

Workplace Professional Communication Skills

MPU 3272 and Version 1



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OF TECHNOLOGY & INNOVATION

Resume & Curriculum Vitae

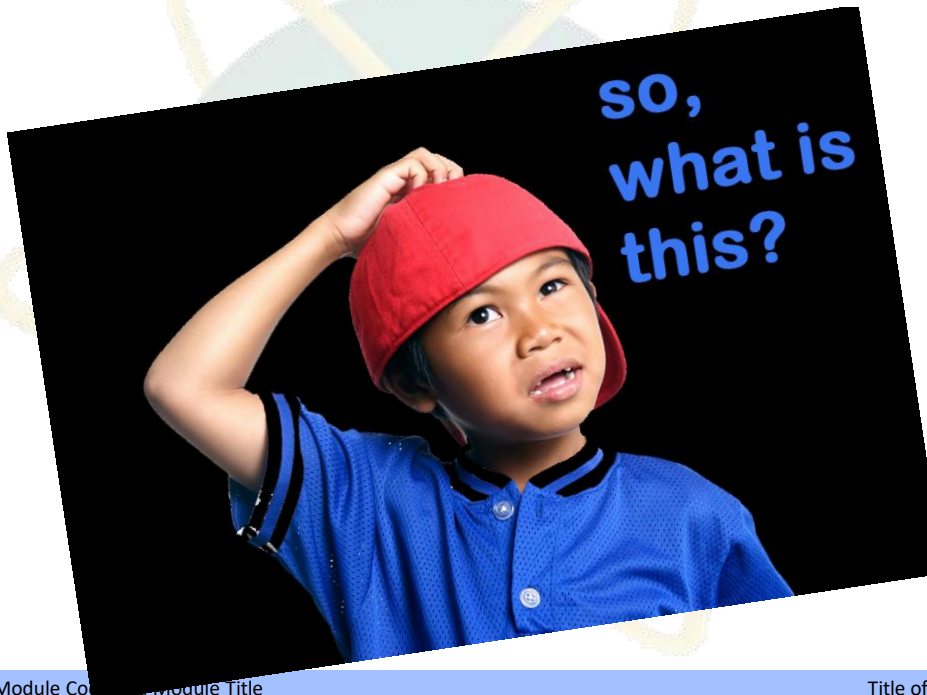




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INTRODUCTION TO RESUME AND CURRICULAR VITAE

- A document that _____?
???



- A common document in the corporate world and in any industry most often used when seeking an interview for employment.



Why do I need it ? Do I really need it?

- ❑ A marketing tool
- ❑ To obtain an interview for a JOB
- ❑ Requirement of many organizations
- ❑ A HR Practice by local and international standards



Is there a difference between Resume and a CV??

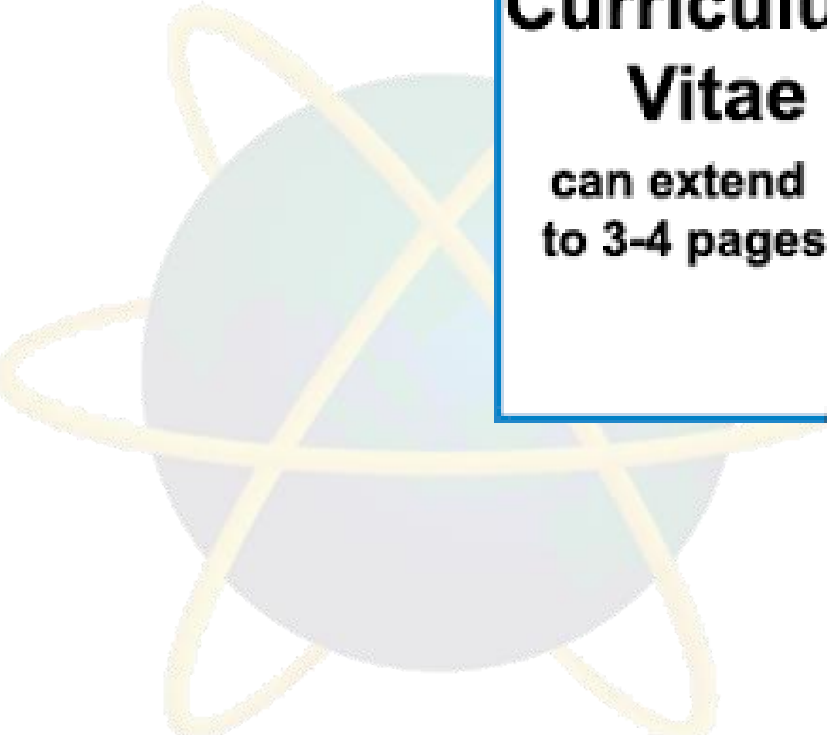
- A _____ is a brief (one or two page) document that highlights your attributes, achievements, and experience.



A _____ is a comprehensive document, usually two or more pages, summarizing professional accomplishments and _____ is a brief summary of _____ limited to one or _____ two _____ used to market one's specific position.



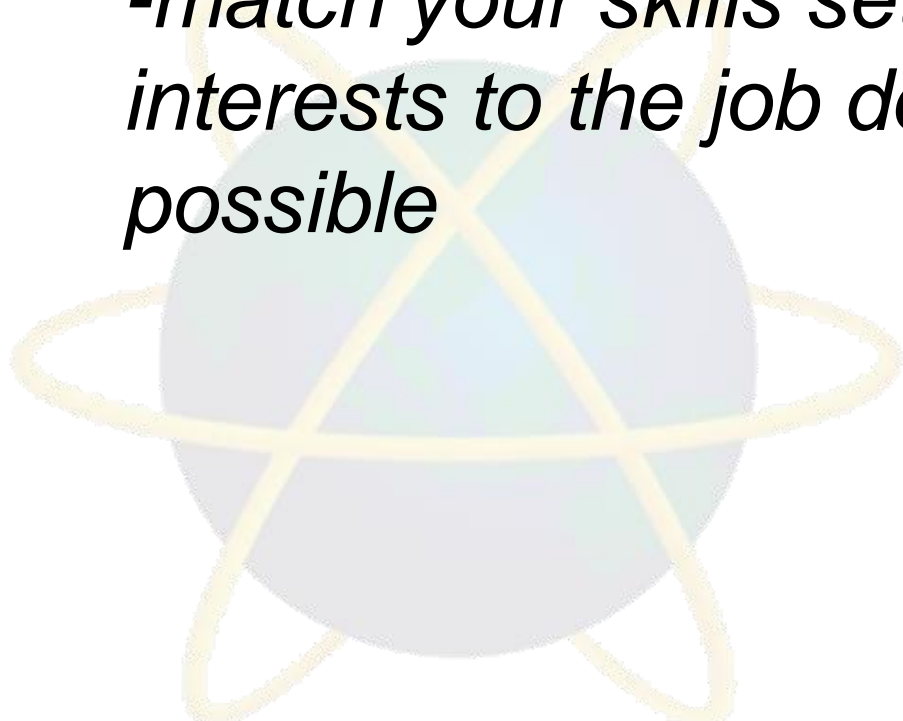
Point to Note



Curriculum Vitae can extend to 3-4 pages	Resume should never extend beyond 2 pages
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So...what's the common aim or goal here?

- RESUME/CV has a common purpose...which is to
-match your skills sets, experience and interests to the job description as much as possible



A Resume should include



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Your Resume

Contact Information

Objective

Education

Experience

Honors & Activities

Chris Q. Surname

Campus Address 1234 Willow Avenue West Lafayette, IN 47906 (317) 333-4567 chriscq@email.edlu.edu	Permanent Address 1234 Maple Trail Long Beach, IN 46350 (317) 333-4567 chriscq@email.edlu.edu
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Objective
A diligent and motivated individual desiring to utilize my leadership and communication skills and apply my knowledge of the health care industry.

Education
Purdue University, West Lafayette, IN
Boonville School of Management
B.S. in Management
• Marketing Minor
• Human Resources Minor
May 1999
Major GPA: 3.34/4.0
GPA: 2.94/4.0

Relevant Computer Applications
Microsoft Office
Microsoft Access
Microsoft Communications
Internet Explorer

Special Course Project
• Acted as client liaison for Memorial Hospital as part of the team working on a project
• Conducted research and prepared report on more efficient communication systems

Volunteer Service
Volunteer, Memorial Hospital Pharmacy, Michigan City, IN December 1993 to May 1994
• Prepared prescriptions to meet diverse needs of patients and customers
• Ordered various pharmaceutical products from different suppliers, handled billing
• Offered over 100 hours of volunteer service in health care facility

Work Experience
Cashier, A-1 Supermarkets, Michigan City, IN May 1995-August 1997
• Trained new employees in customer service and efficient money handling
• Balanced cash register drawers and maintained high level of accuracy
• Assisted manager with inventory and ordering procedures
Sales Associate, Novus Cottage, Michigan City, IN July 1992-November 1994
• Balanced registers and operated store in a responsible manner

Leadership Activities
Delta Mu Sigma
• Capital Committee Co-Chair
• Treasurer
• Publicity
Delta Gamma Society
Delta Sigma Pi Professional Fraternity
Kappa Kappa Kappa Fraternity
Management Association
Purdue Water Ski Club
March of Dimes Walk-A-Smile

Recommended Structure/Flow for CV

- ❖ Personal Details
- ❖ Education
- ❖ Work/Employment Experience
- ❖ Awards/Accomplishment
- ❖ Key Skills/Strengths
- ❖ Interests and Co-Curricular



SECTIONS OF A RESUME

The Header

- ☐ What should be included?
 - ☐ Name
 - ☐ Permanent and present address
 - ☐ E-mail address
 - ☐ Telephone number
- ☐ Where should contact information go?
 - ☐ Top of the page

Objective Statement

☐ Purpose

- ☐ Communicate the type of position you are interested in

☐ Examples

- ☐ Management trainee position with a specialty retailer.
- ☐ Technical sales with an energy related industry in the Southwest. Long range goals of regional sales management.
- ☐ To obtain a position as field service representative with XYZ Software Corporation.

Education

☐ **Name of Institution**

☐ Include city and state if not part of the title

☐ **Name of your degree and major**

☐ Bachelor of _____ in _____

☐ *Bachelor of Science in Business Administration:
Accounting*

☐ **List degrees in reverse chronological order**

☐ Most recent degree is listed first

Education

☐ **Date or expected date of graduation**

☐ Graduation Date: May 2014

☐ Expected Graduation Date: May 2015

☐ **GPA**

☐ Major or overall at least 3.0

☐ Round down to the nearest tenth

☐ 3.0 not 3.062

☐ GPA: 4.0, Summa Cum Laude

☐ **High School Information**

☐ Do not include after Sophomore year

Experience

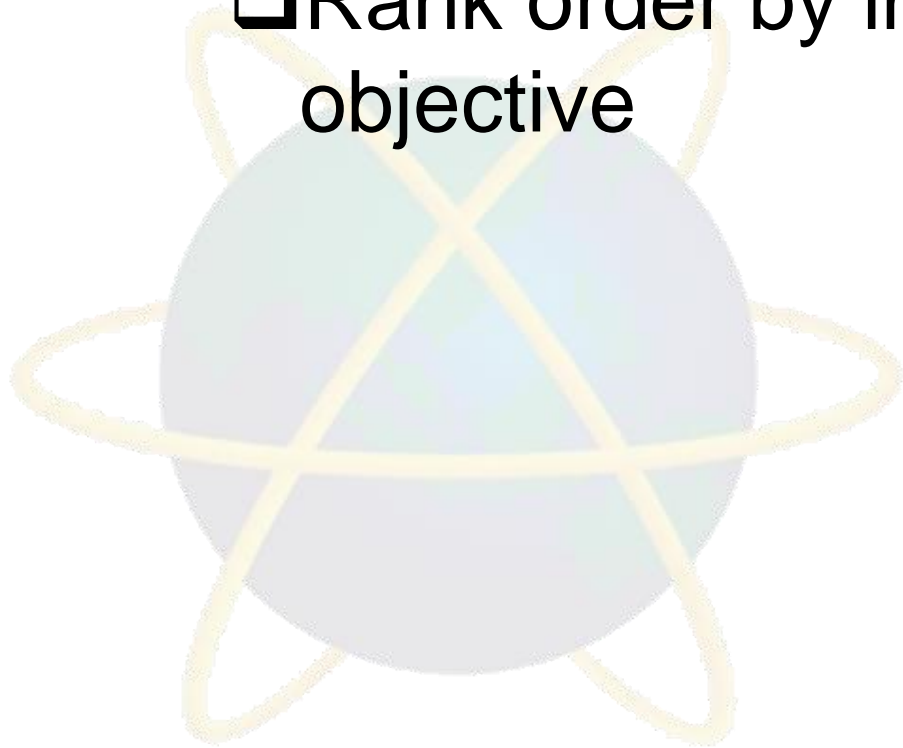
- ☐ **Use the term "experience"**
 - ☐ **What is considered experience?**
 - ☐ Full and part-time jobs
 - ☐ Self-employment
 - ☐ Volunteer work
 - ☐ Practicum, field, and cooperative education
 - ☐ **Information to include**
 - ☐ Job Title
 - ☐ Dates of employment
 - ☐ Company name
 - ☐ City & State

Listing Responsibilities

- ☐ Use bullet points
- ☐ Start of each line with an action verb
 - ☐ Present tense if currently employed
 - ☐ Past tense if no longer employed
 - ☐ Vary your choice of verbs
- ☐ Tailor skills and experiences to the position for which you are applying
- ☐ Be concise while providing enough detail

Honors & Awards

- ☐ Order by dates
 - ☐ Reverse chronological
- ☐ Rank order by importance to the career objective



Professional Affiliations & Activities

- ☐ Order by date
 - ☐ Reverse chronological
- ☐ Rank order by importance to the career objective
- ☐ Do not say *Member of ...*
- ☐ Emphasize your leadership roles
- ☐ Spell out the organization's name:
 - ☐ Do not use abbreviations or acronyms

Suzy Q. Student

1234 River Run Road
Chattanooga, TN 37343

413-425-5555
suzyqstudent@utc.edu

Objective: To obtain an entry-level Human Resources position

Education: University of Tennessee at Chattanooga

Bachelor of Science in Business Administration: Human Resource Management

- Expected Graduation Date: May 2007
- GPA 3.1

Relevant

Experience: Human Resources Intern

June 2005 – August 2005

Blue Cross Blue Shield of Tennessee

Chattanooga, TN

- Assisted with updating employee personnel files
- Screened job applicants
- Observed the Human Resource Manager interviewing applicants

Other

Experience: Sales Associate

May 2003 – Present

Abercrombie & Fitch

Chattanooga, TN

- Train new employees
- Participate in interviewing and selecting employees
- Oversee inventory and auditing of products
- Open and close store

Student Worker

August 2002 – May 2003

UTC College of Health and Human Services

Chattanooga, TN

- Performed internet research
- Organized office file, records, etc.
- Responded to office inquiries
- Answered a multi-line telephone

Honors:

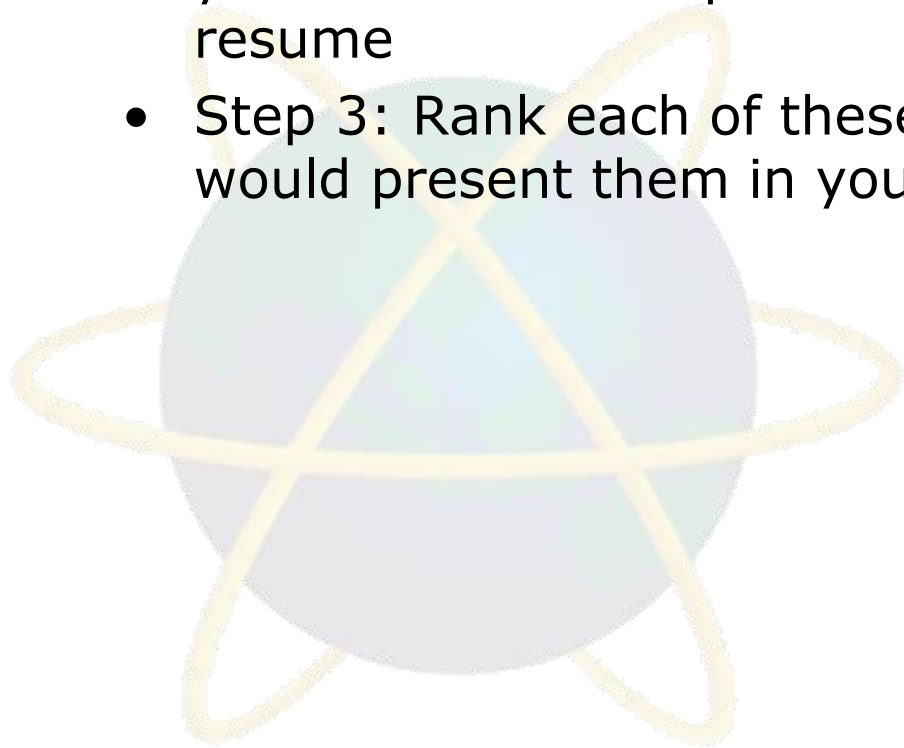
- Golden Key Honour Society, 2003 - Present
- Phi Eta Sigma Honor Society, 2004 – 2008
- Dean's List, 2003 – 2007

Activities:

- Society for Human Resource Management, 2005 - Present
- Student Government Association, Treasurer, 2006 – 2007
- Chattanooga Soup Kitchen, 2003 – 2005

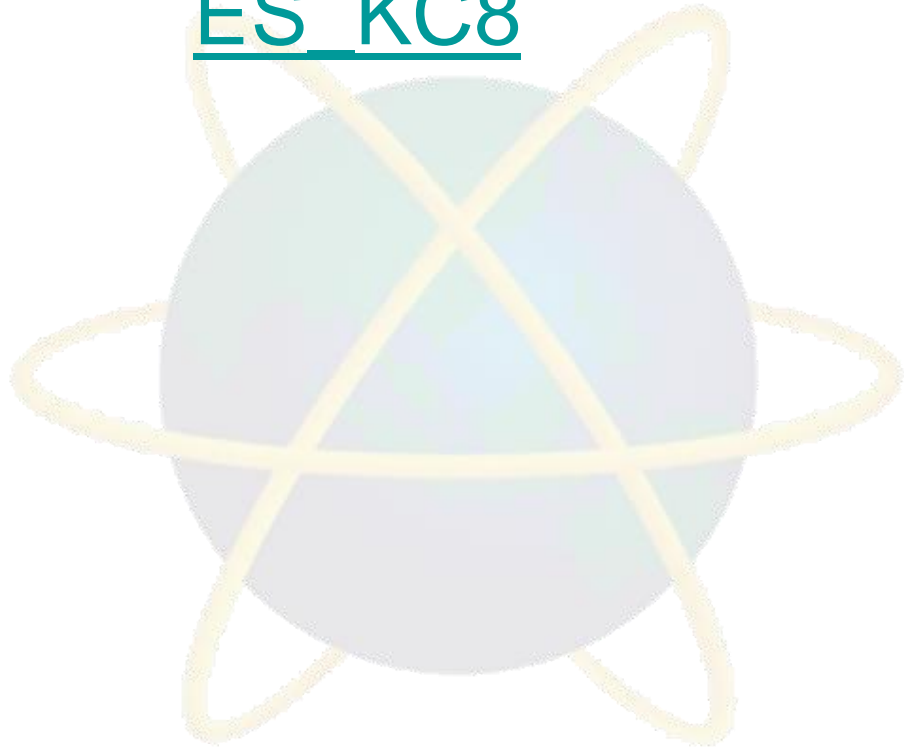
Activity 1: Structuring a Successful Resume

- Step 1: Read through the list of information that may appear in a resume
- Step 2: Decide and write down the section heading(s) that you think will best present each piece of information in a resume
- Step 3: Rank each of these sections in the order that you would present them in your own resume



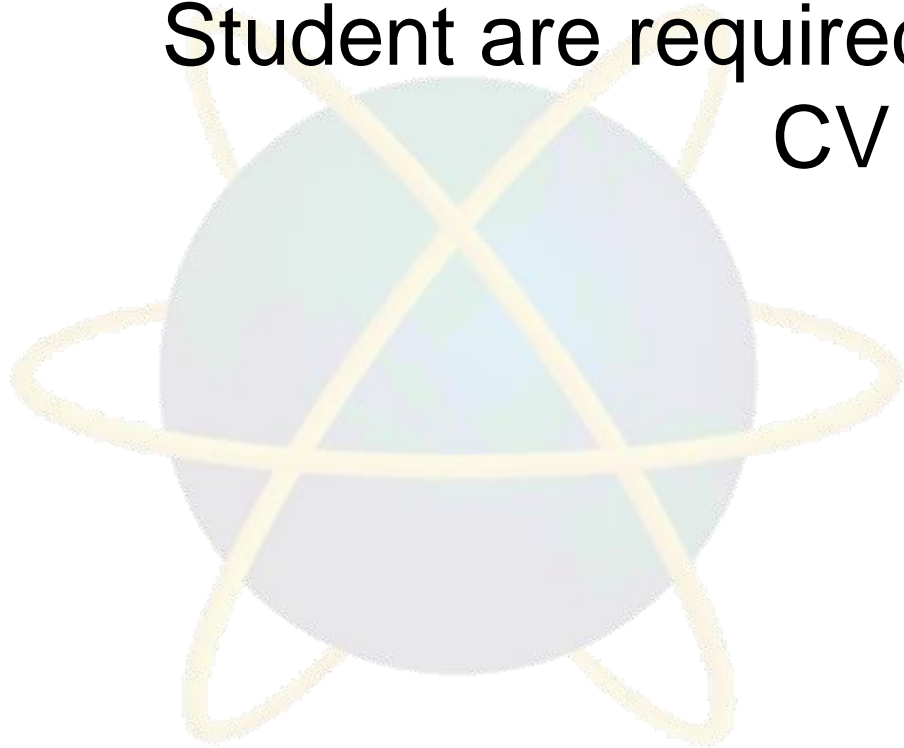
Summary

- Video: What makes a good or a bad CV
- https://www.youtube.com/watch?v=SyXmqES_KC8



Activity

Student are required to prepare Resume & CV writing



- <https://www.youtube.com/watch?v=JgZRMdG9gO4>

