7.0.1 Resume Writing Student Manual

Resume Writing is a two to four hour course designed to help you craft a resume for a 21st century job search. You will learn how to use computer resources to write, format, and distribute a resume that accurately reflects their skills, experience, and educational background.

Learning Goals:

- Use computer resources to create, format, and distribute a complete resume that accurately represents your skills, experience, and educational background

What is a resume? ....
....
Who needs a resume? ....
....
Why is a resume important?..
....
How have resumes changed with technology? ....
....
What makes a "good" resume? ....
....
How long does an employer typically look at a resume?...
....

Anatomy of a Resume

A resume usually has 5 Sections:

SECTION 1: Contact Information

[FIRST NAME] [LAST-NAME] [Permanent Address] [Phone number] [E-mail]	<u>Don't use</u> an email account with a silly name. You want potential employers to take you seriously, and an unprofessional email address will give them a negative first impression. Which email addresses are more professional?

hawtlegggs59@hotmail.com

chunkymonkey240@yahoo.com

iHatework@aol.com

agnes.alderman@gmail.com

cbloomis@gmail.com

Miguel.A.Guzman@gmail.com

SECTION 2: Professional Summary and Career Objective

There are two common approaches to writing a professional summary. The first way is a short paragraph. Here is a professional summary for a retail manager:

Professional Summary:

Experienced, resourceful and effective retail manager with proven proficiency in all aspects of boutique management. Cutting-edge merchandiser with expert ability in combining innovative display techniques with visual standards and sales strategies in order to achieve optimal retail success. Top-selling sales associate who

> regularly exceeds client expectations by building on-going quality relationships.

A paragraph format professional summary has these features:

....

....

An alternate approach is to use a bulleted list to present your professional summary:

> **Career Profile**
>
> - Caring, compassionate Registered Nurse with seven years experience in private practice, hospital, and hospice environments
>
> - Experienced Charge Nurse for cardiac and oncology floors for major teaching hospital
>
> - Strong analytical skills, capable of assessing conditions and implementing appropriate intervention
>
> - Effective trainer and educator for both peers and patients

A bulleted list professional summary has these features:

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....

Finally, some people may still prefer to use an old-fashioned career objective:

> **Objective:**
>
> To contribute acquired bookkeeping and office management skills to an organization offering opportunities for advancement.

Why do you think employers prefer professional summaries?

....

....

Which format will you use? Why?

....

....

SECTION 3: Work History

The work history section is where you describe your previous employment experience in detail. This section should include:

WORK HISTORY:
Previous/Current Employer Names
Dates worked (optional)
Locations
Job Titles
Responsibilities, skills gained, achievements

There are two different work history formats: Chronological and Functional.

Chronological Format

May 2010 to present   **Texas State Library**   Austin, TX
Library Assistant
Assist patrons with research questions and locate resources. Catalog materials in database. Plan community literacy outreach programs.

June 2008 to March 2010 **Java-va-voom Coffee** Austin, TX

Barista

Prepared food and beverage orders and served customers. Developed customer relationships. Performed accurate cash handling functions.

Functional Format

Communications: Executed international public relations campaigns. Represented department in meetings. Prepared annual reports.

Customer Service: Handled customer concerns and complaints. Resolved high volume of weekly customer inquiries. Expertly sliced pastrami according to customer preference.

Present:	Maddox Consulting	Nome, AL
	Vice President	
Past:	O' Flannery and Sons Imports	Mobile, AL
	Communications Director	
	Joe's Deli	Hackensack, NJ
	Cured Meat Engineer	

Who should use the chronological format and why?

....

....

....

Who should use the functional format and why?

....

....

....

SECTION 4: Educational Background

Most jobs have an education requirement, ranging from a high school diploma to very specific industry certifications. In the Educational Background section you list where you went to school, degrees you have earned, notable academic accomplishments, and industry-related certifications. Typically, the educational background includes the following:

EDUCATION:

School Name, Location

Degree Earned, Major, Graduation Date

GPA (if higher than 3.0)

Honors, Accomplishments, Relevant Coursework (optional)

What should you consider when listing your educational background?

....

....

....

SECTION 5: Other Skills, Non-Work Experience

If you have other relevant skills not mentioned in other parts of your resume, you can list them in this section.

Other Skills Examples:

....

....

....

Some employers look for employees who have a well-rounded life *outside* of the workplace. By describing volunteer and other non-work experience, a potential employer can see that you are serious about developing skills and are motivated by something besides a paycheck. Furthermore, people without an extensive work history can use this section to show that they still have useful skills not reflected in their employment history.

Non-Work Experience Examples:

....

....

....

7.0.2 Chronological Resume Example

MARIA GARCIA

228 Excalibur Lane, Round Rock, TX•512-555-2222•mariagarcia2788@gmail.com

Career Objective

To provide effective and engaging computer training for adults.

Professional Summary

Compassionate and caring instructor with a goal of providing effective and engaging computer training for adults. Detailed and organized with materials and processes while innovate and creative in the instructional process.

Work Experience

2009-Present   Waterloo Industries   Round Rock, TX
Technology Trainer
- Trained over 80 staff on Microsoft Office applications
- Modified and created training curricula to target company needs
- Served as Help Desk support for Microsoft Office applications

2007-2009   Round Rock ISD   Round Rock, TX
Technology Teacher Aide
- Assisted teacher with computer skills classes in secondary settings (6-12th grade)
- Worked one on one with students as necessary

Education

2011-2015   Austin Community College   Austin, TX
AAS in Office Administration

Other Skills/Experience

- Certified Microsoft Office Instructor
- Bilingual English and Spanish

7.0.3 Functional Resume Example

MARVIN GARCIA

20 Oak Springs Road, Great Falls, TX 78223 marvin.humberto.garcia@gmail.com

QUALIFICATIONS
- Has 5 years of welding in the creation, installation, and repair of commercial equipment
- Managed and trained a group of 8 junior welders
- Recognized for expertise in managing welding projects that meet specifications for quality, deadline, and and budget
- Knowledgeable of SMAW, FCAW, and GMAW processes
- Follows safety guidelines resulting in excellent safety record

MANAGEMENT SKILLS
ADMINISTRATION
- Trained more than 15 junior welders in assorted welding forms
- Troubleshooting of issues and potential issues saved approximately $20K
- Communicated with customers regarding orders, clarifications, and work guidelines
TECHNICAL
- Consistently welded 23% faster than average welders while meeting specifications
- Knowledgeable of SMAW, FCAW, and GMAW processes
ORGANIZATION
- Efficiently organizing welding work to maximize safety and quality while streamlining processes, which resulted in finishing orders with high standards under budget and before deadlines

WORK HISTORY
- Gamma Precision, Great Falls, MT Senior Welder
- ADF International, Great Falls, MT Welder
- Loenbro, INC, Great Falls, MT Junior Welder

TRAINING
- Awesome Falls College, Great Falls, AS
- Welding Certification, February 2011

RESUME STRATEGIES

CONTENT or "How to Write a Resume"

- Be concise ....
- Keywords ....
- Research ....
- Detail oriented ....
- Accuracy...
- Audience ....
- Word choice/voice...

DESIGN or "Make It Look Pretty"

- Bullet points..
- White Space ....
- Alignment ....
- Font size and style ....
- Spelling ....
- Headers...

AVOID or "Don't Do This!"

- Lies...
- Multiple fonts ....
- Pictures ....
- Overly personal information...
- Salary ....
- Misspellings and other typos ....

JORDAO MORENO

1414 Elm Drive ♦ Philadelphia, CA 02710 ♦ (714) 555-0155 ♦ someone@example.com

HUMAN RESOURCES GENERALIST

- **Certified Professional in Human Resources (PHR)** with additional state certification in California (PHR-CA) offering a 18-year HR career distinguished by commended performance and proven results.
- **Extensive background in HR generalist affairs**, including experience in employee recruitment and retention, staff development, mediation, conflict resolution, benefits and compensation, HR records management, HR policies development and legal compliance.
- **Demonstrated success in negotiating win-win compromises**, developing teambuilding programs and writing personnel manuals, corporate policies, job descriptions and management reports.

PROFESSIONAL EXPERIENCE

TREY RESEARCH — Los Angeles, CA
Provides voice and data communications systems for small and mid-sized companies.

HR Generalist, 2005 to Present

- Played a key role in ensuring the successful launch of Los Angeles office. Structured and implemented programs and policies in the areas of training, compensation structures, benefits packages, incentives and new-employee orientation.
- Fostered a teamwork/open-door environment conducive to positive dialogue across the organization. Personal efforts were cited as the driving force behind branch's employee-retention rate of 89% within an industry where high turnover is the norm.
- Negotiated approximately 50 salary offers and dozens of sign-on bonuses/relocation packages annually at both the exempt and non-exempt level.

CONTOSO, LTD. — Lake Forest, CA
Leading home healthcare company employing 4,600 professionals.

HR Representative, 2000 to 2005   **HR Assistant**, 1995 to 1997

- Trained 25-member management team on interviewing techniques and best practices, conducting workshops and one-on-one coaching sessions that contributed to sound hiring decisions.
- Devised creative and cost-effective incentive and morale-boosting programs (including special events and a tiered awards structure) that increased employee satisfaction and productivity.

EDUCATION & CERTIFICATIONS

WALNUT TREE UNIVERSITY — Brookville, CA
Bachelor of Arts (BA) in Psychology (with honors), 1997

HR Designations:
- PHR-CA (Professional in Human Resources with CA state-specific certification), 2004
- PHR (Professional in Human Resources), 2002

OF NOTE

Professional Development:
- Complete ongoing training in the areas of compensation and benefits, employee and labor relations, leaves of absence, workers' compensation and workplace safety/security.

Affiliations:
- Society for Human Resource Management (SHRM)
- Staffing Management Association (SMA) of Southern CA

Bold fonts highlight important details

Bullet points make your resume easy to scan

Sections are divided clearly with lines

Choose a clear professional font

White space can guide reader's focus

7.0.4 Resume Editing Activity

Directions: The resume on the next page needs some serious editing. Locate the file *- 7.0.4 Resume Editing Activity* - in your student folder and open it. Follow the instructions below to correctly format the resume. When you are finished, the resume should fit on one page.

1. In the top section select the text "**Maria Garcia.**" Change it to **font size 22** and make it **bold** by clicking on the **bold icon.**

2. Select the **Career Objective** heading and change the text to **font size 14.**

3. Select the **Professional Experience** heading and change the font to Arial**.**

4. Select the **underlined text** in the Work Experience section and click on the **underline icon** to change it back to normal text.

5. Select the text in italics in the **Education** section and click on the **italic icon** to change it back to regular text.

6. **Delete** the picture.

7. Click on the **Review** tab and then the **Spell Check** button. Spell-check and **correct spelling errors.**

8. Use **File/Save As** to save the corrected document as Maria Garcia Corrected Resume in your student folder.

Hint: Use the 7.0.3 Chronological Resume Example in your Student Manual as a guideline for what your corrected resume should look like once you finish.

MARIA GARCIA

228 Excalibur Lane, Round Rock, TX•512-555-2222•mariagarcia2788@gmail.com

Career Objective

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Professional Summary

Compassionate and caring instructor with a goal of providing effective and engaging computer training for adults. Detailed and organized with materials and processes while innovate and creative in the instructional process.

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Technology Teacher Aide
- Assisted teacher with computer skills classes in secondary settings (6-12th grade)
- Worked one on one with students as necessary

Education

2011-2015   Austin Community College   Austin, TX
AAS in Office Administration

Other Skills/Experience

- Certified Microsoft Ofice Instructor
- Bilingual English and Spanish

7.0.5 Resume Information Activity

Directions: Fill out each section with the appropriate information. You can then use this worksheet as a reference when writing your resume.

Personal Information

Full Name:	
Address:	
Telephone:	
Email	

Professional Summary

List 3-4 of what you think your strongest skills are:

1._____

2._____

3._____

4._____

Employment Experience. List most recent employer first:

Employer Name:		Dates Employed From: To:
Location:		Position Title
Responsibilities:		

Accomplishments:		
Employer Name:		Dates Employed From: To:
Location:		Position Title
Responsibilities:		
Accomplishments:		

Employer Name:		Dates Employed From: To:
Location:		Position Title
Responsibilities:		
Accomplishments:		

Educational Background

School Name:		Dates Attended From: To:	
Location:		Degree Or Certificate Earned:	
Field Of Study		Gpa	

Honors, Relevant Coursework:		
School Name:		Dates Attended From: To:
Location:		Degree Or Certificate Earned:
Field Of Study		Gpa
Honors, Relevant Coursework:		

Other Skills

Languages:	
Computer Skills:	
Other Skills:	

Non-Work Experience

Volunteer Experience:	
Awards: achievements:	
Other:	

7.0.6 Chronological Resume Template

[Your Name]
[Street Address], [City, ST ZIP Code]•[phone]•[e-mail]

Career Objective/Professional Summary

"[Describe your career goal/Summarize top qualifications).]"

Work Experience

[Dates of employment]	[Company Name]	[City, ST]

[Job Title]

[Job responsibility/achievement]
[Job responsibility/achievement]
[Job responsibility/achievement]

[Dates of employment]	[Company Name]	[City, ST]

[Job Title]

[Job responsibility/achievement]
[Job responsibility/achievement]
[Job responsibility/achievement]

[Dates of employment]	[Company Name]	[City, ST]

[Job Title]

[Job responsibility/achievement]
[Job responsibility/achievement]
[Job responsibility/achievement]

Education

[School Name]	[School Location]	City, ST

"[Degree Obtained]"

Other Skills/Experience

- "[Describe Skill/Experience]"
- "[Describe Skill/Experience]"

7.0.7 Functional Resume Template

[Your Name]
[Street Address], [City, ST ZIP Code] [phone] [e-mail]

Career Objective/Professional Summary

"[Describe your career goal/Summarize top qualifications).]"

Skills Summary

"[Skill One]" "[Describe Skill/Experience]"

"[Skill Two]" "[Describe Skill/Experience]"

"[Skill Three]" "[Describe Skill/Experience]"

Professional Experience

DisplayText cann   [City, ST]

[Job Title]

DisplayText cann   [City, ST]

[Job Title]

DisplayText cann   [City, ST]

[Job Title]

Education

DisplayText cannot span m   [School Name]   [City, ST]

"[Degree Obtained]"

Other Skills/Experience

21ˢᵗ CENTURY RESUMES - Key functions in Microsoft Word

Formatting text (fonts, style, alignment, spacing) ....

....

Working with bullets...

....

Spell check and thesaurus...

....

Create a resume from a template...

....

Many employers today prefer to receive resumes through email. What are different ways to send a resume via email?

....

....

....

As always, **you must protect yourself when you using the internet**. If you post a resume to a job site while you are currently employed, your boss might not be happy to discover that you are looking for another job. Also, not every job posting online comes from a reputable employer. What are ways you stay safe online?

....

....

Resume Keywords

It is crucial that your resume is targeted to the specific job you are seeking. By including the right **keywords** to describe your qualifications, you can show a potential employer that you already speak the "language" of the company. Today, many companies even use software to filter resumes based on a set of predetermined keywords. This means that if you know how to choose the correct keywords, your resume has a better chance of appearing at the top of the pile!

Below you can find a list of keywords divided by categories to help you get started. Remember, this is not a complete list, and every company has their own set of keywords. The best way to figure out what keywords you should use is to do your own research of the company.

MANAGEMENT AND LEADERSHIP		ADMINISTRATION	
Administer	Assign	Administer	Allocate
Authorize	Decide	Distribute	Facilitate
Delegate	Develop	Furnish	Insure
Direct	Interview	Process	Provide
Manage	Meet	Procure	Purchase
Organize	Train	Schedule	Secure
Supervise	Strategize	Ship	Supply

COMMUNICATION		PLANNING AND RESEARCH	
Advocate	Contact	Analyze	Compile
Create	Declare	Develop	Evaluate
Design	Display	Gather	Identify
Negotiate	Inform	Implement	Investigate
Interpret	Promote	Measure	Prepare
Publicize	Sponsor	Plan	Progress
Represent	Recruit	Solve	Structure
Write		Submit	

Resume Terminology

Career Objective: a one sentence statement of a job seeker's employment goals. The career objective is typically located after the contact information section on a resume. Most hiring managers now prefer professional summaries instead of career objectives.

Chronological Format: work history organized in sequential order with employment dates listed, starting with the most recent position. The chronological format is ideal for job seekers with a continuous work history.

Educational Background: resume section where educational qualifications and professional certifications are listed.

Functional Format: work history that highlights skills first and positions titles second with employment dates omitted. This format is suited for older job seekers, people with long gaps in their work history, and inexperienced workers.

Keywords: targeted words or phrases that effectively describe a job applicant's skills and experience. Hiring managers scan resumes for certain keywords to find qualified applicants.

Plain Text Format: a resume that does not have any special text formatting such as bold fonts or bullet points. Plain text formatted resumes are often needed for online job applications.

Professional Summary: resume section that succinctly illustrates an applicant's most notable accomplishments, skills, and experience. The professional summary can be written as a paragraph or a bulleted list. It is sometimes called a *career profile*.

Resume: a short one to two page document that summarizes one's experience, skills, and accomplishments.

Work History: resume section that lists one's employment experience. Each section of work history should have: job titles, company names, locations, and experience gained. Two common work history formats are the *functional format* and the *chronological format*.