

## DEVELOP RESUME

This is your first opportunity to present your skills to an employer, and hopefully it will lead to an interview. It is one of the keys you will use in trying to open the door to that all-important interview. **There is no single correct format for a resume.**

While it is true there is no single correct format for a resume, it is important that every resume follow four rules. The best resumes always follow the “Golden Rules of C – Clear, Concise, Consistent and Content.”

**Clear** – The resume must be clear, precise, and easy to read and understand. The reader should not be asking, “What does that statement mean?” This means avoiding abbreviations and jargon related to a specific job or career field. Also avoid acronyms as they are not always clear and may be misinterpreted. **Do not use icons, graphics or photos on your resume. A resume is a business document, not a social media promotion.**

**Concise** – Summarize and highlight your skills, education, experience and accomplishments. Recruiters spend very little time (usually less than 10 seconds) during an initial resume review. If your resume contains lengthy explanations in paragraph form, it may be eliminated from further consideration. Bullet points, starting with an action verb, are the preferred format to give targeted and specific information in short phrases that are easy to read.

**Consistent** – Do not mix formats, categories and dates. For example, if you are listing your dates as month and year for your education and employment history, they must be listed in the same format throughout the entire resume.

**Content** – Include information that is relevant to your desired job. Target employability skills to align with your career goal. Remember, a resume is an overview of accomplishments, education, experience and skills, not a detail of every responsibility. Only include information that conveys what you can do for the employer.

## Recommendations for Achieving a Professional-Looking Resume

### Things to do:

- **Do** use Microsoft Word to create your resume.
- **Do** be concise and truthful and match your skills to each position you apply to.
- **Do make sure the resume matches the job you are seeking.**
- **Do** use standard type fonts, such as Arial, Calibri, Garamond or Times New Roman.
- **Do** use a font size of 11 to 12 points for content and up to 16 points for your name.
- **Do** use bold or all capital letters for section headings.
- **Do** use margins that offer enough white space to facilitate easy reading. Standard margins are 1 inch wide on all sides. If you need to reduce margins to fit all the information on one page, it is suggested the margins be a minimum of ½ inch on all sides. It is important the document be centered on the page.
- **Do** have a well-balanced and professional-looking resume—review the examples in this section of the guide.
- **Do** align your bullet points.
- **Do** have your employment history listed in reverse chronological order. In most cases, 10 years of employment history is sufficient. If you have questions about your employment history, contact a Workforce and Job Readiness professional for suggestions.
- **Do** make an appointment with a Workforce and Job Readiness professional to have your resume reviewed.

## Action Words

When composing a cover letter or resume, think of the position and the skills required to perform the job. Include these skills in the text of your document and surround them with positive action words. An action word is one that explains the skills you possess, how you used this skill in the past, and how you hope to use it in the future.

### List of Action Words for Resume and Cover Letter Use

Accommodated	Cooperated	Formulated	Monitored	Reported
Accompanied	Coordinated	Founded	Motivated	Represented
Accomplished	Created	Fulfilled	Negotiated	Researched
Achieved	Critiqued	Generated	Nominated	Resolved
Acquired	Customized	Guided	Observed	Responded
Acted	Decided	Graduated	Obtained	Revamped
Adhered	Defined	Greeted	Operated	Reviewed
Adjusted	Delegated	Guaranteed	Ordered	Revised
Administered	Demonstrated	Handled	Organized	Revitalized
Advanced	Designed	Headed	Oriented	Scheduled
Advertised	Developed	Held	Originated	Screened
Advised	Devised	Hired	Overcame	Scrutinized
Aided	Directed	Identified	Oversaw	Secured
Allocated	Discovered	Implemented	Overhauled	Selected
Analyzed	Dispatched	Improved	Participated	Served
Applied	Displayed	Improvised	Perceived	Serviced
Appointed	Distributed	Increased	Perfected	Simplified
Approved	Diversified	Influenced	Performed	Solved
Arranged	Documented	Informed	Piloted	Sorted
Assembled	Doubled	Initiated	Pinpointed	Spearheaded
Assessed	Drafted	Innovated	Placed	Specified
Assisted	Earned	Inspected	Planned	Stabilized
Assigned	Educated	Inspired	Prepared	Stimulated
Audited	Eliminated	Installed	Presented	Streamlined
Authorized	Empowered	Instructed	Presided	Structured
Awarded	Enabled	Insured	Prioritized	Submitted
Balanced	Enacted	Integrated	Processed	Substantiated
Budgeted	Encouraged	Intensified	Procured	Succeeded
Built	Enforced	Interacted	Produced	Summarized
Calculated	Engineered	Interpreted	Programmed	Supervised
Catered	Enhanced	Introduced	Projected	Supported
Certified	Ensured	Invented	Promoted	Taught
Clarified	Established	Investigated	Proposed	Trained
Collaborated	Estimated	Issued	Proved	Transferred
Collected	Evaluated	Justified	Provided	Transformed
Communicated	Examined	Launched	Purchased	Translated
Compiled	Exceeded	Led	Reacted	Treated
Completed	Exhibited	Listened	Recognized	Troubleshoot
Composed	Expanded	Located	Recommended	United
Computed	Expedited	Maintained	Reconciled	Unified
Conducted	Experienced	Managed	Recorded	Updated
Confirmed	Explained	Manufactured	Recruited	Upgraded
Consolidated	Extracted	Marketed	Rectified	Used
Contracted	Fabricated	Measured	Reduced	Utilized
Constructed	Facilitated	Meditated	Referred	Validated
Contributed	Finalized	Minimized	Reinforced	Valued
Controlled	Financed	Modernized	Reorganized	Verified
Converted	Formalized	Modified	Repaired	Wrote

On the following pages are several examples of resume formats that will assist you in developing your resume in a Word document. Select the example that most closely matches your education, skills, qualifications and career goal. For assistance with formatting or resume development, schedule an appointment with the Workforce and Job Readiness office (724.325.6771 or [jobready@ccac.edu](mailto:jobready@ccac.edu)).

## Barbara Applicant

Pittsburgh, PA 15222

412-555-5555

[Barbara.applicant@email.com](mailto:Barbara.applicant@email.com) | Customized LinkedIn URL

Chronological: 2 degrees, 1 long term employer, and Professional Summary.

Seasoned job seeker.

Self-motivated, results-focused professional with extensive experience in technical support, customer service, and information systems training. Excellent skills in time management, organizational management, and process management that deliver results that support the organization goals and objectives. Skills include:

- Analytical Problem Resolution
- Programming Language Development
- Training and Development
- System Administration
- Research and Documentation
- Network Security
- Account Setup and Maintenance
- Business Process Improvement

### Professional Experience:

Jones & Laughlin Steel Corporation, Pittsburgh, PA (2008-Present)

#### **Customer IT Support Administrator (2016-Present)**

- Provided IT support and setup for 4000+ customers including plant, non-steel sales, and traffic claims customers
- Built Internal Records Profile system and created Importer, Sales, and Distributer records
- Converted customer communications to email system and increased efficiency by 63%
- Completed 100% of workflows and correlations within 1 business day
- Created and managed internal systems for 5 new product lines

#### **Accounts Receivable Claim Processor (2012-2016)**

- Supported 4 business units each with \$2,100,000+ sales goals
- Managed payment discrepancies and closed 80% of claims within 30 days
- Conducted comprehensive research and ensured approval on adjustments for overpayments
- Provided subject matter expertise and trained colleagues on Oracle releases
- Verified validity of account discrepancies and authorized deductions

#### **Accounts Payable Processor (2008-2012)**

- Processed invoices daily for distribution to proper pay queue
- Administered and paid corporate invoices within strict deadlines
- Reviewed purchase orders and ensured availability of funds and backup funds
- Managed logistics for corporate community service functions that benefited the United Way

### Volunteer Experience:

Friends of Shelter Animals, Pittsburgh, PA (2015-Present)

- Participated in City Shelter Pup Walks and monthly adoption events

Greater Mon Valley Food Bank, Clairton, PA (2014-2018)

- Compiled financial statements for monthly board of directors meeting

### Education:

Community College of Allegheny County, Pittsburgh, PA

**Associate of Science – Information Technology Support (2019)**

**Associate of Science – Accounting Specialist (2008)**

**Campus Involvement and Honors:** Honors Program, Phi Theta Kappa Member, and Gaming Club

**Jennifer Green**  
Pittsburgh, PA 15227  
412-555-5555  
[Green.j@email.com](mailto:Green.j@email.com)

Chronological: Creative Experience  
with anticipated graduation date.  
Recent college graduate

**SKILLS SUMMARY:**

- Designed and altered costumes for movie sets, stage productions, and freelance projects
- Accomplished master seamstress with 10+ years of experience in creating bridal gowns, prom and formal dresses/gowns, and custom designed clothing for men and women
- Collaborated with directors, producers, and instructors throughout the performance planning and rehearsal process
- Created make-up and hair designs for actors and used wigs, adhesives, and modeling wax to alter appearances
- Worked closely with local theatres to secure and borrow props, costumes, and materials

**EDUCATION:**

Community College of Allegheny County, Pittsburgh, PA  
**Associate of Science - Theatre**, Anticipated graduation May 2022

- Phi Theta Kappa – member
- GPA – 3.81

**Technical Theatre major courses:**

Production Theatre I and II	Stage Make-up	Acting for Television
Stage Management	Technical Theatre I and II	Introduction to Lighting Design

**CREATIVE EXPERIENCE:**

Community College of Allegheny County, Pittsburgh, PA

**Costume Mistress**

- Sweeney Todd*, March 2020 – Cast of 17
- The Last Five Years*, February 2020 – Two person show
- Earth and Sky*, November 2019 – Cast of 13, 28 scenes no intermission
- Putnam County Spelling Bee*, October 2019 – Cast of 19, custom-made costumes
- Two Rooms*, August 2019 – Minimal set design, costume-focused production
- Secret Garden*, March 2019 – Presented as a dream sequence, required period costume designs

Studio Company, Pittsburgh, PA

**Alterations Seamstress**, October 2019

- Provided custom alterations for film production

New Works Festival, McKees Rocks, PA

**Wardrobe Designer**, September 2019

- Designed and created costumes for award winning production

**EMPLOYMENT HISTORY:**

Princess Bridal Salon, Pittsburgh, PA

**Alterations Seamstress**, May 2011 – Present

- Complete custom alterations for bridal and formal wear according to customer specifications

Hair Today Salon, West Mifflin, PA

**Receptionist**, April 2015 – May 2017

- Greeted clients and scheduled appointments in a salon that included 10 stylists and 5 nail technicians

**DREW CAREY**  
Allison Park, PA 15101  
555-555-555  
[dcarey@aol.com](mailto:dcarey@aol.com)

Chronological: Extended text  
and reduced margins.  
  
Recent college graduate.

**SKILL SUMMARY**

- Exhibit accurate bookkeeping skills in areas of petty cash, general ledger, expense reports, direct billing and payments
- Utilize efficient office administration skills including record management, telephone communications and document preparation with keyboarding speed of 60 WPM
- Interpret financial statement data and note discrepancies for investigation
- Provide excellent customer service with experience gained through government and business positions
- Achieve high degree of initiative as member of Phi Theta Kappa and Dean’s List

**EDUCATION**

Community College of Allegheny County, Pittsburgh, PA

**Associate of Science-Accounting** Anticipated 2022  
**Certificate-Business Management** 2019

- President – Student Government Association
  - Led Student Government monthly meetings and developed agendas
  - Approved club budgets, enhanced Student Government Association by-laws, and managed team building activities
  - Created and coordinated a Scholarship Endowment for students with Student Government Association committees
- GPA 3.88

**Relevant Courses:**

Financial Accounting	Business Law
Managerial Accounting	Payroll and Tax Accounting
Cost Accounting	Computer Applications in Accounting

**WORK HISTORY**

Allegheny County, Pittsburgh, PA, **Accounting Clerk** 2019 – Present

- Process accounts payable and accounts receivable invoices including coding and investigating problems associated with obtaining payment of bills
- Reconcile monthly accounts payable statements
- Integrate tables, charts and graphs into professional documents, create and update files for customers, and maintain databases using Microsoft Access, Excel and Word
- Interact with vendors and other governmental agencies and departments to obtain required documentation to support expenditures and purchases
- Maintain inventory records and calculate depreciation costs of equipment

Barnett Company, Pittsburgh, PA, **Office Assistant/Typist** 2016 – 2019

- Greeted incoming clients and customers in a professional manner
- Typed a wide variety of correspondence, reports and other documents
- Maintained a large (5,000+) customer database with all contact information
- Assisted with copying and filing documents, answering and transferring incoming calls, and sending faxes

**Monte Corp**  
Pittsburgh, PA 15222  
724-555-5555

[monte.corp@amazing.net](mailto:monte.corp@amazing.net) | Customized LinkedIn URL

Chronological: Military/Civilian  
employment experience.  
Seasoned job seeker with  
professional summary.

A detailed oriented and results driven professional with experience managing recruitment and onboarding programs in the public and military sectors. Able to collaborate with all levels of management and colleagues to achieve goals that support the growth of the organization. Dedicated leader who can quickly adapt to changing workloads while maintaining a high level of business acumen.

#### **EDUCATION:**

**Associate of Science, Business Management**, Anticipated 2021  
Community College of Allegheny County, Pittsburgh, PA

- GPA - 4.0
- Dean's List - Fall 2020, Spring 2020, and Fall 2019

**Bachelor of Science, Military Science**, 2012  
California University of PA, California, PA

- ROTC, Dean's List

#### **WORK EXPERIENCE**

Aerotek, Pittsburgh, PA

**Recruiter**, 2020–Present

- Recruited an additional 97 analysts over a 10-month span, which increased revenue by \$100,000
- Screened applicants for 54 contracted positions and coordinated onboarding and background checks
- Represented company at colleges and regional job fairs to attract candidates

Target, Pittsburgh, PA

**Human Resources Coordinator**, 2017–2020

- Trained associates in customer service and teambuilding skills to improve customer service
- Processed payroll and benefit enrollment for new hires to ensure timely onboarding

#### **MILITARY EXPERIENCE:**

U.S. Marine Corps

12th Marine Corp District, Prior Service Recruitment, San Diego, CA

**Recruiter Instructor (Active Duty, E-8)**, 2015–2017

- Tracked and inspected subordinates' performance utilizing a systematic recruiting database
- Supervised 21 recruiters covering the Western region of the U.S.
- Mentored, trained and developed section leaders to supervise regional teams
- Conducted ongoing training and evaluation of all staff members
- Ensured that recruiting standards, processes and procedures were developed, evaluated and implemented to meet the division's established goals and objectives
- Evaluated and processed applicants' status for waiver eligibility

**Recruiter in Charge/Recruiter (Active Duty, E-7)**, 2013–2015

- Conducted preliminary screening and administrative processing of new applicants
- Scheduled physical examinations of new recruits
- Maintained accurate records on all recruitment activities
- Provided community leaders with Marine Corps marketing material to assist with community and job fair events
- Interviewed, screened, evaluated and managed the administrative process of recruiting prior service Marines

# NATHAN NURSE, RN

Pittsburgh, PA 15222

555.867.5309

[nnurse@nurse.com](mailto:nnurse@nurse.com)

Chronological:  
Nurse/Allied Health  
Clinical Experience  
(only put credential  
initials when earned).

## PROFESSIONAL PROFILE

- Applied knowledge of nursing and medical practices and procedures as well as state, federal, and regulatory requirements that pertain to long-term care
- Demonstrated ability to deal tactfully with team members, patients, family members, visitors, and the general public
- Documented and maintained patient care records accurately and efficiently
- Administered medications to patients and monitored patients for reactions or side effects
- Modified patient treatment plans as indicated by patients' responses and conditions

## EDUCATION

**Associate of Science, Nursing, 2021**

Community College of Allegheny County, Pittsburgh, PA

- GPA 3.89
- Dean's List – Fall 2020, Spring 2020, and Fall 2019
- Phi Theta Kappa, Honors Fraternity
- Future Nurses of America – Club President

## CLINICAL EXPERIENCE

Kane Ross Center, Pittsburgh, PA, **General Nursing, Geriatrics**

UPMC Children's Hospital of Pittsburgh, Pittsburgh, PA, **Pediatrics**

UPMC Magee-Womens Hospital, Pittsburgh, PA, **Labor and Delivery**

UPMC Passavant-McCandless, Pittsburgh, PA, **Medical-Surgical, Telemetry**

UPMC Mercy, Pittsburgh, PA, **Medical-Surgical, Telemetry**

## WORK EXPERIENCE

**Patient Care Technician, 2019 – Present**

Allegheny General Hospital, Pittsburgh, PA

- Monitor vital signs and provide personal care for patients
- Maintain adequate stock levels and ensure supplies are available for patient care
- Assist RN in providing care in emergency situations including initiating codes and performing CPR

**Server and Trainer, 2016 – 2018**

Avon Country Club, Pittsburgh, PA

- Assisted patrons in their meal selection and promptly served meals
- Answered customer inquiries about food, beverages, and the facilities
- Trained 10+ new staff members in company policies and procedures

**Lifeguard, 2015 and 2016 (Seasonal)**

Pymatuning Lake Park, Meadville, PA

- Completed thorough training in life-saving techniques including CPR, AED and First Aid
- Observed guests in swimming area to ensure their safety and well-being

**Lee Richards**  
Duquesne, PA 15110  
412-555-5555

[Richardslee@gmail.com](mailto:Richardslee@gmail.com) | Customized LinkedIn URL

Chronological: Practicum  
Experience including  
certifications and  
clearances.

### **Skills Summary**

- Exhibited quality customer service and maintained a safe work environment in a variety of settings
- Worked flexible shifts including evenings and weekends while completing education
- Skilled in defusing angry, hostile, and distraught individuals in a professional manner
- Functioned in a fast paced environment with minimal supervision
- Interacted with individuals of diverse backgrounds, ethnicities, and age groups
- Demonstrated responsible work ethics with punctual and dependable attendance

### **Education**

#### **Associate of Science, Criminal Justice & Criminology**

May 2021

Community College of Allegheny County, Pittsburgh, PA

- Criminal Justice Club member – Participated in trips to prisons and experienced hands-on simulators that have each participant engaged in realistic active shooter situations

### **Practicum Experience**

Pittsburgh Bureau of Police, Pittsburgh, PA

June 2020 – August 2020

- Provided analytical, technical, and administrative assistance in emergency situations
- Assisted staff with day-to-day operations, researching assignments and special projects
- Shadowed officers during routine patrols and aided with crime and accident scenes

### **Clearances and Certifications**

- American Red Cross, CPR and Basic First Aid Certification Expires August 2022
- Pennsylvania Child Abuse History Clearance (Act 33) Issued May 2020
- Office of Children, Youth, and Families FBI Clearance (Act 73) Issued May 2020
- Pennsylvania State Police Record Check (Act 34) Issued May 2020

### **Employment History**

#### **Assistant Group Supervisor**

August 2018 – Present

Children's Place Childcare, McKeesport, PA

- Document accident and incident reports accurately with detailed information
- Supervise all safety and fire drills for 50+ children and 8 staff members
- Follow protocols for proper release of children to caregivers
- Ensure compliance with state and county regulations
- Complete documentation for Department of Public Welfare reports

#### **Supervisor/Cashier**

September 2017 – February 2018

KFC, McKeesport, PA

- Audited cash drawers and resolved discrepancy issues with cashiers
- Completed inventory of food products and maintained computer database
- Prepared and served food and beverages

#### **Crew Member**

January 2016 – August 2017

McDonalds, West Mifflin, PA

- Welcomed customers and provided fast and efficient customer service
- Cleaned and maintained dining area of restaurant



## PAULA PLEASANT

Wexford, PA 15090

412-555-5555

[ppleasant@usa.com](mailto:ppleasant@usa.com) | Customized LinkedIn URL

Functional: Professional  
Summary, with extended  
text and reduced margins.

### **Professional Summary:**

A highly skilled public relations professional with 5+ years of experience in project management and promotions. Able to work with diverse populations and age groups while always including new trends in social media and advertising in projects. Utilizes creative ideas to solve issues and overcome barriers to produce campaigns to the needs of the client.

### **Skills Summary:**

- Skilled in writing public service and promotional materials targeted for diverse demographics
- Trained in social media platforms and their applications to produce positive and desirable results
- Focused on bringing fresh and energetic approaches to new promotions
- Experienced with international promotional campaigns that utilize cultural symbols and icons
- Utilized effective time management in order to meet short deadlines by prioritizing needs and expectations

### **Highlights of Experience and Accomplishments:**

#### **Public Relations/Problem Solving**

- Managed Public Relations for Cable TV company and gained the cooperation of 3,000+ homeowners for installation of equipment on their property
- Established friendly communication and identified homeowner's specific concerns and objections
- Drafted, edited, and issued press materials to inform the public of upcoming plans for construction and expansion

#### **Promotions**

- Promoted 30+ college campus entertainment events and wrote Public Service Announcements and ads implementing creative ideas and social media trends
- Sold program advertising space for fundraising musical event that exceeded a \$1,000 goal
- Marketed special seasonal offerings for new entrees by designing menus and discount coupons for 35+ table restaurant that resulted in a net growth of profits by 5%
- Developed a 60-second TV spot to raise funds for local charity

#### **Project Management/Organization**

- Coordinated programming and scheduling for live radio talk show on KDKA
- Contacted public figures and ordinary citizens to set up guest schedule
- Wrote biographical material and proposed questions for radio anchors
- Managed a 100+ seat restaurant with a staff of 30 employees
- Hired, supervised, and scheduled employees while monitoring customer satisfaction

### **Employment History:**

Installation Coordinator	Pittsburgh Cable TV, Pittsburgh, PA	2019 – Present
Restaurant Manager	O'Neil's, Pittsburgh, PA	2018 – 2019
Production Intern	KDKA Radio, Pittsburgh, PA	2017 – 2017
Public Relations Intern	St. Mary's Home, Oakmont, PA	2016 – 2016

### **Education:**

<b>Bachelor of Arts – Communications</b>	Duquesne University, Pittsburgh, PA	2017
<b>Associate of Science – Business</b>	Community College of Allegheny County, Pittsburgh, PA	2015

**Jane Doe**  
Pittsburgh, PA 15222  
412-555-1212  
[j.doe@email.com](mailto:j.doe@email.com)

Functional resume with standard margins. Not a recent graduate.

## **SUMMARY OF QUALIFICATIONS**

### **Welding Skills**

- Performed shielded metal-arc welding procedures (stringer beads, butt welds and T-joints in flat, horizontal and overhead positions), according to industry standard
- Trained in areas of MIG, TIG, Flex Core, Stick and Brazing welding
- Demonstrated advanced welding capabilities with emphasis on proper heats, electrode selections and AC/DC currents
- Displayed thorough training in the application of all safety procedures
- Experienced with interpreting sketches and blueprints accurately and possess thorough understanding of American Welding Society Welding Symbols
- Achieved 2<sup>nd</sup> place in 30<sup>th</sup> Annual Student Weld-Off competition

### **Plumbing Skills**

- Cut and threaded a wide variety of pipe for exterior and interior plumbing
- Installed and tested gas lines to ensure compliance with municipal codes
- Fit and mounted a wide variety of plumbing fixtures including brass, PVC and copper
- Engineered and improvised piping systems to fit within constricted areas

### **Construction Skills**

- Built and remodeled residential structures including laying block, roofing, siding, dry wall and electrical wiring
- Operated a backhoe, forklift, Bobcat, bucket truck and scissor lift on construction sites

## **EXPERIENCE**

- Owner/Operator**, January 2018 – Present                                      My Construction and Plumbing, Anytown, PA
- Meet with potential customers and evaluate upcoming projects
  - Develop cost estimates that list all tools and supplies that will be needed to complete projects
  - Calculate the length of time to complete the project

- Subcontractor/Plumber**, April 2016 – Present                                      Levier Plumbing, Anytown, PA
- Repair or replace residential or commercial plumbing systems
  - Install underground plumbing and rough in piping systems for new residential and commercial structures

## **EDUCATION**

- Certificate/Welding Technician**, May 2017                                      Community College of Allegheny County, Pittsburgh, PA
- Welding Certification in 3G, Groove and SMAW

- Journeyman Plumber**, May 2016                                      Associated Master Plumbers of Allegheny County, Pittsburgh, PA
- Plumbing License for the City of Anytown, PA