



# Fayetteville State University Office of Career Services Resume Writing Guide

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# Resume Writing Basics

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## General Resume Advice

- **While there are some basic guidelines, your resume is unique to you and should be tailored to the job(s) you are applying for**
  - **Resumes are more like art than science**
- Use space effectively, do not have your content too close or too spread out.
- Adjust margins and font as needed
- **Avoid using colors, pictures, logos, or elaborate fonts**
- As much as possible, **quantify** the tasks in your bullet points
- Be consistent with your font size and style, layout, and formatting
- **When writing bullet points, use present tense verbs your current role, past tense verbs for previous jobs (exception: describing past projects in current role)**
- List appropriate contact information (e.g. professional email)
- Organize content most relevant towards the top to least relevant at the bottom
- Tailor subject headers when possible and relevant
- Education and experiences should be listed most recent to least recent in their sections

## Formatting and Space-Saving Tips

- Set your line spacing to 1.0 to not have any unnecessary additional spaces
- Put your contact information in the header of the document
- Margin widths range from 0.5-1.0" and should be consistent on all sides and pages
- Customize the size of line spacing between sections (e.g. 8 pt font between different sections instead of standard font size)
- Click the  tool under the "Paragraph" tab to underline your section headers

As stated above, you want to create and order your sections so that your experiences that are most relevant to the job for which you are applying appear near the top of your resume. Your section headers should include your professional experience, but can also include things like:

- Relevant courses
- Course projects/papers
- Research experiences
- Volunteer experience
- Computer skills
- Laboratory skills
- Internships
- Non-relevant work experience
- Awards
- Scholarships
- Studying abroad
- Certifications
- Conferences presentations
- Professional development (training, attending conferences, webinars)
- Student organizations
- Leadership opportunities
- Student athletic

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**Below is a general formula to use as a starting point for constructing meaningful bullet points for your experiences.**

**Skill + What YOU did + Results/Outcomes**  
(Action verb) + (Job responsibility) + (How/Why)

**Ex. BEFORE:** Take customer orders and answered questions

**AFTER:** Managed sales orders for 100+ customers daily, scoring over 90% customer satisfaction on customer feedback surveys.

# Basic Resume Sample (put name here)

Fayetteville, NC | 910-672-1867 | myemail@brncos.uncfsu.edu | linkedin.com/in/whats-myname

## EDUCATION

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### Fayetteville State University (FSU)

Bachelor of Arts/Science: Major

**Relevant Courses:** 3-4 most relevant courses (only if applicable to job you're applying for)

Fayetteville, NC

May 2021

## RELEVANT EXPERIENCE

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### Walmart

*Assistant Manager*

- Plan, implement, and follow-up on weekly sales initiatives
- Oversee training and professional development for 15+ staff associates
- Manage, control, and track store payroll and budget on a weekly basis

*Associate*

- Check out customers' merchandise through the point-of-sale registers
- Issue receipts, refunds, credits, or change due to customers
- Supervise other workers and provide on-the-job training
- Assist customers by providing information and resolving their complaints

Fayetteville, NC

March 2020 – Present

April 2019 – March 2020

### Vector Marketing

*Sales Associate*

2019

- Received the Gold Star Award for Salesperson of the Month after selling \$500 in consumer products
- Performed cold calls to new clients using regions and district coding to determine the high need areas
- Utilized a multi-line telephone system to transfer incoming calls and schedule appointments

Fayetteville, NC

August 2017–March

### Chick-fil-A

*Cashier and Team Leader*

2017

- Handle cash and credit card/debit transactions, collect money from registers at closing, and count all sales to report to manager
- Deliver excellent customer service to ~100 clients during lunchtime hours in busy environment
- Manage and collaborate with team of six for smooth operations in front of house
- Train ~15 new employees to process and fulfill orders according to company policies and standards

Fayetteville, NC

June 2017-August

## LEADERSHIP/VOLUNTEER EXPERIENCE

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### YMCA Summer Camp

*Counselor/Front Desk*

- Organized events for children and families ranging from ages 6 and up
- Facilitated meetings with staff to brainstorm new activity ideas and events
- Secured local vendors for events including a one-day community fair with over 300 attendees

Cary, NC

Summer 2018

## STUDENT CLUB EXPERIENCE

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**Student Activities Council:** General Member

**National Association of Black Accountants:** General Member

**FSU Residence Life:** Intern

August 2019-Present

August 2018-Present

August 2018-Present

## RELEVANT SKILLS/CERTIFICATIONS

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**General:** Customer Service, Event Planning, Employee Management

**Technical:** Microsoft Excel, PowerPoint, and Word, Proficient in G Suite (Google)

# Victor E. Bronco (Sample)

Fayetteville, NC 28301 | 910-672-1098 | broncovictore@alumni.fsu.edu

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**OBJECTIVE** (Only include an objective on your resume if you are applying for a specific job/internship at a specific company. Do NOT include for an all-encompassing event such as career fairs or to hand out in general.  
i.e.: To obtain an internship in the Corporate Benefits Department at the Time Warner Cable Corporate Office utilizing my formal education and strong organizational, customer service, and communication skills.)

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## EDUCATION

**Fayetteville State University** Fayetteville, North Carolina May 2016  
*Bachelor of Science in Business Administration*  
**Concentration:** *Healthcare Management*  
**GPA:** 3.6 **Honors:** Chancellor's List, Dean's List

## RELEVANT COURSEWORK

 (Only include this section if you have specific coursework relevant to your objective)

- Human Resources Management
- Quantitative Methods for Business
- Quality Management
- International Business Management

## RELEVANT EXPERIENCE

Residence Inn Fayetteville, North Carolina May 2014-Present

### **Events Intern**

- Coordinate planning for large convention and business events that include live music and food vendors
- Operate with a total budget of \$10,000 for the year to spend on company renovations and equipment
- Communicate via email, fax and phone with potential and secure clientele, coordinating upcoming events
- Organize the annual local business conference with over 300 guests in attendance and 10 staff members
- Utilize the Purchase Management Software to conduct room reservations and banquet venues
- Research and identify potential new business leads for the company to pursue in local, state and national areas

Vector Marketing Fayetteville, North Carolina August 2014-May 2014

### **Sales Associate**

- Received the GOLD STAR award for sales person of the month after selling \$500 in consumer products
- Performed cold calls to new clients using regions and district coding to determine the high need areas
- Utilized a multi-line telephone system to transfer incoming calls and schedule appointments

YMCA Raleigh, North Carolina May 2013-August 2014

### **Counselor/Front Desk**

- Organized events for children and families ranging from ages 6 and up
- Facilitated meetings with staff to brainstorm new activity ideas and events
- Secured local vendors for events including a one day community fair with over 300 attendees

Da Pizza Truck Raleigh, North Carolina May 2011-May 2013

### **Shift Manager**

- Supervised staff of 6 employees, training on cash intake, customer service and company policies
  - Trained new employers on customer service and food sanitation regulations
  - Applied management and motivation skills to create a fun team environment for all staff
- 

## HONORS & AWARDS

- Employee of the Month (2015)
- National Honor Society Inductee (2013)

## PROFESSIONAL AFFILIATIONS

Bronco Planners, **Member** May 2013 – Present

# Freddy Freshman (Sample)

Fayetteville, NC 28301 | 910-672-1098 | freshmanfred@uncfsu.edu

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## EDUCATION

<b>Fayetteville State University</b> Bachelor of Science in Criminal Justice GPA: 3.5	<b>Fayetteville, North Carolina</b>  Honors: Chancellor's List	<b>May 2019</b>
<b>Boone Trail High School</b> GPA: 3.7	<b>Boone, New Jersey</b> Honors: National Scholar Athlete Most Likely to Succeed	<b>June 2016</b>

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## LEADERSHIP EXPERIENCE

<b>Boone Trail High School Student Body Government</b> <i>President</i> <ul style="list-style-type: none"><li>Worked with student body</li></ul>	<b>Boone, New Jersey</b>	<b>Aug. 2015 – June 2016</b>
<b>Boone Trail High School Varsity Football Team</b> <i>Student Athlete - Captain</i> <ul style="list-style-type: none"><li>Managed a full-time student course load with 20 hours per week training, play-review, &amp; competition</li><li>Served as a leader for Boone High School &amp; the surrounding upstate New Jersey community &amp; administration to resolve campus issues</li><li>Collaborated with school administrators to create a 2015 Class Memorial</li><li>Gained managerial skills by supervising 3 other officers to ensure each position was handled with care</li></ul>	<b>Boone, New Jersey</b>	<b>Aug. 2014 – June 2016</b>
<b>Boone Trail High School Key Club</b> <i>Vice President</i> <ul style="list-style-type: none"><li>Developed organizational skills by coordinating &amp; planning meetings, special events, &amp; volunteer projects</li><li>Recorded attendance &amp; kept track of expenditures</li></ul>	<b>Boone, New Jersey</b>	<b>Aug. 2015 – June 2016</b>
<b>Boone Trail High School Varsity Football Team</b> <i>Student Athlete - Captain</i> <ul style="list-style-type: none"><li>Managed a full-time student course load with 20 hours per week training, play-review, &amp; competition</li><li>Served as a leader for Boone High School &amp; the surrounding upstate New Jersey community</li></ul>	<b>Boone, New Jersey</b>	<b>Aug. 2014 – June 2016</b>

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## WORK EXPERIENCE

<b>City Grocery Store</b> <i>Cashier</i> <ul style="list-style-type: none"><li>Handled monetary transactions &amp; returns such as processing cash, credit transactions &amp; balancing the register nightly</li><li>Provided excellent customer service through in-store &amp; telecommunications</li><li>Trained three new employees on cash register &amp; customer service procedures</li></ul>	<b>Boone, New Jersey</b>	<b>July 2013 – Aug. 2014</b>
<b>Ferguson Easley Elementary School</b> <i>Tutor - Volunteer</i> <ul style="list-style-type: none"><li>Tutored two First Grade Students in Mathematics, Writing &amp; Reading</li><li>Informed teachers on progress achieved by students</li></ul>	<b>Boone, New Jersey</b>	<b>September 2012 – May 2015</b>

## Action/Resume Verbs

Use this list of verbs to guide you as you write your bullet points

### Management/Leadership Verbs

Example: Train 20+ new employees in computer procedures over a 2-year period.

Administered	Established	Organized
Assigned	Evaluated	Oversaw
Attained	Executed	Planned
Chaired	Generated	Presided
Consolidated	Headed	Prioritized
Contracted	Hired	Produced
Coordinated	Improved	Recommended
Decided	Incorporated	Reorganized
Delegated	Increased	Reviewed
Developed	Inspected	Scheduled
Directed	Instituted	Strengthened
Eliminated	Led	Supervised
Enhanced	Managed	
Enforced	Motivated	

### Communication Skills

Example: Presented to groups of 30+ transfer students on a weekly basis concerning university policies and procedures.

Addressed	Edited	Presented
Advertised	Elicited	Promoted
Arranged	Explained	Publicized
Collaborated	Expressed	Reconciled
Communicated	Formulated	Recruited
Composed	Influenced	Referred
Condensed	Interpreted	Reported
Confronted	Interviewed	Resolved
Consulted	Judged	Responded
Contacted	Lectured	Spoke
Convinced	Marketed	Suggested
Cooperated	Mediated	Summarized
Corresponded	Moderated	Synthesized
Defined	Negotiated	Talked
Directed	Observed	Translated
Drafted	Participated	Wrote
Drew up	Persuaded	

### Research Skills

Example: Tested two strains of E. coli to demonstrate the process of genetic transfer (E. coli Hfr strain sensitive to streptomycin, and E.coli strain resistant to streptomycin).

Analyzed  
Clarified  
Collected  
Compared  
Conducted  
Determined  
Disproved  
Evaluated  
Examined  
Extracted

Formulated  
Gathered  
Identified  
Interpreted  
Interviewed  
Invented  
Investigated  
Located  
Measured  
Organized

Researched  
Reviewed  
Solved  
Summarized  
Surveyed  
Systematized  
Tested

### **Technical Skills**

Example: Designed and oversaw the implementation of new computer filing system that reduced paper use by 35%

Applied  
Assembled  
Built  
Calculated  
Conserved  
Constructed

Designed  
Determined  
Developed  
Installed  
Maintained  
Operated

Programmed  
Resolved  
Specialized  
Upgraded

### **Teaching Skills**

Example: Advised a classroom of 30 students about the policies and procedures as related to

Adapted  
Advised  
Arranged  
Communicated  
Conducted  
Coordinated  
Critiqued

plagiarism.  
Developed  
Enabled  
Evaluated  
Explained  
Facilitated  
Guided  
Individualized

Instructed  
Motivated  
Set goals  
Stimulated  
Taught Trained  
Transmitted  
Tutored

### **Creative Skills**

Example: Scripted, planned, and created animated narrative sequences under tight deadlines, using computer software and hand drawing techniques.

Acted  
Authored  
Composed  
Conceptualized  
Created  
Decorated  
Designed  
Directed

Displayed  
Entertained  
Fashioned  
Formulated  
Founded  
Illustrated  
Introduced  
Invented

Made  
Modeled  
Originated  
Performed  
Photographed  
Planned  
Revised  
Shaped

## Helping Skills

Example: Provided academic support for 30+ at-risk primary school students through comprehensive after-school program two times per week.

Advocated  
Aided  
Answered  
Cared for  
Clarified  
Counseled  
Diagnosed

Educated  
Encouraged  
Facilitated  
Familiarized  
Furthered  
Helped  
Influenced

Insured  
Mentored  
Provided  
Referred  
Rehabilitated  
Simplified

## Organizational Skills

Example: Compile, copy, sort, and file records of office activities and business transactions daily

Approved  
Arranged  
Cataloged  
Categorized  
Charted  
Classified  
Coded  
Collected  
Compiled  
Corresponded  
Detailed

Distributed  
Filed  
Generated  
Implemented  
Inspected  
Maintained  
Monitored  
Operated  
Organized  
Prepared  
Processed

Programmed  
Provided  
Recorded  
Resolved  
Reviewed  
Scheduled  
Specialized  
Sorted  
Submitted  
Upgraded  
Verified

## Financial Skills

Example: Forecast the prices at which securities should be syndicated and offered to the public

Analyzed  
Appraised  
Audited  
Balanced  
Budgeted  
Calculated

Computed  
Developed  
Estimated  
Forecasted  
Managed  
Marked

Planned  
Projected  
Reconciled  
Reduced  
Researched

## More Verbs

Accomplished  
Achieved  
Acknowledged  
Adjusted  
Affected  
Anticipated  
Approached  
Asserted  
Assessed

Assisted  
Attended  
Conceived  
Conciliated  
Contributed  
Controlled  
Delivered  
Detected  
Devised

Dispensed  
Effected  
Electrified  
Endured  
Enlisted  
Exchanged  
Expanded  
Expedited  
Experienced



Explored  
Followed  
Found  
Governed  
Handled  
Improved  
Informed  
Initiated  
Innovated  
Integrated  
Learned  
Listened  
Logged  
Manipulated  
Maximized  
  
Renewed

Merchandised  
Met  
Minimized  
Navigated  
Negotiated  
Obtained  
Perceived  
Perfected  
Pioneered  
Preserved  
Printed  
Promoted  
Proofread  
Proposed  
Protected  
Repaired  
Represented

Purchased  
Quoted  
Ran  
Raised  
Read  
Realized  
Received  
Rectified  
Redesigned  
Reduced  
Related  
Remodeled  
Rendered  
  
Reserved  
Resolve

# Basic Resume Template (Put Your Full Name Here)

Fayetteville, NC, 28311 | 910-672-1867 | @broncos.uncfsu.edu | linkedin.com/in/

## EDUCATION

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**Fayetteville State University (FSU)**  
Bachelor of **Degree: Major**

**Fayetteville, NC**  
May 20XX

## RELEVANT EXPERIENCE

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**Most Recent Relevant Employer Name:**

*Position Title*

- **Action verb + Job responsibility + How/Why (Skill + What YOU did + Results/Outcomes)**
- 
- 

**Fayetteville, NC**  
Month 20XX-Present

**Next Recent Relevant Experience**

*Position Title*

- 
- 

**City, State Initial**  
Month 20XX-Month 20XX

## OTHER PROFESSIONAL EXPERIENCE

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**Employer/Organization**

*Position Title*

- 
- 

**City, NC**  
Month 20XX-Present

**Employer/Organization**

*Position Title*

- 
- 

**City, NC**  
Month 20XX-Present

## ACADEMIC PROJECTS (**OR INTERNSHIPS, RESEARCH, AWARDS, ETC.**)

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**Project Name (FSU: Class Code, e.g. MGMT 311)**

**Semester Year (e.g. Fall 20XX)**

- **Action verb + Job responsibility + How/Why (Skill + What YOU did + Results/Outcomes)**
- 

**Project Name (FSU: ACC 212)**

**Semester Year**

- **Action verb + Job responsibility + How/Why (Skill + What YOU did + Results/Outcomes)**
- 

## LEADERSHIP/CLUB EXPERIENCE

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**Club Name:** Position Title

Month 20XX-Present

**Club Name:** Position Title

Month 20XX-Month 20XX

## RELEVANT SKILLS/CERTIFICATIONS

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**General:**

**Technical:**

**Language:**

**Other:**

# Limited Work Experience Resume Sample (name here)

Fayetteville, NC | 901-234-5678 | name@broncos.uncfsu.edu

## EDUCATION

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**Fayetteville State University (FSU)**  
Bachelor of **Degree: Major**

**Fayetteville, NC**  
May 2024

## SUMMARY

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Driven young professional looking to gain professional experience through hands-on work and experiential learning

## WORK EXPERIENCE

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**Employer**

*Position Title*

**City, State Initial**

Month 20XX- Month 20XX

- **Action verb + Job responsibility + How/Why (Skill + What YOU did + Results/Outcomes)**

## VOLUNTEER EXPERIENCE

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**Employer**

**City, State Initial**

- Google Suite

## SKILLS/ABILITIES

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- Google Suite
- Microsoft Office Suite
- Customer Service

## LEADERSHIP/CLUB EXPERIENCE

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**Club:** General Member

Month 20XX-Present

**Club:** General Member

Month 20XX-Present

## **ACADEMIC PROJECTS (TALK ABOUT BIG, SEMESTER LONG PROJECTS RELEVANT TO THE JOB YOU ARE APPLYING FOR)**

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**Project Name (FSU: ACC 212)**

**Semester Year**

- Skill + What YOU did + Results/Outcomes (Action verb + Job responsibility + How/Why)
-