



CHECKLIST:  
CREATING AN EFFECTIVE RESUME

Recommended practices to help you create a  
dynamic resume that articulately outlines relevant  
skills and experiences

# Know Yourself And Set Course

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Building your resume can be a difficult task. You must be able to describe your experiences and skills effectively and in as few words as possible. The checklist below will guide you through the process of ensuring your resume is clear, concise, and most of all, effective.

**KNOW YOUR EXPERIENCE LIKE YOU KNOW YOUR COFFEE ORDER**

You shouldn't have to think about it, and you should know exactly how your skills relate to the job. Print the job description and write down how you're qualified for each task listed. Then, add those qualifications to your resume.

**UNDERSTAND THE ROLE**

Print the job description you are applying for and understand it well. Make sure you tailor your resume to the experiences they are looking for.

**WRITE DOWN ALL OF YOUR ACCOMPLISHMENTS AND SKILLS**

This will allow you to remember all that you have done. While you may not add everything to your resume, it will help you remember applicable experiences and skills.

**CHOOSE A TEMPLATE/FORMAT THAT WORKS**

There are many templates available to build your resume. Pick one that best fits you, but make sure to keep it professional. You can find many great templates on the [Employee Career Services Source page](#) or by searching on Google.com.



# Describing Your Previous Experiences (Contributions, Accomplishments, Results)

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Knowing how to describe your previous work experience in a compelling, informative and meaningful way can be one of the most challenging pieces of creating or updating a resume. This can be especially difficult when you are trying to show how a previous role is relevant and uniquely qualifies you for the position to which you are applying.

One of the best ways you can talk about your previous work experience on your resume is to focus on your contributions, accomplishments and results

## **Talk About your Contributions**

Describe the specific additions, improvements or qualities that you contributed in your last role. What were you able to add to the product or service that your team was responsible for delivering? What got better because YOU were there? What would be missing from your previous team/company/role if you had never been there?

## **Talk about your Accomplishments**

Talk about the “wins” you were able to produce. Think of this as your highlight reel. What improved because of your work or the work of your team? What challenges did you overcome to reach a particular goal or objective?

## **Talk about your Results**

What specific results can you highlight that you or your team were able to accomplish? What problems did you solve? What outcomes did you produce? How much money did you save or how did you further the mission and objectives of your team or company? Describe the work you are most proud of in your previous roles and tell the reader how that work directly qualifies you for the role to which you are applying.

Your role descriptions need to tell the reader some of the main functionalities of your previous roles, but they need to do so in a way that highlights YOU, the person - the professional - the employee, not just your job.

# Resume Do's and Don'ts

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## Do...

- Edit your resume for spelling and grammar errors.
- Ask a friend, co-worker or Career Coach to look over your resume before you apply.
- Research resume templates and choose the one that is best for you and your particular experience.
- Use action words to describe your previous work experience.
- Include all RELEVANT work experience that qualifies you for the role to which you are applying.
- Use summary sections to quickly highlight your skills, strengths, experiences and professional accomplishments.
- Use bullet points.

## Don't...

- Let your resume go over 2 pages in length, unless you are a Provider or have extensive leadership and/or executive or academic experience.
- Put your picture on your resume.
- Include an objective statement. Use summary sections instead.
- Use overly colorful or unprofessional templates. Keep it simple and classic.
- Submit a resume that has NOT been edited extensively.
- Choose a template design that wastes space with large empty sections.
- Include long paragraphs of text that take a long time to read. Use bullet points and keep it simple.
- Include roles that aren't relevant to the position to which you are applying.

# Questions to Inspire Strong Content

When writing your resume, it is important to include information that is specific to the role you are applying for and “wow’s” your readers. Answering the following questions may help you identify valuable information to include on your resume.

- WHAT GOT BETTER ON YOUR TEAM BECAUSE OF YOUR CONTRIBUTIONS?**  
Try to be brief yet specific.
- WHAT DID YOU TAKE FROM ZERO TO A FIVE?**  
Did you improve a process, create a policy, etc. that improved the patient experience or improve quality & safety?
- WHAT PROCESSES DID YOU CREATE OR IMPROVE?**  
Consider possibilities like TEAMwork boards, committees, special projects, etc.
- WHAT SKILLS, STRENGTHS, OR EXPERIENCES DID YOU UTILIZE THAT WERE UNIQUE TO YOU?**  
Be creative. What makes you unique and different from other candidates?
- ARE YOU UTILIZING ACTION VERBS?**  
Action Verbs help your resume shine. Use the graphic below to help you find more descriptive words.

Level	Definition	Sample verbs	Sample behaviors
KNOWLEDGE	Student recalls or recognizes information, ideas, and principles in the approximate form in which they were learned.	arrange define describe duplicate	identify label list match
COMPREHENSION	Student translates, comprehends, or interprets information based on prior learning.	explain summarize paraphrase describe illustrate classify	convert defend describe discuss distinguish estimate explain
APPLICATION	Student selects, transfers, and uses data and principles to complete a problem or task with a minimum of direction.	use compute solve demonstrate apply construct	apply change choose compute demonstrate discover dramatize
ANALYSIS	Student distinguishes, classifies, and relates the assumptions, hypotheses, evidence, or structure of a statement or question	analyze categorize compare contrast separate apply	change discover choose compute demonstrate dramatize
SYNTHESIS	Student originates, integrates, and combines ideas into a product, plan or proposal that is new to him or her.	create design hypothesize invent develop arrange assemble	design develop devise explain formulate generate plan
EVALUATION	Student appraises, assesses, or critiques on a basis of specific standards and criteria.	Judge Recommend Critique Justify Appraise Argue	Assess Attach Choose Compare Conclude Contrast

# Fine Tune Your Resume

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- REVIEW, REVIEW, REVIEW**  
Spelling errors are distracting and show a lack of attention to detail. Find all of them because your readers will find “the one.”
  
- HAVE OTHERS READ YOUR RESUME**  
Other people will be able to find errors and inconsistencies that you will miss. Lean on friends or family. Don't forget about Employee Career Services!
  
- REMEMBER: USE STRONG ACTION VERBS**  
Blooms Taxonomy Action verbs can help you articulately describe your experience. The thesaurus in Word can also provide strong action verbs (you can do this by highlighting a word on your resume and push the *Shift* key and *F7* at the same time).
  
- REMEMBER: CONTRIBUTIONS, ACCOMPLISHMENTS, RESULTS**  
Go through each role and summarize what you did. Make sure to list your contributions, accomplishments, and results.



# Sample Resume (pg. 1)

We have included a simple example of what an effective resume looks like. There are additional examples and templates located on the [Employee Career Service Source page](#).

**K**ara Zor-EI www.karazor-ei.com

555-555-5555 | [supergirl@jstclg.net](mailto:supergirl@jstclg.net)

Experienced nurse leader who has led inpatient and ambulatory teams to successful outcomes in academic and faith-based acute care environments and physician-owned group practice settings. Trained in cutting-edge leadership and process improvement methodologies to improve care, flow, and financial stability. A leader who cares about providers and patients. Fluent in ambulatory and inpatient care requirements. Developed and participated in business line development and growth in both the operating room and ambulatory settings.

**Leadership Training**  
HRD (Highly Reliable Organization) | Evidence-based | Studer | Lean | Crucial Conversations

**Clinical Competencies**  
Scrub | Circulate | Intermediate Care | Med/Surg | Renal | Home Health

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**EXPERIENCE**

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**PROVIDENCE MEDFORD MEDICAL CENTER, MEDFORD, OREGON** MARCH 2016 – CURRENT  
168-bed acute care hospital, faith-based, part of Providence Health.

– Nurse Manager, Operating Room and Endoscopy –

**Manage Inpatient/Ambulatory OR & endo:** 12 suites | 58 staff | Orthopedics, Spine, General, Plastics, Gynecology, Urology, Robotics, Makoplasty, Stealth, Vascular, Neurology, ENT || **Manage Endoscopy Department:** | Endoscopy, Bronchoscopy, ERCP, EUS, EBUS | Volume averages/monthly 500 OR, 250 Endo

- Hired and retained all nursing position in a highly difficult to retain environment in the last 12 months.
- Led Surgical Optimization Project to improve physician case card accuracy, supplies, communications, and workflow, with decrease of per case cost by 13% in 7 months, decrease in wasted supplies by 33% in 7 months.
- Achieved 20-minute average turnover time and 83% first case starts, highest in the Providence Oregon region.
- Implemented daily unit huddle for improved communication with staff.

**OREGON HEALTH AND SCIENCE (OHSU) UNIVERSITY HOSPITAL, PORTLAND, OREGON** APRIL 2004 – MARCH 2016  
576-bed university teaching hospital, Magnet certified.

– Nurse Manager, North Operating Room/SSU/PACU (07/13–03/16) –

**Managed freestanding hybrid inpatient/ambulatory surgery center:** 6 ORs, SSU admit area, PACU | 44 staff | ASA level 1-4 cases, including overflow for the main hospital OR | Neuro/spine, otolaryngology (thyroid, head, neck, sinus ENT), urology, gynecology, general surgery, oncology plastics, and airway | 4,200 cases/year.

- Turnover times averaged 23 minutes, and first case starts 86%.
- Increased North Operating Room volume by 20%.
- Implemented Lean principles with staff.
- Met budget targets, all three years.
- Served on project team to design and develop new ambulatory site: 10 ORs, lab, pharmacy, endo, and other ambulatory services. 8-month project, using Lean principles.

– Interim Director, Medical & Cardiovascular Division (09/08–09/09) –

In addition to Nurse Manager, Medicine Specialty role, served interimly as Director for Medical & Cardiovascular while division director was serving as interim CNO. Division included a medical unit, pulmonary-telemetry unit, cardiovascular intermediate care, medical ICU.

- Achieved all requirements for the division.
- Mentored two new Nurse Managers on budgets, schedules, and regulatory requirements.

## Sample Resumes (pg. 2)

Kara Zor-EI | Page 2

### **- Nurse Manager, Medicine & Cardiac Intermediate Care Specialty (04/04-07/13) -**

Managed 37-bed Medicine Specialty Unit & cardiac/pulmonary intermediate care unit, \$8M budget, 70 staff.

- Chair, Fall Committee, 5 years. Reduced falls by 50% and falls with injury by 70%.
- Met budget, all 9 years.
- Served as Epic Go Live Committee Member and Super User.
- Granted pilot-unit status for bar code medication administration. 98% compliance in the first month and sustained above 95%.
- Achieved and maintained a 90% retention rate overall for 7 of the 9 years in this unit.

ROGUE VALLEY/REDWOOD DIALYSIS SERVICES, MEDFORD, OREGON

DECEMBER 1999 - APRIL 2004

Freestanding dialysis program, with an 18-bed main site and 14-bed satellite site.

### **- Administrator Renal Care -**

Clinical, financial, operational, HR oversight of the dialysis program, comprised of 3 freestanding ambulatory dialysis programs and contracted acute inpatient dialysis services to Rogue Valley Medical Center (378 beds) and Providence Medford Medical Center (168 beds) | 1 manager, 4 supervisors, 70 staff.

- Maintain all regulatory agency requirements.
- Oversaw \$7M budget.
- Facilitated growth and building of 6 additional beds to the Red Wood ambulatory dialysis program.

FRESENIUS MEDICAL CARE USA

JULY 1999 - DECEMBER 1999

For-profit dialysis organization with freestanding dialysis programs throughout the US and overseas.

### **- Interim Manager | Providence Portland Health System, Portland, OR -**

Six-month contracted assignment to work toward integrating 2 hospital-based dialysis programs at Providence St. Vincent and Providence Medford Medical Centers, which had previously been functioning independently. Provided strategic, financial, and operational leadership for 2 outpatient units and 2 in-hospital units.

- Worked closely with Nursing Administration, Hospital Administration, and physicians at both facilities.
- Developed uniform policies and practice at all sites.
- Streamlined schedules and work practices.
- Maintained excellent working relationship between Fresenius and Providence System.

MEDFORD CLINIC, MEDFORD, OREGON

SEPTEMBER 1995 - JULY 1999

85-physician practice with multiple specialties and services, including lab, pharmacy, radiology at 3 clinics.

### **- Division Director, Ancillary Services (09/98-07/99) -**

Operational oversight of lab, pharmacy, and radiology services at 3 freestanding dialysis units: Rogue Valley, 20 beds, Redwood, 14 Beds, Sky Lakes, 8 beds, including Lab, Pharmacy and Radiology services.

- Researched and facilitated additional billing to recover \$2M in lost revenue due to billing errors in Radiology.
- Assured all Medicare and CLIA requirements were maintained.

### **- Director, Rogue Valley Dialysis (09/95-07/99) -**

Clinical oversight of two freestanding dialysis units, Rogue Valley and Redwood Dialysis units, 34 beds combined. Contracted to provide dialysis to Rogue Valley and Providence Hospitals for inpatient dialysis. During tenure:

- Maintained Medicare certification.
- Met budget targets.
- Achieve staff turnover <4%.