

Writing a Resume

Bank of America 

Bank of America Merrill Lynch U.S. Bank of America
America Lynch Trust Merrill Lynch

Published October 2015

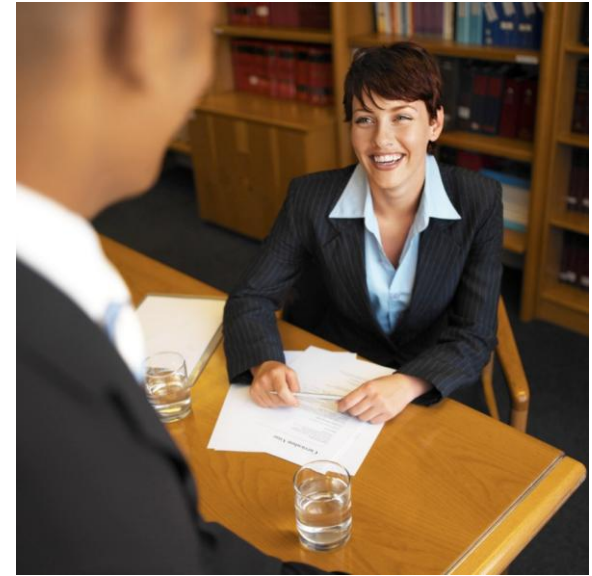
Resume overview

A resume is your introduction to a prospective employer and should showcase that you are an excellent choice for the position for which you are applying. It provides a **first impression** and is the vehicle used to get your foot in the door.

A good resume markets your work, skills, accomplishments and education in a succinct and impactful way.

This presentation shows you how to create the components of a well-structured resume that **stands out from the crowd**.

Note: Your resume has one purpose — it **markets** you to a prospective employer.



Your resume markets you

Your resume should include information that is marketable, relevant and honest. It should:

- Be a succinct (one- or two-page) and clean (proofread) representation of you and your professional skills
- Clearly show your technical/functional and soft skills
- Show highlights of your work-related experience and accomplishments relative to the position for which you are applying
- List key accomplishments that make you unique and set you apart from the rest of the candidate pool



Components of a well-structured resume

Take a look at this two-page resume.

John J. Doe
1234 Anytime Lane • Someplace, Florida 11111
Cell: 555.555.1234
john.j.doe@myinternetprovider.com

S K I L L S / A C C O M P L I S H M E N T S

- Professionally licensed as Engineer in Training (EIT) in the State of Florida.
- Bilingual in English and Spanish.
- Advanced in Microsoft Office Word, PowerPoint, Excel, Publisher, Visio and Project.
- Earned Certified Six Sigma Quality Green Belt.
- Received the Presidential Service Award multiple times for volunteering over 1,000 hours annually to help prepare teens interested in joining the military.

O B J E C T I V E

To obtain the Senior Engineer position, in which I can maximize my engineering and leadership skills, while supporting XYZ Company with innovative ideas to improve efficiency and quality of on-site production. Seeking a rewarding, demanding and exciting environment with growth opportunities.

E D U C A T I O N

- State University, Master of Science in Environmental Engineering – anticipated August 2016
- Institute of Florida, Bachelor of Science in Environmental Engineering – May 2010
- Institute of Florida, Certified Asynchronous Instructor Online Certification – December 2005

E X P E R I E N C E

Project Engineer Someplace, Florida
ABC Company February 2013 to Present

- Manage team of engineers assigned to determine the nature and extent of soil, groundwater and surface water contamination.
- Lead and coordinate an eight person disaster response team for an office of approximately 85 personnel.
- Manage nine remediation projects at various stages with revenue of approximately \$750,000.
- Improved multiple Navy new recruit programs resulting in increased speed to proficiency (30%), reduced classroom training time (25%), reduced printing costs (\$550k) and increased satisfaction with training (17%).

Continued on page 2

John J. Doe
Page 2

E X P E R I E N C E (continued)

Training Specialist Anytown, Florida
Consulting Company June 2006 to February 2013

- Obtained SECRET security clearance
- Designed and developed asynchronous Web Based Training modules, designed to meet Federal Aviation standards.

Operations Department Manager Naval Air Station Mayport
United States Navy July 2000 to April 2006

- Obtained SECRET security clearance.
- Managed Operations Department (37 personnel) in the planning and execution of the squadron's flight and detachment schedule in support of Fleet Readiness Wing directives.
- Responsible for the detection and classification of underwater targets and the imaging, tracking and recording of visual targets.
- Collected and analyzed underwater acoustic data for intelligence gathering and localization of threat and non-threat targets in various environments onboard P-3C patrol and reconnaissance aircraft.

Ask yourself:

- Which components stand out?
- Why do these components stand out?

Components of a well-structured resume, continued

Resume Layout

The key components of a resume should include:

1. Header and contact information
2. Skills
3. Objective
4. Experience
5. Education



Note: Although the resume cited on the previous page lists skills as the first component after the header, there may be instances where a different ordering of the components would be better. For example, if you are applying for a job as a business manager and you have a Masters in Business Administration (MBA) that information should appear near the top of the resume — not buried on the second page. If your education is stronger than your experience, again, move education up.

Components of a well-structured resume, continued

Ask yourself: What is the purpose of each key component of the resume?

Key components	Purpose
Header and contact information	Identifies your contact information, including name, address, phone number(s) and email.
Skills	Highlights abilities you possess, particularly those that are applicable to the position or unique in nature. Technical/functional skills, as well as soft skills, should be included.*
Objective	Informs a prospective employer of your career goal. This statement should be short, yet impactful.
Experience	Showcases work and professional history (starting with most recent). Clearly identifies why you are qualified for the position and how you can be of benefit to the prospective employer.
Education	Informs where you received your education, the time attended and applicable coursework or training. If education is critical to a position, move the education section close to the beginning of the resume.

***Note:** Preview the [Showcasing Your Skills on a Resume](#) self-study guide for additional support with highlighting skills.

Components of a well-structured resume, continued

Let's focus on each component in more detail.

1. Header and contact information should include:

- **Full legal name:** Locate at top of page emphasized by larger and bold font.
- **Mailing address:** This should be your current address and reflect from where you will be commuting to work. Avoid using abbreviations.
- **Phone number:** If you have more than one phone number, identify each number you include (for example, work, cell and home). Ensure your voicemail is professional and includes your name.
- **Email address:** Ensure your email address is professional. If needed, create a new address for business purposes. A combination of your **first name.last name@myinternetprovider.com** is a safe bet.

John J. Doe
1234 Anytime Lane • Someplace, Florida 11111
Cell: 555.555.1234
john.j.doe@myinternetprovider.com

John J. Doe
1234 Anytime Lane
Someplace, Florida 11111
Home phone: 555-555-2345 Cell: 555.555.1234
john.j.doe@myinternetprovider.com

Components of a well-structured resume, Continued

2. Skills and accomplishments should keep these concepts in mind:

- Before you write your resume, think about the top three or four skills you've used in all of your current and previous positions, targeting those that can be transferred to a civilian position.
- Add soft skills describing your personal traits, such as patience under stressful situations or being a good critical thinker.
- List technical/functional abilities, including computer skills and on-the job experience.
- List language capabilities, including proficiency level.

S K I L L S / A C C O M P L I S H M E N T S

- Professionally licensed as Engineer in Training (EIT) in the State of Florida.
- Bilingual in English and Spanish.
- Advanced in Microsoft Office Word, PowerPoint, Excel, Publisher, Visio and Project.
- Earned Certified Six Sigma Quality Green Belt.
- Received the Presidential Service Award multiple times for volunteering over 1,000 hours annually to help prepare teens interested in joining the military.

Components of a well-structured resume, continued

3. **Objective statement** should keep these concepts in mind:

- Briefly emphasize goals and qualifications — highlight what makes you unique or appealing.
- Tie the objective to the position you are applying for, relating your goals to the company's goals and, if possible, explain how you can be an asset to the company.
- Be as specific as possible, including the company's name, the position for which you're applying and why you're qualified.
- Limit the objective statement to one or two sentences — more of a tag line than a paragraph.

O B J E C T I V E

To obtain the Senior Engineer position, in which I can maximize my engineering and leadership skills, while supporting XYZ Company with innovative ideas to improve efficiency and quality of on-site production. Seeking a rewarding, demanding and exciting environment with growth opportunities.

Components of a well-structured resume, continued

4. Work / professional experience should include:

- Work experience, in chronological order with the most recent first
- If in Guard or Reserve, list your military and civilian work experience
- Position held
- Company/organization name and location
- Dates of employment (including month and years)
- Key responsibilities

Note: You should begin the description of each responsibility with an action verb, such as managed, developed, analyzed and so forth.

E X P E R I E N C E	
Project Engineer ABC Company	Someplace, Florida February 2013 to Present
<ul style="list-style-type: none">▪ Manage team of engineers assigned to determine the nature and extent of soil, groundwater and surface water contamination.▪ Lead and coordinate an eight person disaster response team for an office of approximately 85 personnel.▪ Manage nine remediation projects at various stages with revenue of approximately \$750,000.▪ Improved multiple Navy new recruit programs resulting in increased speed to proficiency (30%), reduced classroom training time (25%), reduced printing costs (\$550k) and increased satisfaction with training (17%).	
Training Specialist Consulting Company	Anytown, Florida June 2006 to February 2013
<ul style="list-style-type: none">▪ Obtained SECRET security clearance▪ Designed and developed asynchronous Web Based Training modules, designed to meet Federal Aviation standards.	
Operations Department Manager United States Navy	Naval Air Station Mayport July 2000 to April 2006
<ul style="list-style-type: none">▪ Obtained SECRET security clearance.▪ Managed Operations Department (37 personnel) in the planning and execution of the squadron's flight and detachment schedule in support of Fleet Readiness Wing directives.▪ Responsible for the detection and classification of underwater targets and the imaging, tracking and recording of visual targets.▪ Collected and analyzed underwater acoustic data for intelligence gathering and localization of threat and non-threat targets in various environments onboard P-3C patrol and reconnaissance aircraft.	

Components of a well-structured resume, continued

5. Education should include:

- Educational background (both formal and on-the-job experience), including:
 - Full name, location and dates attended
 - Degree earned
 - Specify any course work related to the position
- Applicable training or certifications relevant to the position (include when received or if current, as applicable)
- If your GPA is above average, list it in this section

E D U C A T I O N

- State University, Master of Science in Environmental Engineering – anticipated August 2016
- Institute of Florida, Bachelor of Science in Environmental Engineering – May 2010
- Institute of Florida, Certified Asynchronous Instructor Online Certification – December 2005

Formatting your resume

Your resume should be formatted in a clear and uniform fashion. Consider these formatting tips:

- Bold and enlarge your name at the top.
- Use Arial or Times New Roman font.
- Font size should be no smaller than 11 point or larger than 12 point, except for your name and header.
- Avoid italics, underlining, shadow or any other fancy treatments.
- Keep your resume to one or two pages. For a two-page resume, be sure to fill the second page at least halfway and place **Continued** at the bottom of page one and your **name** and **Page 2** at the top of page two.



Avoiding common pitfalls

Equally as important to what is encompassed within a resume is what should be avoided. When finalizing your resume, follow these tips to avoid common pitfalls:

- Proofread. Walk away and revisit your resume fresh to proofread again, then consider having someone else proofread it.
- Print resumes on white paper only, with black ink.
- Do not include a photograph.
- Don't try to tell everything. Your resume is not your autobiography or a confessional, keep critical and relevant highlights in mind.
- Use past tense verbs to describe past-dated experiences; otherwise, use present tense.
- Be honest in employment history and dates. If gaps exist, list as such.
- Avoid the use of graphics. Avoid acronyms, unless spelled out.
- Avoid the use of personal pronouns (such as I or we).
- Avoid personal data, not relevant to contact information or the position.



Note: Your resume is to a prospective employer, as a carrot is to a rabbit. You want to dangle just enough information for them to want to reach out for more.

Tips for success

In summary, your resume introduces you to hiring managers and recruiters. It is important to remember these points when creating your resume:

- Translate your resume into civilian terms. This is critical. Use someone from your network who is already working in a non-military job to review the language and help you translate.
- The purpose of a resume is to create a strong first impression by presenting your applicable skills.
- Update your resume for each position and company to which you apply. Target each position's needs when highlighting your skills and experience.
- Quantify your expertise in any technical or language skills by identifying your understanding as basic, intermediate, advanced or professional.
- Include volunteer experience, if relevant to the position.
- Couple your resume with a [cover letter](#) to further sell your skills. Tailor your cover letter to the position.

Bank of America



Bank of America Merrill Lynch U.S. Bank of America
America Lynch Trust Merrill Lynch