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THE UNIVERSITY OF ARKANSAS AT MONTICELLO

MONTICELLO · CROSSETT · MCGEHEE

Résumé Writing

Office of Career Services

University of Arkansas

Monticello * Crossett * McGehee

Résumé Writing

What is a Résumé?

A résumé is a brief highlight of your work or volunteer experiences, educational background, and skills. It summarizes your qualifications and experiences as they relate to the type of job you are seeking. Your goal is to market yourself effectively on paper to a specific audience – ***your reader!*** It should be constructed to gain attention, stir interest, and generate **an interview** so that you can present your strengths in person. Keep in mind that there is no one way to write a résumé – only guidelines.

How is a Résumé Used?

A résumé is most often used when applying for employment. It can also be used to apply for a co-op or internship, a summer position, graduate or professional school, or leadership positions in particular organizations.

What is the Difference Between a Résumé, a Curriculum Vitae, & a Portfolio?

A ***résumé*** is simply a ***summary*** of an individual's educational, personal, and work experiences as they relate to careers in a particular area and is typically one or two pages in length.

C***urriculum vitae*** are ***comprehensive*** biographical statements usually three or more pages in length. These are frequently used in the field of higher education and concentrate on academic pursuits, research, service, teaching or presentation experiences, and professional development.

A ***portfolio*** is an ***organized collection*** of relevant documents and pieces such as artwork, lesson plans, creative writing, scientific research, or music demos that showcases your talents, most relevant skills, and charts your professional growth.

What are the Different Kinds of Résumé Formats?

Chronological

A chronological résumé ***emphasizes your experience or work history around dates***. Jobs or other volunteer experiences are listed in reverse chronological order with a primary focus on recent work or activity accomplishments or specific job titles. A chronological résumé ***highlights career progression and growth through job titles or the names of employers***.

You should consider using a chronological résumé when your work, education, or volunteer experience is strong and relevant to your objective, when previous job titles or company names sound impressive, when your job history shows growth and development of your career potential, or to emphasize your specific accomplishments. The disadvantages of this format are that non-impressive job titles and changes in career path are clearly visible.

Functional or Skills-Based

A functional or skills-based résumé ***organizes information around functional headings that highlight demonstrated skills and abilities***. It emphasizes your major areas of accomplishment in ways that best support your job objective and is ***not bound by dates***. You may draw on all sources of experience such as employment, volunteer work, college activities, and coursework to describe your skills.

You should consider using a functional or skills-based résumé when job titles and work history are not relevant and you wish to de-emphasize them in order to draw attention to your transferable skills. It is also effective if you have little work experience.

Combination

The combination résumé **includes aspects of both the chronological and functional formats**. Work history and skills or accomplishments are emphasized equally. This format allows you to include sections highlighting both prior work or volunteer experiences and your job-related skills.

Résumé Do's & Don'ts

Your Résumé May Take You Hours to Prepare.

Writing an effective résumé is an investment that takes dedicated effort and time. Consider your résumé a marketing document. If you have someone else compose your résumé for you, then you will not know it by heart. When you attend your interview, you will not be able to talk about it as well. Create and study your résumé. **No one knows you better than you!**

Be Prepared to Write & Rewrite.

Have your résumé critiqued by a variety of readers multiple times until all corrections are made and all of the information you want to present to the potential employer has been included in the proper category. Professors (especially of English) typically know more about proper grammar, often will identify the most professional way to state your information, and assist you to use the best adjectives to describe your skills. They are also the best critiques of commonly misused words such as: they're, their, and there. Likewise, career counselors usually can assist you best with knowledge of the latest trends in résumé styles. It is also wise to have a trusted colleague or mentor give you additional insight or perspective.

A One–Page Résumé is a Must.

Employers expect your résumé to be concise. It is **not** intended to be an exhaustive list. Use two pages only if absolutely necessary. You do **not** have to list on your résumé **every** job or volunteer position you have held or all your memberships in organizations or clubs. You should **only** use the positions and activities that demonstrate relevant experience to the position for which you are applying. You can **always** include any leadership positions that you have held in significant co-op experiences or professional summer or part-time jobs, internships, or extracurricular activities. Utilize current terminology for the industry, business, or field of expertise to which you are applying, but do **not** use slang terms or unexplained acronyms.

Custom Design Your Résumé for Each Position.

You should change your objective for each position for which you apply so that it reflects uniquely how you can best serve the employer in that position. If necessary, change the body of the résumé so that it best supports your objective. You want the potential employer to hire you because they need what you have to offer. You must reflect this in your résumé by clearly stating your objective and any experiences that emphasize your abilities relative to that position. Each experience will add to your abilities and skills so your résumé will change and grow as your career does. Keep your résumé up-to-date.

Catch Your Reader's Eye.

Most readers will spend *less than 10 seconds* on initial scan of your résumé. Readers prefer statements that begin with bullets or indentions to guide their eyes quickly to the main points. You can choose to use all CAPITAL LETTERS, **bold**, *italics*, or underlining to highlight key areas of your résumé, but be consistent. Do *not* use more than two fonts. It can make your résumé look cluttered or difficult to read. Organize the body of your résumé in a way that is appealing to the eye and easy to follow. Historically, **10 – 12 point Times New Roman** was recommended for a résumé, however other fonts are now more prevalent such as **Georgia**, **Arial**, and **Calibri**, among others. *Font size is really important.* If the reader has difficulty reading your résumé, it will be discarded. Likewise, the use of color or graphic designs was not recommended, yet now it is common to use **font colors** to draw the reader's attention to your résumé. Moreover, one-column résumés are as universally accepted as two-column résumés. Accent lines and page borders are also colorful if they harmonize with the font color, but use *sparingly*.

Do Not Present Important Information in Tables, Headers, or Footers.

Many employers who employ a large staff utilize applicant tracking systems (ATS) to scan the multitude of résumés they receive for pertinent information related to the available position. Often these software applications are unable to recognize information in tables, headers, and footers. You may have the best qualifications for the position, but *if the ATS cannot read it, your résumé could be discarded*.

Emphasize Your Positives.

Your résumé is the first impression most employers will have of you. Be results-oriented and highlight specific accomplishments you have made in the positions you have held. Do *not* simply list what you did or compile a list of ordinary duties expected of the positions you have held. Express your impact in your current position. State how your skills and education successfully contributed to the needs of your former employers. Quantify your statements by using numbers, statistics, and percentages.

Use Action-Oriented Verbs.

To assist the potential employer to identify transferable skills that you offer, use action-oriented verbs instead of passive verbs. Maintain the verb tense throughout your résumé. Use present tense for current events and past tense for previous ones.

Examples Good Action-Oriented Verbs: Created, delegated, supervising, developing, serve, organize
Example Good Past Tense Action-Oriented Sentence: My department oversaw the delivery of produce to the grocery store.

Examples Passive Verbs: was, were, had, have, are, am, being, been
Example Sentence with Passive Verbs: Delivery of produce to the grocery store was overseen by my department.

Do Not Include Certain Personal Data on a Résumé.

Personal Data	Personal Data	Personal Data	Personal Data
Age	Marital status	High school	Blog
Birthdate	Medical information	Religion	Facebook
Birthplace	Sexual orientation	Height	Instagram
Ethnicity	Social security number	Weight	Pinterest
Race	Alien registration number	Gender	Twitter

Do *not* include high school information unless it is requested by the potential employer or you are applying for an internship and it is specifically relevant to the position you want. Likewise, do *not* indicate your religious affiliation unless it is relevant to the position for which you are applying, such as a chaplain.

Be aware that if you choose to list the dates on your résumé of employment or the year when you achieved an educational certificate or degree, it will reflect your age. For instance, an employer recognizes that an applicant with 15 years of professional work experience or a degree from UAM earned 15 years ago cannot possibly be 18 – 30 years old.

Historically, a photograph was not to be included with one's résumé. It is more common now to include a professional, profile photograph as an image within the résumé, typically to the left or right of your **Identifying Information / Heading**. Likewise, you can choose to include a hyperlink to your personal LinkedIn profile if you submit your cover letter, résumé, and reference page as attachments in an email. Do *not* include unprofessional web addresses (URLs) in your résumé. This includes opinionated blogs or your personal Facebook page or Instagram account. If you maintain a business Facebook page or company website for your current employer, you can choose to include it in your résumé to emphasize your computer and communication skills.

Résumé Appearance

When sending an *electronic* résumé by email, consider the following:

- Usually sent as an attachment with a cover letter (and the reference page also if you prefer)
- Ensure the attached documents are sent to the appropriate email address
- The email should include:
    - Your full name
    - Brief introduction stating the position name or number
    - State clearly that your résumé and cover letter (and reference page) are attached
- The subject line of the email should include:
    - Your full name
    - Position name or number
    - Ensure the employer has not requested additional or different information
- Use light colored background and simple designs
    - Usually white, ivory, or beige background
    - You can choose to add a watermark or simple graphic designs
        - Ensure that it makes the document appear more professional
        - Ensure that it does not distract the potential employer from your objective and the information presented in the body of your résumé
    - Ensure your résumé is legible if printed in grayscale or from a black and white printer – ***Remember your résumé will be discarded if it is not easy to read***
- Use the same template or style for your cover letter, résumé, and reference page
    - *Example*: if you choose a beige background with green accent lines for your cover letter, be ***consistent*** and use the same style for your résumé and reference page
- Maintain reasonable margins
    - Usually 1-inch margin top, bottom, left, and right
    - Be consistent
        - Use the ***same*** margins for your cover letter, résumé, and reference page
        - If one of your documents is shorter in length than the others, it is fine
            - Keep the top, left, and right margins equal

When sending a *paper* résumé by postal mail, consider the following:

- Usually sent in a large manila envelope with a cover letter (and reference page also if you prefer)
    - ***Do not fold*** your cover letter, résumé, or reference page to fit it into a standard envelope
    - ***Write clearly*** or print a mailing label for the mailing address of the potential employer
        - To ensure full consideration of a position that would otherwise limit your consideration, such as remote or virtual positions or positions that require relocation, you can choose not to include your return address
    - ***Use exact postage*** for the stamp – Do not use $1.50 if mailing only requires $1.44
- ***Always*** send a cover letter with your résumé
    - Place the cover letter on ***top*** of your résumé
- ***Do not staple*** the cover letter and résumé together
    - If you must combine or separate your pages, use ***plain*** paperclips (not binder clips)
- Use light colored copy paper that is specifically labeled as ***résumé*** paper
    - Usually white, ivory, or beige
    - Some are watermarked
    - Ensure that your printed résumé will copy plainly without appearing gray or illegible – ***Remember your résumé will be discarded if it is not easy to read***
- Use the same style paper for your cover letter, résumé, and reference page
    - *Example*: if you choose ivory résumé paper for your cover letter, be ***consistent*** and use the same ivory résumé paper for your cover letter, résumé, and reference page
- If you choose to use simple designs such as page borders or accent lines, do so ***sparingly***
    - It should impress the potential employer
    - It should ***not distract*** the potential employer from your objective and the information presented in the body of your résumé
        - *Example*: if you are applying for a position as a graphic designer, you can use your résumé to demonstrate your proficiency of design by utilizing vibrant graphics ***consistently*** throughout your cover letter, résumé, and reference page
        - *Example*: if you are applying for a position as a paramedic, you can use a ***simple*** dividing line between the **Identifying Information / Heading** and **Objective** sections of your résumé
- Maintain reasonable margins
    - Usually 1-inch margin top, bottom, left, and right
    - Be consistent
        - Use the ***same*** margins for your cover letter, résumé, and reference page
        - If one of your documents is shorter in length than the others, it is fine
            - Keep the top, left, and right margins equal

Sample Envelope:

My Name	POSTAGE
My Address	STAMP
Name of Employer	
Address of Employer	

Résumé Content

Identifying Information / Heading:

- Include the following information at the *top* of your résumé
    - Full name (May put nickname or preferred name in parenthesis if you wish)
    - Complete address
        - Include physical/street and mailing addresses
            - *Example*: live in the dorms and receive mail at the post office
              Blossom White
              1514 Scogin Drive - Harris Hall, Room 213
              P.O. Box 3466
              Monticello, AR 71656
        - Include permanent and present addresses
            - *Example*: live in the dorms during semesters, but return home during interim periods and summer vacation

Weevil Green	Weevil Green
514 University Drive, Rm 128	3350 Aggie Road
Monticello, AR 71656	Jonesboro, AR 72401
    - Telephone number
        - Differentiate which type of phone
        - ***List the best contact first where you can be reached quickly***
        - *Example*: Work 870-460-1453, Home or Mobile 870-460-1481
    - Email address
        - ***List the best email address where you can be reached quickly***
        - Do ***not*** use personal email addresses that make you appear unprofessional
            - *Example*: Good address – collinsk@uamont.edu
            - *Example*: Poor address – catchabigfishin17@fakemail.net
            - Consider creating a short-term dedicated email for your job search
    - Personal website ***only*** if appropriate and professional
    - LinkedIn profile address

Objective:
(May also be called job target, job objective, professional objective, or career objective)

- Sets the tone for your résumé
- Indicates the type of work you are seeking
- Tells employers how you might fit into their organizations
- Forces you to focus on your primary area of interest
- Unifies the content of your résumé
    - Essentially your objective says "this is ***what I want*** to do"
    - The rest of the résumé says "this is ***why I am qualified*** to do it"
    - The body of the résumé should ***always*** support your objective
- Includes any combination of the following types of information:
    - The level of position, job title, industry area
        - *Examples*: entry level, sales trainee, social worker, computer programmer, financial industry, educational arena, graduate assistant
    - Type of organization or environment that interests you
        - *Examples*: forward-moving, competitive, growing, stable
    - Special interest area within the organization or world of work
        - *Examples*: marketing or purchasing department, national news, event coordination

- Description of job activities you wish to perform or skills you wish to gain
    - *Example*: you know how to administer intramuscular injections so you want to gain the experience of administering vaccinations at a community free flu clinic
    - *Example*: you have experience filing electronic records so you want to gain knowledge filing a specific type of document – health, financial, insurance, or academic
- Interests, knowledge, or skills you wish to contribute to the organization
    - *Examples*: administrative, data management, organizational, and communication
- Long and short term goals
    - *Example*: Long term – earn the Master of Science in Forest Resources
    - *Example*: Short term – complete a summer internship researching the effects of certain insects on specific tree species in southeastern Arkansas

Examples of Objectives

- ➢ An entry-level position in human resources management with particular interest in wage and salary administration
- ➢ A mid-level position in a cutting-edge technological company applying my knowledge of software development and modification using Windows-based products
- ➢ A consulting position in the financial industry utilizing my strong analytical and communication skills with the opportunity for advancement in financial services management

Qualifications / Summary:
- Sums up in 4 – 6 statements the main points you want employers to **remember** about you
- Most beneficial if you have several years of professional experience or graduate assistantships
- Effectively summaries what you present in your cover letter

Examples of Qualifications / Summary

- ➢ 4 years combined experience including 2 years of adjunct instruction at the collegiate level, 1 year of research for a major ecology laboratory, and 1 year graduate assistantship
- ➢ Educational credentials including a Master of Arts in Teaching and a Bachelor of Arts in History
- ➢ Demonstrated skills in giving oral presentations, producing written reports, providing quality customer service, and using a variety of technical equipment and computer programs
- ➢ Have strong work ethic, high levels of initiative, critical thinking skills, and problem solving skills

Educational Experience:
- List each educational experience in reverse chronological order
    - List present or most recent first
- This section includes the following information:
    - Names and locations of school or programs
    - Dates of attendance or graduation date
    - Degrees, certificates, or licenses
    - Major, minor, and associated specializations
    - Grade point average (if your GPA is 3.0 or above)
    - Awards, honors, and scholarships (consider a separate section if multiple entries)
    - Study abroad experiences (consider a separate section if multiple entries)

Example of Education

Master of Education, May 2017
Major: Elementary Education, Content Track
University of Arkansas at Monticello, Monticello, AR
Overall GPA: 3.5
Study abroad Spanish language immersion course in San Pedro Sula, Cortes, Honduras, July 2016

Bachelor of Arts, May 2014
Major: K – 6 Elementary Education
Minor: Health and Physical Education
University of Arkansas at Monticello, Monticello, AR
Major GPA: 3.4 Overall GPA: 3.2
Dean's List, President's List, National Dean's List

Related Coursework:
- *Optional* and can be included in the **Education** section of your résumé
- Mainly used when you lack related experience
- Allows you to demonstrate relevant academic training and knowledge
- Lists the titles of specific courses you have completed

Example of Related Coursework

EDUC 2013 K-6 Planning, Curriculum, and Programming
EDUC 3573 Classroom Management
PE 2272 First Aid & CPR
PE 2703 Theory and Principles of Physical Education and Coaching
SPAN 3503 Conversational Spanish I

Work & Volunteer Experience:
- List each experience in reverse chronological order
  - List present or most recent first
- Include all types of experience (if relevant) including the following:
  - Full-time, part-time, and summer jobs
  - Military and volunteer services
  - Paid, unpaid, and cooperative education internships
  - Self-employment
  - Research projects
  - Activities that developed skills directly related to the position you seek
- Include specific information about each type of experience you provide:
  - Your title
  - Name of your Employer or Immediate Supervisor
  - City/State of the employer or supervisor
  - Dates of employment or volunteer service
- Major accomplishments and contributions you made
- Bulleted listing of active descriptions of your responsibilities
- Can divide **Experience** into two sections
  - **Related Experience**
    - Specifically relates to the position you are applying
      - *Example*: Army MOS 92G food service specialist seeks job as a restaurant sous chef, an agricultural and food science technician, or hospitality services instructor

- o **Other Experience**
    - ▪ Stable work history or notable service but not directly related to the job you want
        - • *Example:* Army MOS 92G food service specialist seeks job as a heavy equipment operator, electromechanical technician, or forester
- • Be *consistent* throughout your résumé
    - o You can choose to list your job title or your employer name first
        - ▪ Use the option that sounds more impressive
    - o You can choose to use punctuation at the end of your statements or not

Example: Poor Experience – (Notice this is the **same** information used for *Example: Good Experience*)

Waitress at local restaurant on weekends and last summer.
-Wait tables to make tips.
After class sandwich shack on campus
-checkout food.
2 semesters, Agriculture Internship.
-help with soil & Type up paper for UACES
Summer waitress again

Example: Good Experience – (Notice this is the **same** information used for *Example: Poor Experience*)

School of Agriculture, University of Arkansas at Monticello, Monticello, Arkansas
Intern, Cooperative Education Internship
August 2016 – May 2017
- • Collected soil samples to determine harmful impacts of environmental changes on the soil
- • Tested soil samples for non-native soil types, pollution, and depletion of minerals
- • Documented data and prepared a written report of my findings for the University of Arkansas Division of Agriculture Cooperative Extension Service

Tiny Thai Place, Monticello, Arkansas
Waitress, Part-time
June 2016 – July 2016 and October 2014 – August 2015
- • Used good communication skills and politeness when speaking with customers
- • Received orders and served the customers their respective dishes in a timely manner
- • Removed the empty plates and silverware after the customers finished eating

The Sandwich Shack, University of Arkansas at Monticello, Monticello, Arkansas
Cashier, Part-time
August 2015 – May 2016
- • Received and processed payments by cash, check, credit cards, vouchers, and automatic debits
- • Issued receipts, refunds, credits, and change due to customers
- • Counted money in the cash drawer at the beginning and end of shifts to ensure the balance is correct

Honors, Awards, Activities, Research, & Professional Affiliations:
- • Activities that demonstrate job-related skills
- • Activities that demonstrate leadership or membership in career-related organizations
- • Bulleted listing of significant honors, activities, research, and professional affiliations
- • Scholarships may or may not be relevant depending on their selection criteria

Examples of Honors, Awards, Activities, Research, and Professional Affiliations

Alpha Chi, National College Honor Society, President
August 2016 – May 2017
- Recipient of the 2017 H.Y. Benedict Fellowship
- Recipient of the 2017 Student Collaborative Research Prize at the National Convention in Louisville, Kentucky

Chi Iota Sigma, School of Computer Information Systems Student Organization, Treasure
May 2015 – May 2016
- Provided financial report of expenditures and available club funds at meetings
- Monitored financial records of club

Delta Zeta Epsilon, Foreign Language Honors Society, Member
August 2014 – Present
- Taught English to native Spanish-speakers for Project Helping Others Pursue Excellence (HOPE)
- Served as planning committee chairman for the annual Heifer International – Pass on the Gift fundraiser

Skills:
- As technology skills become increasingly valuable to employers you can choose to have a separate section to list **Computer Skills**
  - Most beneficial if you have multiple skills to list
  - Be specific
    - List product names and version numbers if possible
    - List skills in subcategories
      - *Examples*: programming languages, hardware, software, operating systems, databases, peripherals
  - Indicate your level of expertise
    - *Examples*: working knowledge of computer hardware and proficient in Office 2016
- If you have *minimal* computer skills, you can choose to include these in the **Experience** section
- If you speak multiple languages, you can choose to list the foreign language as one of your skills
  - Indicate your proficiency level of writing, reading, and oral communication
    - *Examples*: Reading knowledge of French, Some proficiency with Japanese, and Fluency in Spanish

Additional:
- ***Optional***
- Use to reflect your uniqueness, perseverance, commitment, group involvement, and strong interpersonal and time management skills
- Consider its relevance to your **Objective** and the desired position you want
- Can include interests, hobbies, or volunteer experiences

Example of Additional

University of Arkansas at Monticello Women's Rodeo Team, Monticello, Arkansas, Participant
August 2013 – May 2017
- Winner of the 2016 National Intercollegiate Rodeo Association's (NIRA) Ozark Region
- Event committee member of the 11th Annual Boll Weevil Stampede

References:
- You can choose to indicate that your references are available upon request
  - List them on a separate page and submit it at the employer's request
    - If you choose Arial 11-point font, be ***consistent*** and use it throughout your cover letter, résumé, and reference page
    - If you choose to print your cover letter and résumé instead of uploading them as email attachments to your potential employer, when your references are requested you should use the ***same*** type of paper to print your reference page for mailing
- You can choose to include your reference page directly with your cover letter and résumé
- Include the following information:
  - ***Complete name***
    - Include professional title or salutation (Dr. Mr. Ms. Mrs.)
      - *Examples:*
        - First Lieutenant, Weevil Green, USMC, RN, BSN
        - Mrs. Blossom White, MEd
    - Do ***not*** use Dr. and PhD. to address the same person
      - *Examples*:
        - ***Incorrect*** – Dr. Weevil Green, Jr., PhD.
        - ***Correct*** – Weevil Green, Jr., PhD. *or* Dr. Weevil Green, Jr.
  - ***Job title***
    - Be specific about what position the reference holds
      - *Examples*: Administrative Services Manager, Associate Professor, Chief Financial Officer, Executive Director, Human Resources Specialist, Instrumentation Instructor, Lieutenant Colonel, Reference Librarian, Shift Supervisor, or Testing Center Coordinator
  - ***Name of the organization/company where they work***
    - Be specific about the reference's place in the organizational/corporate hierarchy
      - *Examples for the University*:
        - University of Arkansas at Monticello, Division of Music
        - University of Arkansas at Monticello College of Technology Crossett, Electromechanical Technology Department
        - University of Arkansas at Monticello College of Technology McGehee, Public Safety Office
      - *Additional Examples*:
        - Save-A-Lot, Store 24253, Monticello, Arkansas, Stockroom
          - Identifies which store by number, town, and department
        - Rotary Club of Crossett
          - Identifies which Rotary International club by town
    - State how you know them if not specifically work-related
      - *Example*: Mr. John Smith, Babe Ruth Baseball Coach
        *(Good **character** reference for a position related to physical education)*
  - ***Mailing address – Provide at the reference's discretion***
    - Work address if reference is work-related
    - Home address is reference is ***not*** work-related
  - ***Email address – Provide at the reference's discretion***
    - You can ask the reference whether a work or personal email is preferred
    - If no preference, use the work email if the reference is work-related
  - ***Phone number – Provide at the reference's discretion***
    - Ask the reference for the preferred number and best time to contact
    - Specify what type of phone number
      - *Example*: Work (870) 460 – 1481, preference 1pm – 4pm Monday – Friday

- There are several steps to making the *most* of your references:
  - ***Choose References***
    - Essential part of the job search process
    - Can ***significantly*** affect your success in securing the position you want
    - Brainstorm a list of people who can speak highly of your past work performance
      - job, class work, or research related
    - Ideally, your references should be people who were in a position to supervise you or rate your performance
      - *Examples*: previous commander, manager, or professor
    - In some cases, a colleague can also provide a strong reference of your work performance, particularly if you worked on a team project together
    - Choose references who know you and your work performance very well
    - Character (*not* work-related) references should be used only if you do not have a work-related reference you could use or the employer requests this information
    - You should provide a minimum of 3, but no more than 5 references
  - ***Ask References***
    - Contact by phone or email those you select to serve as your references
      - ***Always ask first for permission to use them as a reference***
      - Ask if they will speak highly of your work performance and potential
      - Inform them which position you are applying for and offer documentation
      - Inform them if they need to write or email a reference letter on your behalf
        - Provide the following information:
          - Mailing or email address where the letter should be sent
          - Name and title of the employer
            - ***To Whom It May Concern*** is also acceptable, but when you request the letter be directly addressed to the person responsible for hiring, it shows the reference that you have researched the job and are seriously seeking the position
          - Deadline if the letter must be received by a certain date
    - ***Never provide anyone's contact information to a potential employer as a reference without first receiving permission from that person***
  - ***Gather Contact Information***
    - Request the ***proper spelling*** of their contact information ***in print*** (business card or email signature)
      - Full name
      - Professional title or salutation
      - Company name
      - Official job title
      - Address
      - Phone Number
      - Email
        - Remember to ask which contact method is most convenient to each reference in regards to phone and email
  - ***Prepare References***
    - Provide each reference with a copy of your résumé
      - Helps your references speak intelligently about your unique strengths, experiences, and skills to the potential employer
    - State clearly to each reference your goals and the type of position you are seeking
    - Request they emphasize specific skills or experiences you have related to the job

- Provides you the opportunity to have each reference call attention to a different strength that you want the potential employer to notice or all of them so your references echo one another
  - ○ ***Keep References Informed***
    - ▪ Notify your references if you are declined for a position
    - ▪ Inform them about each new position for which you apply
    - ▪ Alert them to any differences between the positions
      - Academic requirements, related job skills, and how it reflects your goals
  - ○ ***Thank References***
    - ▪ Notify each reference in person or by phone or email when you accept a position
    - ▪ Send a Thank You note by mail in appreciation of each reference's support of you

Library Services

For additional information and access to résumé writing tips, utilize the Fred J. Taylor Library and Technology Center's online resource, ***Learning Express***. This database can be accessed by following the steps here:

1. Start on the UAM Homepage: http://www.uamont.edu/
2. Select ACADEMICS
3. Select Library
4. Select A – Z Databases List
5. Select ***Learning Express***
6. Select Career Center
7. Select Guidance
8. Select Get Hired
9. Select Great Résumés and Great Cover Letter Tutorials

If you need assistance, please contact the academic reference librarian at (870) 460 – 1080 during regular business hours or send an email to askalibrarian@uamont.edu. The librarian will respond to your request within 24 hours, Monday – Friday. When prompted to login, enter your last name, a comma, a space, and your first name. Then, use your 9-digit UAM identification number with the additional digit (1 or 2) displayed on your ID card (located to the left or right of your ID number) as your password. If you are a student of the University of Arkansas System *e*Versity, the digit to use behind your identification number is zero (0). *Example*: **Green, Weevil 0000000002** This resource of the Arkansas State Library requires *free* registration to access the training tutorials. It is encouraged that you use your student email and password to register. Your institution is UNIV OF ARKANSAS MONTICELLO.

Career Services

The Career Services page at http://www.uamont.edu/pages/student-affairs/career-services/ has multiple resources available to you including a list of upcoming career events and access to the **Big Interview** and the ***Occupational Outlook Handbook***. You can also establish a credential file by completing the **Career Services Registration Data Sheet**.

Credential files are one of many services provided by the University of Arkansas at Monticello Office of Counseling, Testing, and Career Services. This service allows you to keep copies of your reference or supervisor forms, transcripts, and documentation of certifications, licensure, or test results all in one place and mail the specific documents that you request to potential employers on your behalf.

Writing Center

The Arts and Humanities page at http://www.uamont.edu/pages/school-of-arts-humanities/writing-resources/ features a section entitled ***Professional Writing and Résumés***. Here you have access to this pamphlet online; sample résumés, cover letters, and reference pages; and professional career advice from chief marketing websites.

For More Information about Career Services

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