

RESUME WRITING

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

Objectives:

- Use computer resources to create, format, and distribute a complete resume that accurately represents their skills, experience, and educational background
- Identify employment opportunities
- Explain protocol for use of references
- Determine the impact of technology on careers of personal interest
- Effectively use information and communication technology tools
- Identify skills that can be transferable among a variety of careers; and identify the steps for an effective job search.

What is a resume?

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Who needs a resume?

Why is a resume important?.....

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How have resumes changed with technology?

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What makes a “good” resume?

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How long does an employer typically look at a resume?

Anatomy of a Resume

A resume usually has these 5 Sections:

SECTION 1: Contact Information

[FIRST NAME] [LAST-NAME]
[Permanent Address]
[Phone number]
[E-mail]

Don't use 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:

<p>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.</p>
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A paragraph format professional summary has these features:

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

<p>Career Profile</p> <ul style="list-style-type: none">▪ 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:

<p>Objective:</p> <p>To contribute acquired bookkeeping and office management skills to an organization offering opportunities for advancement.</p>
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Why do you think employers prefer professional summaries?

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Which format will you use? And why?

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SECTION 3: Work History

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

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

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Who should use the functional format and why?

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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:

<p>EDUCATION: School Name, Location Degree Earned, Major, Graduation Date GPA (if higher than 3.0) Honors, Accomplishments, Relevant Coursework (optional)</p>

What should you consider when listing your educational background?

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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:

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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:

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.....

Resume Practice Activity

RESUME STRATEGIES

JORDAO MORENO
 1414 Elm Drive ♦ Philadelphia, CA 02710 ♦ (714) 555-0155 ♦ someones@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, 2008 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 4,500 professionals.

HR Representative, 2000 to 2008 **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

CONTENT or “How to Write a Resume”

- Be concise.....
- Keywords.....
- Research.....
- Detail oriented.....
- Accuracy.....
- Audience.....
- Word choice/voice.....
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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.....
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- Misspellings and other typos.....

21st CENTURY RESUMES

Key functions in Microsoft Word:

- Creating a resume from a template
- Formatting text (fonts, style, alignment, spacing).....
- Bullet points and outlining tools
- Spell check and thesaurus.....
- Inserting lines to break up sections (type 3 hyphens press enter).....
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- Converting documents to different formats
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Many employers today prefer to receive resumes through email. What are different ways to send a resume via email?

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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?

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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.

<p>MANAGEMENT AND LEADERSHIP</p> <p>Administer Assign Authorize Decide Delegate Develop Direct Interview Manage Meet Organize Train Supervise Strategize</p>	<p>ADMINISTRATION</p> <p>Administer Allocate Distribute Facilitate Furnish Insure Process Provide Procure Purchase Schedule Secure Ship Supply</p>
<p>ACTION VERBS</p> <p>Expand Improve Handle Increase Launch Serve Solve Simplify Support Procedure Revamp Upgrade</p>	<p>HUMAN RELATIONS SKILLS</p> <p>Appraise Assist Contribute Cooperate Customer relations Educate Participate Serve Train Team</p>
<p>COMMUNICATION</p> <p>Advocate Contact Create Declare Design Display Negotiate Inform Interpret Promote Publicize Sponsor Represent Recruit Write</p>	<p>PLANNING AND RESEARCH</p> <p>Analyze Compile Develop Evaluate Gather Identify Implement Investigate Measure Prepare Plan Progress Solve Structure Submit</p>

Resume Practice Worksheet

PERSONAL INFORMATION

Full Name:	
Address:	
Telephone:	
Email	

Professional Summary

List 3-4 of your strongest skills:

1.
2.
3.
4.

Employment Experience

List your most recent employer first and then former employers:

EMPLOYER NAME:		DATES EMPLOYED	FROM: TO:
LOCATION:		POSITION TITLE	
RESPONSIBILITIES:			
ACCOMPLISHMENTS:			

TECHNOLOGY EXPERTISE, ACCESS & LEARNING FOR ALL TEXANS

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/CERT. EARNED	
FIELD OF STUDY			GPA
HONORS, RELEVANT COURSEWORK:			

SCHOOL NAME:		DATES ATTENDED	FROM:
			TO:
LOCATION:		DEGREE/CERT. EARNED	
FIELD OF STUDY			GPA
HONORS, RELEVANT COURSEWORK:			

Other Skills

Languages:

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Computer Skills:

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Other Specialized Skills:

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Non-Work Experience

Volunteer experience:

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Awards or achievements:

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Other:

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RESUME EDITING ACTIVITY

1. Change font size of **Ronald Frump** in the contact information section to 22
2. Take out **underline style**
3. Change font size of **Professional Experience** heading to 16
4. Change **italics** to **normal style**
5. Change font of all text to **Garamond**
6. **Spell-check** for errors (F7 key)
7. **Delete** picture
8. Change the font size of the text under **Leadership** to size 12
9. Add bullet points below to text below **Mastery**
10. Fix margins in **Employment History**

Hint: Use the corrected copy on page 67 of this manual as a guideline.

Ronald Frump

725 5th Avenue ♦ New York, NY 10022 ♦ (212) 555-1212 ♦ TheRonald@Frumpmail.com

Objective

Pan-global corporate oracle with an unwavering commitment to mass produce unlimited quantities of a single product: success.

Profile

Without a doubt the most capable business genius that has ever lived and there is zero chance that someone else will come along and top my inestimable accomplishments. Immense talent for generating wealth as if it were a byproduct of an autonomic bodily function. Manage team of the finest mathematicians who must constantly invent new numbers to express how much I am worth. People-person and team-builder who can also swim in active volcanoes.

Professional Experience

LEADERSHIP

- Tirelessly stand as a blindingly bright beacon of greatness for all who behold me
- Delicately cradle the fate of the world in my hand like a hairless newborn panda cub
- Former vice-president of office coffee club

MASTERY

- Develop and implement strategic marketing plan for business
- Manipulate the laws of space and time for financial gain
- Have yet to make a wrong decision about anything and not about to start

HUMILITY

- Ten-time consecutive winner of Schlorbes Quarterly's award for "Most Humble Megatalent"
- Author of several groundbreaking books on how to be more self-effacing than undeniably eternal classics of literature that eventually make everyone forget about Shakespeare

Employment History

CURRENT

FRUMP INDUSTRIES– New York, NY

CEO FOR LIFE 1970-PRESENT

PAST

FRUMP FINANCIAL HOLDINGS – Tulsa, OK

President, 1997 to 2008

FRUMP SCHOOL OF COSMETOLGY – Peoria, AZ

Dean, 2008-2010

FIVE FLAGS OVER FRUMPWORLD FAMILY FUN THEM PARKS– Missoula, MT, Mobile, AL

Boss, 1988-1997

Education

CLOVERDALE COMMUNITY COLLEGE – Minneapolis, MN

Bachelor's Degree in Victory, 1978

Your Name

Street Address, City, St ZIP Code • phone • email

Objective

Describe your career goal or ideal job.

Experience

Company Name

City, ST

Dates of Employment

Job Title

- Job responsibility /Achievement
- Job responsibility /Achievement
- Job responsibility /Achievement

Company Name

City, ST

Dates of Employment

Job Title

- Job responsibility /Achievement
- Job responsibility /Achievement
- Job responsibility /Achievement

Company Name

City, ST

Dates of Employment

Job Title

- Job responsibility /Achievement
- Job responsibility /Achievement
- Job responsibility /Achievement

Education

School Name

City, ST

Dates of Attendance

Degree Obtained

- Special Awards/Accomplishments of Degree Minor

References

Available on Request

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*.