

Technical Communication





Lead-in

Suppose you would like to hunt for a job, **what should you have to get ready in advance?**

- Résumé/CV (curriculum vitae)
- Job application letter/cover letter
- Photocopies of Certificates
- Recommendation form/letter
- Academic record/transcript



What can help the prospective employer to shortlist the candidates to be considered for a job interview?

A well-prepared résumé



Writing Résumés





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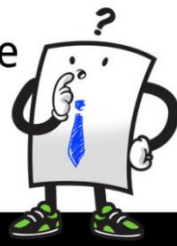


Résumé vs. Curriculum Vitae

	Résumé	Curriculum Vitae (CV)
Content	<ul style="list-style-type: none">● education, past employment, skills for the new position● the number of conferences attended, number of papers published, a brief summary of projects carried out	<ul style="list-style-type: none">● all the elements of a résumé but more detailed in terms of the academic credentials● a detailed account of all the papers published, papers presented at the conferences, and research projects carried out
Length	usu. 1 page sometimes 2 pages	more than 2 pages up to tens of pages



Curriculum Vitae vs. Résumé



	Résumé	Curriculum Vitae (CV)
Target	for any position in an organization	for a position in a research organization for a research fellowship
Feature	more skill-oriented	more knowledge-oriented

- Résumé is suitable for almost all types of organizations.
- Résumé can be modified according to the skill sets required by a particular job.
- Personal information such as age, date of birth, marital status, nationality, and gender are generally not included in a résumé.





Preparation made for a Résumé

What should we get prepared before writing a résumé?

➤ Know **ourselves** (our selling points)

- Education (degrees earned)
- Work experience (skills gained)
- Activities attended
- Awards received
- Personality traits
- Interests and hobbies

3

knows ➤ Know the **target company/employer**

- Development and prospect
- Management and operation
- Enterprise culture and value
- Products or services
- Needs and problems
- Social image and status

➤ Know the **target post**

- Responsibilities
- Requirements
- Pay and benefits
- Chances for promotion

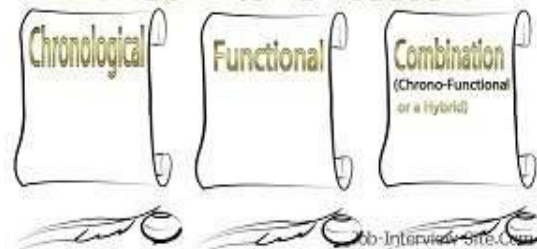


Types of Résumés

- Chronological résumé
- Functional/skills résumé
- Hybrid/Combination résumé



BEST RESUME FORMATS



Job-Interview-Site.Com



● Chronological résumé

- Preferred by most employers
- the most common way of organizing the information in a résumé
 - Emphasizes education and work experience
 - Is most effective when such experience clearly relates to the new job
 - List entries in reverse order, beginning with the most recent experience
 - Under each position listed under Work Experience, describe responsibilities handled and accomplishments, emphasizing relevant experience with the skill set required for the job



● Functional/skills résumé

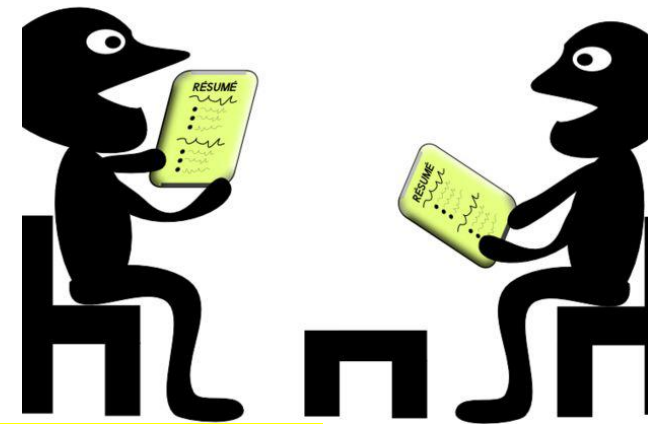
- features the skills that the candidate has got
 - provides examples of the most significant experience that demonstrates these skills
 - emphasizes individual fields of competence
 - includes a separate section, usu. called “Skills” or “Skills and Abilities” that emphasizes job skills and knowledge.
-
- Follow the Skills category immediately with a chronological Work History and a scaled-down Education section that lists only institutions, degrees, and dates.
 - Either of them may come first, depending on whether most of skills and experience were gained in college or on the job.
 - used by applicants who want to redirect their careers, or who have little continuous career-related experience



● Hybrid/Combination résumé

- includes the best features of the chronological and functional résumés.
- not popular or not commonly used as it tends to be very long and also it may turn out to be repetitive in nature.

- Whatever the format, strong résumés possess the same qualities:
 - They focus on the employer's needs.
 - They are concise.
 - They are honest.



What type of résumé do you think is usually used by a recent graduate?

- **chronological résumé**

- In most cases, they lack the record of skills and accomplishments needed for a skills résumé.



Résumé Design and Structure

James K. Wislo 1628 Rossi Street
Boise, ID 83706
(208) 555 2697
jameswislo@mail.boisestate.edu

Objective
Entry-level position as a general assistant

Education
Boise State University, Boise, ID
BS in Biomechanical Engineering
Current GPA: 3.1
Expected date of graduation: August 2014
Related course work
Basic Mechanics I
Skeletal Development and Evolution
Biomechanics of Movement
Technical Communication

Employment
1/2010–present (20 hours per week): Custodial and maintenance
Boise State University, recreation center, Boise, ID
Install and maintain soap dispenser machines.
Treat all floors (wooden and linoleum) with appropriate chemicals.
Pressure-wash showers and sauna using TENNANT 750 machine.
Report damaged equipment in the building.
Report any shortage or lack of cleaning detergent and equipment.
Organize daily and weekly cleaning schedule.
10/2009–1/2010: Food server
Aramark Food Service, Boise, ID
Serve food across counter. Prepare all condiments to be served.
Clean kitchen and eating area after regular open hours.
Act as a liaison between students and chef: report on likes and dislikes of students.

Honors
National Dean's List, 2009–2010
Awarded \$4,500 GEM scholarship from Boise State University

Activities
Member, Boise State University international student organization
Certified CPR Instructor, American Red Cross

References
Available upon request

What do you think of the résumé?

● unattractively designed

➤ Inadequate margins

➤ Poor balance

➤ Poor line spacing

➤ A chore
to read

James K. Wislo 1628 Rossi Street (208) 555-2697
Boise, ID 83706 jameswislo@mail.boisestate.edu

Objective Entry-level position as a general assistant

Education Boise State University, Boise, ID
BS in Biomechanical Engineering
Current GPA: 3.1
Expected date of graduation: August 2014

Related course work
Skeletal Development and Evolution
Biomechanics of Movement
Basic Mechanics I
Technical Communication

Employment 1/2010–present (20 hours per week): Custodial and maintenance
Boise State University, recreation center, Boise, ID

- Install and maintain soap dispenser machines.
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- National Dean's List, 2009–2010
- Awarded \$4,500 GEM scholarship from Boise State University

Activities

- Member, Boise State University international student organization
- Certified CPR Instructor, American Red Cross

References Available upon request

● attractively
designed

➤ Easier to read
➤ Impressive



Appearance of the Résumé

What is the **main purpose** of the résumé?

- to gain the **opportunity** for an interview.
- A résumé communicates through its **appearance** and **content**.
- A résumé should appear **neat** and **professional**.

➤ **Generous margins.**

- Leave a **one-inch margin** on all four sides

➤ **Clear type**

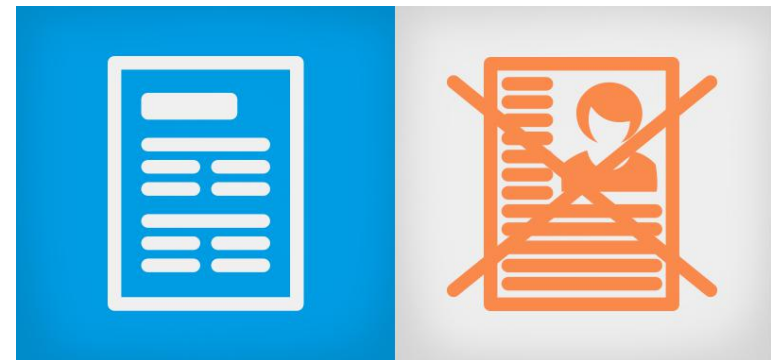
- Printed on **good-quality A4 paper** with a good-quality **laser printer**
- **Reproduced** clearly on a **high-quality photocopier**

➤ **Balance**

- Arrange the information well to ensure a **balanced appearance**

➤ **Clear organization**

- Use adequate **white space**
- **Indent** appropriately





● Clear organization

James K. Wislo 1628 Rossi Street (208) 555-2697
Boise, ID 83706 jameswislo@mail.boisestate.edu

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Activities

- Member, Boise State University international student organization
- Certified CPR Instructor, American Red Cross

References Available upon request

- Use adequate white space
 - The line spacing between items should be larger than the line spacing within an item.
 - There should be more space between sections than between items within the section.

- Indent appropriately
 - When arranging items in a vertical list, indent *turnovers*, the second and subsequent lines of any item, a few spaces.

● Well-spaced and legible



Content of the Résumé

- Résumés must be informative and attractive.
 - The résumé must provide **clear, specific information**, **without generalizations or self-congratulation**.
 - The résumé is **a sales document**. The writer is both the salesperson and the product.
 - provide the reader with the **details** that will lead the reader to reach the conclusion about the writer.
 - The résumé must be free of errors.
 - Writing errors cast doubt on the accuracy of the information in the résumé as well as the competence of the writer.
 - **Proofread** the finished product **at least twice**, and then have **someone else proofread** it.



Elements in a Résumé

- While résumés can be organized in more than one way, they will almost always contain the same basic information.
 - Identifying information (personal/contact information)
 - Objectives or summary of qualifications (Career/professional objective)
 - Education (Educational/academic qualifications)
 - Employment history (Work experience /Professional and technical skills)
 - Interests and activities (Extracurricular activities and achievements/special interests, aptitudes, memberships /Awards and honours)
 - References





Chronological Résumé	Functional Résumé
Identifying information	Identifying information
Objectives or summary of qualifications	Objectives or summary of qualifications
	Skills and abilities
Education	Education
Employment history	Employment history
Interests and activities	Interests and activities
References	References



Personal information

- The first thing an employer needs to know is who you are and where you can be reached.
- Make sure that the information allows an interested employer to reach you easily.

Address

A **permanent** postal address should be provided.

Full name

All letters or initial letters are **capitalized**

JOE SMITH
1234 Main Street
Phoenix, AZ 85048
480-123-4567
JoeSmith@Gmail.com

Phone number

Home or cell phone is preferable.

Email address

It should sound **professional** rather than frivolous.



Objectives or summary of qualifications

MARY BARTHOLOMEW

1234 Jln SJ 1/1, Seremban Jaya, 70450 Seremban, Negeri Sembilan,
Tel: 013-123 4567 (HP) 06-123 4567 (H) E-mail: Mary@hotmail.com

OBJECTIVE (optional)

Independent computer science graduate with extensive qualifications seeks opportunities to develop user-friendly and effective software for businesses.

- Most employers agree that a statement of professional objective should be included in a résumé.
- Make it effective by being as specific as possible about the requirement or aspiration.



- A statement of objectives. used most often by candidates new to the field, is a brief phrase or sentence.
- Follow the following 3 suggestions when drafting it:
 - State only the goals or duties explicitly mentioned, or clearly implied, in the job advertisement.
 - Focus on the reader's needs, not on your goals.
 - “Position with opportunities for advancement” or “Position offering a high salary”
 - “Position in Software Engineering specializing in database applications development that enables me to use my four years of experience developing large enterprise-database solutions based on a normalized relational design.”
 - Be specific.
 - “Position offering opportunities in the field of health science, where I can use my communication and analytical skills.”
 - Specify what kind of position you want



Read and Comment

Seeking employment in a business environment offering an opportunity for professional growth.

Comments?

To market financial planning programs and provide financial counseling to ensure positive client relations.

Too general

No focus

- It specifies which job the applicant is seeking.
- It also specifies how the applicant will benefit the company.



- a summary of qualifications is usually used by job applicants with more experience.
- A brief paragraph that highlights three or four important skills or accomplishments.

Summary of Qualifications

Six years' experience creating testing documentation to qualify production programs that run on Automated Test and Handling Equipment. Four years' experience running QA tests on software, hardware, and semiconductor products. Bilingual English and Italian. Secret security clearance.



Education/academic qualification

- While applying for a job when one is about to **graduate**, educational qualification and experience are the highest selling points.
- If you have substantial professional experience, place the employment history section **before** the education section.
- Employers are usually interested in learning about the candidate's **academic training**, esp. education and training since high school, degree earned, major and minor field of study, courses or projects done, and also the practical experience gained during graduation.
- Emphasize those aspects of your **background that meet** the requirements for the particular job.
- **Begin** with the most recent education and work backward.



The institution

Identify the institution by its **full name**, not its initials

The location of the institution

Include the **city** and **state**

CHRIS JONES

100 West Elm Street, #205 • Champaign, IL 61820 • (217) 555-1212 • cjones@uiuc.edu

EDUCATION

UNIVERSITY OF ILLINOIS
MBA, General Management

Urbana-Champaign, IL
May 2005

YALE UNIVERSITY
BS, Labor and Industrial Relations
Summa Cum Laude

New Haven, CT
May 2000

The degree earned

After the degree abbreviation, list the academic major.

The date of graduation

If your degree has not yet been granted, add “**Anticipated** date of graduation” or a similar phrase



Grade Point Average (GPA)

List your GPA if it is significantly above the median and impressive.

A list of courses

Include the courses that will interest an employer.

EDUCATION

PRINCETON UNIVERSITY

Master's degree in Accounting Candidate, June 2012

Princeton, NJ

- Current GPA 3.8
- Member of New Jersey Society of Certified Public Accountants
- Elective courses in economics and business administration

BERKELEY COLLEGE

Bachelor's degree in Commerce in Accounting, November 2010

New York, NY

- Graduated Cum Laude
- GPA 3.7
- Academic Scholarship
- Student Government Treasurer

Honors and awards received

Scholarships, internships, and academic awards suggest exceptional ability.

- If you have received a number of such honors, or some that were **not exclusively academic**, you might list them separately in a section called "Honors" or "Awards".



Work experience/professional skills

Name of the organization

The location of the organization
Include the city and state

The duration of work

PROFESSIONAL EXPERIENCE

TAYLOR EVANS PAVILLION, Los Angeles, California

2000 – Present

A 17,000 seat indoor arena with full convention facilities for premier concerts, major boxing events, television productions, and award shows.

Event Services Manager, Garden Arena

- Research, develop, and coordinate events.
- Manage the facility during events; schedule staff, prepare budgets, and disseminate advertising.
- Liaise with scheduled artists, clients, vendors, production companies, and departments; execute and mediate contractual obligations; hire, train, and manage an on-call staff of 300 employees.
- Investigate and respond to guest concerns; prepare and implement quality assurance measures.

The job title or position

Carefully selected accomplishments

A brief summary of the work (optional)



Work experience/professional skills

SOCIAL WORK EXPERIENCE

School Social Work Intern, 8/2011 – 4/2012

Chartered Place Elementary School, Washington, DC

- Provided individual and group counseling to a diverse population of students, kindergarten to 6th grade, including immigrants and refugees.
- Maintained positive relationships with parents, teachers, and school staff.
- Participated in weekly multi-disciplinary team meetings involving, psychologists, social workers, and case managers.
- Facilitated after-school tutor sessions for 60 students. Trained 40 college student volunteers in behavior management; paired tutors with tutees.
- Led 8-week psycho-social educational group for students with developmental disorders.

School Liaison and Residential Counselor, 11/2010 – 8/2011

Youth School Association, Washington, DC

- Supervised at-risk youth in residential treatment and public school settings.
- Managed a caseload of up to five clients; completed intake forms and maintained detailed records.
- Organized and led weekly after-school group therapy sessions on loneliness and body image.
- Attended to residents' educational and vocational needs: attended IEP meetings, assisted clients.

- List jobs in reverse chronological order to **highlight** the most recent employment.

- Include any part-time or summer internships or projects done.

- use verb phrases instead of complete sentences to present the achievements.
- use the active voice rather than the passive voice when describing positions, functions, or responsibilities.



- Be sure to use very concrete language, including technical terminology to describe the work experience.
- Some **strong action verbs** used in résumés:

administered	coordinated	evaluated	maintained	provided
advised	corresponded	examined	managed	purchased
analyzed	created	expanded	monitored	recorded
assembled	delivered	hired	obtained	reported
built	developed	identified	operated	researched
collected	devised	implemented	organized	solved
completed	directed	improved	performed	supervised
conducted	discovered	increased	prepared	trained
constructed	edited	instituted	produced	wrote



- For particularly important or relevant jobs, write more, focusing on one or more of the following factors:

- **Skills.**

- What technical skills did you use on the job?

- **Equipment.**

- What equipment did you operate or oversee?

- **Money.**

- How much money were you responsible for?

- **Documents.**

- What important documents did you write or assist in writing, such as brochures, reports, manuals, proposals or Web sites?

- **Personnel.**

- How many people did you supervise?

- **Clients.**

- What kinds of, and how many, clients did you do business with in representing your organization?

- Whenever possible, emphasize **results.**

- **Quantify** your achievements.



What's the problem?

EMPLOYMENT HISTORY

Student Dietitian

Millersville General Hospital

- I Gathered dietary histories.
- Involved in preparing menus **for** a hospital.
- Received “excellent” in evaluation by head dietitian.

- No duration of the work.
- No location of the hospital.
- “I” should be left out.
- **Passive rather than active in voice.**
- Not quantify the achievements.
- Not indent appropriately.

EMPLOYMENT HISTORY

Student Dietitian

June-September 2016

Millersville General Hospital, Millersville, TX

- Gathered dietary histories.
- **Assisted** in preparing menus for a **300-bed** hospital.
- Received “excellent” **on all seven items** in evaluation by head dietitian.



Activities, interests and others

- Most employers want to know about **special abilities** that will make an individual a more valuable employee.
 - Participation in community-service organizations or volunteer work in a hospital
 - University-sanctioned activities, such as work on the college newspaper or membership on a team
 - Knowledge of handling special equipment
 - Hobbies related to your career
 - Sports, esp. those that might be socially useful in professional career
 - Languages ability (beginner, intermediate, and advanced /reading, writing and speaking abilities)
 - Computer skills (hardware, software, languages, and operating systems; certifications)
 - Awards or honors received
 - Military experience describe it as if it were a job.



Honors

- National Dean's List, 2009–2010
- Awarded \$4,500 GEM scholarship from Boise State University

Activities

- Member, Boise State University international student organization
- Certified CPR Instructor, American Red Cross

- Include **only information** that the employer will find **useful**, and that casts the candidate a favorable light.
- Do not include activities that might create a negative impression.



References

- Those **people** who are willing to **speak or write on your behalf** are called **references**.
- Potential employers will want to learn more about you from your professors and previous employers.
- Choose only 3 or 4 people who combine the best elements of familiarity with the work and a credible position.
- A reference from a celebrity who barely knows you is not as good as one from an obscure person who has worked closely with you.
- Do get **permission** beforehand from the people listed as references.
- This section should always be **the last one** in a résumé.
- For space and privacy considerations, simply include “**References available upon request**” on the résumé and supply the names only when and if asked for.



Reference page

Samantha Breveux

5986 Center Street Boise, ID 83703
208.555.8693 sbreveux@gmail.com

Professional References

Dr. Dale Cletis
Professor of English
Boise State University
Boise, ID 83725
208.555.2637
dcletis@boisestate.edu

Dr. Cletis was my instructor in three literature courses, as well as my adviser.

Dr. Miriam Finkelstein
Professor of Economics
Boise State University
Boise, ID 83725
208.555.9375
mfinkel@boisestate.edu

Dr. Finkelstein encouraged me to study for a minor in economics, which I did. She was my instructor in two courses.

Dr. Charles Tristan
Professor of English
Boise State University
Boise, ID 83725
208.555.1355
ctristan@boisestate.edu

Dr. Tristan, my instructor in two courses, encouraged me to study abroad. I spent my junior year in Paris.

Personal References

Mr. Heiko Yamamoto
Yamamoto Paving
1450 Industrial Drive
Eagle, ID 83467
208.555.2387
heiko@yamamotopaving.com

For three summers, beginning after my high-school graduation, I worked in Mr. Yamamoto's office as a bookkeeper.

Mr. Paul Engels
Yellow House Literary Cabin
1877 Capitol Boulevard
Boise, ID 83703
208.555.3827
pengels@yellowhouse.org

I volunteered my services writing and distributing press releases and advertising for the Yellow House Literary Cabin.

Martha Cummings, RN
St. Luke's Regional Medical Center
322 Bannock Street
Boise, ID 83604
208.555.3489
mcummings@stlukesrhc.org

For many years, my family has trained service dogs for hospital visitations. I worked with Ms. Cummings during high school and my first two years in college in helping other service-dog trainers.

- Once having secured the references' permission to list them, create a reference page.
- This page begins with the name and contact information just as presented on the top of the résumé.
- Some job applicants add, for each reference, a sentence or two describing their relationship with the reference.



Preparing a Scannable Résumé

- If you are mailing a paper résumé that will be **scanned**, follow these seven suggestions to make sure your résumé will scan correctly.
- **Use a good-quality laser printer.** The better the resolution, the better the scanner will work.
- **Use white paper.** Even a slight tint to the paper can increase the chances that the scanner will misinterpret a character.
- **Do not fold the résumé.** The fold line can confuse the scanner.
- **Use a simple **sans-serif typeface**.** Scanners can easily interpret large, open typefaces such as Arial.
- **Use a **single-column format**.** A double-column text will scan inaccurately. **Left-align** everything.
- **Use **wide margins**.** Instead of an 80-character width, set your software for 65.
- **Use the **space bar** instead of the tab key.** Use the space bar to move text horizontally.

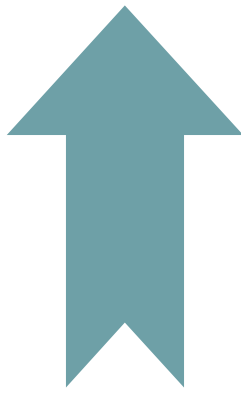


Questions for review

- Does the résumé have a professional appearance, with generous margins, a balanced layout, adequate white space, and effective indentation?
- Is the résumé honest?
- Is the résumé free of errors?
- Does the identifying information contain your name, address(es), phone number(s), and e-mail address(es)?
- Does the résumé include a clear statement of your job objectives or a summary of your qualifications?
- Does the education section include your degree, your institution and its location, and your (anticipated) date of graduation, as well as any other information that will help a reader appreciate your qualifications?



- Does the **employment section** include, for each job, the dates of employment, the organization's name and location, and (if you are writing a chronological résumé) your position or title, as well as a description of your duties and accomplishments?
- Does the **interests-and-activities section** include relevant hobbies or activities, including extracurricular interests?
- Does the **references section** include the names, job titles, organizations, mailing addresses, and phone numbers of three or four references?
- Does the résumé include **any other appropriate sections**, such as skills and abilities, military service, language abilities, or willingness to relocate?



Thank You for Attention !

https://www.eduers.com/resume/how_to_write_cover_letter/

