

# CWS

community workshop series

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## RESUME WRITING: MICROSOFT OFFICE 2010

<b>STYLE &amp; CONTENT</b>	<b>PAGE 2</b>
<b>FORMATTING</b>	<b>PAGE 3</b>
<b>COVER LETTERS</b>	<b>PAGE 4</b>
<b>RESUMES FOR THE WEB</b>	<b>PAGE 5</b>
<b>OTHER RESOURCES</b>	<b>PAGE 5</b>
<b>VERB LIST FOR RESUMES AND LETTERS</b>	<b>PAGE 6</b>
<b>SAMPLE RESUME</b>	<b>PAGE 7</b>

Adapted from: Yate, M. (2004). *Resumes that Knock'em Dead* (4th ed.). Avon: Adams Media.

View our full schedule, handouts, and additional tutorials on our website:  
[www.lib.unc.edu/cws](http://www.lib.unc.edu/cws)

*Last Updated December 2011*

# STYLE & CONTENT

**Find a style that suits your industry. Research styles using the Internet (Google: sample resume)**

- Chronological - Most common; start with most recent and work backwards (usually only 10 years into the past)
- Functional – Focused on skills rather than the employer, or time frame
- Combination – Resume of Choice

**Decide on sections to include:**

- Contact Information
- Objective – Optional
- Education
- Experience, Training, Military History, Responsibilities, Dates
- Relevant Skills (computer, languages, etc.), Accreditation, Licenses
- Activities & Interests
- List of references (or include "References upon request" statement)

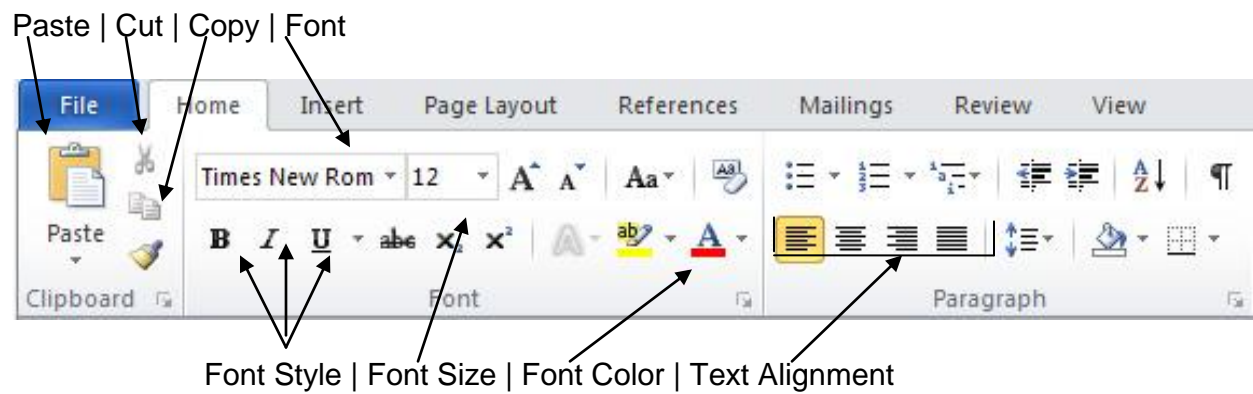
**What NOT to include**

- Salary information
  - Jargon
  - Mention of family, marital status, religion, race, health problems
  - Graphics
  - Weaknesses
- 
- Make your resume appealing, but do NOT exaggerate. Let your experience do the talking.
  - Use strong verbs to start your sentences, and describe your responsibilities in as much detail as possible. What did you *do*? For *how long*? What were you responsible for?
  - Maintain a consistent style throughout. Use the same style of bullets across the different sections. While each section contains different types of information, it is important that they look similar. Use the same font type and size for each of your headings. (The next section will explain how to do some formatting.
  - Edit carefully and be sure and have at least one person with an eye for detail and an eye for style edit it for you. If possible, two or more editors should verify that there are no typos or grammatical errors.
  - Paper should be white, high-quality paper, printed with black ink. Try to fit your resume on to one page, though if it is a solid two pages, this is also fine.

# FORMATTING

## Font:

1. **Highlight the text you want to change.** To do this, left click at one end of the text. While holding down the left mouse button, drag the mouse over the text and let go when you get to the end of the text you wish to change. It should appear highlighted.
2. Then make sure you have the **Home Tab** selected at the top.
3. You should see the formatting options shown in the image below:
  - From this tab, you can define the **Font** type you want. Times New Roman is a common Font.
  - Under the **Font** section, you can also choose the font style **Bold**, *Italic*, or **Bold Italic**.
  - **Underline style** lets you underline your text.
  - THIS IS WHAT SMALL CAPS LOOKS LIKE



4. The highlighted text should appear with the changes you made.

*\*Remember that simple, easy-to-read fonts appear the most professional. Times New Roman and Garamond are two popular fonts to use for professional purposes.*

## Bulleting:

- Bullet points are a good way to list accomplishments clearly.
- If you want to insert a bulleted list, simply click one of these two buttons on the **Home Tab** in the **Paragraph** section:



- You can increase or decrease the indent for bullets or move items up or down the “hierarchy” by clicking these buttons:

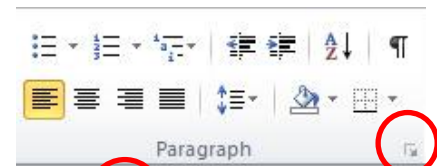


## Other Formatting Options:

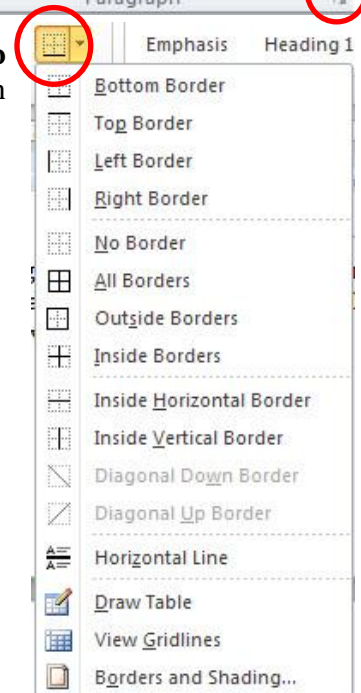
- Use the tab key, the space bar, and the indent markers in the ruler to align items properly.



- Highlight a section of text, go to the **Paragraph** section on the **Home Tab** and click on the arrow in the corner to access all the options to control alignment and other formatting.



- To insert a **horizontal line**, go to the **Paragraph** section on the **Home Tab** and click on the icon you see circled in the image to the right. A drop-down menu will appear, select **Horizontal Line**.



## Cover Letters

Resumes almost always come with a short cover letter. Cover letters are used to introduce your resume to the reader. Most readers will not know who you are or why you are sending them a resume if you do not introduce yourself. Cover letters are also used to highlight the most important aspects of your resume that are relevant for that particular job.

Letters should:

- be formal (Dear Ms. Smith, Sincerely, etc.)
- be direct and to the point
- express interest in the position

# RESUMES FOR THE WEB

Computers are being used in most large companies to scan resumes.

Tips to help it scan well:

- Send a clean, printed copy – not a photocopy
- Use common fonts – avoid excessive italics, underlining
- Font should be between 10 and 14 points (12 is standard)
- Leave out decorations/graphics
- Keep formatting simple
- Paper should not be stapled or folded
- Use keywords included in job description
- If possible, use a PDF version so that the formatting will not differ

## ONLINE RESOURCES

<http://jobsearch.about.com/od/resumes/1/blresguidetoc.htm>

<http://www.rileyguide.com/resprep.html>

<http://jobsearch.about.com/od/resumes/1/blresumeproof.htm>

<http://www.how-to-write-a-resume.org/>

<http://owl.english.purdue.edu/owl/resource/719/01/>

[http://careers.unc.edu/sites/careers.unc.edu/files/Resumes\\_2010.pdf](http://careers.unc.edu/sites/careers.unc.edu/files/Resumes_2010.pdf)

<http://www.ncommerce.com/en/WorkforceServices/FindInformationForIndividuals/DislocatedWorkerToolkit/JobSeekingSkills/>

## PUBLIC LIBRARY RESOURCES

Your public library has numerous job search and resume resources! Just ask at the reference desk!

How to write resume books – general & specific

Resume bank books – general & specific

Job search books

# VERB LIST FOR RESUMES AND LETTERS

*\*Note that all verbs are in past tense*

## MANAGEMENT

### SKILLS

administered  
analyzed  
assigned  
attained  
chaired  
consolidated  
contracted  
coordinated  
delegated  
developed  
directed  
evaluated  
executed  
improved  
increased  
organized  
oversaw  
planned  
prioritized  
produced  
recommended  
reviewed  
scheduled  
strengthened  
supervised

### COMMUNICATION SKILLS

addressed  
arbitrated  
arranged  
authored  
collaborated  
convinced  
corresponded  
developed  
directed  
drafted  
edited  
enlisted  
formulated  
influenced  
interpreted  
lectured  
mediated  
moderated  
negotiated  
persuaded  
promoted  
publicized

reconciled  
recruited  
spoke  
translated  
wrote

### RESEARCH SKILLS

clarified  
collected  
critiqued  
diagnosed  
evaluated  
examined  
extracted  
identified  
inspected  
interpreted  
interviewed  
investigated  
organized  
reviewed  
summarized  
surveyed  
systematized

### TECHNICAL SKILLS

assembled  
built  
calculated  
computed  
designed  
devised  
engineered  
fabricated  
maintained  
operated  
overhauled  
programmed  
remodeled  
repaired  
solved  
upgraded

### TEACHING SKILLS

adapted  
advised  
clarified  
coached

communicated  
coordinated  
demystified  
developed  
enabled  
encouraged  
evaluated  
explained  
facilitated  
guided  
informed  
instructed  
persuaded  
set goals  
stimulated  
trained

### FINANCIAL SKILLS

administered  
allocated  
analyzed  
appraised  
audited  
balanced  
budgeted  
calculated  
computed  
developed  
forecasted  
managed  
marketed  
planned  
projected  
researched

### CREATIVE SKILLS

acted  
conceptualized  
created  
customized  
designed  
developed  
directed  
established  
fashioned  
founded  
illustrated  
initiated  
instituted

integrated  
introduced  
invented  
originated  
performed  
planned  
revitalized  
shaped

### HELPING SKILLS

assessed  
assisted  
clarified  
coached  
counseled  
demonstrated  
diagnosed  
educated  
expedited  
facilitated  
familiarized  
guided  
motivated  
referred  
rehabilitated  
represented

### CLERICAL OR DETAIL SKILLS

approved  
arranged  
catalogued  
classified  
collected  
compiled  
dispatched  
executed  
generated  
implemented  
inspected  
monitored  
operated  
organized  
prepared  
processed  
purchased  
recorded  
retrieved  
screened  
specified

systematized  
tabulated  
validated

### MORE VERBS FOR ACCOMPLISHMENTS

achieved  
expanded  
improved  
pioneered  
reduced (losses)  
resolved (problems)  
restored  
spearheaded  
transformed

## SAMPLE RESUME

Search for "sample resume" in a search engine (e.g., Google) to see additional formatting examples

**WILL B. HIRED**

123 Pleasant Street

Durham, NC 27703

919.123.4567

will.b.hired@email.provider.com

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### EDUCATION [*Can also list Work Experience first, if that is more relevant*]

**University of North Carolina at Chapel Hill**

B.A. English, May 2009

**Wake County Community College, Raleigh, NC**

Completed 36 general education credits, 2007-08

### WORK EXPERIENCE

**Canefield Technical Services, Greensboro, NC**

Oct 2006 – present

*Administrative Assistant*

Oversaw daily operations and managed a team of six office personnel

Collaborated on creation of a large grant application

Managed new and existing customer records using MS Access

**Barnes & Noble, Durham, NC**

Jan 2004 – Oct 2006

*Customer service representative*

Responded to customer queries and assisted with information needs

Received superior customer service award

### TECHNICAL SKILLS

Proficient in MS Office 2007, HTML, & Adobe Photoshop

### OTHER SKILLS

Conversational Spanish skills

Superior organization and time-management skills

### COMMUNITY INVOLVEMENT

Volunteer English tutor at Community Center

Volunteer monthly at local Boys & Girls Club events

### REFERENCES

*Available upon request*

**[Use this line if you wish to use a current employer, and want to be forewarned before this person is contacted. Otherwise, simply list your references and contact info.]**