**RESUME CONTENT & FORMATTING**

The examples provided in the following sections are designed for **chronological resumes**, as opposed to a **functional resume**.Chronological resumes list your experiences in reverse chronological order (i.e. your most current job first), while a functional resume is organized according to your skills. Each format has unique advantages – the chronological resume is most commonly and widely accepted; the functional style offers more flexibility and may be preferable for career changers. The final section of this document offers tips for functional resumes.

**Heading:**

* Include Personal Data, such as name, location (city & state), email address, and phone number, and a hyperlink to online portfolio or LinkedIn profile, if applicable
* Your name should be the most prominent thing on the page. Bold the text and choose a font size that is one size bigger than the rest of the text
* If you use a nickname, include it with your full name. For example: Edward (Eddie) Williams, or Yi-Ling “Susan” Huang
* Make sure that your voicemail, email address and web site content is appropriate for a potential employer

**Examples of Heading Styles:**

*Example 1:*

**Carol Smith**

San Francisco, CA

415-123-1234

whithughes@outlook.com

www.linkedin.com/in/whithughes

*Example 2:*

**Jonathan Lee**

San Francisco, CA • 415-543-5555 • Jonlee@gmail.com • www.linkedin.com/in/jonlee

**Education:**

* Include name of school, location (city & state), degree *and*major, and graduation date or expected graduation date
* If you attended more than one school, list the most recent school first
* Do not list high school information
* Include any relevant coursework applicable to desired position
* Highlight your GPA if it’s above 3.5 on a 4.0 scale, and indicate whether it is your *institution, major* or *overall* GPA
* Optional information for this section can include *Study Abroad, Academic Achievements (i.e. Dean’s List), and Certifications*

*Example 1:*

**University of San Francisco** San Francisco, CA

*Bachelor of Arts in Psychology, Minor in Spanish* May 2017

* Overall GPA: 3.84
* Dean’s List (4 Semesters)

**Relevant Courses:** Cognitive Psychology, Child Development, Theories of Personality

*Example 2:*

**University of San Francisco**, San Francisco, CA

*Bachelor of Arts in Advertising* May 2020

Major GPA: 3.78/4.00; Overall GPA: 3.24/4.00

Presidential Scholar, Dean’s List

**City College of San Francisco** San Francisco, CA

*Core Curriculum*August 2016 – December 2017

**Experience:**

* Include the company/organization name, location (city, state), your position, and month and year of employment
* List experiences in reverse chronological order
* Use accomplishment statements (learn more here) to describe the responsibilities you had, emphasizing skills and achievements, and add quantifiable data when appropriate
* Start each bullet point with an action verb, paying attention to the verb tenses for past and present experiences. Variety is also important, so use this page for a list of verb synonyms

*Example 1:*

**University of San Francisco GoTeam** San Francisco, CA

*Orientation Leader* May 2017 – August 2017

* + Communicated resources and directional information to hundreds of incoming students and families
  + Selected to represent university for strong communication skills and excellent customer service
  + Personally led 20 students at each orientation session; 2 per week for 12 weeks
  + Effectively managed conflicts and crises when needed

*Example 2:*

**Target** San Francisco, CA

*Customer Service Associate* August 2017 – Current

* + Engage customers with helpful attitude while utilizing company point-of-sale systems to process return/exchange and online order pickup
  + Trained 6 new employees on procedures and store policies
  + Maintain a clean environment and organize floor displays for positive in-store experience for customers

**All Sections Beyond This Point Are Optional**

**Summary of Qualifications:**

* A summary of qualifications or summary statement is an optional section that highlights your accomplishments in bullet-point or paragraph format. It emphasizes your key strengths and *summarizes* your value to the employer
* Read more about accomplishment statements here
* Remember, this is a summary that should be tailored to the needs of the employer.

**Skills:**

* This can go above or below the experience section. List whether your proficient in the language, i.e. fluent in Mandarin, conversational Spanish, or read and write French
* Include transferable skills, foreign languages, computer skills, office skills, lab techniques not referred to somewhere else in the resume
* The skills section is especially important if the employer uses an Applicant Tracking System or ATS (To learn more about ATS, visit this [page](https://www.jobscan.co/blog/8-things-you-need-to-know-about-applicant-tracking-systems/)). Make sure you are using this section strategically as a place for keywords that match the job you’re applying for

*Example 1:*

**Language:** Spanish (Fluent)

**Technical:** HTML/CSS, Microsoft Excel, Photoshop, Illustrator

*Example 2:*

Mandarin (Conversational)

Javascript

C++

Python

R

G Suite (Doc, Sheets, Slides)

**Activities or Campus Involvement:**

* List any collegiate athletics, campus activities, student organizations, professional associations and committees that you are associated with. Include dates of affiliation and list in reverse chronological order.

*Example 1:*

**Assistant News Editor,** *XYZ Newspaper* August 2017 – Present

**Treasurer**, *USF Kasamahan* January 2018 – Present

**Spanish Tutor**, *University of San Francisco* January 2017 – December 2017

*Example 2:*

**Fundraiser,** *Relay for Life* August 2017 – December 2017

* + Coordinated 2 donor events for 200 members, raising over $5000 to support cancer research

**Volunteer Experience or Community Engagement:**

* List volunteer projects or community service, formatted similarly to the Activities section
* Include the organization name, location, position (usually *Volunteer*) and the date range of service
* *If it was a single-day volunteer opportunity, simply include the Month and Year of service, i.e. May 2017*

**Honors & Awards:**

* This section can include Deans list, honor societies, scholarships, magna cum laude, and awards and recognition received off-campus (work, volunteer, etc.)
* Information related to your academic career can be listed as its own section or under Education
* Do not include high school honors.

**International Experience:**

* Include Study Abroad, or if an international student college education outside the United States.
* This can be included under Education as well or its own separate section.

**ADDITIONAL FORMATTING TIPS:**

As stated above, a functional resume offers more flexibility for job candidates on how to present their skills and experiences. See this document for more information on chronological resumes v. functional resumes.

Similar to chronological resumes, one should include required sections, specifically Heading and Education. The Experience section, however, would be organized according to Specific Skills or Broad Functional Areas:

**Specific Skills:**

*Planning and Coordinating*

*Financial Analysis*

*Research and Writing*

*Sales and Marketing*

**Broad Functional Areas:**

*Work with Children*

*Customer Service*

*Office Administration*

*Entrepreneurship*

The skills or functional areas you choose to include should be determined by your job objective (review the job description thoroughly) and the aspects of your experience that you want to highlight.

**MORE RESOURCES:**

Our Career Planning Peers and Career Counselors are happy to help you craft your resume in-person. We have scheduled drop-ins (see most current schedule [here](http://myusf.usfca.edu/csc)) where you can stop by for 15-minutes for a resume or cover letter review, or you can schedule an appointment at a more convenient time via [Handshake](http://usfca.joinhandshake.com/).

Resources on resume-writing can also be found through multiple sources online. Here are the ones we recommend, in addition to USF Career Services Center’s guideline:

* Jobscan.Co – [Resume Writing Guide](https://www.jobscan.co/resume-writing-guide#whattoincludeinresume) (URL: https://www.jobscan.co/resume-writing-guide#whattoincludeinresume)
* Resume Genius – [Resume Writing Guide](https://resumegenius.com/how-to-write-a-resume) (URL: https://resumegenius.com/how-to-write-a-resume)