**Resume Workshop:**

**Purpose:** This document is a brief outline of the Resume workshop, as well as a teaching script. This will work best with its PowerPoint counterpart. However, I will be adding pictures to this since it will help guide anyone who is viewing this by itself. The main purpose of this document is to share the knowledge I have learned from the Air Force, recruiters who work with the military, and other additional resources that have helped me get some exceptional opportunities. This workshop will equip members with basic principles of how to write an effective resume, Cover Letter, what contents should be in a portfolio, and how to approach and prepare for an interview.

NOTE: This workshop is designed to help you understand how your experiences can help you land a job. Creating a strong resume is half the battle, you will still have to perform well on the interview. It is important that you do not over inflate your resume, because more than likely you will have to speak on it.

**Resume Format:**

* Every Resume format is different, which is okay. There are a few formatting principles that need to happen, however, outside of that, it is mainly preference. We will have a few examples for you to start out. A one paged resume is highly encouraged universally. I recommend having a full complete resume, and a one page that you will give to employers initially.

\*Note: If you are applying for a federal job, they want ALL your work experience. Reference the URL below :

[https://www.usajobs.gov/help/faq/application/documents/resume/what-to-include/](about:blank)

* Single Spaced (only do double if you need to fill up space)
* Section font size should be one size up from the rest of the resume. Bold if you want, not needed.
* Stack Sections on bullets. Leave a space between sections, and don’t stack paragraphs.
* Never center anything on a resume.
* Education section is almost always after work experience.
* There should only be 3-5 bullets per job experience.

**Need:** The following items should be located somewhere on the TOP of your resume.

* Name
* City/State/ Zip code
* Phone number
* Email
* linkedin/portfolio URL

**Professional Summary (Optional):** This should be located at the TOP of your resume.

A professional summary basically introduces you to an employer. This and the Cover letter are the first things that an employer sees. It is not mandatory to have either of these things, but they severely help your chances of getting an interview. Although they are similar, a cover letter can go into more detail than a professional summary. The guidance I got from employers was that they would prefer a cover letter, however, if there is no section for the cover letter, than they recommended adding the Professional summary. They did not recommend that you did both.

**Skills:** This can be located at the TOP or the BOTTOM of your resume.

This is where you want to put your soft/ hard skills. As someone in IT you want to try to fill this up with all the software that you have experience with. If you can’t, that is okay. You then want to fill it up with soft skills such as “Effective Communicator” or “Organization.” Additionally, please don’t underestimate hard skills such as “Process Automation”, or “Data Management”. Just because these skills aren’t a specific software, doesn’t mean they aren’t important.

![Text

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Having your skills on the bottom of your resume is a little better, because you want your work experience or your main school experience to stand out FIRST.

**Examples of hard and soft skills:** [https://www.waldenu.edu/school-of-lifelong-learning/resource/what-is-the-difference-between-hard-skills-and-soft-skills](about:blank)

**Job Bullets:**

This is where I see a ton of people get stuck on. How to write job bullets. The purpose of a job OR educational bullet is to paint a picture. To tell what you did, and how it IMPACTED the company. Especially in IT. They want to see what type of value that you would bring to a company.

One of the biggest mistakes I see people do is not mention the daily things that they did. Even if it seemed miniscule to them. A big example of this is data entry. If you job is to import or review 20 records a day and correct them, you might think that it is tedious and silly. You aren’t wrong (about the tedious part), it is tedious. However, the more errors you catch, the more accurate you are making the data. Thus improving the accuracy of the company, which is improving the data that they use to make decisions. So now your job is to paint the picture of why that skill of reviewing and imputing data is an important skill to have.

The way you do that is simple, and it was a writing format from the Air Force that I disliked for a long time. However, the principles behind it helped me paint some effective pictures in my resume. The following will be highlighted so you can tell which part of the bullet it applies to. The format that your bullets should be in is this: What you did, How you did it, and what was the result.

In the example above one might originally have on their resume:

“Reviewed 200 pieces of information and uploaded them into our database.”

Now if we implement the new format, it will look a little something like this.

“Audited and Integrated 200 security records into Salesforce, by using Microsoft Excel and Dataloader.io (SOAP API), which improved data integrity by 10%.

This newly constructed sentence not only accurately highlights what you did, but it also tied back to the impact that you had on the company. The next following is another example.

Ex 2: Checked 609 user-profiles and identified 27% errors while reviewing Integrated Maintenance Data System (IMDS) manning integrity; resulted in a 40% improvement to manning statistics over a 10-month period

**Breakdown:**

**What you did:** What was the action you performed. Typically, you want to use a strong verb, like Administered, Optimized, Streamlined, Audited, strong words like that. You can always google the synonyms to help you find more words.

**How you did it:** What software did you use, what method helped you accomplish your goal. You could use something broad like “Solved using Statistical Methods”, or you could be more detailed and say “Solved by using Linear Regression methods”. Only be more detailed whenever it is a commonly used method.

**What was the result:** *Always* try to relate it to a number. Improved work proficiency, increased data accuracy, etc. This adds SO MUCH value. Even if you can’t add a number value, always add what the impact to the company was. Even ending it like: “… which helped Senior Leadership to make accurate decisions”, would be extremely beneficial to put on your resume.

Below are some examples of my bullets before and after I used that method.

**Examples:**

**Before:** Created, maintained, updated, and enforced configuration policies and process documentation to maintain code integrity through the development lifecycle.

**After:** Optimized current configuration policies and procedures by auditing current procedures to maintain code integrity through the development lifecycle, which led to increased work efficiency and man hours by 25%.

**Before:** Assessed and identified adverse trends, isolating potential problem areas for further investigation; gathered and presented findings to senior leaders in a timely manner.

**After:** Conducted rigorous analysis of data to assess and identify adverse trends, by isolating potential problem areas during analysis investigation, which led to stakeholders improving maintenance procedures and spearheaded passing rates for several KPIs over a five-year period.

**Education:** This should be located at the bottom UNLESS you have no work experience.

This is where you want to put your college degrees and your certifications. However, I would suggest only adding certs that are applicable to the IT world (or the field you are interested in), or things like leadership certifications.

There are many formats that you can use, but even if you aren’t graduate, you still need to add that as an education bullet.

Pick the format that takes up the least amount of space.

**Education bullets:** This should be located at the bottom UNLESS you have no work experience.

If you don’t have any work experience, this is where you need to hang your hat. This follows the same format of Job bullets. However, these are the few changes. Your degree will still have the expected grad date; however, you will add the projects to the bottom of the appropriate school. You can also add the course material without a main project; however, the bullet won’t be as strong. MAKE SURE that if you did a group project, only mention the things that you yourself did. For example, if there are complex coding in there, but you didn’t contribute to making that code, don’t put it on there because employers understand how group projects work.

**Example (With project in mind):**

**Education**

* **Master of Science in Data Analytics**, University of Central Florida, Exp. Graduation Date: 2024

**Relevant Coursework**

* + Machine Learning – Predicted 1,000 rows of Sales data for a Machine Learning project by using the Supervised Learning Algorithms, which helped me understand how to implement this algorithm in a business setting.
  + Data Mining – Mined 1 million rows of data from excel to AWS database; By developing several Python scripts and implementing them; This helped me understand how to clean data and integrate it to a relational database.

**Example (without project in mind):**

**Education**

* **Master of Science in Data Analytics**, University of Central Florida, Exp. Graduation Date: 2024

**Relevant course work:**

* + Machine Learning – Studied predictive and supervised learning models, gained understanding how to perform basic predictive models.

This will before people with work experience and not enough space on your resume. Typically, you only do this when you want to show multiple relevant courses.

**Education**

* **Master of Science in Data Analytics**, University of Central Florida, Exp. Graduation Date: 2024

**Relevant course work:** Machine Learning, Data Mining,Data Visualization.

**Cover Page:** This will be in a separate document from your resume.

* The cover page is essentially a longer version of a Professional Summary. This is your first introduction to your employer.
* You’re able to address certain shortfalls in your career if you have any. You’re also able to showcase some of your abilities, and skills that would relate to THE JOB that you are applying to. This gives them an understanding of how your skillset can transfer over to the position.
* This is NOT mandatory; however, it is more effective to do five resumes with a cover letter, vs applying to 25 jobs without one.
* Because we are increasing our levels of automation, there are a ton of jobs that have hundreds of applicants. The Cover Letter sets you apart.
* REMEMBER to read the job posting and applying key words when necessary.
* Every job you apply for will have a different cover letter. These letters are for the one specific job. You can recycle them, but just make sure to change the appropriate fields such as the name of the company and the position you are applying for.

The following website is the template that I will be using to go over cover letters.

[https://www.uncp.edu/sites/default/files/2018-12/Cover%20Letter%20Guide.pdf](about:blank)

**Portfolio:** Put at the top of your resume

Whether or not you are in IT, it is important to have a portfolio. The contents of the portfolio might differ, but it is important to give a company an idea of the products that you are able to produce. This will focus more on the IT side of things, but if you have any questions feel free to reach out. Additionally, I will share the link that I used to create my portfolio, but I will not be going over how to construct it, just the contents.

**Sections:**

**About me:**

* It may sound corny, but you want to use this section to talk about how you got started in data analysis. Below are some quick topics:
* How you got started in data analysis
* What about data interests you most
* Where your passions lie in relation to data analytics

**Projects:**

It’s no surprise that this is going to be the most important part. In this section, you want at least 2-3 different projects in here. If you CAN, try to put complete projects, from the initial stages to the final product. You want to show employers that you can produce this kind of product on your own.

Content

* Scrape data from websites: Show your code and use hashed comments to explain your thinking.
* Clean data: Take a data set with missing, duplicate, or other problematic data, and walk through your data cleaning process.
* Perform different types of analysis: Use data to perform diagnostic, descriptive, predictive, and prescriptive analysis. (for this you want to have a question that you are trying to solve. Whether or not you were able to find a solution or if there was a problem, you want to show that you know the right questions to ask when looking at a dataset.)
* Visualize data to tell a story: Create a chart, map, graph, or other visualization to make your data easier to understand.
* Communicate complex ideas: Consider writing a blog post that outlines your process or explains a difficult data concept to highlight your communication skills.
* Collaborate with others: If you’ve worked on a group project, be sure to include it.
* Use data analysis tools: Share projects that show off your ability to use SQL, Python, R, Tableau, etc.

Below are the links that I used to gather this information.

**Portfolio Build:** [**https://www.youtube.com/watch?v=ocdwh0KYeUs**](about:blank)

**Portfolio Content:** [**https://www.coursera.org/articles/how-to-build-a-data-analyst-portfolio**](about:blank)

**Interviewing:**

* Typically, there are a few rounds for getting a technical job. So, if you prepare for the most, you won’t be caught off guard if it’s less. The typical standard goes as follows:
  + Phone Screening (usually with an HR employee) 🡪 Short phone interview or initial webcam interview (usually with a future supervisor) 🡪 Then a technical interview with your senior leadership/ Management 🡪 Follow up phone call/Email.
  + These are typically the main steps into getting a job in the tech field. It is important that you understand which part you are at so you can plan accordingly.

**Phone Screening:** This is conducted usually by the hiring manager or HR personnel. (ONE THING TO NOTE, they will be going off the job posting. They more then likely have no IT experience. Stay on topic with the job posting, don’t get too technical.)

* The first thing you want to do is do a little research on the company before you apply. Mainly try to understand the daily duties on a conceptual level and find out what the company does. You never know when you are going to get a phone screening interview first.
* Knowing this information will set you apart because it shows that you put effort into understanding the job posting.
* Ask basic questions such as hours and is it full time or not. Don’t ask about salary unless they bring it up.

**Salary:**

* NEVER discuss your current salary. And never tell them what you are looking for.
* ALWAYS ask them for a salary range. And then tell them that is something you can expect or not expect. Attached below is an example of how to respond in those specific situations.

**Example of how to respond:** [https://www.tiktok.com/t/ZTRsb6G4Y/](about:blank)

**Behavioral Questions:**

When you get past the first initial phone screening, your section interview is going to contain something called behavioral questions. These questions are typically based on your past work experiences. Some examples are “Tell me a time where you improved a process.” Or “Tell me a time when you failed at a process”. These questions are to help gauge how you handle adversity and every good company will ask you these kinds of questions. The important thing is to have something prepared already.

The good thing is that you use the same method to answer these questions that you did when you write your bullets. What you did ( your failure or your positive impact), How you did it (what cased the good outcome or the bad one), and what was the impact, or what did you learn.

**Tips for Behavioral Questions**

* The biggest thing to note is that you should use the job bullets method. What you did, how you did it and what was the result.
* You want to paint a complete picture for them. You will have to explain the background information.
* You will need to describe what the company does and the goals of your department.
* Then you will discuss the software you use, or how you document data, and what some company terms means.
* Then you describe the problem that you were trying to solve.
* Then how you accomplished solving it. Walk them through the process. Be as detailed as possible.
* Then you describe what the end results were. How did it impact the company? Did it save them money? Did you make their information more accurate? Did you save man hours? Something along those lines.

Below is a link to some common questions you might get:

[https://www.indeed.com/hire/c/info/behavioral-interview-questions-to-ask-candidates?gclid=EAIaIQobChMI8P2Q6I3z\_AIVdsiUCR2wkAJMEAAYASAAEgK8iPD\_BwE&aceid=&gclsrc=aw.ds](about:blank)

**Short phone interview or initial webcam:** This is done typically by a potential coworker/supervisor.

* This is where you want to make a great first impression. Once you schedule your interview you want start trying to connect every job posted bullet with your work experience.
* This is where you get your first taste of behavioral questions (if they didn’t ask them in the phone screening already. Be prepared for more even if they did.), in this case students can talk about important projects that they worked on.

**Technical interview with your senior leadership/ Management:** This is done typically by your supervisor or the department head (or both).

* Getting the 2nd/3rd interview is a great sign. This means that they are seriously considering you as a candidate. This interview will be like the previous one. The only exception is they might ask more technical questions.
* This is where you do even further research on the software they use or talk about specific coding instances that you used. This includes functions in python/ SQL queries, etc. It all depends on what they ask you. Additionally, they will probably ask you more behavioral questions.

**Brian’s technical experience:**

* Two types of technical interviews:
  + First: You are given a prompt and a dataset. Then you are going to be asked to perform coding methods, like the one in the portfolio.
  + Second: They ask you to code while asking your train of thought, how did you come to this conclusion.

The purpose of these is to see how well you know the technical skills required for your position. The following are some examples that I have dealt with.

Ex. 1

I was extremely limited on the resources I could use. I was only able to code on what I knew, and I wasn’t allowed to use any resource to help me code. So, in this instance, I must know how to code based on the job description.

Ex. 2

The second type of interview allowed me to look up the code and use the resources needed to code.

I have done both types, with the former leading to me being rejected, and the latter leading to me being accepted. There are pros and cons to both types of technical interviews, my personal preference being the second type just due to it being about knowing methodology and techniques and not memorizing code. With that in mind, make sure you practice coding without resources as well as using resources.

**Final interview/ Follow up:**

* Every job is different, so you have to play it by ear. You might have a final interview, and you need to try and tailor it to what the responses of the employer are. However, if you’re at the end and they offer you a job, consider you options and accept it or try to negotiate.