



Hi, my name is Joan Kang and I am a Senior Career Services Advisor at Santa Monica College in the Career Services Center and this presentation is focused on resume writing for those wanting to go into the healthcare field. The information presented can be used when applying to jobs, internships, scholarship programs, research and volunteer opportunities.



OUTLINE OF TOPICS

WHAT WILL BE DISCUSSED

- Why a Resume?
- What Does Your Resume Say About You?
- When Do You Need a Resume?
- What Do You Need to Create a Resume?
- How to Make Your Resume Relevant?
- What are General Layout and Formatting Guidelines?
- Where Do You Go for Additional Help?

For our presentation today, here's what I will be discussing:

- Why a Resume?
- What Does Your Resume Say About You?
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WHY A RESUME?

- Marketing tool
- To obtain an interview
- Requirement of many organizations

So why do people need a resume? A resume is a marketing tool and not your professional biography. It is used to sell yourself to a potential employer or program so that you can obtain an interview. An effective resume will show how your qualifications match what an employer/program is looking for in an ideal candidate. Therefore, it is important that your resume be targeted to what you are applying to. That means each resume you send out should also be different. You will learn more about how to target your resume later in this video.



But first, do you know what is the average amount of time an employer/recruiter takes to review an applicant's resume?

Employers only spend about six seconds reading a resume. If you are lucky, even longer.

The good news is that there is no one "right" way or "magic" way to write a resume. However, there are some best practices and standards. Your job with your resume is to grab the viewer's attention very quickly.

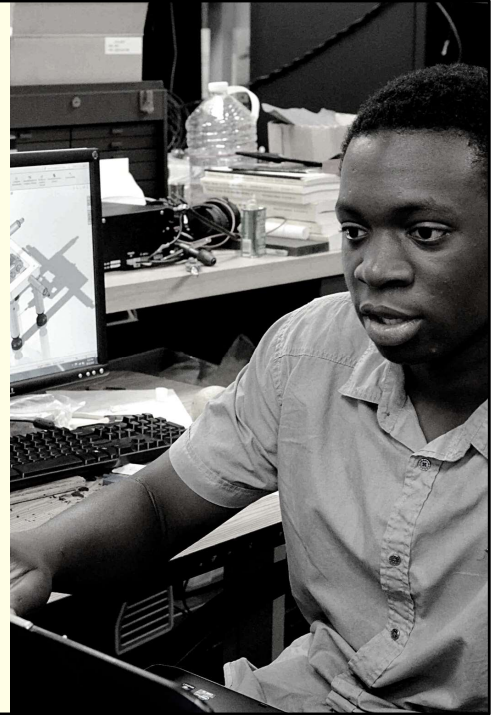
WHAT DOES YOUR RESUME SAY?

RESUME

- Neat
- Well-organized
- Error-free
- Professional Appearance

YOU

- Neat
- Well-organized
- Attention to detail
- Careful and Competent

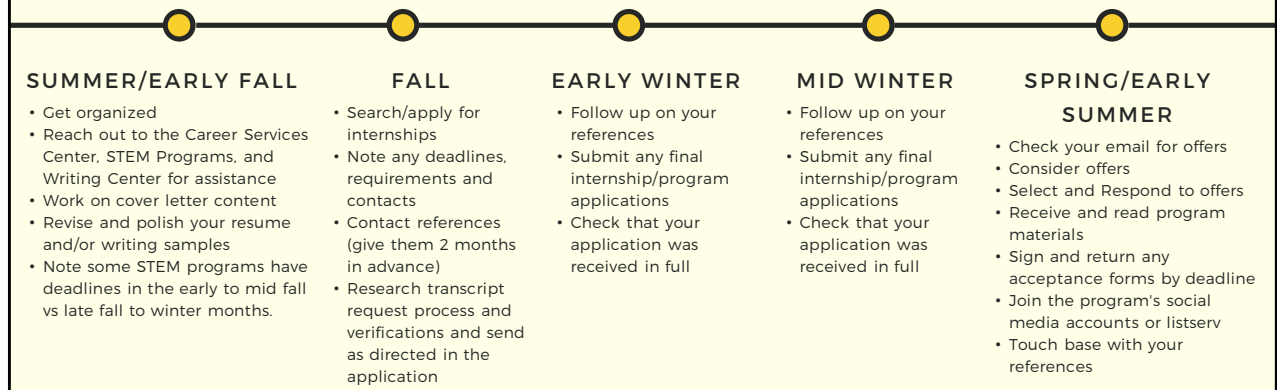


And, although there is no right way to write a resume, a resume can say a lot about an applicant. Did you know that a resume can provide hidden messages to employers? A resume can tell a lot more than the list of jobs you have had in the past. It can tell an employer what kind of applicant you really are, and on this slide, these are just a handful of examples of hidden messages your resume may or may not already contain.

For example, a neat, well-organized and error free resume that is targeted directly to the job/program posting and has been proofread carefully to catch any mistakes, shows that you are attentive to detail, understand grammar and spelling and competent for the job. Well-formatted resumes that flow naturally and share information that is relevant to the job description/program speaks volumes about your ability to think and organize tasks. When an employer is looking for the ideal candidate, these details matter.

SUMMER INTERNSHIP RECRUITMENT TIMELINE

YEAR PROJECTION



Before we proceed to all things resumes, I wanted to take a moment to highlight a typical summer internship recruitment timeline for STEM students.

For those of you looking to apply for an internship or research opportunity, these are great ways for you to build your experience while confirming your career interest. However, it is important to know that many academic programs, companies and organizations, host these types of experiences primarily during the summer and although you might be working in the summer, they usually post their opportunities in the fall and have applications due as early as late fall/early winter. Therefore, if you are interested in gaining experience during the summer, it is important for you to start preparing months in advance. You should also keep track of what you applied to, what resume you sent and what other materials you included in your application.



And one of the ways you can prepare for the recruitment process, is to make sure your resume is up-to-date. And when I spoke earlier about targeting your resume to fit each job description or program, I didn't mean you need to create a brand-new resume each time you apply. Instead, it is about adjusting and choosing which parts of your work experiences are highlighted and which can take a backseat this time around.

To do this, I recommend that students create a "master" resume. This master resume houses every bit of your experience, skill set, accomplishments, all written out in a professional resume format. Then, when you are ready to start applying for jobs, internships, research or volunteer opportunities, use the job or program description to determine what parts of your master resume need to change – what details need to be highlighted, removed, added, and what language needs to be tweaked.

CREATING A RESUME

WHAT DO YOU NEED?

1

**JOB
DESCRIPTION**

2

**EDUCATIONAL
BACKGROUND**

3

**WORK
EXPERIENCE**

Importance of Relevance

+

General Guidelines

So, what do you need to create a resume?

First, you need to have a copy of what you are applying to. In your case, you might be applying for a job, internship, research or volunteer opportunity. Typically, when applying for any of these opportunities, the employer or organization will provide you with some guidelines in the form of a job description. Sometimes with internships and research opportunities, who they want to bring on board might appear within the program description and eligibility requirements.

You also need to make sure your resume contains relevant educational information and work experience, as it relates to what is being asked by the employer or academic program. In the next couple of slides, I will share with you how you can make your resume relevant as well as provide you with general resume guidelines.



So, how do you make your resume relevant?

First, you need to know the job description. Read the job description thoroughly. Look at what the employer or academic program is asking for. Are you certified in CPR and First Aid? What is your experience and knowledge working with people of diverse backgrounds? Do you need research experience? Are you familiar with medical and pharmaceutical terminology? Do you need a certain level of education? Are they only interested in junior and senior standing college students?

Second, you want to customize the headings based on what is stated on the description. Is there an emphasis on education, research and community involvement? If so, you will want to include sections titled Education, Research, and Community Involvement.

Third, you want to connect your experience. If you have the skills being asked, either through your education or work experience, list them on your resume. However, you only want to list things that are relevant, what is being asked for by the employer or academic program. If you are not sure how to connect your experience to what is being asked, connect with the Career Services Center and we can help you. You also have access to academic counselors who can point you in the direction of what courses SMC offers that relate to the skills being asked.

Finally, beware that some programs and employers, utilize an Applicant Tracking System (ATS) to screen and weed out resumes that don't closely match the job description. That is why it is important to target your resume to what you are applying to.

HEADER

MAJOR REQUIREMENTS

- Name (first and last name)
- Address or the alternative
- Professional e-mail address
- Phone number with professional voicemail

Now that you have an overall idea of what you need for a resume, let's break it down even further. Let's start off with the header. Your resume header is the section that tops your resume. It is the first thing an employer or recruiter will check on your resume. Resume headers carry all your personal contact information. Therefore, it needs to include your first and last name and contact information an employer can use to contact you. When posting your resume on the internet, consider whether you want your resume to be public and how much of your contact information you want visible. Resume headers serve as a business card of sort. Having a poor resume header format can even cause ATS software to reject your resume. I recommend that you use the same header for your resume, cover letter, list of references, etc.

With your resume header, first start off with your name. It is essential that your header include your name. It sounds obvious, but don't forget it. The font type size should stand out, be easy to read, but not look out of place. Make sure your name matches your resume, cover letter, online application materials, background check applications, etc. Typically, you would list your address next. This is standard on resumes. However, as the landscape of communication changes, your complete address is sensitive information that you should list on your resume if you feel comfortable. An alternative to listing your entire physical address might be to just list the city and state where you reside. Next item to include is your email address. Chances are, this is how an employer will reach you. Make sure to list a professional email that you check often. Your phone number is the next most popular means of communication for employers. List a phone number with a voicemail set up to receive messages. Make sure to use a professional outgoing message on your phone as well as be prepared to handle a professional conversation when you answer your phone. Some of you might be thinking, should I include a link to my personal website, my social media handles or LinkedIn information. You should only include this information if your accounts are current and up-to-date, relevant to the job and will enhance your chance of obtaining an interview.

EDUCATION

MAJOR REQUIREMENTS

- Name of the school
- Name of your degree and major
- Date or Expected Date of Graduation
- Optional Information
 - GPA (Generally a 3.5 or higher)
 - Study Abroad
 - Relevant Coursework
 - Academic Awards and Scholarships

Typically, after the header, most current students and recent graduates should list their education next. Your education is the most recent and relevant experience. Employers and academic programs want to see that you have earned your degree or potentially will be earning one. They can see by the name of your degree/certificate, major and/or relevant coursework what areas you have a foundation of knowledge.

On your resume, include the name of the school. Do not abbreviate the name of the school. List the city and state where the institution is located and period of attendance or better yet, expected degree/certificate date information. In most cases, schools should be listed in reverse chronological order (most recent degree/certificate listed first). For exceptions, see the Career Services Center.

Also, make sure to check with an academic counselor at one of the several academic counseling programs to see if you qualify to receive a degree/certificate based on the coursework you have completed or will be completing before you leave SMC. Make sure the dates are right aligned and the degree/certificate is exactly what was issued or will be issued by SMC Admissions and Records, the office where you will submit your Petition to Graduate form. Employers do verify information listed on your resume.

If space permits and it is relevant, other areas you could include that are optional are GPA, study abroad, relevant coursework or academic awards, Dean's List, honor societies, and merit-based scholarships. Do not include any high school information.

EXPERIENCE

WHAT COUNTS?

- Part-time/Full Jobs + Internships
- Courses + Projects + Lab Skills
- Research + Publications + Presentations
- Service-Learning + Volunteering
- Student Club Leadership + Athletic Teams

The next part of your resume I want to focus on is your experience. This area should take up the bulk of your resume. This is the area that employers and academic programs focus the most time reviewing, so make sure you list experiences that are relevant to the job or program description. There are many forms of experience including paid and unpaid opportunities such as jobs and internships you have held, even self-employment experiences, class projects you have completed, skills you have learned in your labs, research, publications, presentations, service-learning, volunteering, and your leadership in student clubs and collegiate teams.

EXPERIENCE

SECTION HEADINGS

- Healthcare Experience
- Community Involvement
- Leadership and Volunteer Experience
- Relevant Coursework
- Research Experience

Your experience can be listed or grouped together in a variety of ways. For example, you can breakdown your experiences into smaller specific sections, based on similarities. If you are limited in space, be sure to focus on direct experiences that relate to the position you want. Typically, for entry level positions in the healthcare field, this involves highlighting your healthcare experience, community involvement, leadership and volunteer experience, relevant coursework, research experience, publications, and presentations.

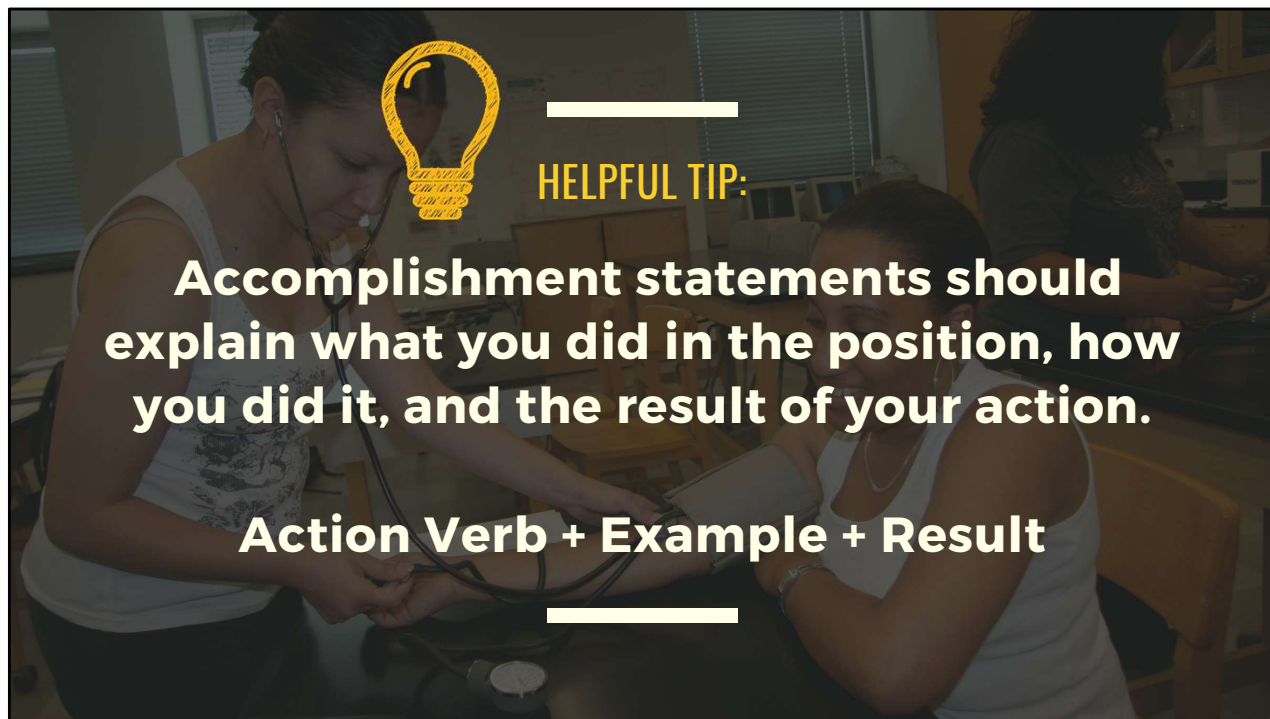
Again, make sure to choose experiences that are relevant and tailored to the position you want. Do not list all your experiences on your resume.

EXPERIENCE

MAJOR REQUIREMENTS

- List only relevant experiences in reverse chronological order (most recent first)
- Include job titles, start and end dates, company names, city and state of company
- State accomplishment and achievements
- Use bullet points
- Use action verbs

Now, that you have an idea of what types of experiences to share in this section and how to categorize them, let's talk about how to list this information. You want to list the name of the companies, organizations, programs you worked for or class projects you are currently working on or have completed. Include their location and dates of employment or participation, meaning start and end dates, using month and year. Under each experience, include brief descriptions of the accomplishments and achievements you made in that role. Your experience is typically presented using bullet points and in reverse chronological order, beginning with your current experience and working back in time. You also want to use simple and professional looking bullets points which will make reading your resume easier for employers. Always start off each bullet point with an action verb. Make sure to use present tense if the experience is current and past tense if the experience is no longer being done.



When you are listing your accomplishments and achievements, you should explain what you did in that role, how you did it, and the result of your actions.

First begin with an action verb to show you did something. Then include an example or context for that action. Make sure to be clear and specific. Finally demonstrate the result of your actions to show the value of your work, the purpose and/or the impact.

Again, make sure to tailor your skills and experiences to the position you are applying to. Be concise while providing enough details. Don't just list tasks. Employers like to see results, numbers, percentages versus generalities. Include how you solved problems and achieved goals as well as other concrete and specific language.

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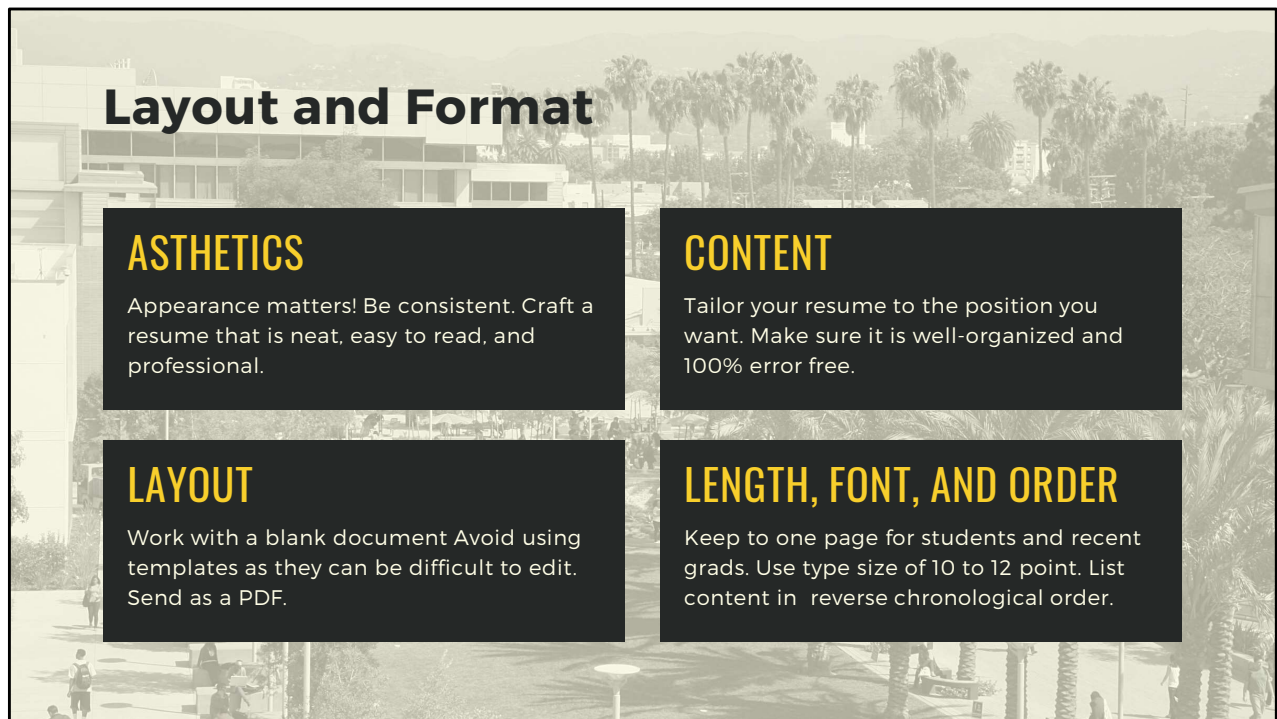
OTHER SECTIONS

OPTIONAL ADD-ONS

- Objective
- Summary
- Skills
 - Language and Proficiency
 - Technology-based or Computer Skills
 - Lab Skills
 - Certifications

Now that we have covered some key elements of a resume. Let's focus on some sections of a resume that may or may not be a part of your resume.

- **Objective:** A well-crafted objective signals to an employer that you are clear about the position you are seeking and the positions available with an employer. Objectives can also hinder your chances of obtaining an interview if you list an objective that does not match the position for which you are applying or if it doesn't support the content of your resume. For most college students seeking an internship, research opportunity or entry level job within the healthcare profession, you do not need state an objective on your resume. A better way to share what you are trying to achieve is through your cover letter, especially since a cover letter is read first.
- Next, is a **summary of qualifications**. Again, this area is typically considered optional and reserved for those with more professional experience. The summary is the first piece of information an employer sees at the top of your resume. It gives the resume reader a concise introduction to you, your expertise, industry background, training, etc. It is a way for you to briefly tie together your experiences and help employers understand how your varied experiences fit what they need. It is a brief opportunity for you to communicate your experience, training and abilities as it pertains to the specific job.
- **The skills section**, although optional is a section that is important for STEM students to include. For students and new professionals, you should list this section at the top of your resume, following your Education section. The skills section is where you might list any technology-based or computer skills as well as other field-specific skills like your knowledge of lab equipment and procedures, trainings and/or certifications. For US companies and academic programs, you should include your knowledge of a language other than English and your proficiency level. In the skills section, you should only include objective, measurable skills. Softer skills like communication and teamwork should be illustrated through your descriptions of your experiences. There is also no need to include random and unrelated hobbies.



So, how should your overall resume look?

- **Aesthetics:** You need to craft a resume that is neat, easy to read and professional. Appearance matters! Be consistent in font choices, bullet points, text size, type of heading, all caps, dividing sections with lines, etc. These are ways to direct the viewer's eyes to what is most important to see. Be intentional on what you use. Make sure not to go overboard or nothing will stand out to the viewer's eyes. For example, all your job titles should follow the same format. Avoid being too creative or flashy. You want an employer or academic program to be dazzled by your skills, knowledge and experience and not distracted by images or a busy resume.
- **Content:** A resume is not an essay. You need to tailor your resume to the position you want, by listing the most relevant and important information first. Your resume needs to be well-organized and 100% error free. Never misrepresent yourself. It can come back to you. Feel free to reach out to the Career Services Center. We can review your resume and provide you feedback. Don't rely solely on spell check.
- **Layout:** Start off with a blank Word document. Templates are usually not recommended because they may not allow you to move information easily, change bullet points, or text sizes. For online job applications or when sending your resume via email or another electronic format, always save your resume as a PDF (Portable Document Format). Do not provide digital versions of your resume in Microsoft Word or Google Doc. Saving the file as a PDF, will preserve formatting.
 - **Length:** Given that you are a current student or recent graduate, most of you will not have a lot of direct professional experience. Therefore, keep your resume to one page in length. If you need more room, adjust the margins. However, make sure to leave an appropriate amount of whitespace throughout your resume.
 - **Font size:** Another way to fit information on a page is to play with your font size. The font you use should be easy to read. Avoid script fonts or fonts with too much design. The type size is typically between 10 and 12 point.
 - **Order:** Each section of your resume, should always follow a reverse chronological order, with the more important information toward the top. Chronological means most recent information is listed first, followed by older dates.

THE DON'TS RESUME MISTAKES

- Include photos, birthday, SSN, marital status, sexual orientation, political affiliation or religion, etc.
- Copy the description
- Lie
- Use unnecessary professional jargon
- Use personal pronouns
- Leave grammar/spelling errors
- Include high school information, salary or work schedule requests or anything about references

When creating your resume, there are also things you need to leave out.

Don't include any photos or personal items such as your social security number (SSN), age, sex, height, weight, marital status, religion, race, color, national origin, date of birth, etc.

Don't copy the job or program description.

Don't lie or provide misleading information. Be honest.

You want to avoid using professional jargon/technical language unless you are applying for a job within that field. This includes cliché words or terms. Remember, you want to impress employers and not confuse them with jargon that is unfamiliar to them or overused.

Always check your resume for grammar and spelling errors. Make sure to have your resume reviewed by others, like the Career Services Center.

Remove any personal pronouns such as "I," "my," and "we."

And the last thing you want to exclude is any high school information, salary or work schedule requests, or anything about references.

Following these quick rules will help employers focus on the content of your resume and that is really what matters most.

SAMPLE APPLICATION DESCRIPTION

For a copy of this sample application description, visit:
<https://www.smc.edu/student-support/career-services/career-interest-areas/stem-career-interest-area/stem-career-guides/>

Healthcare Program

Description of the Program:

This program helps students examine a variety of healthcare issues affecting medically underserved communities through problem-based learning cases, lectures, clinical experiences, small-group discussions, and a research project. Students will also improve their learning skills and strength their foundation in science. Upon completion of this six-week program, students will be more aware of the urgent need for health care professionals in medically underserved communities and of the educational pathways that lead to providing medical, nursing, and dental health services to underserved populations.

Candidates Sought:

Targeting educationally and financially disadvantaged community college students who will have the opportunity to meet and work with other students whose interests in health professions parallel their own. Student will also have the chance to work with expert faculty and staff who are eager to mentor students and share knowledge in their individual fields. Looking to develop future leaders that will change the face of medicine, nursing, and dentistry as well as improve health care delivery, policy and research in underserved communities.

Requirements of All Applicants:

- Be currently enrolled college freshman or sophomore
- Have a minimum overall GPA of 2.5
- Be a U.S. citizen, a permanent resident, or an individual granted deferred action for childhood arrivals (DACA) status by the U.S. Citizenship and Immigration Services
- Have not participated in the program

Other Factors that are Considered Include that a Student:

- Identifies with a group that is racially/ethnically underrepresented in the health professions
- Comes from an economically or educationally disadvantaged background
- Has a demonstrated interest in issues affecting underserved populations
- Submits a compelling personal statement, diversity essay, and strong letters of recommendation

Now that we talked about creating your resume, let's look at a sample description. Here is a program description for a healthcare related internship. Aside from what they listed as requirements for all applicants, they are looking for someone who is interested in the healthcare field and who identifies and has a demonstrated interest in issues affecting underserved populations. If I were applying for this program, I would be thinking about any jobs, community service or volunteer work, leadership roles in student clubs and service-learning experiences that involve healthcare or working with underserved populations. I might also include details about class projects or research papers, I completed in Sociology, Psychology, Communication Studies, Public Policy, Health Education, etc. that relate to the program description.

I would recommend asking your academic counselor as well as the Career Services Center which courses would be best to take in order to get the experience you need to enter your future career.

SAMPLE RESUME

For a copy of this sample resume,
visit: <https://www.smc.edu/student-support/career-services/career-interest-areas/stem-career-interest-area/stem-career-guides/>

Joe Corsair

1234 Pico Avenue Apt. 567
Los Angeles, California 90025

corsair_joe@student.smc.edu
310.434.4300

EDUCATION

Santa Monica College, Santa Monica, California To be Conferred June 2022
Associate of Arts Degree, General Science
Transfer Major: Biological Sciences

- GPA: 3.5
- Campus Involvement: Pre-Health Association, STEM Program, Latino Adelante Program, Active Minds, Phi Theta Kappa Honor Society
- Relevant Coursework:
 - General and Life Sciences:** Principles and Practice of Scientific Research, Anatomy, Physiology
 - Mathematics:** Calculus I and II, Statistics
 - Physical Sciences:** General Chemistry I and II

SKILLS

Computer Software: Microsoft Office Suite, Google Workspace
Languages: Spanish – Bilingual
Medical Trainings: First Aid, CPR, and AED

RESEARCH EXPERIENCE

Principles & Practice of Scientific Research Course August 2020 – December 2020
Santa Monica College, Santa Monica, California

- Lead group research on the ion content in water samples from the Ballona Wetlands
- Performed chemical experiments and analyzed qualitative results in Microsoft Excel
- Expressed results and findings in the form of a research paper and campus presentation to coincide research

LEADERSHIP AND COMMUNITY INVOLVEMENT

Math and Science Tutor August 2020 – Present
Mar Vista Family Center, Los Angeles, California

- Conduct 1 hour individual and group math and science tutoring sessions to underrepresented students attending the local elementary schools
- Design tutoring lesson plans to include quizzes and interactive games to ensure academic growth and comprehension
- Teach students about proper study habits

Club President July 2020 – Present
Active Minds, Santa Monica College Chapter, Santa Monica, California

- Lead weekly club meetings on various issues related to mental health and wellness as it relates to young adults
- Research, network, and secure professionals to serve as guest speakers at club sponsored events
- Collaborate with board members to increase campus knowledge of mental health issues facing college students

Music for Healing Program & Transforming Care at Bedside Volunteer July 2019 – Present
Cedars-Sinai Medical Center, Los Angeles, California

- Provide emotional support for 10+ individual patients per two-hour shift, by playing the violin
- Assist patients with basic needs
- Notify hospital staff of any patient medical needs to ensure proper standard of care and fulfillment of patient requests

Upward Bound Peer Mentor May 2018 – June 2019
Los Angeles Community College, Los Angeles, California

- Counseled and mentored first generation high school students by facilitating academic, cultural, and co-curricular group activities
- Monitored program-wide compliance with Upward Bound guidelines, goals and philosophy and ensured the emotional and physical safety of about 120 high school students
- Tutored high school math and science courses
- Assessed students' work accomplished during tutoring sessions and documented student attendance and progress

And here is an example of a resume that could be used to apply for this internship. The resume includes coursework as well as leadership and community experience. You can find the PDF copy of this resume sample on the website listed on this slide.

Students often think they can wait until they are ready to apply for a job, internship or research opportunity to create their resume. Some even think they can wait until they transfer to a 4-year college or university. It is best to start at the beginning of your college education. That way, you can build on the skills and experiences you need in order to apply to those academic programs, internships, research opportunities and even later, your dream job.

ADDITIONAL HELP

For additional STEM Internships,
Career Videos, and Resources, visit

<https://www.smc.edu/student-support/career-services/career-interest-areas/stem-career-interest-area/>

PEER NAVIGATOR PROGRAM

Peer Mentoring | Workshops | For 1st Year Students

Email: peernavigator@smc.edu

Website: <https://www.smc.edu/student-support/academic-support/counseling/special-support-programs/peer-navigator/>

CAREER SERVICES

Major and Career Exploration | Employment Resources | Workshops

Phone: (310) 434-4337

Email: careerservices@smc.edu

Website: www.smc.edu/careerservices

STEM PROGRAM AND ACADEMIC COUNSELING

Academic Counseling, | Peer Mentors | Tutoring | Workshops | STEM Club

Phone: (310) 434-3988

Email: stem@smc.edu

Website: www.smc.edu/stem

COUNSELING 12 AND 15 AND SCIENCE 10

Counseling 12 - Career Planning

Counseling 15 - Job Search Techniques

Science 10 - Principles and Practice of Scientific Research

SRI/STEM PROGRAM

Academic Support | UCLA Internship | Application Required

Phone: (310) 434-3988

Email: stem@smc.edu

Website: www.smc.edu/stem

As STEM students, here are some valuable resources.

We have a website with information on resumes and cover letters, career videos and resources, as well as a list of internship, research and volunteer opportunities geared to STEM Area of Interest students.

If you need someone to review your resume, help you connect your major to your career path or vice versa, the Career Services Center is a great place to start as an SMC student. We offer a variety of resources and programs to help you explore your options or gain real-world experience.

As STEM students, you have access to the services and resources offered by the STEM Program, including your own academic counselors, peer mentors, tutoring, etc. Within the STEM program, you can also apply to participate in the SRI/STEM Program which offers additional academic support and internship opportunities.

Some great classes that focus on STEM and your career, include Counseling 12 and 15 as well as Science 10.

If you want to meet peers within the STEM field, reach out to the Peer Navigator program.

We are all here to help you on your path to success.