

Creating an Attention-Grabbing Resume

Presented by
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Introduction

- The task of writing a resume can seem overwhelming. So many questions arise when diving into the process. How do I format my resume so that it stands out? How do I handle gaps in my employment history? The list goes on and on.
- After completing this workshop, you will feel more confident in your ability to create a resume that accurately highlights your skills, experiences, and knowledge so that it grabs a potential employer's attention.

Workshop Outline

- Lesson 1: What is a Resume and Why is it so Important
- Lesson 2: Good and Bad Resume Examples
- Lesson 3: Parts of a Resume– The Contact Information
- Lesson 4: Parts of a Resume– Summary Statement vs. Objective
- Lesson 5: Parts of a Resume—The Skills Section
- Lesson 6: Parts of a Resume– Employment History
- Lesson 7: Parts of a Resume– Education
- Lesson 8: Sample Resumes

Lesson 1

What is a Resume and Why is it so Important

Lesson 1: What is a resume and why is it so important

- **OBJECTIVES:**

- At the conclusion of the lesson, you will be able to:
 - Comprehend what a resume is
 - Understand why a resume is so important
 - Recognize how a resume is used by employers

Lesson 1: What is a resume and why is it so important

- A resume is a one or two page document that sums up your qualifications for the jobs in which you are interested.
- The resume is your calling card and marketing campaign tool you will use to communicate your value to an employer
- For any marketing campaign to be successful, it takes time, attention to detail, and most importantly- planning. The same applies to creating a successful resume. Afterall, you are marketing your skills and experiences to potential employers.



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Lesson 1: What is a resume and why is it so important

- Employers use resumes to:
 - Screen applicants and determine whom to interview
 - Resumes are scanned quickly– in under 30 seconds. Your resume must be results-oriented and tailored to employer's needs
 - Develop interview questions
 - Judge an applicant's communication skills
 - Extremely important to have an error-free resume that clearly communicates your qualifications
 - Remind employer of your qualifications when hiring decisions are made. Employers want to know how your experiences have prepared you for the job.



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Lesson 1: What is a resume and why is it so important



- Your resume is the first interaction you will have with an employer.
- The quality of your resume makes the first impression and can determine whether or not a potential employer will consider you for an interview.
- When a potential employer glances at your resume, he or she is already forming an opinion of you as a person. Even the smallest typo on your resume can ruin your first impression, much like having a huge mustard stain on your shirt during an interview!

Lesson 1: Wrap-up

- From this lesson you learned that a resume is your introduction to a potential employer and how important it is to make a great first impression. The employer uses the resume in a variety of ways. It is used to help the employer screen candidates, develop interview questions, judge candidate's communication skills, and serves as a reminder of your qualifications when making the hiring decision. Therefore, creating a resume that captures an employer's attention and sets you apart from the hundreds or thousands of other potential candidates is the most important aspect to consider when writing your resume.
- In the next lesson, we will look at an example of a good and bad resume to help you in your quest for the best resume possible.



Lesson 2

Good and Bad Resume Examples

Lesson 2: Good and Bad Resume Examples

- **OBJECTIVES:**

- At the conclusion of the lesson, you will be able to:
 - Identify what makes a resume good
 - Identify what makes a resume bad
 - Understand how to avoid the pitfalls of a bad resume

Lesson 2: Good and Bad Resume Examples

- Take a look at the resume on the next page and answer the following questions:
 - What is your first impression of this person?
 - Can you easily determine what skills this person has to offer an employer?
 - Are there any typing errors?

Resume Page 1

Willing to relocate: Anywhere
Authorized to work in the US for any employer

Work Experience

Data Entry

Company Name Anytown, TX
October 2012 to Present

Entering company's data into their database.
Entering the data on time and at a [fast efficient](#)
pace. Maintaining a clean and organized work space.
Working with excel and word processor.

Cashier/Customer Service

Company Name - Anytown, TX
February 2012 to October 2012

Provide excellent customer service.
Took orders and payments.
Maintained a perfect cash drawer
Maintained a clean and organized work area.

Cashier/Customer Service

Company - [Anytown, TX](#)
February 2010 to April 2011

Provide excellent customer service.
Took orders and payments.
Maintained a perfect cash drawer
Maintained a clean and organized work area.

Education

High school or equivalent

Anytown High School Anytown, TX
June 2012

Skills

Microsoft office (5 years), Data Entry (6 years), Cashier (3 years), Typing (10+ years)

Resume Page 2

Additional Information

Speak English, Spanish and Portuguese

Lesson 2: Good and Bad Resume Examples

- After reading over the resume, what do you remember about this person?
 - What type of job was the person interviewing for? Data entry, cashier?
 - Were you able to easily identify the person's skills?
 - Why was the resume two pages when there was only one line on the second page?
 - How many typos and other grammatical errors did you see?
- This is clearly a resume that was written with little thought and does not give a very good first impression.

Lesson 2: Good and Bad Resume Examples

- Take a look at the resume on the next page and answer the following questions:
 - What is your first impression of this person?
 - Can you easily determine what skills this person has to offer an employer?
 - Are there any typing errors?

About Me

- Over five years data entry experience in a fast-paced work environment where finding perfect balance between accuracy and production was essential for success
- Speak three languages: English, Portuguese, and Spanish
- Focused on detail and maximizing time management
- Over five years typing, 10-key by touch, and Microsoft office experience

"Th is a very loyal and hard-working individual. She quickly learned our proprietary software application and the necessary concepts to enter data accurately to assist our customer in making important business decisions and recover unnecessary shipping expenses. She had the reputation of being one of the most accurate and productive employees."

John Harris, Director of Freight Data, Company Name

My Data Entry Experience

Temp Staffing, Anytown, TX

October 2012 - December 2017

Data Entry specialist, Company Name, (Long-term Assignment) 10/2012 – 12/2017

- Developed more efficient method for printing support documentation to complete freight bill packets
- Compiled monthly report for office supervisor that documented the number of freight bill packets with missing bill of lading
- Entered data from freight bill packets into company software application
- Searched software application database for missing freight bill information so that data entry was complete and accurate
- Worked cooperatively with auditors to resolve freight bill discrepancies
- Assignment ended December 2017

Other Work Experience

Various fast food restaurants during high school and after December 2017

- Notable accomplishment: Maintained perfect cash drawer at end of every shift

Education

Any High School, Any City, TX, Diploma, 2012

- Active member of the ROTC program
- Served as PT Commander and Sargent

Lesson 2: Good and Bad Resume Examples

- After reading over the resume, what do you remember about this person?
 - What type of job was the person interviewing for? Data entry, cashier?
 - Were you able to easily identify the person's skills?
 - How many typos and other grammatical errors did you see?
 - What did you find most impressive about this person?
- This is clearly a resume that was written with much thought and planning to make the best possible first impression on a potential employer.

Lesson 2: Good and Bad Resume Examples

- Think about each of the resumes in this lesson. If you were an employer, which candidate would you want to interview?
 - The candidate with the two-page resume?
 - The candidate with the one-page resume?
- Guess what?
 - Both resumes are the same person! In the first resume, the candidate rushed through the writing process with little thought as to what to include on the resume or the order so that most important qualifications were listed first. If you speak more than one language why would you place it on the last page of your resume?
 - In the second resume, the candidate sat down and really put a lot of thought into their work history and how they contributed to the success of the organization. Those are the elements that an employer wants to see on a resume instead of just listing what your duties were.

Lesson 2: Wrap-up

- In this lesson, we looked at an example of a good and bad resume. One of the most important things you can do to make your resume stand out from the hundreds or thousands of other resumes of candidates applying for the same job is to really think about your qualifications, skills, and accomplishments. Let the employer know what you can do to help the organization succeed by clearly outlining how you have helped previous employers succeed. With a little time and reflection, you can create a resume that will assist you in landing a job.
- In the next few lessons, we look at the parts of the resume that you need to include on the resume.

Lesson 3

Parts of a Resume—Contact Information

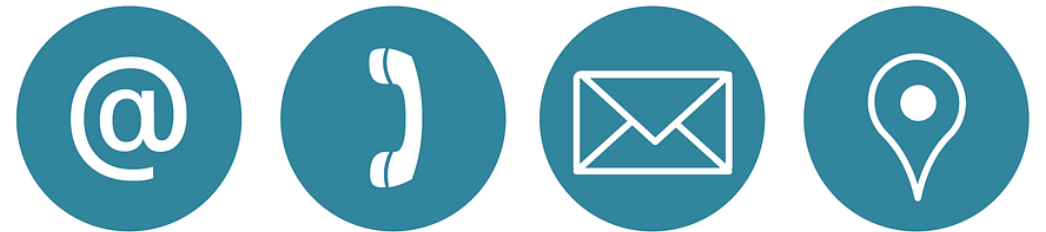
Lesson 3: Parts of a Resume—The Contact Information

- **OBJECTIVES:**

- At the conclusion of the lesson, you will be able to:
 - Understand what information to include in the contact information section
 - Correctly format the contact information
 - Comprehend the importance of a professional email address

Lesson 3: Parts of a Resume—The Contact Information

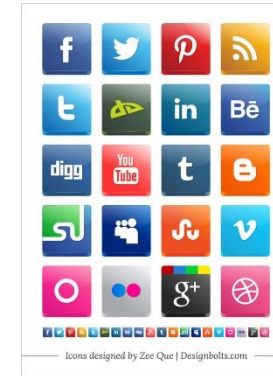
- Contact information is your private or personal information by which another person or business can use to reach you. It should include your full name, address, phone number, email address. Additionally, it can also include your social media or other Internet presence.
- While this all seems fairly straightforward and the easiest part of the resume to complete, there are several issues and privacy concerns that need to be addressed.



Lesson 3: Parts of a Resume—The Contact Information

Your contact information should always be at the top of your resume in the following order:

- Your name
- Address
- Valid telephone number
- E-mail address and other Internet presence, if necessary



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Lesson 3: Parts of a Resume—The Contact Information

Your Name

- Always place your name first on your resume. Do not put a catchy phrase such as Excellent Data Entry Clerk first. Businesses often use an applicant tracking system(ATS) to manage the vast number of resumes submitted. So if you enter something other than your name at the top of your resume, the computer will file you away as Ms. Clerk.
- Display your name in a larger and bold type than the rest of the contact information.
- Always use your full name.
- Put casual nicknames in quotation marks between your first and last names.
 - Joseph “Joe” Smith
- **Exceptions to using full name:**
 - As a woman, minority, or senior citizen, you may feel more comfortable providing an abbreviated form of your legal name to prevent hiring biases:
 - Changing Judith Rose Dowden to J.R. Dowden will help conceal your sex until you’re selected to interview
 - Changing Angel Castaneda Martin to A.C. Martin will help conceal ethnic-sounding names.

Lesson 3: Parts of a Resume—The Contact Information

The Address

Before the invention of the Internet, employers relied on an applicant's mailing address to communicate. Therefore it was necessary to include a permanent mailing address on a resume. Today, it is not as important to include this as most communication about the hiring process takes place online. However, some employers want to see a physical address for various reasons such as creating an applicant profile of you or to understand how your location may change the job offer.

It is certainly acceptable to leave your address off your resume. It is sensitive information; so follow your comfort level when deciding to include it on your resume. The only time an employer must have your physical address is during the hiring process in order to complete necessary paperwork.

Lesson 3: Parts of a Resume—The Contact Information

The Address

Here are some examples of ways to include an address on a resume that may meet your comfort level and an employer's expectations.

- No Address
- City, State
 - *Example: Houston, TX*
- City, State, and Zip Code
 - *Example: Houston, TX 77051*
- Complete Address
 - *Example: 456 Maple Avenue
Houston, TX 77051*
- Area or Region
 - *Example: Houston Metro Area*
- Relocating
 - *Example: Relocating to Denver, CO*

Lesson 3: Parts of a Resume—The Contact Information

Valid Telephone Number

The best phone number to put on your resume is one that you have the most control over and provides the best quality of service. You need to be able to answer the phone or return calls in a timely manner. The first phone call you received from an employer will most likely be a phone screen or a brief phone interview. The point of contact you provide will determine how prepared you are to answer the call and talk to a potential employer.

Telephone Number Do's and Don'ts:

- If you are employed, never use your work phone.
- The home phone provides a reliable method for receiving calls without fear of a dropped call. Be sure to talk to others, including children, about what to say and not say when a potential employer calls.
- The cell phone is perhaps the best choice because you can answer, return, and screen calls from wherever you are. You also have complete control over who answers your phone.
- **CHANGE YOUR VOICE MAIL MESSAGE:** The cute, yet annoying, message catches people off guard. It also makes an unprofessional impression on a potential employer. Your voice mail message should go something like this: "Hello, You have reached the voice mail of {Your Name}. Please leave your name and number and I will return your call shortly."

Lesson 3: Parts of a Resume—The Contact Information

E-mail Address

Your email address says a lot about who you are and serves as a calling card for potential employers. Therefore, you want to create a professional image. The cute BigDaddy01@Hotmail.com or HotMomma01@Gmail.com is perfectly fine for your friends and family. However, they are inappropriate for the resume.

For your resume, an email address must be professional. It should be just your name. If your name is not available, try adding a period. If that doesn't work, consider adding a couple of numbers. Use a generic email provider such as Yahoo mail, Gmail, or Apple/Microsoft mail.

Examples of a professional email address:

- JudithDowden@gmail.com
- Judith.Dowden@gmail.com
- JudithDowden1@gmail.com

Lesson 3: Parts of a Resume—The Contact Information

Things To Never Put on Your Resume

- Social Security Number
- Driver's License Number
- Age
- Date of Birth
- Marital Status
- Any other personal information

None of this information is relevant to getting hired!

Lesson 3: Wrap Up

WOW! Who knew that the simple task of putting your contact information on a resume could come with so many questions and options to consider. The very first thing an employer sees when picking up your resume is your contact information. How that information is presented says volumes to a potential employer. Therefore, **it is essential that your contact information portray a professional image.**

The correct order for your contact information on a resume should look like this:

Your Name (Bolded and larger type; can use initials; put nickname in quotation marks between first and last name)

456 Maple Avenue (Optional)

Houston, TX 77051 (or Houston, TX; or Houston Metro Area; or if relocating, Relocating to Denver, CO)

(555) 555-5555 (Cell or home phone; Professional sounding voice mail)

YourName@gmail.com (professional email containing your name)

In the next lesson, we look at the Summary Statements and objective section of a resume.

Lesson 4

Parts of a Resume—Summary Statement vs. Objective

Lesson 4: Parts of a Resume—Summary Statement vs. Objective

- **OBJECTIVES:**

- At the conclusion of the lesson, you will be able to:
 - Identify when to use a summary or an objective on a resume
 - Create a dynamic, attention-grabbing summary or objective for your resume
 - Improve your resume objective or summary with new action verbs that sets you apart from other candidates

Lesson 4: Parts of a Resume—Summary Statement vs. Objective

In the past, resume objectives were considered a requirement for a good resume. However, in today's job market, the career summary is more common. So what is the difference?

- Both resume summary statements and objectives are designed to sell you to a potential employer and serve as an introduction to your resume. The difference between the two lies in the details.
 - A **Resume Objective** mainly discusses the skills that make you the best candidate for the job.
 - Uses key words from the job posting
 - Explains what kind of job you are looking for
 - A **Summary Statement** focuses more on an overview of your work experience.
 - Shows how you have already worked in similar positions and can do the work required
 - Quickly shows employer that you have the required experience
- However you choose to write the first section of your resume, be sure to include key words from the job description in your statement.

Lesson 4: Parts of a Resume—Summary Statement vs. Objective

So which one should you choose?

A ***resume summary statement*** works best when you are looking for a job in the same or similar role but in a different company or sector. It allows you to showcase your experience and knowledge. It is typically used when writing a professional resume or those with many years of experience.

A ***resume objective*** is best used by jobseekers with limited relevant working experience or for those looking to change careers, recent graduates, or students. It allows you to highlight your relevant skills to show your willingness and aptitude for the position



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Lesson 4: Parts of a Resume—Summary Statement vs. Objective – Summary Statement Examples

“Marketing Manager with over eight years of experience. Proven success in running email marketing campaigns and implementing marketing strategies that have pulled in a 20% increase in qualified leads. Proficient in content, social media and inbound marketing strategies. Skilled, creative, and innovative.”

Warehouse Supervisor with Management, Customer Service, & Forklift Experience

- Dependable manager with 15+ years of experience in warehouse management and employee supervision
- Skilled at managing inventory control, shipping & receiving, customer relations and safety & compliance
- Certified Power Equipment Trainer, Forklift Operator and Reach Operator skilled at coaching other staff
- Promoted to positions of increased responsibility given strong people and project management skills

Your Summary Statement can be written in paragraph form or in a bulleted list.

Lesson 4: Parts of a Resume—Summary Statement vs. Objective – Objective Examples

Seeking to fill a job position in the Customer Service sector. A very notorious capacity to quickly handle requests and complaints from the customers.

Capable individual with excellent organizational skills and a capacity to handle challenging situations

Digital marketer turned PR-specialist looking to leverage the knowledge of the cyberspace to help YourCompanyInc establish relations with journalists worldwide.

Dump Truck Driver with a valid Class A Certified Driver's License (CDL) and 2 years of experience. Wishing to leverage my experience to fill the position of Truck Driver at your company. Zero accidents or injuries throughout entire career.

Lesson 4: Parts of a Resume—Summary Statement vs. Objective – Dynamic Action Verbs

Tired Verbs

Led, motivated, managed

Talked, supported dealt

Saved, improved, organized

Wrote, spoke, relayed

Action Verbs

Operated, established, chaired, headed

Informed, resolved, facilitated, consulted

Solved, settled, maximized, enhanced,
integrated, restored, transformed

Composed, illustrated, conveyed, defined



Lesson 4: Wrap Up

Knowing when to use a resume objective or summary statement on your resume can set you apart from other job applicants. The choice is yours. If you have a lot of experience and are staying in your field of expertise, then by all means utilize the **Summary Statement** to highlight your experience. On the other hand, if you are changing career fields or are just starting out, the **Resume Objective** is your best bet. It allows you to highlight your skills and willingness to do a good job. But whatever you do, use dynamic action verbs that have the most impact. Changing up the words from the tired, boring, and overused to innovative, exciting, and rarely used words designed to grab a potential employer's attention.

Toot your Own Horn



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Lesson 5

Parts of a Resume—Skills Section

Lesson 5: Parts of a Resume—Skills

- **OBJECTIVES:**

- At the conclusion of the lesson, you will be able to:
 - Understand which skills to include on a resume
 - Define soft skills and understand their importance
 - Know the difference between hard skills and soft skills

Lesson 5: Parts of a Resume—Skills

Every resume should have a skills section that appears beneath your summary statement or objective. It should be in short, bulleted columns. The skills section allows the employer to skim over your resume to see if you have the skills they are looking for. However, you need to focus your skills on the job for which you are applying. Stating in your skills section that you can juggle may be great if you are applying for a job with the circus. However, listing juggling as a skill for a call center operator is a waste of space and irrelevant to the job.



Lesson 5: Parts of a Resume—Skills

Carefully reading the job posting is critical to understanding which skills you need to include:

Accounting Clerk

Signal Boosters (parent company Silk Worldwide) - Stafford, TX

Full-time \$10 - \$14 an hour

Apply Now

Perform clerical duties and ensure the accuracy of company's financial records.

Essential Duties and Responsibilities:

- Obtains and mails invoice copies for customers, as requested.
- Files check stubs and bank receipts.
- Researches and processes chargebacks, returns, and bad checks.
- Processes all Return Merchandise Authorizations (RMA)
- Notates all pertinent information into records
- Answers accounts receivable phone inquiries.
- Calls and/or mails correspondence to customers as necessary in order to update accounts.
- Regularly performs data entry, filing, and record keeping tasks ensuring accuracy and attention to detail.
- Records payments to customers' accounts and maintains accounts receivable records in QuickBooks.
- Extracts statistical information from QuickBooks for financial reporting.
- Cross-trains on various departmental functions
- Performs other related duties as assigned or requested
- Complies with federal, state, and company policies, procedures, and regulations.



Retail Stock Associate

Bed Bath & Beyond - Katy, TX 3.6★

Full-time Estimated: \$26,000 - \$33,000 a year

Apply Now

Damages and completing daily stock replenishment. In this role you will interact with customers throughout the day and you will be expected move through multiple tasks while meeting productivity standards and sales goals.

Key Responsibilities:

- Engage customers in a courteous, helpful, and respectful manner, promptly and politely responds to customer inquiries and customer requests for support
- Receive and unloads store merchandise from third party vendors
- Verify product type, quality, and quantity against invoices to ensure accurate receipt of product
- Process merchandise by scanning items to verify receipt
- Inspect shipments for damages or defects and records discrepancies or damages
- Perform daily replenishment duties by pulling products from top stock windows and/or stockroom
- Process freight by verifying units received and unpacking and processing merchandise
- Transport merchandise from the stockroom onto the sales floor according to store merchandise plans and organize/rearrange merchandise as needed to execute stocking plans and presentation standards
- Process customer transactions through the register when required
- Perform additional duties as required including, but not limited to, stocking, freight processing, price changes and cart retrieval

Lesson 5: Parts of a Resume— Hard Skills

- Hard skills are part of the skill set required for the job. They include the expertise necessary to successfully do the job and are typically listed in the job description.
 - How to acquire hard skills
 - Formal education
 - Training programs
 - College
 - Apprenticeships
 - Certification programs
 - On-the-job training

Lesson 5: Parts of a Resume— Soft Skills

Soft skills are the interpersonal skills that enable you to succeed in the workplace. They are often referred to as “people skills”. Soft skills involve emotional intelligence and empathy.

- Examples of soft skills:

- Creative thinking
- Work ethic
- Teamwork
- Flexibility
- Problem-solving
- Conflict resolution
- Attitude
- Time management



Lesson 5: Parts of a Resume—Skills

- **The Best Way to Use Skills Lists**

- Each job will require different skills and experiences, so make sure you read the job description carefully, and focus on the skills listed by the employer.
- Make a list of all the hard skills and soft skills that you possess. Circle the ones that match the skills of the job. Be sure to:
 - Include these terms in your resume, especially in the description of your work history.
 - Keep these terms in mind during the interview and be able to give specific examples.

Lesson 5: Parts of a Resume—Skills

In the sample skills section on the right, the hard and soft skills are separated. This is perfectly fine. This person is applying for a job where the soft skills are more important and therefore are highlighted at the top of the resume. The Computer Skills sections of this resume lists all the hard skills.

Objective

Created integrated strategies with the director as Assistant Director to improve office performance.

Skills

- Good communication both written and oral
- Capable for analyzing and solving problems
- Doing works with timely manner
- Responsible for all the tasks assigned
- Strong leadership and organizational skills

Professional Experience

2008-present

Assistant Director

Department of Public Relations, St. Virginia Medical College

- Manage publication of monthly magazine includes editorial, printing, advertising and distributing
- Make a budget plan for monthly magazine in a college
- Create an event related to public health such as health fairs and raising funds for health
- Responsible on publication and promotion an event
- Compose a program for promotion and publication

2003-2008

Assistant Director

Washington DC State Office of Flawed Children

- Composed a new education program that suitable for the community
- Coordinated with other institution for improving public service for the community
- Made a public education and some announcements related to the community
- Gave some education and training to the community

Educational Background

- Master Degree of Business Administration, Harvard University, 2002
- Bachelor Degree of Business Administration, Virginia College, 2000

Computer Skills

Microsoft Excel, Microsoft Word, Microsoft Power Point, Microsoft Outlook, Microsoft Access, SPSS, CorelDraw, Adobe Photoshop

Professional Summary: College student and experienced cashier/retail worker for whom excellent customer service is the top priority.

- Energetic, efficient worker
- Trustworthy
- Detail-oriented
- Committed to loss control
- Skilled in a range retail operations (customer transactions and check-out processes stocking, merchandising, inventory management)
- Able to prioritize tasks in a high-volume environment
- Flexible availability

In the sample skills section above, the soft and hard skills are listed together. The person is applying for a position where it is important to emphasize both hard and soft skills at the top of the resume.

Lesson 5: Wrap Up

Deciding which skills to emphasize on a resume should be an easy task. It takes a little research and self-reflection to highlight your best hard and soft skills to prove to a potential employer that you are the best person for the position.

- First step is to make a list of all of your hard and soft skills.
- Second step is to review the job description to see which skills the employer are looking for in the perfect candidate.
- Third step is to compare your list of skills to those of the employer and circle the skills that match.
- Fourth step is to put the circled skills on your resume.
- And finally, be able to give examples of your skills on your resume AND during the interview. An employer will want to see that you have real-life examples to back up your claims.

Lesson 6

Parts of a Resume—Employment History

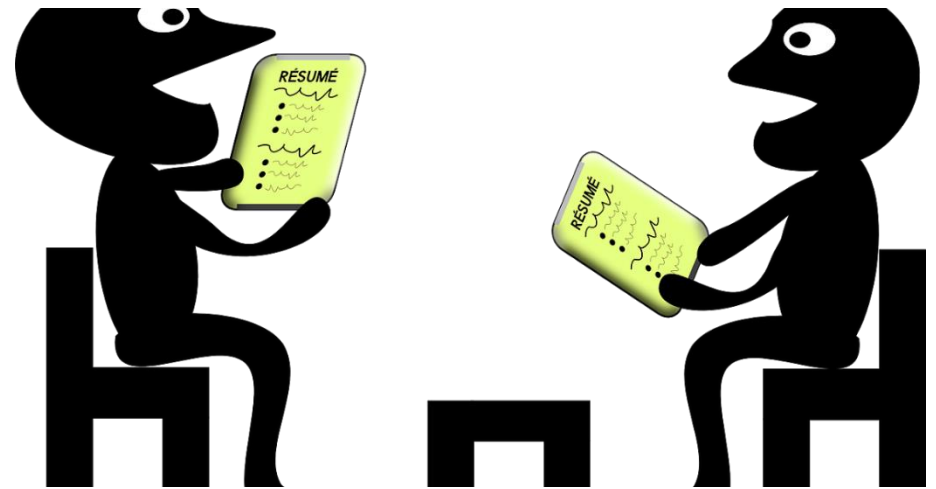
Lesson 6: Parts of a Resume—Employment History

- **OBJECTIVES:**

- At the conclusion of the lesson, you will be able to:
 - Format the Employment History section of a resume
 - Understand what to include in the work history
 - Handle gaps in employment history

Lesson 6: Parts of a Resume— Employment History

The employment history section is the heart of any resume and deserves the most attention. It lets a potential employer understand the value you brought to previous jobs and how you can bring that same value to the new position.



Lesson 6: Parts of a Resume— Employment History

Where to begin?

To begin the employment history of your resume, make a list of all of the jobs you have held going back at least 10-15 years. If your employment history is less than that, don't worry. Be sure to include:

- Company Name
- Years you worked for the company (Month and year)
- Your title
- A brief description of what you actually did (Do not list general duties)
- List at least three things you learned, contributed, or accomplished in the position
 - Did you receive praise, recognition, or pats on the back?
 - Did you receive a promotion, award, or commendations from customers/clients?
 - Were you selected for special projects, committees, or tasks?
 - Were you known throughout your department/company for something?
 - If you quit your job, what would your co-workers say about your work?



Lesson 6: Parts of a Resume— Employment History

Now that you have finished brainstorming and have your notes ready, it is time to turn your accomplishments into high-impact statements. Lead with the result, outcome or benefit to your employer. See the following example:

Position: Administrative Assistant

Rough Notes: On my first day on the job, I couldn't find anything because the filing system was a mess. Customers were unhappy because wait times were long. I reorganized the filing system, which now works smoothly.

Accomplishment Statement: Improved office efficiency and customer service by revamping filing for easier access to customer files.

Position: Prep Cook

Rough Notes: After the first health inspection returned several violations on kitchen cleanliness, I worked with the chef to correct the issues.

Accomplishment Statement: Designed and implemented new kitchen cleaning protocol that saved the restaurant thousands of dollars in health code violation fines.

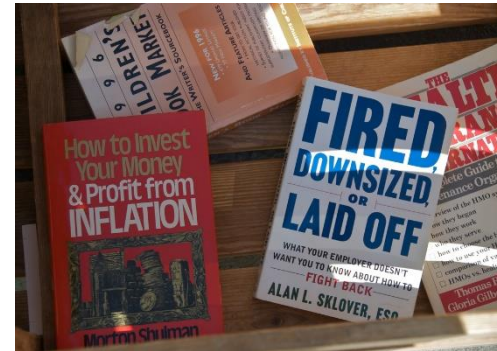


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Lesson 6: Parts of a Resume— Employment History

Handling Gaps in Your Employment History

- There are many reasons why a person would have gaps in their employments history:
 - Raising a child
 - Caring for a sick relative
 - Went back to school
 - Laid off or fired
 - Lengthy time to find a new job
 - Incarcerated



Lesson 6: Parts of a Resume— Employment History

Explaining the Employment Gaps

- Do not underestimate the valuable experiences that are gained while managing a household, raising children, or caring for a sick relative. You have acquired some valuable core competencies such as:
 - **Budgeting & Expense Control**
 - Did you find ways to reduce the family's monthly expenses to save for a vacation or unexpected expense?
 - Did you volunteer to be treasurer for your children's Parent Teacher Organization or sports team?
 - **Logistics & Project Management**
 - Did you coordinate any fieldtrips or fundraisers for your children's school or sports team?
 - Did you work with hospitals or treatment facilities to arrange transportation and care for a sick relative?
 - **Negotiations**
 - Did you convince an organization to increase their donation for a school or sports team fundraiser?
 - Perhaps you negotiated with an insurance company to pay for a procedure or a service provider to reduce their fee?
 - **Team Leadership & Motivation**
 - Did you coach your child's sports team?
 - Did you head a PTO committee at your child's school?
- Make a list of all the activities and projects in which you participated. Gather the facts, such as:
 - Dates
 - Budget sizes
 - Number of volunteers
 - Money saved through negotiations

Lesson 6: Parts of a Resume— Employment History

Resume Strategies for Explaining the Employment Gaps

- First, and most important is to be **honest**. Do not change dates of employment in a effort to cover up gaps. There is a good chance that an employer will find out. Being honest doesn't mean you can't be creative.
 - If you were taking care of your sick aunt and managing her affairs, list that just like you would any job. However, instead of saying:
 - Bad
 - 2010 -2012 Took time off to take care of my aunt
 - Better
 - 2010-2012 Served as caregiver and estate manager for elderly relative, handling medical and financial concerns
 - Many gaps can be downplayed by providing only the years you were employed instead of the month and year option:
 - Bad (This shows an 11 month gap between jobs)
 - November, 2012 – December, 2015, Ace Printing
 - January, 2007 – January 2012, Speedy Printing
 - Better (Using just the years, downplays the gap)
 - 2012-2015 Ace Printing
 - 2007-2012 Speedy Printing

Lesson 6: Parts of a Resume— Employment History

Resume Strategies for someone who was Incarcerated

- The important thing to remember is that a resume does not serve the same function as a job application. While you cannot leave items off a job application, it is acceptable to leave some items off the resume.
 - If the period of incarceration was brief or occurred many years ago and the conviction was for a relatively minor crime, consider leaving it off altogether.
 - Omitting long periods of incarceration, especially for serious offenses, not only creates gaps in the resume but also may signal deception to a potential employer.
- There are several items that an ex-offender can include on a resume:
 - Volunteer experience especially if the work involved employable skills such as record-keeping or working with others
 - Training programs or educational degrees completed while incarcerated
 - Jobs held during incarceration. Include:
 - Job Title
 - List employer as “State of X” or “County of X”
 - Follow guidelines from previous slides on how to write the employment history
- Consider including a letter of explanation with your resume, especially if the sentence is recent or for a serious crime. The letter should:
 - Present a brief but honest account of the crime
 - Should emphasize that you accept responsibility for your actions and have gained insight that should lead you toward making better choices in the future.

Lesson 6: Wrap Up

- The Employment History section is the heart of the resume and deserves the most attention. Focus needs to be on your accomplishments rather than day-to-day responsibilities. Your resume should not read like a job posting. Instead, employers want to see what you learned, contributed, or accomplished at your previous position. This gives them insight into what they hope you will bring to their company.
- Gaps in your employment history, while challenging, can be addressed with a little thought and creativity. You develop and use many skills on a daily basis that easily transfer to the business world. Skills such as:
 - Budgeting and Expense Control
 - Negotiation
 - Project Management & Logistics
 - Team Leadership and Motivation
- A resume for a person who has been incarcerated presents special challenges. However, with the right strategies and honesty, the ex-offender can increase the odds of getting an initial interview by creating a resume that grabs the attention of a potential employer.

Lesson 7

Parts of a Resume—Education Section

Lesson 7: Parts of a Resume—Education Section

- **OBJECTIVES:**

- At the conclusion of the lesson, you will be able to:
 - Format the Education section of a resume
 - Understand what to include in the Education section

Lesson 7: Parts of a Resume—Education Section

Many job seekers put so much time into writing the employment and skills section of their resume, that the education section oftentimes becomes an afterthought. With a huge number of employers and online job posting sites using software that converts a resume into a digital applicant profile, it is important that the education section of a resume be formatted correctly to lessen the chance that your information will be incorrectly digitized or left out altogether.



Lesson 7: Parts of a Resume—Education Section

The basic information to include in your Education Section:

- Name of Institution
- Degree
- School Location
- Years Attended

From there and if appropriate, you can add academic honors, GPA, scholarships, and other achievements



Lesson 7: Parts of a Resume—Education Section

Should You Include Your GPA on a Resume



- Only list your GPA if it is over 3.5 and if you're a recent graduate.
- If you have been out of school for five or more years, your experience over those years will serve your resume better than your GPA.
- If your GPA is below 3.5, do not include it.
- If in doubt, read over the job posting. Most often, the job posting will request a GPA if one is expected.

Lesson 7: Parts of a Resume—Education Section

Correct Format for College Graduate

- Example (College degree earned):

Louisiana State University, Baton Rouge, LA
Bachelor of Arts: Elementary Education, 2017
GPA: 3.7

- Example (Attended college, but did not graduate):

University of Miami, Coral Gables, FL
English Major, 65 Credit Hours Obtained, 2015

Lesson 7: Parts of a Resume—Education Section

Correct Format for High School Graduate

- Example (High School Diploma earned):

Jefferson High School, Beaumont, TX
Diploma, 2017, GPA 3.8/4.0

- Example (GED):

Willowridge High School, Houston, TX
GED High School Equivalency Diploma, 2015

- Example (Did Not Graduate High School):

Willowridge High School, Houston, TX
2010-2014

- **NOTE:** If you do not have a diploma or GED, you can either not mention high school at all, or just indicate the years you attended, without using the word “diploma”. However, should an employer ask about high school, tell them that you did not graduate, to show that you are an honest person.

Lesson 7: Parts of a Resume—Education Section

Special Training

If you have any certifications or training that you received outside of high school, include these in a section called Special Training. Items to include:

- Licenses
- Certifications
- Special training, job-related seminars, and workshops
- Training completed at current or previous jobs
- Career development training



Lesson 7: Wrap Up

- The Education Section of a resume shouldn't be overlooked or be a second thought. With the digitization of resumes by employers and online job posting sites, it is important to get this section formatted correctly. Keys elements to include are:
 - Name of the Institution
 - Degree
 - School location
 - Years attended
- This format works for both college and high school graduates.
- If you did not graduate high school or have an GED, you can either not mention high school at all, or just indicate the years that you attended. However, if a potential employer asks, be honest and tell them you did not graduate.
- If you have any training that you completed outside of high school, it should be included in a "Special Training" section. Include training such as:
 - Licenses
 - Certifications
 - Seminars, workshops, and career development

Lesson 8

Sample Resumes

ENTRY-LEVEL LABORER SAMPLE RESUME

1457 San Rio Road, San Antonio, TX 78204
(210) 204-5645
jorge.doe@gmail.com

Skilled laborer seeking to leverage acquired academic knowledge and work experience into an entry-level position at your construction company. Enthusiastic worker who is always willing to learn new skills and take on more responsibility. Possess an Associate's Degree in Building Construction Technology.

EDUCATION

PENN COLLEGE

Fort Worth, TX

Associate's Degree in Building Construction Technology, May 2013

- Trained in operating heavy machinery, construction equipment and tools, and removing hazardous materials
- Relevant courses include Electrical and Mechanical Systems, Construction Estimating, Roof Framing and Exterior Finishing, and Print Reading and Architectural Drafting

VIROH INSTITUTE

San Antonio, TX

High School Diploma, June 2008

WORK EXPERIENCE

BUILDSTONE PROJECTS

San Antonio, TX

Contract Laborer

May 2012 – Present

- Perform scheduled preventive maintenance, such as checking, cleaning, or repairing equipment, to detect and prevent problems.
- Maintain equipment logs that record performance problems, repairs, calibrations, or tests.
- Consult with customers, supervisors, or engineers to plan layout of equipment or to resolve problems in system operation or maintenance.
- Inspect and monitor work areas, examine tools and equipment, and provide employee safety training to prevent, detect, and correct unsafe conditions or violations of procedures and safety rules.

CRANE BUILDERS CO.

San Antonio, TX

Construction Management Intern

September 2011-May 2012

- Cooperated with six other team members to perform construction work using tools, electrical equipment, and heavy machinery in a variety of projects.
- Measured and designated layout areas where construction work will be performed.
- Mixed, poured, and spread concrete, using portable cement mixers.
- Assembled sheet metal components and structural components onto buildings.
- Maintained a clean and safe work area averaging 50,000 square feet.

AXELL GENERAL STORE

San Antonio, TX

Handyman

May 2004 – July 2011

- Worked part-time an average of 20 hours a week while balancing being a full-time student
- Assisted manager with setting up displays, unloading and loading goods, and routine maintenance

ADDITIONAL SKILLS

- Can lift up to 100lbs.
- Able to work with little to no supervision.
- Highly motivated and able to lead within a team environment
- Expert with most basic hand and power tools, and some familiarity with complex machinery

ENTRY-LEVEL CASHIER RESUME TEMPLATE

927 East 6th Avenue, Helena, MT 59620
(407) 468-2498
virginia.green@gmail.com

Recent graduate with previous cashier experience, and a superb record in college. Proven to be a responsible and dedicated person with excellent communication and management skills, and the ability to learn quickly. Aiming to bring these qualities to an entry-level role in your company. Possesses a BA in English.

EDUCATION

CORNELL COLLEGE

Mount Vernon, IA

Bachelor's degree in English, December 2013

- GPA: 3.5/4
- 2 year Student Government Senator
- Founder of the Cornell Chess Club

PROFESSIONAL EXPERIENCE

Cornell College

Mount Vernon, IA

Resident Assistant

September 2011 – 2013

- Supervised two floors of over 150 students, enforcing rules and regulations to ensure the smooth and orderly operation of dormitory programs and everyday life
- Trained and evaluated 5 residence hall staff, including resident assistants, participants in work-study programs, and other student workers
- Provided emergency first aid and summoned medical assistance when necessary
- Collaborated with counselors to develop counseling programs that address the needs of individual students

McDonald's

Mount Vernon, IA

Cashier

September 2010 – 2011

- Supervised 4 other employees and provided on-the-job training
- Received payment by cash, check, credit cards, vouchers, or automatic debits
- Maintained clean and orderly checkout areas and complete other general cleaning duties, such as mopping floors and emptying trash cans
- Counted money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change

ADDITIONAL SKILLS

- Microsoft Office (Word, Excel and PowerPoint)
- Familiarity with Point of Sale machines and software
- Excellent communication skills with a focus on customer service
- Fast and accurate mental math skills

SAMPLE CHRONOLOGICAL RESUME

REGGIE REDBIRD

Email @ilstu.edu
Street Address
City, State Zip Code
Phone Number

Name - 14pt font or larger,
1" from the top and
bolded.

Contact info can be as
small as 10pt font.

INTERNSHIP OBJECTIVE

To obtain an internship as a fitness assistant in a health and fitness environment.

Other text should be size 11pt or
12 pt; bullet info could be 10pt to
save space.

EDUCATION

Headings can be in all upper case, bolded, flush left.

Illinois State University, Normal, IL
Bachelor of Science Degree

Major: **Exercise Science** Major GPA: 4.0/4.0

May 20XX
Cumulative GPA 3.4/4.0

Academic Honors

Dean's List 2 Semesters

Honors Program Fall 20XX-Spring 20XX

Related Academic Projects

Weight Reduction and Stress Management Project: (Describe project in one sentence. Identify the skill(s) used and the result in one or two sentences.)

Consider aligning dates to
give a uniform look.

Heartland Community College, Normal, IL
Associate of Science Degree

May 20XX

RELATED EXPERIENCE

Use your tab key to indent text as shown.

Fitness Volunteer

Fallview Fitness Center, Normal, IL

- Assisted supervisor with exercise fitness program operation (20 hours weekly)
- Led and instructed 27 aerobics participants and integrated exercise data

Spring 20XX

Practicum Experience

BroMenn Wellness Center, Normal, IL

- Coordinated and led group exercises; administered warm up and cool down exercises
- Assisted with fitness testing and recommended exercise plan
- Presented educational seminars on stress management

Spring 20XX

Consider using your word processing
system's bulleting function; circular
bullets recommended.

Strength and Conditioning Assistant

Youth Training Center, Bloomington, IL

- Developed conditional programs for youth ages 12-17
- Assisted conditioning coach with supervision of speed, endurance programs and recorded and maintained strength and conditioning data

Fall 20XX - Spring 20XX

WORK EXPERIENCE

Sales Representative

Read's Sporting Goods, Normal, IL

- Train new employees in day-to-day operations
- Complete store opening and closing procedures
- Contribute to increased customer sales through extensive product knowledge
- Provide superior customer service to patrons

Spring 20XX -Present

Times New Roman font is used in this sample.

CERTIFICATIONS AND PROFESSIONAL MEMBERSHIPS

CPR and First Aid Certification, American Red Cross, Normal, IL
Leaders In Fitness Education (LIFE Club), Member

Fall 20XX-Present
Spring 20XX-Present

NAME

Address Line 1

Address Line 2: Include city, province, postal code

Cell Phone Number • Home Phone Number • E-mail Address

OBJECTIVE: To secure full or part time employment as a/in Title of Position/Area of Work

HIGHLIGHT OF QUALIFICATIONS

- Years of relevant experience, paid or volunteer
- Relevant education, training, and awards
- Broader skill or attribute relating to HOW you do your work: what are you known for?
How have co-workers/supervisors described your work to you/to others?
- Broader skill or attribute...
- Broader skill or attribute...

WORK HISTORY

Most Recent/Current Job Title, Organization, City, Province Year - Year/Present

- An Accomplishment expressed as an Action Statement (don't forget your Action Verb)
that relates to your résumé's Objective
- An Accomplishment expressed as an Action Statement (don't forget your Action Verb)
that relates to your résumé's Objective

2nd Most Recent Job Title, Organization, City, Province Year - Year

- An Accomplishment expressed as an Action Statement (don't forget your Action Verb)
that relates to your résumé's Objective
- An Accomplishment expressed as an Action Statement (don't forget your Action Verb)
that relates to your résumé's Objective

VOLUNTEER EXPERIENCE

Title of Most Recent Volunteer Role, Organization, City, Province Year - Year

- An Accomplishment expressed as an Action Statement (don't forget your Action Verb)
that relates to your résumé's Objective
- An Accomplishment expressed as an Action Statement (don't forget your Action Verb)
that relates to your résumé's Objective

EDUCATION AND TRAINING

Latest Qualification Achieved, Organization/Institution, City, Province Year - Year

- If the qualification is broad or unusual—like a multi-year diploma—highlight some
relevant courses or learning significant to the résumé's Objective

FirstName LastName
6 Pine Street, Arlington, VA 12333
home: 555.555.5555
cell: 566.486.2222
email: phjones@vacapp.com

Education

Arlington High School, Arlington, Virginia
2002 - 2006

Experience

Pet Sitter
2004 - Present

- Provide pet sitting services including dog walking, feeding and yard care.

Child Care
2002 - Present

- Provide child care for several families after school, weekends and during school vacations.

Achievements

- National Honor Society: 2004, 2005, 2006
- Academic Honor Roll: 2002 - 2006

Volunteer Experience

- Big Brother / Big Sisters
- Arlington Literacy Program
- Run for Life

Interests / Activities

- Member of Arlington High School Tennis Team
- Girl Scout
- Piano

Computer Skills

- Proficient with Microsoft Word, Excel, and PowerPoint, and Internet

Jorge Flores

1 Main Street
New Cityland, CA 91010
M: (555) 322-7337
example-email@example.com

Summary

Motivated Entry Level Facility Mechanic with technical knowledge and quality assurance mindset necessary to conquer unforeseen obstacles. Organized, detail-oriented, and efficient professional. Committed to safety and high performance and thrives in a fast-paced, challenging environment.

Highlights

- Technologically savvy
- Customer service experience
- Maintenance expert
- Familiar with all building systems
- Safety-conscious
- Equipment operation and repair
- Dedicated and loyal
- Creative problem solver
- Friendly people person
- Proactive and resourceful

Areas of Expertise

Mechanical

- Break down and repair engines and other machinery.
- Fabricate parts and piping to complete installations and repairs.
- Install appliances and machinery according to specifications.
- Schedule and conduct maintenance to keep machinery operating in peak condition.

Analytical and Organizational Skills

- Effectively maintain and update records.
- Study diagrams and schematics to understand machinery operations.
- Inspect and test malfunctioning equipment to troubleshoot and diagnose issues.

Accomplishments

- Earned recognitions for exceeding performance quotas five times.
- Awarded Employee of the Month twice.
- Surpassed sales goals for six months straight, improving company bottom line.
- Reduced thefts by 15% by suggesting entry/exit policy change for employees.

Experience

September 2011 to Current	East Town Men's Clothing Sales Associate	New Cityland, CA
March 2007 to August 2011	Geiger, Murcheson, and Howell Accounting Office Technical Support	New Cityland, CA
June 2005 to February 2007	Fortuna TV Satellite Installer	Fortuna, CA

Education

2017	University of California	New Cityland, CA
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JOHN DOE

OBJECTIVE

To pursue a fulfilling career within a reputable and highly respected organization. Utilizing the knowledge and skills gained through previous work experience and post-secondary education to achieve noticeable results; thereby building the ABCDEF brand and my own career portfolio.

EXPERIENCE

2011 - Present Pepsi Beverages Company City, Prov.

Merchandiser

- Travelled to accounts and maintained shelves, coolers and displays to company standards
- Provided excellent customer service; creating and maintaining goodwill with all accounts
- Communicated sales results to store and Pepsi management
- Occasional order picking in the warehouse

2007 - 2011 Pet Valu City, Prov.

Sales Associate

- Supervised employees during daily duties
- Created, edited and received product orders
- Provided outstanding customer service
- Audited paperwork and processed write-offs, transfers, cycle count and other POS related duties

2008 - 2010 Petco Distributors City, Prov.

Order Picker

- Accurately picked orders in a fast paced environment
- General maintenance of the warehouse
- Assisted drivers with deliveries

EDUCATION

2009-2013 University City, Prov.

- Honours Degree in Business Administration (BBA)
- Achieved cumulative GPA of 75% with above an 80% average in my final year resulting in recognition on the Dean's list

INTERESTS

Anything of a competitive nature. I enjoy all types of sports and challenges which encourage personal and team accomplishments. My core interests include hockey, baseball, tennis and snowboarding.

EMAIL@UNIVERSITY.CA

ADDRESS • [REDACTED] PROV. POSTAL CODE • (555) 555-1234

LINKEDIN: LINKEDILINK.COM

Summary of Training

- The most important things to remember about this course:
 - A resume is your first impression for a potential employer. Within a few seconds, the employer forms an opinion of you as a person. If you have lots of typos, it gives the impression that you don't pay attention to details or have poor spelling skills. On the other hand, a resume that has no typos and has great visual placement of the information, gives the impression that you are a professional and pay attention to details.
 - A resume has five key sections:
 - The Contact Information
 - Summary Statement or Objective
 - Skills Section
 - Employment History
 - Education and Special Training
 - When working on the Employment History, the heart of your resume, be as thorough as possible. Write down everything that you learned, contributed, or accomplished, no matter how trivial it seems. Turn those into action statements using strong action verbs.