

WRITING A POWERFUL



CHRONOLOGICAL RÉSUMÉ

WHAT IS A RÉSUMÉ?

A *résumé* is an advertisement of who you are professionally and what you have to offer potential employers. Because it is intended to get you job interviews, it should be a concise, error-free, one-page summary (rather than a life history) of your most relevant qualifications. These qualifications most often include your educational background, work/volunteer experience, and other relevant skills and accomplishments.

A *résumé* should also be an honest and consistent representation of you as a professional and should be an example of your very best work. Most employers will not take the time to review *résumés* that are sloppy, confusing, irrelevant, vague, unprofessional, error-filled, or require effort to navigate. Your format should draw the reader in by being visually pleasing. And your content should paint a powerful picture—with words—of how you can meet your reader's needs.

The following guidelines can help you professionally and powerfully articulate—via your *résumé*—the value you could bring to a company or organization. Please note that these are general standards and you may need to adjust them to fit your target audience.

KNOW YOUR AUDIENCE

Everything you include and do not include in your *résumé*, and the order you choose, will have benefits and drawbacks. Many different ideas exist on the proper procedures and styles for creating a *résumé*. Some people insist on one thing, some on another. So who's right? Your audience.

The bottom line when deciding what to include is whether or not it will add value to the case you are making for yourself as an ideal candidate for the job. Once you have determined what you will include, you will then need to present the information in the order that will be most appealing and relevant to your audience.

Though the style you use and the information you include in your *résumé* is ultimately your decision, the most important thing you can do in all phases of the job search is to know the needs of your audience and tailor your *résumé* accordingly. Submitting customized job application materials will catch the attention of employers much more than sending out the same generic materials to every audience.

The BYU-Idaho Know Your Audience guide can help you as you research: (1) the position you are applying for, (2) current trends and issues of the industry, (3) company culture/values, (4) company vision and/or mission statement, etc. Discover the needs of a potential employer and you will discover the direction your *résumé* should go.

RÉSUMÉ FORMAT/STYLE

Choose a format or style that: (1) caters to the demands of the position, industry, company culture, and (2) makes it easy for the employer to identify and understand what you could do for their company. For example, an investment banking resume will look different than a design, non-profit, or tech resume (as shown below).

Investment Banking

Matthew Cronin		
(435) 555-5555 matthew.cronin@gmail.com www.linkedin.com/in/matthew555		
EDUCATION		
Brigham Young University - Idaho	Rexburg, ID	Dec 2020
Bachelor of Science in Mechanical Engineering [Mathematics Minor]		
<ul style="list-style-type: none"> 3.75 GPA Dean's List (6 semesters) Recipient of Mechanical Engineering Department Academic Scholarships (4 semesters) and other academic scholarships Nominee for Outstanding Mechanical Engineering Senior (in 2019) Chairman American Society of Mechanical Engineers (ASME) Aug 2018 - Present <ul style="list-style-type: none"> Directed society in Student Section Competitions, Winning 1st place Oversee initiation of student section and growth to 80+ members Expanded proposal writing abilities while participating in Honors Program courses and extra-curricular projects Robust coursework competencies: statistics analysis and interpretation using SAS; thermodynamics, mechanics, dynamic systems and controls, analyzing numerical data and reporting trends, computer coding in C++ and Matlab, professional and technical writing, budgeting, engineering design and analysis 		
EXPERIENCE		
Federal Bureau of Investigation	Salt Lake City, UT	Jun 2019 - Present
<ul style="list-style-type: none"> Obtained Active Top-Secret FBI Security Clearance and successfully passed full background investigation and polygraph Organized and compiled evidence for Special Agent cases, including thousands of texts and photos for legal review Analyzed and processed numerical and text data to increase efficiency of Special Agent investigations and case work Coordinated and conducted key layers of FBI community outreach programs to children and teenagers Provided professional engineering opinion concerning mechanical evidence in spy espionage investigations 		
Mechanical Engineering Department Utah State University	Logan, UT	Aug 2018 - May 2019
<ul style="list-style-type: none"> Collaborated as part of 5-member student engineering team to design and manufacture a rickshaw device which enabled disabled individuals to experience outdoor hiking trails (for a local non-profit organization) Directed user-interface design element of rickshaw to make final design more user-friendly, in addition to fulfilling customer-specified requirements Presented and communicated engineering ergonomic design elements to customer and sponsor 		
Brigham City Recreation	Brigham City, UT	Summer 2017
<ul style="list-style-type: none"> Facilitated advanced tennis skills in 60-70 beginner-to-advanced level tennis students weekly and managed 10-12 instructors Presented from instructor to director after 4 months of experience, due to professional maturity and trustworthiness Enhanced organizational and leadership skills while coordinating trainings and competencies for league members, ages 12-17 Demonstrated diplomatic and conflict resolution to build healthy communication between parents, students, and instructors 		
VOLUNTEER		
Mechanical Engineering Department Utah State University	Logan, UT	Jan 2019 - May 2018
<ul style="list-style-type: none"> Mentored freshmen regarding internship and career possibilities, specifically FBI and Navy Nuclear Engineering 		
The Church of Jesus Christ of Latter-day Saints	Ammon, Paraguay	Dec 2015 - Dec 2017
<ul style="list-style-type: none"> Involved 80+ hours per week teaching life improvement principles in Spanish and Guaraní, to diverse groups and individuals Acquired strong proficiency in both written and spoken Spanish and Guaraní within 12 months Supervised and motivated 6-20 full-time volunteers, coordinated trainings, and organized service projects and meetings 		
SKILLS/ACCOMPLISHMENTS		
<ul style="list-style-type: none"> Received Navy Nuclear Propulsion Officer Program (NUPOC) acceptance offer (Aug 2016) Maintained 3.84 GPA while investing up to 20 hours per week on rugby team and taking 16 engineering credits Graduated Valedictorian, elected 3 years to student government, and received 2 academic all-state awards in cross country and tennis while in high school (2009 - 2012) Interests: Skiing, tennis, backpacking, river rafting, saxophone, bag pipes, piano, American and military history 		

Non-Profit

Amanda D. O'Dell

555-555-5555 • Amanda.Odell55@gmail.com • www.linkedin.com/in/haelthrive

Education		
Brigham Young University - Idaho	Rexburg, ID	Dec 2019
Bachelor of Science in Social Work		
<ul style="list-style-type: none"> GPA: 3.8 Received full-tuition academic scholarship Prepared ethics training with class for local social work professionals to gain CEUs Completed Infant Adoption Training Initiative sponsored by Spaulding For Children 		
Work Experience		
Career Preparation Mentor	Jan 2017 - Present (Seasonal)	Rexburg, ID
<ul style="list-style-type: none"> Advise 20-30 students weekly, in a one-on-one setting, on presenting themselves successfully in internship, job, and career-seeking endeavors Taught students how to focus on their positive qualities in their résumés, cover letters, and when interviewing 		
Peer Facilitator	Apr - Aug 2017	Rexburg, ID
<ul style="list-style-type: none"> Promoted to be a paid employee after serving as a volunteer teacher Planned and facilitated weekly lessons which discussed personal application of the school's mission Accommodated individual students with learning and language disabilities to help them succeed 		
Child Caregiver	Aug - Dec 2015	Leesburg, VA
<ul style="list-style-type: none"> Enhanced ability to adapt to different communication needs of both children and adults Multi-tasked scheduled naps, meals, play time, and learning for new born and 2-year old 		
Volunteer Experience		
Volunteer	Sep - Dec 2015	Leesburg, VA
<ul style="list-style-type: none"> Upgraded and digitized logs, files, invitations, and applications to streamline project for the future Assisted English and Spanish-speaking clients in finding toys and food to meet their needs 		
Seminary Teacher	Sep - Dec 2015	New York, NY
<ul style="list-style-type: none"> Built relationships of trust and respect with youth, resulting in an increase of enrollment Prepared and presented 45-minute life enhancement lessons daily for inner-city youth 		
Full-Time Ministry	Jan 2013 - Aug 2015	Tempe, AZ
<ul style="list-style-type: none"> Acquired proficiency in written and spoken Spanish within 10 months Provided 70 hours per week of service, which included teaching life-improvement lessons to Hispanic families 		
Intern and Youth Counselor	Sep 2012 - Dec 2012	Salt Lake City, UT
<ul style="list-style-type: none"> Overhead the planning of Depression Awareness Week activities for over 2,000 students Facilitated group discussions of over 70 local community leaders, teachers, and students to explore and effectively resolve cultural and personal challenges Supervised enrollment campaigns and delegated assignments to 15 other students 		

BYU-Idaho Career Preparation | www.byui.edu/careerprep | careerprep@byui.edu | 208.496.9801 | MC 129A

Graphic Design

stacytoone

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Rexburg, ID 83440
burnd0002@byui.edu
208.709.1995

University Roles - Marketing Assistant	Marketing - Intern	BYU Internship Office - Student Assistant	Freeshop - Assistant	Retail Sales Associate	work experience
Brigham Young University - Idaho (September 2007 - Current)	Public Home (April-August 2007)	Brigham Young University - Idaho (January-March 2007)	Comet Recreators Golf Club (June-August 2006)	American Eagle (March-August 2005, May-July 2006) Bussie (August 2005-December 2004)	<ul style="list-style-type: none"> Produce projects that are reviewed by the University President Assist with Campaigns and methods of communication by the University Assist with University branding and web revision strategies Assist with media displays for campus events Analyze and make suggestions about communication channels between the University and students
					<ul style="list-style-type: none"> Designed and edited templates for print media: displayed in eight Community Size Centers Planned and facilitated events: two Parade of Homes and three tree-erect events Conducted marketing research and reported findings directly to the Marketing Director Responsible for data tracking of five public promotions
					<ul style="list-style-type: none"> Designed and produced advertising materials displayed on the university home page and throughout campus Created and sent emails to Physical Science and Engineering students regarding internship and career opportunities, career fairs, and internship expeditions Checked and produced the "Career Fair Guide": a 19 page booklet for the Spring 2007 Internship and Career Fair (1,000 copies printed and distributed) Consulted with students about the process and tactics of obtaining an internship
					<ul style="list-style-type: none"> Designed and displayed announcements for new merchandise, sales, promotions and events Photographed seven tournament events and facilitated the proceedings Assigned to, and responsible for, the job management of merchandise and arrangement of floor layout, clothing, and equipment
					<ul style="list-style-type: none"> Excelled in customer service and team work Involved in the interview process of new employees Recognized for my honesty, hard work and willingness to help other employees

volunteer/activities

<ul style="list-style-type: none"> "Beaches to Baghdad" - senior project Focused to benefit the army/civilian relationship in Iraq Sent 8,000 Beanie Babies to Baghdad, Iraq Prepared and presented two high school assembly presentations for approximately 1,100 students and guests Worked with U.S. Army recruiters, community, and local elementary schools Interviewed for two newspaper stories BYU New Student Orientation Gave tours and talked to new students about the university and ways to get involved and find academic success D.A.B. Representative Toured elementary school to promote the D.A.B. program Senior Class Vice President 	<ul style="list-style-type: none"> Brigham Young University - Idaho Bachelor of Science Organizational Communication Received Graduate Rate: 2004-April 2009 Minor: Business and Sociology Software Proficient in Adobe Suite: programs: Bech, Word, PowerPoint, Movie/Adobe Premier Recent courses: public speaking, visual media, interpersonal communications, writing communications, mass media, public relations writing, advertising Interests: human relations and leadership, ethics, relations, organizational communication
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Tech

Janet Johnson

555-888-9999 | janet.johnson@gmail.com | linkedin.com/in/janet-johnson

Education		
Brigham Young University-Idaho	Rexburg, ID	Dec 2019
BS, Computer Information Technology - Business Minor		
<ul style="list-style-type: none"> GPA - 3.7 Data Science Group Lead BYU-Idaho Data Science Society 		
Skills		
Advanced:		Competent:
<ul style="list-style-type: none"> CSS, HTML, C++ JavaScript Microsoft Office 		<ul style="list-style-type: none"> R, Python SQL Tableau & Tableau Public
Experiential Learning Projects		
Data Science Society BYU-Idaho	Jan-Mar 2018	Rexburg, ID
<ul style="list-style-type: none"> Analyzed and cleaned 9,000 lines of movie revenue data to identify trends in movie ticket sales for NBCUniversal Collaborated with diverse team to transform raw data into predictive model for movie ticket sales based on time of release, economic conditions, and weather patterns Presented model to company stake holders using Tableau and Tableau Public 		
Data Science Society BYU-Idaho	Aug 2017 - May 2018	Rexburg, ID
<ul style="list-style-type: none"> Saved Fortune 500 company \$300K up-front and \$60K annually by applying machine learning algorithm to predict online customer's purchasing propensity, which is now used in real-time Evaluated text of 3,600+ job descriptions and used supervised and unsupervised natural language processing tactics to recommend diverse applicant booting words for Fortune 500 computer memory relational company Pre-processed and analyzed data sets from selected Utah businesses and instructed team members on ETL, data mining, and visualization by creating tutorials that are now used in four classes 		
Work Experience		
Utah Small Business Development Center	Jan 2018 - Present	Rexburg, ID
<ul style="list-style-type: none"> Increased small business sales by building automated marketing campaigns using Facebook, Google AdWords, and automated emailing applications Tracked advertising conversions and costs to ensure campaigns generated positive ROI Partnered with local tech company to build and administer nationwide phone survey of 40 cities to understand and improve short-term mental compliance software 		
Jackson Lumber	Jan 2016 - Dec 2017	Salt Lake City, UT
<ul style="list-style-type: none"> Enhanced trouble-shooting and communication abilities while providing timely phone and live chat technical support to dozens of campus students, staff, and faculty each week Trained and supervised daily workloads of 3 other student technical support assistants Created new student employee online orientation and ongoing training courses in Canvas, which led to a 35% decrease in call times and a 40% increase in positive customer ratings 		

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RÉSUMÉ FORMAT/STYLE CONT . . .

You should also consider whether your *résumé* will be an electronic (most common) or hard copy submission. Because an uploaded or emailed *résumé* can become scrambled and difficult to read during the submission process, use PDF format unless another version is requested. When submitting hard copies, be aware that patterned, colored, or thick paper can become less clear as it is copied, faxed, or scanned.

- Unless an industry or profession specifies a longer *résumé*, the typical length of a *résumé* for someone with less than five years of post-college work experience is one page.

PERSONAL INFORMATION

When you are searching for a job, you are the ‘product’ that is for ‘sale’. Make your name noticeable and your contact information easy to find. The most popular way to include name and contact information is to use a personal letterhead at the top of the page (as shown below). It is an easy and visually appealing way to make your name large, dark, and easy-to-read.

- It should include your phone number, professional email address, and a personalized LinkedIn profile URL. (Note: Including your address, city, and state should be the exception to the rule, rather than the rule.)

Melanie T. Canter

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- Although photos are appropriate and expected in a LinkedIn profile, including them in *résumés* is still considered inappropriate by many employers. In addition to the fact that photos disclose discriminatory information such as your gender, race, etc., they also take up a lot of space.

CLARITY

- **Bolding**, underlining and ALL CAPS can help your qualifications sections (Education, Work Experience, Skills & Accomplishments, etc.) to stand out and makes your *résumé* easy to navigate. **Bolding** and *italics* can also help your company names and job titles to stand out. However, as the sample below illustrates, they should be used consistently, sparingly, and in ways that bring attention to the most important content on your *résumé*.
- Bullets and indenting should also be used within qualifications sections to break up the content. In addition, use succinct sentence fragments without periods.

EDUCATION

Bachelor of Science | Supply Chain Management
Brigham Young University-Idaho

Apr 2020
Rexburg, ID

- GPA 4.0 | Full-ride Academic Scholarship recipient

EXPERIENCE

Supply Chain Intern
Melaleuca, Inc

Sep 2018 – Apr 2018
Idaho Falls, ID

- Created reports in Excel and Data Access Studio to help team manage transfer/allocation sheets, resulting in 30% data gathering time reduction
- Navigated fluctuating priorities among production, forecasting, and purchasing teams to ensure timely delivery of products to customer

OPENING STATEMENTS

Opening statements (objectives, profiles, summary statements) can be used to capture the attention of your reader. However, for most college students and fresh graduates, recruiters like to go straight to your Education and Work Experience sections. They, consequently, often consider opening statements an unwise use of space. Because there are exceptions to this guideline, always remember to research your audience.

Avoid opening statements if any of the following apply:

- It is not appropriate for your audience
- It cannot be written in a solid/compelling manner
- You cannot substantiate your claims in the body of the résumé
- It is self-focused, rather than contribution-focused
- It is redundant

If you have a compelling reason for using an opening statement, utilize the following guidelines to make your statement powerful.

- *Objective statements* are typically used to clarify your intentions. They should be written in a contribution-centered—rather than self-centered—way.

EXAMPLES

- Redundant Objective: To obtain marketing position with opportunities for advancement
- Compelling Objective: To utilize innovative sales and marketing skills to increase company profits
- *Profile and summary statements* combine and summarize your most relevant skills and experiences into succinct bullet points or fragmented sentences. They should be targeted to your audience's bottom line and top needs they have for the position you are seeking.

EXAMPLES

SUMMARY STATEMENT

Conscientious early childhood educator with proven track record of facilitating optimal learning and successful relationships with preschoolers and families

PROFILE

- Two years' successful experience in Bio-tech/genetics sales and logistics
- Skilled in all phases of genetic testing
- Fluent in written and spoken Japanese and German

REQUIRED QUALIFICATIONS SECTIONS

Employers may only review your résumé for a few seconds before moving onto the next one. Therefore, it is vital that the order you choose captures and keeps their attention. The best way to do this is to lead with the section that is the strongest selling point for your target audience.

EDUCATION SECTION

For most college students and fresh graduates, that is an Education section that includes a strong GPA and content about scholarships, student society involvement, leadership experience, etc. However, for some audiences—such as technology positions/companies—the first thing employers often like to see is a section of technical competencies followed by a section describing relevant hands-on technical projects (See Janet Johnson STEM sample.) This is another reason to know your audience and adapt accordingly.

EXAMPLES

EDUCATION

Brigham Young University – Idaho

Bachelor of Arts, Political Science

Rexburg, ID
Apr 2020

- Minors in Chinese and Business Management
 - GPA 3.62
 - Awards: 2018 Chinese Speech Contest runner-up, Chinese Flagship Scholar, National Flagship Conference panelist
 - Relevant Coursework: Quantitative and Qualitative Analysis, International Relations, US-China Foreign Policy
 - Business Strategy Society Member (Jan 2019 – Present)

EDUCATION

B.S. in Mechanical Engineering

Brigham Young University-Idaho

Apr 2020
Rexburg, ID

- 3.83/4.0 GPA

American Society of Mechanical Engineers: Student Chairman (ASME) | Aug 2018-Present

- Wrote proposals for funding and was awarded \$1500 grant to promote engineering
- Oversaw initiation of student section and growth to 80+ members
- Directed society in Student Section Competition, winning 1st place and most improved section

WORK EXPERIENCE SECTION

SUGGESTIONS

Standard approach for your Work Experience section:

- List jobs in reverse chronological order (most recent to least recent).
- Start each position with the job title, name of the company, city, and state. (Do not include street addresses and supervisor names).

- Format consistently with your Education section and other sections.
- Avoid using personal pronouns such as “I” “my” “they” “we” “you”.
- Use **powerful/action verbs** and concise phrases to describe the scope of your job, the skills you developed/enhanced, and the impact you had while serving in each position.
- Quantify your experiences with numbers (when applicable) to help decision makers to visualize the contributions you made to previous organizations.

Education

Bachelor of Science | Marketing *Brigham Young University-Idaho*

April 2020
Rexburg, ID

- Minor: Finance
- 3.73 GPA
- Student Marketing Society President | Jan 2019 - Present
- Related Courses: Market Analysis, Sales and Negotiation, Internet Marketing, Online Business Creations, Social Media Marketing, Marketing Management
- Led, developed, and launched marketing strategy in student-run start-up business

Work Experience

Online Brand Specialist Intern *Venmo*

April 2019 – January 2019
San Jose, CA

- Implemented new marketing campaign, announcing new feature of app on two social platforms, which increased conversion rate by 5.25% through A/B testing
- Evaluated Venmo brand performance versus key metrics, which drove prioritization of media buys and changes in social media investment levels
- Streamlined and simplified brand outreach process that allowed head of brand outreach to contact 25% more companies per week

Teaching Assistant – Business Marketing Courses *Brigham Young University-Idaho*

September 2017 – April 2018
Rexburg, ID

- Increased student classroom engagement by 45% through new interactive lesson plans
- Optimized new learning management system for three classes, which decreased semester transition times on system by 50%
- Facilitated academic success for students while clarifying content and application of principles

- Avoid starting bullets off with passive or ambiguous words/phrases such as “Worked” “Helped” “Assisted” and “Other duties as assigned.” These words/phrases make it difficult for decision makers to understand what your specific role/contribution was and, consequently, what you might be able to do for them. [aSDsd](#)
- For more information about writing powerful bullets click on the links in the chart below.



WEAK CONTENT SAMPLE 1

Student CEO 4/17-7/17
 Super Slush Rexburg, ID

- Ran company processes; supervised students
- Helped increase sales
- Helped advertise a product

Intern 12/16-4/17
 Wachovia Securities Chicago, IL

- Worked hard to serve clients
- Increased investment money
- Assisted in contacting potential clients

STRONG CONTENT SAMPLE 1

Student Chief Executive Officer 4/17-7/17
 Super Slush Rexburg ID

- Managed team of 20 students in designing and implementing student-run company
- Generated revenue in excess of \$7,000 in three months
- Designed and implemented marketing plan with \$400 budget

Intern 12/16-4/17
 Wachovia Securities Chicago, IL

- Obtained series 63 certification
- Enhanced sales abilities while cold contacting 200+ potential clients per day
- Recruited 50 new clients and generated over \$2M in new investment money

WEAK CONTENT SAMPLE 2

Crew Member/Supervisor Aug 2018 – Present
Arctic Circle Idaho Falls, ID

- Supervisor over employees, counted change
- Cooked the food for guests
- took orders on the register
- took out orders to the guest

STRONG CONTENT SAMPLE 1

Crew Member/Supervisor Aug 2018 – Present
Arctic Circle Idaho Falls, ID

- Prepared high-volume food orders for hundreds of customers a day
- Ensured customer satisfaction through ability to assess and meet customer needs when issues arose
- Supervised 8 employees daily and organized work schedules for entire 24-person crew
- Maintained quality of food orders through efficient multi-tasking and thriving under pressure

OPTIONAL EXPERIENCE SECTIONS

VOLUNTEER EXPERIENCE SECTION (OPTIONAL)

- For non-profit/social service audiences, significant volunteer experience on your *résumé* is expected (as shown in the sample below). For other audiences, it can also be included if it contributes to the case you are trying to make for yourself as a good-fit candidate for the position you are seeking.
- Although it is appropriate for a college student or fresh graduate to include their full-time missionary service in their *résumé*, it is often best to avoid including significant information about other church callings. You should typically only include other callings if you have insufficient work experience to fill one page, you can make it relevant to the position you are seeking, and you can use secular wording and highlight transferable skills (as shown in the example below).

EXAMPLE

Volunteer Experience

At-Risk Family Volunteer

Loudon County Family Services

Sep – Dec 2015

Leesburg, VA

- Upgraded and digitized logs, fliers, invitations, and applications to streamline project for the future
- Guided English and Spanish-speaking clients in finding toys and food to meet their needs

Youth Religion Teacher

Church Educational System

Sep – Dec 2015

New York, NY

- Built relationships of trust and respect with youth, resulting in doubled enrollments
- Prepared and presented 45-minute life enhancement lessons daily for inner-city youth

Full-Time Missionary

The Church of Jesus Christ of Latter-day Saints

Jan 2013 – Aug 2015

Tempe, AZ

- Acquired conversational fluency in written and spoken Spanish within 10 months
- Provided 70 hours per week of service, which included teaching life-improvement lessons to Hispanic families
- Designed spreadsheets to supervise and analyze productivity for 140 missionaries in 10 cities

Intern and Youth Counselor

National Conference for Community and Justice (NCCJ)

Sep 2012 – Dec 2012

Salt Lake City, UT

- Spearheaded the planning of Oppression Awareness Week activities for over 2,000 students
- Facilitated group discussions of over 70 local community leaders, teachers, and students to explore and effectively resolve cultural and personal challenges
- Supervised enrollment campaigns and delegated assignments to 15 other students

- More About Missions:
 - You may list your mission under the Experience or Volunteer sections as long as you state that it was volunteer.
 - Use a job title like “Full-Time Volunteer”, “Full-Time Missionary”, or “Full-Time Representative.”
 - List the full name of The Church of Jesus Christ of Latter-day Saints as your employer name.
 - Avoid using religious/mission-centric lingo (gospel of Jesus Christ, zone leader, mission president, etc.)
 - Avoid using “fluency” when articulating your foreign language skills acquired. This is an over-statement. It is most accurate to say “strong proficiency” or “conversational fluency.”

SKILLS & ACCOMPLISHMENTS SECTION (OPTIONAL)

SUGGESTIONS

- Include skills, accomplishments, or achievements—in a bulleted list—which are relevant to the audience and position you are seeking.
- Avoid repeating information from other sections.
- For most business audiences, personal interests should not take up more than one line. For recreation management or therapeutic recreation audiences, it is expected that you include more detail about your personal hobbies and interests.
- Only include high school if you are a first-year college student still building up your college experience, or it is highly relevant to the position you are seeking (as shown in the law school sample below).

EXAMPLE: LAW SCHOOL RÉSUMÉ

ACCOMPLISHMENTS & ACTIVITIES

- Member of Pre-Law Society (Sep 2018 – Present)
 - Consulted students on obtaining admission to desired law schools
- Performed with BYU-Idaho Ballroom Dance Company (2017 – 2018)
- Arizona State Voice of Democracy Speech Winner (2015)
 - Awarded scholarship and trip to Washington DC to meet President Obama
- Founder of Young Republicans Club in Pinetop, Arizona (2014-15)
- Arizona Northeastern Region 1st Chair Violinist (2015)

REFERENCES

In most cases, references are not included on a *résumé*; neither is the phrase, “References available upon request.” Instead, create a *separate references page* with the same header and format as your *résumé*.

- Include the information for three to five people who are willing to serve as professional references for you. Only include personal references if they are requested, or you do not have enough professional references.
- Reference lists typically consist of the person’s name, professional title, work address, e-mail address, phone number, and your relationship to them. ([Click here](#) for a sample.)
- Be sure to ask each contact in advance for permission to include their name. When asking, tell them what position you are seeking and share with them the requirements of the position, so they can be better prepared to highlight your relevant skills.
- For more tips about obtaining professional references for jobs, LinkedIn, and graduate school, go to www.byui.edu/references.

Make your name stand out

Use a personalized LinkedIn URL

Valerie Thornton

801.555.5555 ▪ vthornton555@gmail.com ▪ www.linkedin.com/in/valeriethornton555

EDUCATION

BS in Recreation Management

Brigham Young University - Idaho

- Minor in Communication | 3.7 GPA
- Received multiple academic scholarships

Apr 2022
Rexburg, ID

Format consistently
across sections

WORK EXPERIENCE

Start bullets
with strong verbs

Crew Member/Supervisor

Arctic Circle

- Prepared high-volume food orders for hundreds of customers a day
- Ensured customer satisfaction through ability to assess and meet customer needs when issues arose
- Supervised 8 employees daily and organized work schedules for entire 24-person crew
- Maintained quality of food orders through efficient multi-tasking and adapting well under pressure

Aug 2018 – Present
Idaho Falls, ID

Catering Assistant/Server

Utah State University Cafeteria & Catering Services

- Demonstrated precision while preparing trays of bakery items for daily events and serving lunch menu items to hundreds of college students daily

May 2018 – Aug 2018
Logan, UT

Supervisor/Server

Red Rock Ranch

- Promoted to housekeeping manager as a result of conscientiousness and dependability
- Oriented 5-8 new employees each month and tracked laundry inventory
- Provided accurate and friendly service to guests while attending to customer food needs for breakfast, lunch, and dinner

Summers 2016 & 2017
Kelly, WY

Craft Designer

Thompson Crafts and Frame

- Increased department revenue through creation of appealing craft items for customer displays
- Maintained organization of store while tracking and shelving thousands of dollars of inventory daily

Aug 2016 – May 2017
Logan, UT

VOLUNTEER EXPERIENCE

Full-time Volunteer Representative

The Church of Jesus Christ of Latter-day Saints

- Connected effectively with youth, adults, and elderly persons from diverse backgrounds, while teaching daily life improvement lessons and serving in community
- Planned and taught at weekly meetings for groups of up to 15 volunteers on ethics, communication, teaching skills, and achievement of goals

Aug 2011 – Feb 2012
Jackson, MS

Write bullets that show your impact, successes, skills developed/enhanced, etc.

Discuss mission in secular, transferrable terms