launch_code

Liftoff Class 3

Transferable Skills & Resume Writing

Today's Agenda

1. Intro to Professional and Transferable Skills
2. Resume Writing
3. Resume Template Walkthrough
4. Overview of Using Google Docs
5. Resume Review Expectations

Intro to Professional Skills

What is a Professional Skill

- Similar to "soft skills"
  - Transfers across industries
  - Tends to be more intangible
- Counter to technical skills
- Common categories
  - Leadership: management, supervision, vision-building
  - Organization: planning, time management, delegation
  - Flexibility: Adapting to different roles, critical thinking
  - Communication: writing content, conflict management
  - Problem-solving: risk management, creativity, research

How to: Transferable Skills

Skill mentioned in the job description	Demonstration of the connection between job description and experience	Actions performed and skills acquired

Example: Restaurant Server

Skill mentioned in the job description	Demonstration of the connection between job description and experience	Actions performed and skills acquired
"Strong problem-solving skills"		Correcting incorrect orders
"Proficient in collaboration, work management, and communication tools"		Works in a team of 4 servers, 2 cooks, and 1 host each shift
"Ability to communicate with technical and non-technical audiences"		Explain menu
"Adaptable to rapidly changing environment"		Serve special groups/needs

Skill mentioned in the job description	Demonstration of the connection between job description and experience	Actions performed and skills acquired
"Strong problem-solving skills"	*Addressed customer concerns in a timely manner, focusing on quick resolutions and maintaining a positive experience.*	Correcting incorrect orders
"Proficient in collaboration, work management, and communication tools"	*Collaborated with 6 staff members cross-functionally to provide an exceptional customer experience in a 40 table restaurant.*	Works in a team of 4 servers, 2 cooks, and 1 host each shift
"Ability to communicate with technical and non-technical audiences"	*Explained details of rotating menu, averaging 80 items, with special attention to potential dietary concerns and taste preferences.*	Explain menu
"Adaptable to rapidly changing environment"	*Provided customer service and hospitality for groups of up to 40 guests in the party room, often adapting to rapidly changing needs throughout events.*	Serve special groups/needs

Example: Elementary Teacher

Skill mentioned in the job description	Demonstration of the connection between job description and experience	Actions performed and skills acquired
"Experience leading projects"		
"Strong verbal communication skills"		
"Troubleshoot difficult or sensitive problems"		
"Deliver high quality work within deadlines"		

Example: Elementary Teacher

Skill mentioned in the job description	Demonstration of the connection between job description and experience	Actions performed and skills acquired
"Experience leading projects"		Led staff bonding committee
"Strong verbal communication skills"		Parent teacher conferences
"Troubleshoot difficult or sensitive problems"		Individualized learning plans
"Deliver high quality work within deadlines"		Develop lesson plans and curriculum

Skill mentioned in the job description	Demonstration of the connection between job description and experience	Actions performed and skills acquired
"Experience leading projects"	*Managed committee of 5 educators to provide 4 annual team bonding activities for staff of 24 with a budget of $2000.*	Led staff bonding committee
"Strong verbal communication skills"	*Communicated with parents in biannual meetings to discuss academic progress following up with written summaries and action plans when necessary.*	Parent teacher conferences
"Troubleshoot difficult or sensitive problems"	*Build individualized learning plans for students age 4-10 to improve academic performance in areas of low performance, achieving an average grade improvement of 25% in 6 months.*	Individualized learning plans
"Deliver high quality work within deadlines"	*Develop original curriculum based on Missouri Education standards, totalling in over 1000 instruction hours each year with an overall instruction satisfaction rate of 90%.*	Develop lesson plans and curriculum

Show versus Tell

- Examples are helpful
- Give details (quantify if you can)
- Emphasize the work you specifically did
- Make the connection directly to the job whenever you can

Tell

I am very organized

Show

I rearranged over 100 digital files to improve overall efficiency in the accounting department

Tell

I am good at staying positive in stressful environments

Show

I foster a welcoming environment and provide quality customer experiences in a high volume restaurant through quick service, customized food recommendations, and innovative real-time problem solving

Resume Writing

consigliere
@moyodre

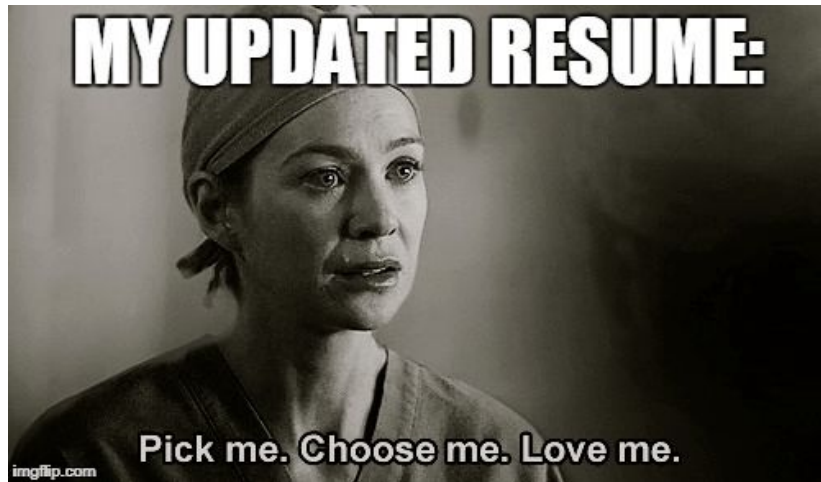How would you write "I changed a light bulb" on your resume?

M
@MuyiwaSaka

Single-handedly managed the successful upgrade and deployment of new environmental illumination system with zero cost overruns and zero safety incidents.

Purpose of a Resume

- First impression

- Show technical and professional skills

- Introduce how your past is the right fit for an opportunity

- Is NOT a comprehensive list of every experience and skill

Resume Guidelines Part 1/3

- Build a resume that shows you are right for THIS job
  - Connect the dots between your background and tech
  - Write confidently about your project
  - In each position, think about your transferable skills and technical experiences
- Keep it professional
  - 1-3 font colors/styles
  - Neutral, readable, accessible styles
  - Fill the space but do not cram

Resume Guidelines Part 2/3

- Name your file with your first and last name resume year (ie. JaneFosterResume2003)

- Include contact info

    - For LC: Just a custom LinkedIn and GitHub link

    - Generally: Include email and phone number as well
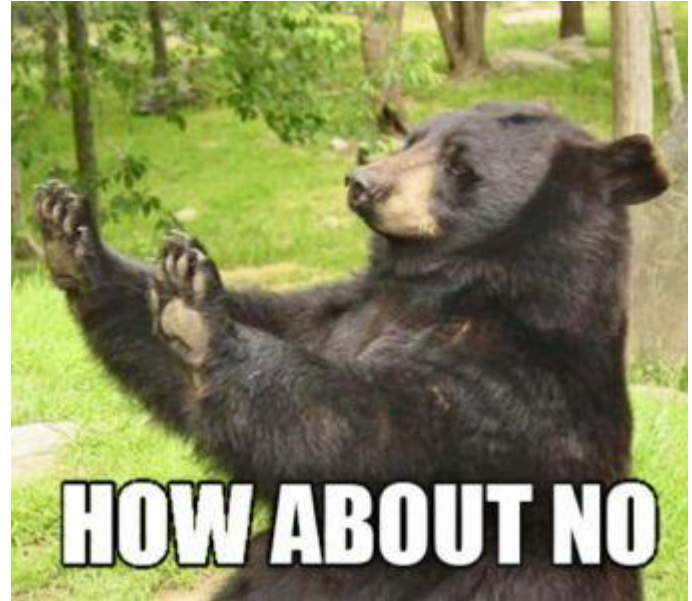
- No references on your resume

Resume Guidelines Part 3/3

- Avoid informal/familiar language
  - Contractions
  - Acronyms
  - Overly industry specific terms
  - First person language (I, me, my)
  - Hobbies/interests
- Aim for 3-5 bullet points per position
- Triple check formatting, spelling, and grammar

Resume DO NOTs

- Add hobbies or interests

- Mention references

- Provide more than 10 years of experience

- Grade/rate your skills

- Use first-person pronouns

- Have more than 5 bullets per position

- Use many font colors/styles

HOW ABOUT NO

Resume Summary

SUMMARY

Entry-level web developer with 11+ years providing customized solutions for customers and fostering a supportive and efficient workplace culture. Knowledgeable in Java and Javascript. Seeking a professional opportunity to use interpersonal skills and detail oriented problem solving skills with technical web development skills.

- Describe how your experience is relevant to the roles you are seeking
- Describe what you are looking for in your next career move
- The summary convinces the manager to keep reading

Skills Section

LANGUAGES | FRAMEWORKS | TOOLS

Java, Javascript | AngularJS, Springboot, Django | VS Code

- **Delete sections that do not apply**
- **Limit to top 2 or 3 in each section**
- **If you list it here, it must be reflected explicitly or implicitly below**
- **Do not list: Git, HTML, CSS, Replit**

Project Experience

EXPERIENCE

Little Birdy — LaunchCode Capstone Project

- Developed an e-commerce website for creating and purchasing custom bird food.
- Website addresses a need for a place to learn about, identify, and purchase a custom bird food recipe by selecting one of 75 breeds and up to 5 out of 125 different needs of the animal.
- Created the customer live chat and push notification systems.
- Built a feature allowing for users to make payments quickly through the app's native UI.
- Tech Stack: Java, Spring, Javascript, MySQL, and Bootstrap.

Project Name — LaunchCode Capstone Project

- **This bullet point should be a brief synopsis of what the project does. Mention it is a collaborative project**
- **What problem does your app solve?**
- **Feature/contribution 1**
- **Feature/contribution 2**
- **Full Project Tech stack:**

Additional Projects

- Include other tech projects if available and relevant
- Mention if projects were collaborative to demonstrate collaboration skills
- Always list tech stack
- Do not include if it demonstrates no additional skills

Work Experience

Customer Service Manager — ACME Pet

January 2016 - September 2022

- Monitored market trends and pioneered the development of an improved system for following up with unsatisfied customers, improving repeat customer metrics by 10%
- Proposed a more efficient call script to reduce average customer communication time
- Trained and mentored 4 new employees on Zendesk CRM, JIRA, and conflict resolution
- Resolved 300+ weekly customer inquiries via phone and email, consistently exceeding targets
- Achieved 97% average customer satisfaction rating to date, surpassing team goal by 12%

Job Title — Company Name

Month 20XX - Present

- **3 - 5 bullets: quantify your skills**
- **Begin with an action word(verb)**
- **Accomplishments, relevant skills, and how you produce results**
- **Up to 10 years of work experience**
- **Account for any gaps**
- **Use past tense for past positions**

Address Employment Gaps

- **All gaps 6 months or longer should be addressed**

- **Reference the time frame with a brief reason**
  - Focus on what you have to offer
  - Re-focus their attention on the skills you acquired during this time

- **Fill the gap with other commitments or skills you used or acquired**

- **Never lie about the gap**

shen the bird
@Shen_the_Bird

interviewer: can you explain this gap in your resume

me: yes that's when i didn't have a job

Caregiver Gaps

- Treat your experience as a primary caregiver as a position you held

- Consider a title like "Career Sabbatical to be Primary Caregiver" or "Caregiver"; avoid "Stay-at-Home…" or creative titles

- Include dates and outline the activities, skills, and accomplishments during that time

  - Scheduling

  - Planning

  - Budgeting

  - Education

  - Wellness

Professional Development Gaps

- Treat your experience as a position you held

- Consider a title like "Professional Development Sabbatical"; avoid "Soul Searching Gap" or creative titles

- Highlight a commitment to to tech if possible

- Include dates and outline the activities, skills, and accomplishments during that time

  - Classes/certificates

  - Research

  - Can include unrelated skill building, but try to connect

Education

EDUCATION

LaunchCode, Course Focus, Year of Graduation

St. Louis Community College, Associate's Degree, Hospitality

- Consider whether or not you want your year listed (omit if not in last 4 years)
- Trainings and certifications can also go here
- No bullet points in this section

Length: One Full Page or Two Full Pages

- Use a one page format where possible

- Eliminate non-essential words like "a" or "the" or "that" to tighten language

- Only include items under each role that demonstrate unique and transferable skills

- Rework single word lines

***LaunchCode staff will help you get to one or two full pages. Do not tweak the formatting to make this work, though we may do that for you later.

Other LC Resume Specific Components

- First Name Last Initial at the top

- Active LinkedIn link, customized if possible

- Active GitHub link, mindful of the name

- Watermarked logo

- Adhere to font colors and styles

- Try to build in Google Docs

Resume Template

First L.

www.linkedin.com/in/yourname   www.github.com/yourname

SUMMARY

Use this section to describe how your experiences, skills, and achievements are relevant to the position. The purpose of this career summary is to explain your qualifications for the job in 3 sentences and convince the manager to read the whole resume document. Your first 2 sentences should be your technical and other relevant experience. The last sentence should be focused on what you want to do as a developer.

LANGUAGES | FRAMEWORKS | TOOLS

Java, Javascript | AngularJS, Springboot, Django | VS Code
This section should only have your top 3 languages, frameworks, and tools listed maximum

EXPERIENCE

Project Name — LaunchCode Capstone Project
- This bullet point should be a brief synopsis of what the project does.
- What problem does your app solve?
- Feature/contribution 1
- Feature/contribution 2
- Full Project Tech stack:

Job Title — Company Name
Month 20XX - Present
- 3 - 5 bullets to show your transferable knowledge/skills, be sure to quantify skills as much as possible
- Begin each bullet with an action word (for example "Manage," "Order," "Research") and avoid passive starting language (for example "Responsible for," "Assisted," "Was the person who")
- Accomplishments that are related to your ideal position with specifics about relevant skills and how you used them to succeed or excel
- Quantify and/or give examples of any professional skills. For example, instead of saying "detail-oriented," add a statement like "Analyzed data to check for errors and inaccuracies with a consistent accuracy rate of over 85%."

Job Title — Company Name
Month 20XX - Month 20XX
- Include up to 10 years of work experience
- Account for any gaps in employment
- Quantify experience with numbers
- Triple-check formatting, spelling, and grammar
- Use past tense for past positions

EDUCATION

LaunchCode, Course Focus, Year of Graduation

College Name, Degree, Major

If you partially completed a degree, include 2-5 relevant courses in italics underneath. Omit degree above.

Example Resume

Taylor E.

www.linkedin.com/in/taylorexample   www.github.com/taylorexample

SUMMARY
Entry-level web developer with 11+ years providing customized solutions for customers and fostering a supportive and efficient workplace culture. Knowledgeable in Java and Javascript. Seeking a professional opportunity to use interpersonal skills and detail oriented problem solving skills with technical web development skills.

LANGUAGES | FRAMEWORKS | TOOLS
Java, Javascript | AngularJS, Springboot, Django | VS Code

EXPERIENCE
Little Birdy — LaunchCode Capstone Project
- Developed an e-commerce website for creating and purchasing custom bird food.
- Website addresses a need for a place to learn about, identify, and purchase a custom bird food recipe by selecting one of 75 breeds and up to 5 out of 125 different needs of the animal.
- Developed the customer live chat and push notification systems.
- Built a feature allowing for users to make payments quickly through the app's native UI.
- Tech Stack: Java, Spring, Javascript, MySQL, and Bootstrap.

Video Games Library — Independent Project
- Built a personal video game library to organize inventory of 75 titles.
- This app allows users to quickly find information about their games based on genre, player number, platform, and user rating.
- Created random game selector page for users to locate a game when they do not know what to play.
- Developed secure log in that enables users to add, delete, edit, and update their library items.
- Built a search feature, filters, and ability to add notes to individual titles.
- Tech Stack: MongoDB, Express, React, Node.JS.

Customer Service Manager — ACME Pet
January 2016 - September 2022
- Monitored market trends and pioneered the development of an improved system for following up with unsatisfied customers, improving repeat customer metrics by 10%.
- Proposed a more efficient call script to reduce average customer communication time.
- Trained and mentored 4 new employees on Zendesk CRM, JIRA, and conflict resolution.
- Resolved 300+ weekly customer inquiries via phone and email, consistently exceeding targets.
- Achieved 97% average customer satisfaction rating to date, surpassing team goal by 12%.

Restaurant Host — Local Pub
October 2012 - December 2015
- Managed traffic of guests and staff in the entryway of a high volume restaurant.
- Scheduled 20 phone and online reservations daily to ensure proper scheduling across shifts.
- Collaborated with 25 wait and kitchen staff to foster a welcoming and memorable client experience.
- Arranged decor and signage in the lobby area to improve first impression and overall traffic flow.

EDUCATION
LaunchCode, Web Development, 2023

St. Louis Community College, Associate's Degree, Hospitality

Overview of Google Docs

When someone is in the same Google Doc as me while I'm writing

Formatting Tips

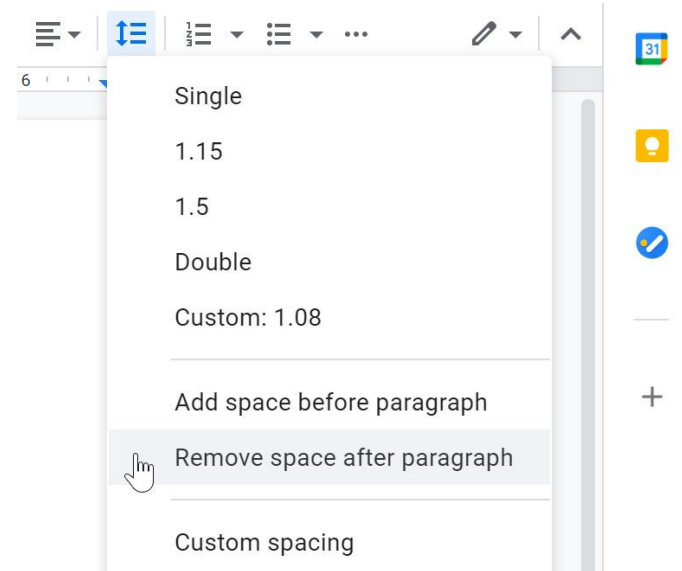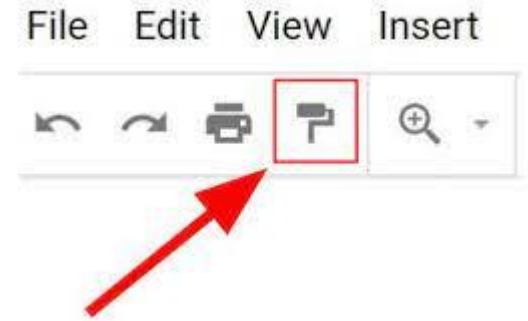Do not alter margins or sizes

When copying, apply new formatting

      Ctrl + Alt + v (Windows or Chrome OS)

      ⌘ + Option + v (Mac)

Use the format painter
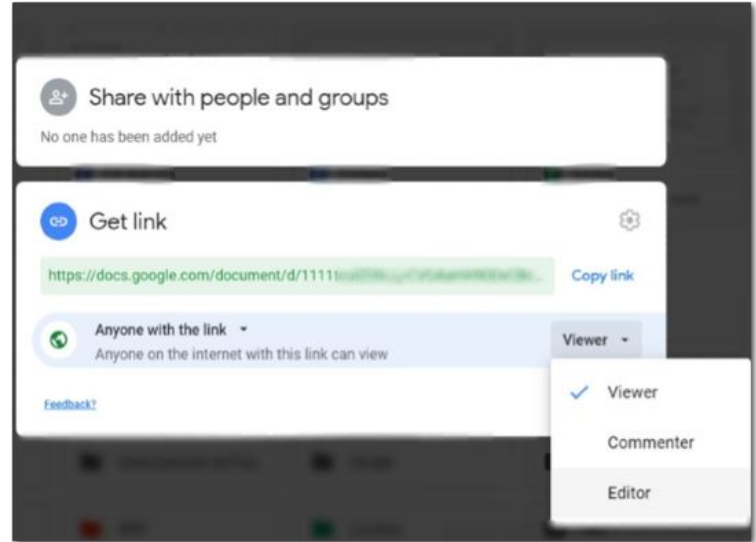
Use line spacing, not Enter spaces

Sharing Settings

Press "Share" in the upper right corner

Select "Anyone with the link"

Select Editor

Suggestions

- Allows us to reword or reformat to show exactly what we are looking for
- If you approve, just hit the checkmark, and it accepts the suggestion
- If you do not approve, hit the x, and it rejects the suggestion

Cashier—Walmart
May 2012-June 2016
- Smiled while ensuring swift checkout experiences in a fast-paced environment.
- Ensured front of store cleanliness and safety for customers.
- Organized and maintained inventory for ~~Assisted in stocking of~~ front-of-store merchandise.
- During last 2 years of employment, came back to assist staff with holiday rush seasons.

Education

> **M** Melinda Stitzel   ✓ ✕
>   3:16 PM Today
>
> **Replace:** *"Assisted in stocking of"* with *"Organized and maintained inventory for"*

Comments

- Staff may leave questions, edit requirements, and feedback as a comment
- If there is no action required, simply hit the checkmark to resolve
- After you make the necessary edits, you can hit the checkmark to resolve
- You can reply if you have a question

Student Orientation Coordinator — Southern Illinois University Edwardsville
July 2016 - May 2022
- Coordinated welcome week activities for 3000 incoming college students, providing opportunities for networking, resource identification, and transition to collegiate culture.
- Supervised 20 employees, conducting recruitment, hiring, training, and evaluation processes
- Wrote a manual detailing event planning and committee management procedures for successors
- Collaborated cross-departmentally to host 45 events annually, with an overall satisfaction rate over 85%.
- Point of contact for 10 first-year students in pilot year of mentorship program.

Cashier—Walmart
May 2012-June 2016
- Smiled while ensuring swift checkout experiences in a fast-paced environment.
- Ensured front of store cleanliness and safety for customers.
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- During last 2 years of employment, came back to assist staff with holiday rush seasons.

Education

M **Melinda Stitzel**
3:19 PM Today ✓ ⋮

Rewrite so it starts with an action verb descriptive of the work you did.

Reply or add others with @

Reply   Cancel

Resume Review Process

WHEN YOU KNOW YOUR RESUME IS AWESOME

Timeline

1 — **Today**
Peer Review

2 — **Prior to 12/29**
Round 1 Staff Edits

3 — **Prior to 1/19**
Round 2 Staff Edits

4 — **Prior to 1/25**
Resumes Must be Approved for Graduation

5 — **Prior to 3/5**
Resumes Must be Approved for Apprenticeship Program

6 — **TBD**
Talent Management May Request Further Edits

Reminder!

Project Proposals due tonight
Resumes due Monday

Questions?

- Post general questions in Slack channel, tagging me
- Tag me in a post in your group channels with your video chat prior to 7:30pm if your group wants me to jump in to your chat for a minute
- Send me a DM if you have an individual question