

Distant past experiences: Try to focus on the most relevant and current information.

Submitting Résumé to an Employer

Highlight: Using the position description, highlight your relevant experience. For example, if the position involves working with a budget, include money management experience.

Save and submit as a PDF: This ensures that the information that you submit remains intact. Review the PDF to ensure the information stays in the right layout.

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PROFESSIONAL SUMMARY

Aspiring social worker with 1 year of case management experience. Friendly, personable, and empathetic to the needs of those being served. Fluent in American Sign Language and thorough experience with Microsoft Office products.

EDUCATION

Bachelor's in Social Work
Pine Tree University
Coursework in Intervention Strategies, Program Planning, Case Management, and Law and Ethics in Human Services

Columbus, OH
Graduated May 2020

WORK EXPERIENCE

Case Management Internship
Sunny Hills Development Services

June 2019-Aug. 2019
Columbus, OH

- Performed intake procedures for participants interested in receiving services
- Documented tasks and progress in online case management system following legal guidelines
- Ensured participants were contacted according to the intake schedule
- Coordinated communication between prospective participants and full-time staff

Courtesy Clerk
Super Supermarket

June 2018-June 2019
Columbus, OH

- Provided friendly, efficient service to customers to enhance shopping experience
- Cleaned and loaded materials and products into package processing equipment
- Examined containers and products to ensure compliance with regulations
- Assisted individuals in locating merchandise throughout the store

VOLUNTEER EXPERIENCE

Volunteer Tutor
Reading Club

June 2019-present
Columbus, OH

- Instruct youth on reading skills to improve grades in school
- Read with students after school twice a week

AWARDS AND SKILLS

- CPR Certified
- Word processing, e-mail, spreadsheets, and presentations
- Fluent in American Sign Language