


# RESUME WRITING GUIDE

A teal-colored swoosh graphic that starts under the letter 'E' in 'RESUME' and curves upwards and to the right, ending under the letter 'G' in 'WRITING'.

**CRAFTING YOUR STRATEGIC RESUME!**



**OFFICE OF  
CAREER  
SERVICES**

## RESUMES GET INTERVIEWS, NOT JOBS!

The resume is a one-to-two page summary of your professional brand, displaying your employment history, skills, abilities, and accomplishments for a prospective employer. Be certain to only include the most relevant information for the job to which you are applying.

### A resume contains several sections:

Header Section (or Contact information).....	pg. 3
Introduction Statement .....	pg. 4
Education Section .....	pg. 5
Experience Section.....	pg. 6
Other Sections (optional).....	pg. 8

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## BRCTC CAMPUS LOCATIONS

Main Campus

13650 Apple Harvest Dr.

Martinsburg, WV 25403

Technology Center

5550 Winchester Ave.

Martinsburg, WV 25405

Morgan County Center

Located at the Pines Opportunity Center

109 War Memorial Dr.

## BRCTC VIRTUAL CAMPUS TOUR

Interested in Virtually Touring our Campus?

Visit: [www.blueridgectc.edu/tour](http://www.blueridgectc.edu/tour)

Blue Ridge CTC is committed to fostering a diverse and inclusive culture by promoting diversity, inclusion, equality, and intercultural and intercommunity outreach. Accordingly, the College does not discriminate on the basis of race, color, national origin, ancestry, age, physical or mental disability, marital or family status, pregnancy, veteran status, service in the uniformed services (as defined in state and federal law), religion, creed, sex, sexual orientation, genetic information, gender identity, or gender expression in the administration of any of its educational programs, activities, or with respect to admission or employment. This advertisement is for informational purposes only. Printed and/or electronic documents produced by the College do not constitute a contract, expressed or implied, between an applicant or student. For important information about the educational debt, earnings, and completion rates of students enrolled in Certificate Programs at Blue Ridge CTC, visit: [www.blueridgectc.edu/GEInfo](http://www.blueridgectc.edu/GEInfo) (Guide last updated: 11.2022)



## CONTACT INFORMATION

The resume header provides contact information to a potential employer. The following should be included:

1. Name (Bold & Larger Font)
2. Address (City and State only)
3. Phone number with voicemail
4. Email (preferably not school email)
5. LinkedIn address (optional)
6. Website (optional)

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**Tip:** Recruiters and hiring managers will only review your resume for 10 seconds before deciding to keep it or toss it in the NO pile.

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## SHOULD I INCLUDE MY HOME ADDRESS?

Traditionally, your home address would go in the contact section. This is no longer required by most employers as it could lead to discrimination, privacy concerns and possible identify theft. Examples Include:

**Bradley Shaw**

Martinsburg, WV | BradS@gmail.com | 304-296-8750



**Jenna Banks**

Winchester, VA | 540-329-8750 | JennaBanks@outlook.com  
Linkedin.com/JennaBanks/49097655n



**Danielle Grosner**

Inwood, WV  
DanGros@hotmail.com  
304-296-8750



## 2. INTRODUCTION STATEMENT

The Introduction Statement is where candidates share what they are looking for and a summary of their previous experience. When writing an Introduction Statement, job seekers should reference the job posting for relevant keywords and job requirements. The Introduction Statement may come in the following forms: Career Objective and Resume Profile.

### CAREER OBJECTIVE INTRODUCTION

Some experts believe that Career Objectives are outdated and no longer part of resume formatting; however, as a recent college student entering into a new industry, it is important to identify to an employer what you are seeking and how you qualify. Resume objective uses a passive voice.

#### Is this for me?

Choose a Career Objective if you have less than two years of experience in the position you are seeking. Works well with the Functional and Hybrid Resume Formats.

#### Example:

Career Objective: Seeking a position as a chef where I can utilize my demonstrated skills in creating new recipes, developing menus, and staff development.

### RESUME PROFILE INTRODUCTION

**AKA: Professional Profile, Qualifications Summary, Branding Statement.** Resume Profiles serve as a brief introductory paragraph where job seekers provide an elevator speech – a quick summary of their experience, skills, and attributes that describes their career and qualifications at a glance. This introduction allows the hiring manager a quick insight into the candidate while allowing the candidate an opportunity to use resume keywords that will get their application noticed. Resume Profiles may use active voice, but it would be the **ONLY** place on the resume with active voice.

#### Is this for me?

Choose a Resume Profile if you have two or more years of experience in the position you are seeking. Works well with the Chronological and Hybrid Resume Formats.

#### Example:

Professional Profile / Qualifications Summary

- Over two years of experience cooking for a residential nursing home facility.
- Mastered over 150 recipes adapting to different nutritional needs of nursing home patients.
- Previous customer service representative exceeding sales goals in 2017 by 10%, advancing my career with a new Business Degree to excel in the field of Commercial Insurance.

Answer the following questions to write a strong Professional Profile, Qualifications Summary, and Branding Statement:

- Previous Work Experience
- Combined skills and abilities
- Accomplishments

Career Objective	VS	Resume Profile
“Experienced English teacher seeking position at independent school to utilize my new education and previous work experience.”		“English teacher with three years of experience in independent school systems. Success in developing creative teaching strategies to achieve passing grades on statewide exams.”

Stating an objective on your resume is a way to convince employers that you know what you want in a job, whereas a profile explains what you have to offer the employer and can help sell your candidacy.

### COMPLETED ACADEMIC AND TRADE TRAINING

The Education Section highlights the academic and trade training you have completed. Be sure to include honors or achievements earned while in school. Include relevant coursework and further display your knowledge to employers. By providing which classes and subject matter were studied and specialized in, employers receive a glimpse of technical skills and knowledge obtained.

### EXAMPLES 1 AND 2: CHRONOLOGICAL, FUNCTIONAL AND HYBRID FORMATS

#### EDUCATION

**Associate of Applied Science in Criminal Justice:**  
**Anticipated May 2025**

Blue Ridge Community and Technical College  
Martinsburg, WV  
GPA: 3.5/4.0

#### Honors & Awards:

- President's List (4 semesters)
- Outstanding Student Award 2014  
Selected out of 5,000 students for demonstrating academic achievement.
- \$5,000 Star Foundation Award for community service

#### EDUCATION

**Certificate in Electrical Distribution**  
**Engineering Technologies: May 2012**

Blue Ridge Community and Technical College  
Martinsburg, WV

#### High School Diploma

Martinsburg High School, Martinsburg, WV

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**Tip:** Include your high school diploma if you are earning a certificate and no degree. NEVER include the year of graduation with a high school diploma.

### EXAMPLE 3: FUNCTIONAL AND HYBRID FORMATS

#### EDUCATION

**Blue Ridge Community and Technical College, Martinsburg, WV**  
Associate of Science in Business Administration    Anticipated Fall 2020  
Associate of Applied Science in Human Services    May 2020  
Addictive Disorders Certificate    December 2019  
Professional Development Certificate    December 2018

President's List Spring 2019 and Dean's List Recipient - Multiple Semesters  
GPA: 3.6

#### RELEVANT COURSEWORK

**Human Services Degree:**  
Psychopharmacology of Addiction  
Fundamentals of Speech

**Business Administration Degree:**  
Introduction to Business  
Communications

The Experience section of a resume details:

- Knowledge, Technical Skills, and Abilities
- Previous job locations
- Positions held
- Descriptions of job responsibilities and accomplishments

This section informs an employer if you have the knowledge, skills, and abilities to perform the essential duties of a job.

### STEP 1: STRATEGICALLY SELECT RESUME FORMAT

#### Chronological Resume

- For those with previous industry experience
- Group work experience with the positions held
- Highlights the work history and how one progressed over time

#### Functional Resume

- For those with gaps in work history, re-entering the workforce, frequently changed jobs, or transitioning to a new career
- Groups work experience developed skills
- Focuses skills gained while working, volunteering, or in school

#### Hybrid Resume

- For those entering a new field, wishing to provide detailed descriptions of previous positions
- Combines chronological and functional resumes
- Allows job-seeker to outline knowledge, technical skills, and abilities while still listing previous employment to demonstrate career trajectory

### STEP 2: DESCRIBE WORK HISTORY

#### Action Words

Action Words are verbs.

Every bullet point uses an Action Word.

#### Description of Duties

Descriptions answer the following questions:

**WHO, WHAT, WHEN, WHERE, WHY & HOW?**

*Tip: For each bullet point, answer at least 4 out of 6 of these questions.*

#### Accomplishment/Outcome

Accomplishments focus on the results of previous roles.

#### Examples:

What compliments did you receive from your boss?

How did you save time or money?

Did you achieve your goals?

How did the student meet or exceed a goal?

*Tip: Include at least 1 accomplishment for each position or skill area on your resume. Tell an employer not only what you can do, but what you have achieved!*

#### Poor Example:

“Conducted intakes”

#### Great Example:

“Conducted 100 – 150 computerized intakes each day to process radiology appointments.”

- Action Word: Conducted
- Accomplishment: Completion of 100-150 intakes
- Who: Patient (implied)
- What: Conducted intakes
- When: Each Day
- Where: Radiology Dept.
- Why: Process appointments
- How: Utilized a computer



### STEP 3: FORMAT EXPERIENCE SECTION

#### CHRONOLOGICAL & HYBRID RESUME FORMAT

These two formats group experience by previous jobs. List job title, company name, City/State, and years employed, followed by experience in a bulleted format.

##### Work Experience

Program Manager, Telamon

Martinsburg, WV

May 2010 - Present

- Coordinate \$500,000 in disbursements to area vendors to provide client services.
- Manage \$200,000 grant to increase self-sufficiency of clients with a mental health diagnosis.
- Directly supervised a staff of five people in three different programs.

Teacher, Berkeley County Board of Education

Martinsburg, WV

June 2006 – April 2010

- Increased overall GED competency scores by 10% by teaching reading and math skills to students enrolled into the local welfare to work program.
- Conducted two weekly psycho-educational groups teaching first time mother parenting skills.

Case Manager, Board of Child Care

Martinsburg, WV

December 2002 - June 2006

- Managed a high volume caseload (up to 100 clients) maintaining monthly contacts and ensuring services are provided.
- Consistently exceeded goals for applications taken.
- In 2005, exceeded placement goal by 15%

#### FUNCTIONAL RESUME FORMAT

This format groups knowledge, technical skills, and abilities gained from previous work or classroom experience. Don't forget to include field experience, clinical rotations, and externship experiences. Specific positions held will be included in a separate "work history" section. Select 2-3 skill areas or competencies to highlight, followed by experience in a bulleted format. Then, list work history.

##### Examples of skills or competencies:

- |                         |                      |
|-------------------------|----------------------|
| • Administrative Skills | • Teaching Skills    |
| • Clinical Skills       | • Patient Skills     |
| • Computer Skills       | • Customer Service   |
| • Management Skills     | • Financial Skills   |
| • Technical Skills      | • Project Management |
| • Culinary Skills       | • Special Skills     |

##### Skills and Abilities

Clinical Skills

- Physically capable of transferring patients from different surfaces.
- Observe patients during treatment to analyze and document progress.

##### Work History

Physical Therapy Assistant Clinical Rotations

Nov 2013 – June 2014

- Heartland of Martinsburg, Martinsburg, WV (Skilled Nursing)
- Inwood Rehabilitation Center, Inwood, WV (Outpatient)

Medical Assistant

Eastern Panhandle Free Clinic, Ranson, WV

Nov 2013 – June 2014

## 5. ADDITIONAL SKILLS AND OTHER RESOURCES

### ADDITIONAL SKILLS

Some students may benefit from describing items on their resume including activities, honors, leadership opportunities, language skills, certifications, licenses, and/or security clearances related to the position.

#### Items to be considered:

- Activities
- Awards/Honors
- Certifications/Licensure (computer certifications, First Aid, CPR, RN license, etc.)
- Security Clearance
- Special Skills – may include foreign language, computer skills, typing skills, etc.

#### Examples:

##### Special Skills

- Fluent in Spanish
- Type 55 wpm
- Proficient in MS Word, Excel, and Power Point
- Top Secret Clearance

##### Licensure & Certifications

- Licensed Social Worker, WV License # BP00578, expires July 2016
- First Aid certified, American Heart Association, expires July 2015
- Basic Life Support for Healthcare Professionals, American Heart Association, expires July 2015

##### Honors and Awards

- \$5,000 Bou Foundation Award – 1 out of 2,000 students selected for this grant
- STAR Award, 2014 – Received award for perfect attendance

### RESUME-BUILDING RESOURCES

[www.blueridgectc.edu/careerservices](http://www.blueridgectc.edu/careerservices)

- Career Exploration
- Resume & Cover Letter Reviews
- Mock Interviews
- Job Board
- Career Connections Placement



*Tip:* Email The Office of Career Services to schedule an appointment: [careerservices@blueridgectc.edu](mailto:careerservices@blueridgectc.edu)

[www.onetonline.org](http://www.onetonline.org)

US Department of Labor's online database for occupational information. Search for different occupations to identify knowledge, skills, and abilities to include in your resume.

[www.jobscan.com](http://www.jobscan.com)

A FREE website that allows job seekers to upload a resume and job description side by side for comparison and review of keywords.