by
Sharon Graham

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DISCLAIMER

We have made every effort to provide complete and accurate information in this book. Still, it is possible that we have not found and corrected some typographical errors, omissions, or other mistakes. This book contains information that is current only up to its printing date. The sample résumés included in this book have been edited from the original versions. Names have been fictionalized to protect the privacy of our clients and the organizations where they were employed.

This book does not provide legal or specialized counsel. Use the content as a general guideline and not the only source of your job search information. The author and the publisher will have neither liability nor responsibility to any person or entity with respect to any loss or damage caused, or alleged to have been caused, directly or indirectly, by the information contained in this book. If you require legal advice or other expert assistance, seek the services of a qualified professional.

Résumé Strategist: Ross Macpherson

MOHAMMED TASI

123 Any Avenue ▪ St. Catharines, Ontario L1L 1L1
(905) 555-1234 ▪ mtasi@careerprocanada.ca

OBJECTIVE: COMPUTER PROGRAMMING

- Client/Server Applications
- Object Oriented Programming
- Systems Analysis
- Networking
- Database Programming
- Staff & End User Training

Computer Programming graduate with proven technical abilities and a demonstrated track record for achieving in a team environment. Highly motivated, dependable, and driven to succeed. Consistently recognized for exceptional communication, interpersonal, and problem solving skills.

TECHNICAL SKILLS

Operating Systems: Windows (9x, NT, 2000 Pro, XP Pro, 2000 Server, 7), Linux Mandrake 7.5
Languages: Java, Oracle, SQL, Visual Basic 6.0, VBScript
Protocols: HTTP, FTP, SMTP
Hardware: Printers, hard drives, disc drives, and tower repair

EDUCATION

MCSA — TBC Summer 2014
A+ Certification — TBC Summer 2014
Computer Programming (Honours) – Niagara College, Welland, Ontario — 2013

WORK EXPERIENCE

HERITAGE INNS, Niagara-on-the-Lake, Ontario — 2009 – Present
Banquet Captain
First selected into new position responsible for ensuring the smooth execution of onsite and offsite banquet events. Supervised all banquet and kitchen staff, communicated directly with client, and finalized all client billing.
- Implemented a series of time-saving measures to improve service and ensure guest satisfaction.
- Recognized by General Manager, clients, and staff for commitment to excellence.

Maître D' — 2008 – 2009
Hired to increase morale among staff in the dining room, coordinate staff scheduling, maintain budgeted hours for the week, and ensure guest satisfaction.
- Worked closely with staff to resolve outstanding issues and improve the work environment.

CHATEAU LAKE LOUCETTE, Lake Loucette, Alberta
Promoted through a series of increasingly responsible positions for one of Canada's most prestigious hotels. Handled the full range of service responsibilities for international clientele, with particular attention paid to courtesy and customer relations.
Fairview Fine Dining Server — 2006 – 2007
Dining Room Supervisor — 2004 – 2006
Dining Room Waiter — 2000 – 2004

PERSONAL ACHIEVEMENTS

3rd-degree Black Belt in Karate
- Winner of 15 tournaments across Canada, including the Western Canadian Championship.

Programmer. This recent graduate leads off with his strongest qualifications – technical skills and training experience. By including his unrelated work history, he illustrates his maturity, which is likely to distinguish him from other candidates.

Résumé Strategist: Audrey Prenzel

ANDREW P. PATTEN

123 Any Avenue, Barrie, Ontario ▪ L1L 1L1
(Work) 705.555.1234 ext 2000 ▪ (Home) 705.555.2345 ▪ (Email) ap@CareerProCanada.ca

COMPUTER CRIME SPECIALIST
With F.B.I., O.P.P. & Military Training

Respected and focused policing professional motivated to contribute to investigative techniques for search and seizure of illegal computer data. Expert at handling multiple, technologically intricate and time critical tasks. Follow through with qualified recommendations and administrative detailing. Clear and concise communicator and instructor, interfacing easily with others from all levels and backgrounds. Speaks Mandarin. Especially capable of conveying complex technical terms and software applications equally well with experts and neophytes. Trusted with "Top Secret" clearance. Motivated and ready to share expertise. **Core Competencies Include:**

- Cyber Crime & Intelligence
- IT Forensics
- Confidentiality Assurance
- Presentations & Training
- Analysis & Problem Solving
- Investigations & Interviews
- Research & Reporting
- Sound Decision Making
- Systems Security
- 24-7 Data Recovery
- Community Relations
- Legislative Knowledge

TECHNOLOGY

Software Applications: EnCase FTK, Access Data, ILook Investigator, WebCT Administrator and Design e-learning systems, Public Key Infrastructure system, Microsoft Office, (Word, Outlook, PowerPoint, Excel Level 3, Access Level 3), Photoshop and Internet Research.

Operating Systems: Windows 95/98/2000/XP/NT4 Workstation, DOS and Novell.

WEB: HTML Coding Language, FrontPage and Dreamweaver.

Networking Operating Systems: Windows NT4 Server, Windows 2000 Server/Advanced Server, Banyan Vines and Open VMS.

Networking Topologies: LAN/MAN/WAN, TCP/IP, DNS, WINS, DHCP and SNMP.

CAREER PATH – Department of National Defence

CHIEF INSTRUCTOR for CRIMINAL COMPUTER INVESTIGATIONS and SECURITY 2012 - Present

Canadian Forces Base Newton

Utilize solid industry expertise to instruct 3 courses, including Officer Training. Trusted to execute all aspects of Computer Forensics, Physical Security, IT Security, and Military Police Criminal Investigator courses. Advise and support 3 subordinate instructors for program delivery.

- One of 2 individuals selected, Forces-wide, to participate in the *International Criminal Investigative Best Practices Symposium* in alliance with the Ottawa Carleton Police.
- Refined writing skills, draft Standard Operating Procedures, subordinate performance appraisals, and generate all pertinent reporting for internal and external use.
- Solely accountable for senior level candidate training since 2013.
- Strategized to expand the functionality of instructional format and course resources. Used Web CT to develop complete Physical and IS Security online training. Well received by DND: currently rolling out programs system-wide.
- Appointed by Commandant to represent the Police Academy and Military Police Branch interests of the DND Distance Learning Network steering committee. Subject matter expert, contributing to the development of distance and online training.

Continued ⇨

Computer Crime Specialist. This professional showcases his military expertise in criminal computer investigations through key phrases and a detailed technology section. On page two, he invites the reader to review a separate addendum which fleshes out his extensive education.

Résumé Strategist: Audrey Prenzel

ANDREW P. PATTEN

CAREER PATH – DND Continued...

COURSE MANAGER & INSTRUCTOR / INFORMATION SYSTEMS SECURITY SUPERVISOR / MP CRIMINAL INVESTIGATOR 2009 - 2012
Canadian Forces Base Newton

Coordinated and conducted training for Military Police recruits. Accountable for program delivery, supervising other instructors and assuming duties of Warrant Officer during times of absence. Further, as the sole qualified professional on Base, relied upon to deliver the advanced, 6-month Qualification Level 5 and 6 courses.

- Researched and rewrote entire curriculum, lesson plans and exams, ensuring adherence to DND guidelines and subject matter depth.
- Exceptional work performance rewarded with promotion to sergeant's rank.

MILITARY SECURITY GUARD 2008
Canadian Embassy in Beijing, and all Asia

Led physical security measures while maintaining Canada/ China partner-focused relations.

- Recommended and managed a $10,000 project to revamp security pass structure in order to meet the threat of operating in a hostile intelligence environment. Improvements included digital photographs, fingerprinting, designated security clearance, colour coding and holographic imaging, all embedded onto a plastic card, completely replacing the old method of gluing a Polaroid photo to a card.
- Spearheaded efforts to revitalize morale while channelling money to local charities. Created a 5-star fundraising ball.

MILITARY POLICE OFFICER / COMBAT ENGINEER 2004 – 2008
CF Bases Winnipeg, Chilliwack and Vancouver

Teamed with 6 other officers to provide 24-7 physical security for the Canadian Ambassador to Haiti. Accountable for the protection of the Ambassador, staff, residence and grounds during this period of military coup.

- Granted *Commissioner for Oaths* status in Manitoba.

SPECIALIZED EDUCATION (See attached addendum)

PROFESSIONAL AFFILIATIONS

High Technology Crime Investigation Association (HTCIA)	2011 - Present
Yellow Kings International Law Enforcement Motorcycle Club	2010 - Present

SIGNIFICANT RECOGNITION

Canadian Forces Decoration – Cited for 8 Years Good Conduct while serving Canada.
Letter of Appreciation – Noted for providing leadership during Armed Forces Day Weekend.
Bravo Zulu – Received for launching and organizing Unit's morale boosting social activities.
Reference Letter – Personally prepared by Canada's Ambassador to Beijing.
125th Anniversary Medal – Awarded for consistent and exceptional community service.

Résumé Strategist: Laura Whitelaw

GERALD HOLMES

123 Any Avenue, Vancouver, BC V1V 1V1, (604) 555-1212, GHolmes@CareerProCanada.ca

Information Systems Professional

Team Leader • Manager

Information systems team leader with more than 10 years in project management, systems analysis, programming, and a background in the automotive industry. Proven abilities in organizing management workflow and utilizing a proactive approach to problem solving. Expert at analyzing, developing, and implementing large, complex IT projects that impact overall company objectives. Works closely and effectively with all levels of management and staff to satisfy project/productivity requirements.

- Leadership & Supervision
- Systems Analysis
- Project Management
- Oracle 9i
- ERP Systems
- Windows NT, XP, Vista
- MS Office 2010
- UNIX Operating System
- Lotus Notes 5.0, 6.5
- Networking protocols & TCP/IP
- EDI Partner Administration
- Wireless Networks & Troubleshooting

Key Accomplishments

- Designed and implemented a shop floor Data Collection system to provide real-time tracking of inventory which resulted in a significant increase in inventory levels.
- Implemented a machine tracking system for tracking rates and calculating OEE with improved overall shop efficiency.
- Created a centralized database to communicate change points throughout organization.
- Implemented a production scheduling system as Project Manager to better monitor inventory levels which reduced manpower requirement by half.
- Recognized by Kia Motors for accomplishments and provided with a leadership award (2005).
- Presented Shop Floor Data Collection system fundamentals at ERP Annual Conference (2004).
- Invited to travel to Japan to review IT systems and provide feedback to North American Plants (2003).

Summary of Skills

- Proven ability to provide technical and software support to all organizational levels and cross-functional departments.
- Able to analyze, design, and implement best practice administration processes for backups, launches, monitoring, and troubleshooting.
- Strong organizational capabilities; able to prioritize problems based on urgency and relevance to overall corporate objectives.
- Able to work independently and proactively to complete projects and initiatives by pre-determined deadlines.
- Excellent oral and written communication skills with an ability to manage relationships with team members, contract service providers, internal clients, and senior management.
- Extensive experience and knowledge in evaluating, recommending, and deploying hardware and software relating to specific users, groups, and networks.
- Ability to analyze and automate manufacturing processes and by implementing new systems.
- Experience in designing and deploying Lotus Notes customized databases in both versions 5.0 and 6.5 environments.
- Proficient in conducting research on available network products, services, protocols, and standards in support of network procurement and development efforts.
- Good knowledge and considerable practice with the 5S principles.
- Experienced with Windows 2003 and Active Directory.
- Excellent knowledge of networking protocols including TCP/IP, wireless networks, and troubleshooting.

Information Systems Professional. After naming his targeted position, this candidate uses a subtitle to position himself as a team leader or manager. The key phrases in the profile include both leadership and technical competencies.

Résumé Strategist: Laura Whitelaw

GERALD HOLMES
(604) 555-1212, GHolmes@CareerProCanada.ca

Professional Experience

Brantford Manufacturing and Technology Inc., Vancouver, BC — 2002 to Present
Information Systems Team Leader
Lead and manage a team of four to six staff that consists of both technical and ERP members for this tier 1 automotive supplier to Kia Motors Corporation, reporting directly to the General Manager. Responsible for coordinating team projects and ensuring those deadlines are met. Train staff members on operating procedures on shop floor and inventory management systems. Determine technical and software project costs for senior management team and ensure that projects remain within approved budgets. Administer Lotus Notes system and provide desktop support for the office environment including initial setup of new PCs, hardware and software installation, testing and commissioning of switches, hubs, and servers. Maintenance of servers including email, print, and backup servers and their associated operating systems and software. Provide end user support in assisting users in troubleshooting Windows NT, XP, Vista, and MS Office products. Provide extensive report writing and design using Cognos. Provide EDI administration, support, and maintenance including EDI partner setup and trouble-shooting. Administer and maintain a number of Windows servers including a Domain Controller, RAID 5 Fileserver and Lotus Domino. Administer IBM P5 series server and IBM DS4700 SAN. Project Leader for a machine integration system which is used to calculate OEE and track manufacturing downtime.

- Assisted in the design and implementation of a receiving and inventory management application.
- Prepared and maintained wireless networking devices such as Intermec and Symbols products.
- Developed Lotus Notes databases to enhance overall organizational communication.
- Project Leader for ERP system upgrade.
- Assisted in the administration of a Blackberry Enterprise Server.
- Active member of several corporate teams including OEE Analysis team, ERP team, Leaning Manufacturing team, Inventory Accuracy team, Quality Circle team, Oracle 10G Upgrade team.
- Key participant involved deploying Glovia ERP system modules including Engineering, Costing, Sales, Automated Scheduling System, MRP/MPS, and Inventory Management module.

CompuRepair, Vancouver, BC — 1999 to 2002
Service Technician / Sales Clerk
Maintained a Hewlett Packard and Compaq authorized service centre for home and office based computer systems. Provided setup and installation of all computer systems, troubleshooting, and end user support. Assisted customers with computer and hardware sales.

Education

Columbia College, Vancouver, BC — 1999
Diploma in Computer Programming

Surrey Vocational Institute, Surrey, BC — 1993
Secondary School Diploma (OSSD)

Additional Training

Lotus Notes version 6.5 Design Levels I and II
Microsoft Access 2000 Development Levels II and III
Windows NT Fundamentals
EDI Fundamentals
Glovia 4.2 and Introduction to Glovia 7
Advanced Cognos and Report Writing
Java Development Course
Linux Management

Résumé Strategist: Maureen McCann

JULIE MACDONALD

Victoria, BC V1V 1V1 | jmacdonald@careerprocanada.ca | (250) 555.1234 | www.linkedin.com/in/infojmacdonald

IT AUDITOR | BUSINESS ANALYST

Inquisitive and tenacious IT auditor employs systematic, disciplined approaches to evaluate and improve effectiveness of organizations. Investigative business analyst identifies, isolates, and resolves root causes. Analyzes data to lower costs, mitigate risks, and increase productivity. 15 years of experience managing quality assurance with high-profile consumers. Designs and delivers impressively accurate information that facilitates strategic financial decision-making at senior executive level. Uncovers strengths, promotes harmony, and drives performance as team leader.

Key Proficiencies:

- Consensus Building
- Project Management
- Process Reengineering
- Quality Assurance
- Continuous Quality Improvement
- Data Management
- Productivity Improvement
- Analysis & Reporting
- Cross-Functional Team Leadership
- Problem Solving
- Information Systems
- Technology Gap Analysis

IT AUDITOR EXPERTISE

Operations Manager/Service Manager | 450 users | 10 direct reports | 3 indirect reports
LOCAL COMPUTER SERVICES, Victoria, BC — 2012 to present
Provides industry leading software solutions

- **Planned and conducted audits** on general computer controls and IT governance, evaluated the effectiveness of risk management, and monitored activities through research and fact finding for more than 450 users.
- **Improved overall productivity** of the organization, having directed the company's human resources function using site-specific software programs; attracted, recruited, interviewed, hired and trained new employees.
- **Reduced costly expenses** and lowered overall business impact, having planned, resourced, and directed company relocation within six weeks of joining the organization.
- **Drove the project solution** and improved efficiency to meet user requirements after leading a high-performance team of service technicians and support engineers from strategic implementation through technical delivery of final product.
- **Provided leadership and ownership** of day-to-day operations, ensured the maintenance and management of services to clients, and acted as liaison between sales and service teams.

Customer Support Lead | high profile government and multi-million dollar private sector accounts | 25 indirect reports
SOFTWARE COMPANY, Victoria, BC — 2007 to 2012
A division of a world-leading provider of Customer Relationships Management (CRM)) software that enables federal, state/provincial, municipal and quasi-government agencies to respond to their customers.

- **Prevented attrition of multi-million dollar accounts** and eliminated serious legal issues, having identified and resolved a resource issue that saved the organization over $80K annually and secured client relationships.
- **Strengthened positive relationships** with clients, including US and Canadian government, after identifying needs, providing resolutions, and directing concerns with competent judgement and intelligent resource allocation.
- **Implemented process that trained clients** to use tools to report issues and mitigated the risk of defaulting on client contractual obligations.
- **Designed a customized workflow** with engineers and sales managers to ensure customer satisfaction, meet legal requirements, and stop the loss of hundreds of thousands ($100K+) of dollars.

...continues on page 2

IT Auditor. Two job titles in the header allow for versatility in targeting positions. The tagline at the bottom of each page creates a theme that brings the two targeted positions together.

Résumé Strategist: Maureen McCann

JULIE MACDONALD

Victoria, BC V1V 1V1 | jmacdonald@careerprocanada.ca | (250) 555.1234 | www.linkedin.com/in/infojmacdonald

IT AUDITOR | BUSINESS ANALYST

Customer Support Lead | SOFTWARE COMPANY (continued) 2007 to 2011

- **Enhanced company profitability,** having examined and updated policies to improve efficiency within customer service support, and contracted service level agreement (SLA) requirements and ongoing support practices.
- **Advised executive and management teams,** having developed, maintained, and delivered daily and weekly reports that minimized the impact on both the client and company's bottom-line.
- **Held security clearance at the secret level.**

Additional positions held:

Real Estate Sales Representative (Independent Contractor) | $800K sales targets
WELL KNOWN REALTY COMPANY, Victoria, BC 2003 to 2007

Intermediate Quality Assurance Specialist
LOCAL HIGH PROFILE TECHNOLOGY COMPANY, Victoria, BC 1997 to 2003

TECHNICAL EXCELLENCE

Microsoft Office 2010 including: Access | Word | PowerPoint | Excel
XML | HTML | COBOL | Systems Analysis | Data Conversion (Y2K specific)
SharePoint | OneNote | e-mail
OAS | JBOSS | Oracle | SUN | OC4J | Windows 9X through to Windows 7 | Linux | Internet Explorer | Firefox
Corel software (key role shaping a number of final products)
WordPerfect 7-10 | Corel Draw 4-11 | Graphics Suites 7-11 | Corel RAVE
Corel Designer | QuattroPro | Presentations | CorelCENTRAL Mail | Bryce | Adobe Illustrator
Enterprise level grants management software experience with Grantium G3 | Front Office and Program Office
Willing to attain Certified Internal Auditor (CIA) and Certified Information Systems Auditor (CISA) designations

FORMAL EDUCATION

Bachelor of Arts Degree, major in Philosophy in progress
UNIVERSITY OF VICTORIA

License, Ontario Real Estate Association 2003
BRITISH COLUMBIA REAL ESTATE COLLEGE

Diploma, Computer Programming 1996
VANCOUVER SCHOOL OF BUSINESS

Business Management & General Arts 1995
PACIFIC RIM COLLEGE

COMMUNITY CONTRIBUTIONS

Horse Training Society of British Columbia (HTSBC) 2008 to present

Professional Horse Trainer | HTSBC 2012

Asking the Right Questions | Identifying & Resolving Root Causes

Résumé Strategist: *Aubrey Carrega*

BERNADETTE JAISINGH
123 Any Avenue, Mississauga, ON L1L 1L1
(905) 555-1234 / bjaisingh@CareerProCanada.ca

NETWORK ADMINISTRATOR - TECH SUPPORT - IT SPECIALIST

Technically skilled, results oriented, Microsoft Certified Systems Engineer with sound problem solving strategies and qualifying credentials seeking a position utilizing the following skills:

- Hardware Maintenance
- Database Design
- Troubleshooting/Repairs
- Network Maintenance
- Installation and Configuration
- Software Testing
- System Analysis
- Programming
- Customer Service

CURRENT TECHNICAL PROFICIENCIES

Network Products	Routers and Switches, Hub and Checkpoint Firewall
Operating Systems	Windows 2000, XP, NT 4.0 and UNIX
Hardware	Scanners, Printers, and other peripherals
Networking	Windows 2000, 2003, and NT Servers; NT Workstation, NT Enterprise, Windows Security and Infrastructure
Network Protocols	IIS, TCP/IP, DNS, DHCP, WINS, and backup strategies
Program Languages	Assembly, COBOL, Pascal, C, PLSQL and SQL
Visual Languages	Visual Basic with multi threads, VB Script, Visual FoxPro, Delphi3.0, Oracle Developer 6i, Java, Flash, Html, XML Technology, COM / COM+, ADO, ADO.NET, ActiveX, and other Object-Oriented programs
Databases	MSSQL Server, Oracle 6i, dB2, and dbf
Report Tools	Oracle 6i and Crystal Reports
Internet	Internet Explorer and Outlook Express
Propriety Applications	McAfee and Norton Anti-Virus Applications, Ghost, and Network Monitoring
Office Applications	MS Word, Excel, Access, PowerPoint, and Publisher
Other Applications	Adobe PhotoShop and Corel Draw

WORK CHRONOLOGY

Hardware and Network Maintenance, ABC Co., Toronto 2006 - Present

Recruited to ensure 24/7 network and system availability in a LAN/WAN environment by performing necessary tests to maintain systems functionality.

- Installed, configured, and administered Windows XP, 2000, and NT; Windows Server2003; Workstations and Active Directory.
- Added new computers and users to the Network; received excellent feedback from all parties.
- Assigned rights to user accounts, created and applied policies, and made DNS, TCP/IP configurations.
- Performed backups; effected network audits that diagnosed and resolved problems.
- Upgraded computers; installed and configured boards, microprocessors, hard disks, memory, floppy disk drivers and CD ROM drivers.
- Troubleshooted networks, printers, scanners, and other peripherals.

Network Administrator. This professional's technical expertise clearly stands out on page one. A significant career gap is effectively addressed at the top of page two.

Résumé Strategist: *Aubrey Carrega*

WORK CHRONOLOGY (Continued)

Took Network Administration courses to upgrade IT skills 2005 - 2006

System Analysis, Database Design and Programming, ABD Corp., Toronto 1999 - 2004

Hired to develop several programs and to streamline operations using languages such as Oracle Developer 6i, Visual Basic 6.0, MS Access, and SQL.

- Reduced operating costs and increase productivity by performing market research, meeting with end users, analyzing system requirements, and designing user-friendly databases.
- Analyzed five marketing companies' needs; designed and sold appropriate programs to these clients, generating $1,000s to the satisfaction of management.
- Created programs and reports for commercial purposes to track patients for XYZ Hospital.
- Utilized FoxPro to develop a program that tracked magazines and newspapers subscribers.
- Transferred data between Oracle and MS Access and performed data smoothing operations using MS Excel for ABE Family Services.

Software Testing Specialist, ABE Co., Toronto 1997 - 1998

Contracted to troubleshoot and solve difficult problems related to operating systems and software errors.

- Tested programs that ensured calculated data met workplace needs.
- Tested, repaired, and adjusted PCs and peripherals such as printers and scanners.

Help Desk Technician, ABF Ltd., Toronto 1996 - 1997

Contracted to maintain excellent customer relations through superb repair work and sensitivity to clients' overall needs.

- Responded professionally, courteously, and successfully to customers' calls for technical help, resulting in customer satisfaction and retention.
- Commended on several occasions by management for excellence in customer service.

INDUSTRY CERTIFICATIONS

2007 MCSE Certified, ABC Centre, Toronto

2006 MCSA Certified, ABC Centre, Toronto

Courses included:

- ✓ Installing and Configuring Windows XP
- ✓ Windows 2003
- ✓ Windows 2003 Network Infrastructure
- ✓ Windows 2003 Security

2001 Oracle Developer 6i Programmer Certificate, ABC University, Toronto

EDUCATION

1998 BSc degree in Computer Science, ABC University, Toronto

REFERENCES AVAILABLE UPON REQUEST

Technically Skilled ‡ Sound Problem Solving Strategies ‡ Qualifying Credentials

Résumé Strategist: *Sharon Graham*

MONICA THORNTON

APPLICATION PROGRAMMER & ANALYST

123 Any Avenue, Vancouver, British Columbia, V1V 1V1, Cell (604) 555-2345, E-mail mt@careerprocanada.ca

Results-driven professional with advanced proficiency in JAVA software development and extensive expertise in Graphical User Interface (GUI) design principles. Verifiable accomplishments in the full development lifecycle from needs assessment through to implementation and support. A talent for problem solving, applying logical and creative approaches to implement effective solutions. An approachable individual with outstanding interpersonal and communication skills. A quick learner who has been consistently cited for the ability to adapt easily to advances in technology. Willing to travel.

TECHNICAL SKILLS

Operating Systems	Microsoft Windows 2000, XP, NT, 7, 8, UNIX
Programming	Java, PowerScript, C, UNIX Shell
Databases	Oracle (7, 8i, 9i), Sybase, MS SQL Server, dBase
Internet	Netscape, Internet Explorer, Outlook, Lotus Notes
Development Tools	WebSphere (WSAD), Visual Age Java (VAJ), PowerBuilder, S-Designor
Office Applications	Microsoft Office Suite (Word, Excel, PowerPoint, and Project), ReportSmith, JetForm

- Full Lifecycle Programming
- Object-Oriented Development
- Analysis & Design
- Database Development
- Project Management
- Data Modelling
- Problem Solving
- Technology Documentation
- Software Installation
- Customer Service & Support
- Technical Training
- Demonstration & Presentation

CAREER HIGHLIGHTS

- Led a major project to convert existing work tracking systems from PowerBuilder into a Java based environment; successfully completed the migration without disrupting the end-user working environment.
- Acted as IT team lead for a project to automate the bulk release printing process in two business locations; analyzed needs and designed the application, which virtually eliminated human error and waste.
- Designed and implemented a procedural change in the OE system that resulted in a major performance improvement and slashed processing time from 5 minutes to 10 seconds per 1000 orders.
- Created numerous technical documentation and user manuals including release memos, system descriptions, and extended PowerPoint presentations.
- Selected to demo the work tracking and administration systems of international locations including the Australian Lab, due to a comprehensive understanding of the complete system from beginning to end.
- Designed and developed a major security system enhancement for a Strategic Human Resource Management application.
- Earned a reputation for providing exceptional technical support, by being available to provide timely assistance to end-users.
- Aggressively promoted and assigned to large-scale project leadership roles, directly as a result of quickly acquiring an advanced technical proficiency and an overall business knowledge.

CONTINUE TO PAGE 2

Programmer Analyst. This candidate neatly lists her technical skills early in the résumé to ensure that recruiters easily find her specific areas of expertise. On page two, she highlights quotes from her performance reviews to draw attention to her talents. She closes off the résumé with a link to her LinkedIn address.

Résumé Strategist: Sharon Graham

MONICA THORNTON

APPLICATION PROGRAMMER & ANALYST

Page 2, Cell (604) 555-2345, E-mail mt@careerprocanada.ca

PROFESSIONAL EXPERIENCE

X-Tech (a wholly owned subsidiary of the ABC Group), Vancouver, BC

http://www.x-tech_abcgroup.com

World leading organization offering extensive range of services and technologies for the Theatrical, Television, and Home Entertainment industries, with 2000 employees in the Toronto and Hollywood Locations.

Java Programmer/Analyst (2008 – Present)

PowerBuilder Application Developer (2007 – 2008)

"Monica's organizational skills lead to quick development cycle times. Her assignments are virtually error free when turned over to the users."

EXCELLENT.
X-Tech Performance Review

Reporting directly to the VP of Information Technology, responsible for the full scope of software design and analysis in the Canadian and US operations. Implement, maintain, and enhance the work tracking and order entry systems. Perform user training and demonstrations. Lead and participate in projects as required.

- Took a lead role in automating the release printing process by building up a communication protocol, which reduced operator intervention and minimized waste and human error.
- Integrated two business locations by producing a flexible, re-configurable design, enabling both offices to utilize the same software system.
- Maintained full responsibility of X-Tech Work Tracking System in Toronto and Hollywood Labs including full implementation of enhancements due to business process changes.
- Created an individual Project Reporting System that provides a clear overview of expenses and company budget.
- Played a significant role in a major enhancement of the administration system to improve the billing process.

XYZ Metrix Inc., Vancouver, BC

http://www.xyzmetrixinc.com

Internationally recognized provider of strategic human resource management systems for many of the largest and most successful public and private organizations.

Programmer/Analyst

"Monica's advanced proficiency in JAVA, comfort in learning new technology, and ease in training others have greatly benefited the department and the organization as a whole."

EXCELLENT.
XYZ Metrix Performance Review

Responsible for program design and development in PowerBuilder. Develop and maintain custom-made Human Resources applications. Discuss system features and enhancements with clients. Design and create flexible reports for custom data analysis.

- Supported key clients, including American Express and Red Engineering, customizing systems to meet their HR needs.
- Migrated applications coded in PowerBuilder 4.0 to later versions and extended single-user applications to a multi-user mode.

CONTINUE TO PAGE 3

Résumé Strategist: Sharon Graham

MONICA THORNTON

APPLICATION PROGRAMMER & ANALYST

Page 3, Cell (604) 555-2345, E-mail mt@careerprocanada.ca

PREVIOUS POSITIONS HELD

- BC General Assurance, Programmer/Analyst
- XYZ Cable Television Ltd., Programmer/Analyst

FORMAL EDUCATION

Gabor Denes Technology and Information Science College **2005 – 2008**

- Computer Science Degree

SZAMALK Computer Technical Educational Centre **2002 – 2005**

- Computer Programming Diploma

PROFESSIONAL DEVELOPMENT

Actively committed to continuing education via a wide range of courses and workshops:

- Information Technology Leadership Program
- Java Programming, IBM
- PowerBuilder Programming
- Rational Unified Process (RUP)
- ReportSmithCitrix Administration
- Effective Presentation & Meetings
- Performance Management
- Communication & Conflict Resolution
- Computer System Validation
- Project Management & User Requirements

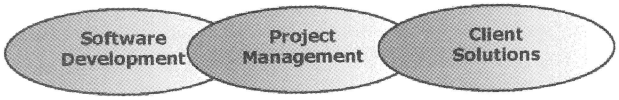
For professional endorsements and to view Monica Thornton's complete profile, visit LINKEDIN:

http://www.linkedin.com/mtprogram

Résumé Strategist: Tanya Sinclair

Stan Wilson — Software Engineer

→123 – 12 Any Avenue → Toronto ON → M1M 1M1 →
→H. (416) 555-1234 → C. (416) 555-2345 → stan@CareerProCanada.ca →



PROFESSIONAL PROFILE

Highly motivated software developer with strong programming skills and a talent for identifying and implementing innovative technology solutions that align with client objectives. Outstanding teamwork, problem-solving, and analytical skills using cutting-edge development tools and industry knowledge. Performs all tasks with precision and patience.

TECHNICAL SNAPSHOT & TESTIMONIALS

Certifications:
A+, MCSE, MCP, CCNA

Operating Systems:
Windows 2003/XP/7/Vista, Unix, Linux, DOS

Programming Languages:
JAVA, C/C++/C#/VC++, SQL 2000/2005, ASP.Net, Visual Studio.Net, Pascal

Scripting Languages:
HTML, XML, Java, CSS Stylesheet

Business Applications:
MS Word/Excel/Visio/Outlook /PowerPoint HRMS/HRIS

Hardware:
PC, Printers, Hubs, Laptop, Routers

"I believe attitude and aptitude are the cornerstones of any organization and you have both of them. We need more people like Stan in our company." – A.B., President, Secure IT Inc.

"Is there anything you can't fix? You are an IT wizard!" – R.S., IT Director, Innovate Inc.

RELEVANT CAREER EXPERIENCE

SECURE IT Inc., Toronto ON — 2010 to Present
IT firm specializing in system security with locations worldwide.
Systems Engineer
Selected to collaborate with client to define their requirements for infrastructure resources and implement agreed upon solutions. Responsible for operation of LAN and PC products.
Noteworthy Accomplishments:
→ Recognized by CEO for implementing conversion project resulting in a new $1M contract.
→ Designed new features for Panasonic's website increasing end user functionality by 40%.

INNOVATE Inc., Kingston Jamaica — 2006 to 2009
IT management firm specializing in brand infiltration with locations throughout the West Indies.
Software Developer/Help Desk Supervisor
Hired to provide programming services to clients including Digicel, Flow, and Caricom. Designed and maintained websites. Supervised a busy Help Desk with 32 staff members.
Noteworthy Accomplishments:
→ Supported a network for 2000+ users on LAN and WAN on a 365 X 24 X 7 basis.
→ Improved the productivity and performance of the IT Help Desk by 50% within one year.

FORMAL EDUCATION

Software Engineering Diploma, SENECA COLLEGE, Toronto ON — 2010
→ Made the Dean's list in 2008 & 2009.
→ Appointed by Director, IT Department as senior peer mentor for new students.

Software Engineer. This professional features his expertise by dedicating the central portion of his one-page résumé to his technical skills.

Résumé Strategist: *François Houle*

John Smith

123 Any Avenue ◆ Ottawa, ON K1K 1K1 ◆ 613.555.1234 ◆ jsmith@careerprocanada.ca

TECHNOLOGY

VB ◆ SQL DML & DDL ◆ ASP ◆ ActiveX ◆ MQSeries ◆ VBA ◆ Crystal Report ◆ Clipper
NT ◆ 2000 ◆ XP ◆ TCP/IP ◆ XML ◆ HTML
OS/400 ◆ RPG/ILE ◆ CL ◆ Query ◆ SEQUEL ◆ J-Walk
MS Word ◆ Excel ◆ Outlook ◆ Internet Explorer ◆ PC Anywhere

STRENGTHS

- 15 years' programming experience on various platforms—VB on NT/SQL platform, OOP using Clipper, RPGLE on the iSeries.
- Demonstrated ability to learn and excel with new technologies; in-depth knowledge of VB, and excellent understanding of VB/.NET concepts.
- Very strong foundation of Object Oriented Programming and Design, and database normalization techniques.
- Skilled in identifying problem areas, recognizing the impact on the business and users, and prioritizing the implementation of appropriate solutions.
- Established leadership and training capabilities.

PROFESSIONAL EXPERIENCE

Your Discount Stores Ltd., Ottawa, Ontario — 2002 to Present

Technical Lead ◆ Senior Programmer Analyst ◆ Senior Technical Support ◆ 3rd Line Support

Provide development and support of business applications, including Retail Sales, Warehousing, Distribution, Buying, Marketing, Payroll, and Accounting. Apt at solving technical challenges; easily identifies business benefits (needs versus desires). Promoted to positions of increasing responsibilities.

- Supervisor comments: ***"Learned VB/SQL at an extremely fast pace… Very strong problem solving skills…Resolved Sybase database corruption problem…Good job in meeting deadlines…Strong leadership…Strong people skills… Excellent communications."***
- Technical leader of the POS Store System, including application architecture and database design using VB and SQL.
  - POS Store System back-office functionality: AS/400 to PC data interchange, Buying, Purchase Orders, Receiving, Sign printing, Accounting, Payroll & Scheduling, and various process oriented and analytical reports.
  - Mentored developers, contractors, and consultants on becoming proficient with VB.
- Recommended that MQSeries replace an old, obsolete store polling system, which would provide improved AS/400 to VB inter-communication. **Results:** recommendation was approved.
  - Experienced with various cross-platform data sharing technologies, from the use of flat files, to transactional messaging systems such as MQSeries.

Systems Developer. This self-taught candidate chooses to highlight his technical and leadership skills in this succinct résumé. He minimizes his lack of formal credentials by discussing individual college courses that he has completed.

Résumé Strategist: François Houle

- Demonstrated ability to code lower-level APIs, which allowed VB to interact with the NT operating system—NT and NT Server.
- Provided a working VB prototype—within 2 hours—to a team of developers, for POS Store System to interact with a third-party C language application running as a server.
- Developed a Purolator Transaction Management application. **Results**: approximately 20 hours per month was saved for users to dedicate to other tasks.
- Designed and coded a Staff Scheduling and Payroll Analysis application.
  - Generated a 3-5% staff scheduling efficiency for the stores—significant annual savings when applied companywide for 2,000+ employees.
  - Instrumental in guiding the store managers/owners in scheduling allocatable payroll hours as a correlation to sales.
- Trained Help Desk in network maintenance, and in troubleshooting systems and applications.
- Authored numerous business documents, technical analysis documents, and quality assurance plans, as part of the overall development process of new systems.

Canadian Government, Ottawa, Ontario 1999 to 2002

CS-2 Programmer/Analyst

Provided end-user support of third-party applications, and developed several in-house applications.

- Developed strong Object Oriented Programming knowledge using CLIPPER.
- Authored a Payroll Audit application. **Results**: Auditors had a powerful tool to help them identify discrepancies in employee/employer EI/CPP contribution. Application precision was critical as the data could be used in a court of law.
- Designed and programmed an application to track Duplicate CPP/QPP postings—challenged with requiring the application to communicate between similar programs at Health & Welfare Canada and Régie des Rentes du Quebec, at a time before the use of the Internet facilitated such endeavours.
  - Built telecommunication interface.
  - Created a process to share data between disparate systems.
  - Designed and implemented data security, ownership, and reconciliation.

ADDITIONAL WORK EXPERIENCE

Conceived, designed, authored, and sold a PC-based Inventory application to J.D. Fine Papers.

- Application benefited J.D. Fine Papers for over 13 years before being ported to their AS/400.

EDUCATION

Pursuing *Computer Information Systems/Computer Programmer Diploma*, Algonquin College, Ottawa, Ontario.

Additional Courses: Active Server Pages, Database Architecture, Java, Business Statistics, and Business Math.

- References available on request -