

WRITING A WINNING RESUME

ELEMENTS of the RESUME

Your resume should be viewed as your personal marketing tool, the sole purpose of which is to secure the interview.

A well-written resume gives you the opportunity to state your career goals and to describe skills and experience that support these goals. It should be a concise, purposeful, and organized summary of the experience you have as it relates to a particular position. Remember, none of the following concepts are written in stone. The whole idea is to promote yourself as the best person for the job!

HEADING

Place your name at the top of the page: highlighted by slightly larger typesize, bolding, and/or underlining, with permanent address, email address and telephone number to follow. Use the same heading for your resume, cover letter, and references in order to present a uniform package.

EDUCATION

Your education section should be clearly stated in reverse chronological order, with most recent degree first. Always spell out the name and type of degree, followed by your major title. If you haven't finished your degree yet, put "Anticipated," or "Expected May 2013."

EXPERIENCE

All entries in this section should highlight a capability or an accomplishment. Begin with and use action verbs in your job descriptions and make sure that verb tense (preferably past tense) is consistent throughout the resume. Note that for experience that is ongoing, you should use the present tense. Capitalization, punctuation, and date formats should all be consistent for every job description. See the "Resume Formats" for more details on this section.

RESUME FORMATS

Chronological The chronological resume is organized by job titles with the most recent position listed first. For job seekers with solid experience and a logical job history, the chronological resume is the most effective. Career changers and those who lack formal on-the-job experience (like new graduates) find this resume the most difficult to write. The employment section in a chronological resume must concisely emphasize your most important duties with an employer, skills used that apply to your career goals, awards or achievements, and specific benefits that you brought to the employer. Dates should be placed in the right-hand margin so that they are easy to follow. If you have gaps in your employment, state only the year(s) during which you were employed.

Functional The functional resume rearranges employment history into sections that highlight areas of skill and accomplishment. This type of resume might be thought of as a "problem solving" format. It gives you the opportunity to "make sense" of your work history and match up skills and accomplishments that might not be obvious to the employer. It is especially useful if you are a recent graduate, or have large gaps in your work history. The functional resume is especially useful when you are making a career change—either changing fields (from substance abuse to children and families) or changing occupation (from social worker to teacher.).

Combination The Combination resume is really a cross of the best from the Functional and Chronological resume styles. It offers the writer an opportunity to improvise in the development of the resume. The combination resume is best used when:

- You have some relevant work experience that is of short duration
- Your education is an important part of your overall skills presentation
- Your overall background reflects a range of unrelated skills
- Your work history reflects more time in other occupational areas

Because the combination resume allows you to use the best of the functional and chronological style resumes, it can reflect solid career development very easily. For many people, this format generally works best. It allows you to market all of your best points of your experience and abilities in the experience section and then back them up with your work history in reverse chronological order.

SPECIAL SKILLS

Depending what type of resume format you use, this section is not required. If you have special or transferable skills that you think should be highlighted, and that don't fit into any other category, then this is the place to put them. Some of these skills could include: computer proficiency, foreign languages, communication skills, team-building skills, and many others.

VOLUNTEER / COMMUNITY SERVICE

Present these activities in the same format as jobs -- give a heading that includes your title, name of organization, dates and location. If your position involved leadership, or significant responsibilities, they can be included in the Experience section of your resume.

PROFESSIONAL AFFILIATIONS, LICENSES, AND CERTIFICATIONS

Always include your licenses and certifications in your resume. It is also recommended that you join NASW now, as it will be a valuable networking resource for you as a professional, and you are eligible for the student rate.

REFERENCES

Have a separate sheet of references available for employers when they ask for them. Your reference page should be neat, with the same heading as your resume. It isn't necessary to include "references available upon request" on the bottom of your resume since it is understood that you will provide references, if asked.

FORMAT

Your resume should maintain an eye-pleasing balance; in other words, the entire sheet should not be filled with words. The utilization of white space is important in creating an attractive resume. Here are some things you should look for:

- First, hold your resume at arm's length and see how it looks;
- Is the page too busy with different styles of type, type sizes, lines, or boxes?
- Is the information spaced well and not crowded on the page?
- Is there too much "white space"?

DO

- Be direct, well-organized, and professional
- Communicate your strongest points first
- Leave a comfortable margin on all sides (usually .5 to 1 inch)
- Always try to fit your resume onto one page, no more than two. If you do go past one page, make it at least a page and a half or two full pages.
- Print on one side of the sheet only, using high-quality bond white or off-white paper (i.e. beige or ivory)
- Have several different people check your resume

DON'T

- Use personal data (birth date, marital status, health etc.)
- Use lengthy sentences and descriptions
- Refer to yourself as "I"
- List salary requirements / history
- Write "Resume of Qualifications" at the top or "References Available Upon Request" at the bottom
- Write reasons for leaving a job
- List any negative information

ACTIVE LANGUAGE VERBS

Accomplished	Achieved	Acted
Acquired	Adapted	Adopted
Adjusted	Administered	Advertised
Advised	Analyzed	Approved
Arbitrated	Arranged	Assembled
Assisted	Audited	Authorized
Balanced	Budgeted	Built
Calculated	Changed	Charted
Checked	Classified	Coached
Collected	Communicated	Compiled
Completed	Composed	Computed
Conceived	Conducted	Connected
Consolidated	Constructed	Conserved
Controlled	Coordinated	Counseled
Created	Defined	Delivered
Designed	Detected	Determined
Developed	Devised	Diagnosed
Directed	Discovered	Dispensed
Displayed	Distributed	Documented
Drafted	Edited	Educated
Eliminated	Enforced	Engineered
Enlarged	Established	Estimated
Evaluated	Examined	Expanded
Experimented	Extended	Facilitated
Financed	Forecasted	Formed
Formulated	Founded	Generated
Governed	Guided	Headed
Helped	Hired	Identified
Illustrated	Implemented	Improved
Improvised	Increased	Influenced
Informed	Initiated	Innovated
Inspected	Installed	Instituted
Instructed	Integrated	Interpreted
Interviewed	Invented	Inventoried
Investigated	Issued	Judged

Lectured	Led	Maintained
Managed	Manufactured	Marketed
Mediated	Mentored	Merchandised
Modeld	Obtained	Offered
Operated	Ordered	Organized
Originated	Performed	Persuaded
Planned	Presided	Prepared
Produced	Projected	Promoted
Provided	Publicized	Purchased
Realized	Received	Reconciled
Recommended	Recorded	Recruited
Rectified	Reduced	Referred
Regulated	Rehabilitated	Reorganized
Reported	Represented	Researched
Resolved	Resorted	Restructured
Reviewed	Revised	Routed
Scheduled	Screened	Secured
Selected	Served	Serviced
Shaped	Solved	Sorted
Structured	Summarized	Supervised
Supplied	Synthesized	Systematized
Tailored	Taught	Tested
Trained	Transcribed	Translated
Tutored	Unified	United
Upgraded	Utilized	Wrote

A Master's Degree level bilingual social work professional with expertise in geriatrics. Experience includes case management, assessment, community education, and referral to community resources. Experience as an interdisciplinary team member in numerous geriatric care settings.

EDUCATION

- 08/10 – 12/12 University of Houston, Houston, TX – **Master of Social Work**
Awarded AGIFT Fellow Scholarship
- 08/04-6/08 University of Puerto Rico, Rio Piedras, Puerto Rico – **Bachelor of Arts in Social Work**

PROFESSIONAL EXPERIENCE

- 07/11 – Present American Hospice Inc. Houston, TX
Medical Social Worker
- Admission coordination, discharge planning, community contracts and referrals
 - Provide community education about hospice care to families, patients, and staff
 - Grief and bereavement counseling, crisis intervention and family conferences
 - Social work member of interdisciplinary team
- 05/11 – Present University of Texas – Houston, School of Nursing – ARISE Houston, TX
Social Work Intern
- Provide geriatric care management
 - Handle referrals and contacts to resources in the community
 - Develop presentations on issues relating to geriatrics
- 05/10 – 08/10 Sheltering Arms Senior Services Houston, TX
Social Work Intern
- Provided Case Management services for seniors
 - Handled outreach to the Hispanic community and made home visits
 - Made referrals and contacts with other agencies and resources in the community
 - Performed assessments and facilitated accessibility of services
- 01/10 – 05/10 HOH – Housing Opportunities of Houston Houston, TX
Social Work Intern
- Performed outreach to the Hispanic community/made referrals to other programs
 - Processed financial aid applications for homebuyers & provided telephone support
 - Attended organizational meetings related to geriatrics on behalf of the agency
- 06/09 – 12/09 Brazos Valley Geriatric / Mariner
Social Services Coordinator
- Served as a mediator between the facility, residents, and family members
 - Participated in Interdisciplinary Team and care plan meetings
 - Completed social histories and assessed residents progress
 - Developed and coordinated family council
 - Performed in-service for staff members
 - Consulted with health care professionals and made referrals to community resources

AFFILIATIONS

National Association of Social Workers

JAMES NASH

A highly experienced licensed master's level social work professional with expertise in social services management and program development within the mental health arena. Bilingual in Spanish and English. 10+ years of committed work accomplishments within social service agencies. A frequently requested conference presenter, a publisher of numerous articles and an effective trainer.

Highlights of Skills

Program Development

- Implemented Family Resource Center project at DePelchin Children's Center
- Created Policy and Procedures for Family Resource Center's Home Care Program
- Co-authored and implemented county-wide respite needs survey for the Houston area
- Designed supportive counseling groups for persons with mental health needs
- Developed training curriculums for numerous programs serving those with mental illness
- Trained staff to implement programs

Management

- Supervised up to 15 professional and support staff within agency
- Served as Acting Department Director for department, in frequent absences of Director
- Nominated for Supervisor of the Year 2011 for the Graduate College of Social Work Field Internship program
- Developed and monitored a \$4 million program budget
- Maintained departmental statistical data for use in budget development and funding proposals

Direct Treatment

- Provided individual and family supportive counseling to adults with mental illness
- Facilitated supportive counseling groups in Spanish for families and clients
- Prepared social histories and conducted psychosocial assessments at various agencies
- Provided case management services to children and families with mental health problems
- Established community resource linkages for families and individuals in need

Professional Experience

Program Director	DePelchin Children's Center Houston, TX	2007 to present
Unit Director	DePelchin Children's Center Houston, TX	2004-2005
Social Worker	DePelchin Children's Center Houston, TX	2001-2004
Supervisor	Family Service Center Houston, TX	2000-2001
Consultant	InterCare Houston, TX	2000-2001
Caseworker	MHMRA of Jefferson County Birmingham, AL	1991-2000

Education

Master of Social Work, University of Houston, Graduate College of Social Work, Houston TX, 2000
Bachelor of Arts, University of Alabama, Birmingham, Alabama, 1995

Combination

KENDALL ANDREWS

12345 Brooksville Ave.
Austin, TX 78704

(512) 555-3465
kandrews@mail.utexas.edu

CAPABILITIES

- Knowledge of various treatment approaches, including play therapy, brief therapy and solution-focused therapy
- Experience working with diverse populations; including conversational Spanish, both verbal and written
- Expertise in identifying group dynamics, and facilitating psycho-educational groups
- Strong crisis intervention skills
- Proven experience conducting detailed assessments of clients for drug and alcohol related issues

EXPERIENCE HIGHLIGHTS

Workers Assistance Program, Austin, Texas

MSSW Intern

1/11 – 5/11

- Counseled individuals, couples, and adolescents using brief therapy in an Employee Assistance Program
- Case-managed procedural referrals and alcohol/drug cases
- Was responsible for counseling clients upon intake, screening and assessment

Salvation Army, Austin, Texas

MSSW Intern

9/08 – 5/10

- Performed intake casework, case-management, and assisted with employment programs for clients
- Collected baseline research data; published outcome effectiveness assessment report
- Facilitated a Life Skills group for clients facing homelessness, mental health issues and substance abuse

Motorola, Austin, Texas

Principal Staff Member

7/96 – 7/08

- Interfaced with customers to solve problems and support applications
- Collaborated within a team environment while supervising over 30 employees

EDUCATION

The University of Texas at Austin

Master of Science in Social Work, Concentration: Clinical Social Work

Anticipated 5/2011

The University of Texas at Austin,

Bachelor of Arts in Psychology

2004

COMMUNITY SERVICE

Texas Department of Protective and Regulatory Services – Runaway Hot Line

9/06 – present

Johnston High School, Tutor

9/08 – 5/09

Alternative Learning Center, Tutor

9/06 – 9/08

Christmas Bureau, Volunteer

2000 – 2010

AFFILIATIONS, CERTIFICATIONS, AND HONORS

Certified Cognitive Behavioral Therapist (CCBT)

Member, National Association of Social Workers

Chosen “2007 Volunteer of the Year,” Texas Department of Protective and Regulatory Services

Susie Smith

406 Any Road, Sometown, TX 76522

(xxx) xxx-xxxx

SusieSmith@somemail.com

Combination/Target

Areas of Specialty

- Gerontology/ Dementia
- Sexual Abuse
- Family Systems

Education

Master of Social Work

May, 2008

Baylor University, Waco, Texas

Bachelor of Social Work

August, 2005 - May, 2007

Tarleton State University, Killeen, Texas

Relevant Experience

Central Texas Senior Ministries, Waco, Texas

August, 2007 - Present

MSW Intern, Dementia Care Provider

- Provide intervention and referral services to homebound older adults and caregivers
- Perform psychosocial assessments, case management, community development and research
- Provide supervision to undergraduate intern
- Organize a resource fair for the community of East Waco

Family Life Chaplain Training Center, Fort Hood, Texas

August, 2006-May, 2007

BSW Intern

- Provided therapeutic interventions, through co-counseling, to Army soldiers and families
- Facilitated parenting and marriage skills classes

Work Experience

University of Colorado at Colorado Springs

September, 2004-May, 2005

Bookstore Accounting Student Assistant

- Aided with auditing procedures of accounting department
- Facilitated receipt of credits due to department

Armed Forces Bank

March, 2003-December, 2003

Bank Teller

- Provided assistance to customers opening/closing accounts and other transactions

United States Army

November, 1998-September, 2001

Medical Supply Specialist

- Developed a plan to more effectively track monthly financial transactions for soldiers
- Solved problematic financial issues
- Maintained dental supply room for Fort Knox Dental Clinic

Community Service Activities

- President of the Student Association of Social Work, 2006-2007
- Rape Crisis Counselor for the Advocacy and Support Center, Elizabethtown, Kentucky

Affiliation

- National Association of Social Workers
- Hartford Practicum Partnering Program