Job Preparation 2 – The Resume

Purpose

- The purpose of a resume is to catch the employer's attention and earn an interview by presenting your background, skills, and qualifications in a clear and concise manner. *Resumes get interviews and interviews get jobs!*
- As a job-seeker, the resume is a far more useful tool than the application. Think of it as your sales tool: it allows you to choose how you are going to sell yourself. Highlight your positives and do not write negative or damaging information.
- Employers tend to pay the most attention to the top third of the resume, so be sure to emphasize your strengths at the top of the page

Resumes can give you a competitive advantage over other candidates by:

- Presenting your qualifications – employment and educational- in an easy to read and understand format.
- Emphasizing your accomplishments and the skills that you can offer the employer.
- Providing a script for how you will present yourself during the interview.
- Outlining your marketable skills by functional areas, so your ability to do the job is clear.
- Giving the impression that you have good reading and writing skills and that you are an organized individual.
- Providing a tool to help with your online job hunt

Types of Resumes:

There are three types of resume formats available to use. It is helpful to know what they are and use the most appropriate format to your advantage in your job search. Be sure

to choose a format that best represents your background and qualifications to a potential employer.

It is also important to choose the best format that is going to highlight your skills, talents, and experiences in an easy to read format since most employers spend less than a minute scanning a resume. It is possible for one person to have multiple resumes (and multiple formats), depending on the job he/she is seeking.

Chronological Format: This is the most common format; it is a reverse listing of your employment history with the most recent job listed first. It is best for:

- People who have practical work experience without long periods of unemployment and minimal job changes.
- People who have demonstrated growth in a single profession
- Its contents include: Contact information, Work Experience, and Education.

Functional Format: This resume type focuses on your skills and accomplishments. It highlights what they are, not when you developed them. It stresses skills acquired from different fields. Its best for:
- People with a lot of job experience and/or many types of jobs.
- People just entering the work force with no employment record of accomplishment.
- People who are returning to work after a long absence.
- People who are changing careers who want to highlight their skills and credentials.
- People whose career growth has not been so successful.
- Its contents include: Contact information, Skills, Work Experience, and Education.

Hybrid Format: Incorporates elements of the previous two formats. Work experiences and is grouped by functional areas with a reverse (most recent to oldest) chronological list of work experience. Its best for:

- People who are advancing in their prospective careers, who have established employment records of accomplishment that they want to keep.
- Its contents include: Contact Information, Work Experience, Skills, Education, Honors and Awards.

Before You Start a Resume:

Before you start your resume, take some time to think: who is your audience? You might want to write a generic resume for your own reference, but when you submit your resume to a potential employer, it would be a good idea to **tailor it** to the company/industry to which you are applying.

Some suggestions:

- Dissect the job description. What skills is the employer looking for, explicitly and implicitly?
- Match your skills to the job description. What do you have that the employer wants and how can you demonstrate it?
- Find out more about the company. Look on the computer, talk to former employees, or visit the company (if possible). If you know more about the company, you will probably have a better idea of what they are looking for.

What Should be Included in a Resume:

Employers often receive stacks of resumes for a single job opening. Most often, they probably do not have the time to thoroughly examine every resume. More than likely, they only read the first half, or first third, of the first page of your resume. So make that space count! At the very least, the first part of your resume should be exciting enough that an employer finishes reading.

For that reason, Hand Up encourages you to eliminate the "Objective" section from your resume, if you haven't already. It's wasted space and employers are unlikely to read it. If you're applying for a job at Target, the hiring manager knows that your objective is "to get a job at Target."

Divide your resume into several sections:

Heading

- This should include your name, address, email, and phone number.

Skills Summary

- In one or two sentences, give a concise summary of your professional experience and employment skills or use bullet points to briefly describe relevant skills.
- The specific skills that you list should match the employer's wording in the job listing. But be careful with your language; you do not want to copy the job description exactly, but if the description says they are looking for someone with strong communication skills, you should talk about strong communication skills.
- Example: If you're applying for a position related to customer service, you will have 6-8 bullet points that stress customer service history and experience, interpersonal skills, communication strengths, etc.

Professional/Work Experience

- List your work history starting with the most recent job experience to the oldest.

- Include the title of the job, the company name/location and a short description of the duties/responsibilities performed
- If your work history has been spotty, you may group the titles by skill area, such as warehouse work and retail. (See Functional Resume example).
- Try to fill gaps in your work history. Perhaps you have volunteered, attended trainings, taken classes, done work in your neighborhood, or cared for a family member. Chances are, you have done something.
- Consider using ONET online to help you strengthen the language that you are using to represent your skills and experience. http://online.onetcenter.org/

Military Experience

- If you are a veteran, be sure to include this on your resume. State the branch of the armed services in which you served without abbreviations. List the dates you served, your rank, any honors you received, and if you were honorably discharged.

Volunteer History

- Volunteer work says something about your character and demonstrates to employers that - even if you weren't working - you were still gathering skills.
- Volunteer work is a great way to network and a great way to get plugged into the community.
- Ask Hand Up for a Volunteer Resource Guide if you are interested in volunteer opportunities.

Education

- List your earned degree, the school, the major, and the date completed.
  - For each school list the name, city, state, the area studied (if applicable), the certificate or degree earned, and a brief list of the relevant courses taken.
- Start with the highest degree earned and work backwards.
- If you are a high school graduate, you may state "graduate."
- Leave off anything below GED/high school degree.
- Be sure to highlight workshops, seminars, and classes that are relevant to your objective if possible.

Optional Sections:

- In general, only use additional sections if you need to fill space. If you feel as though there is something missing from your resume that may be important, there are several other sections that you may include:
  - Professional Organizations
  - Honors and awards received
  - Publications
  - Languages Spoken

- o Skills
- o Military Service information, include dates, rank, stations, honors, and types of discharge (if not dishonorable).

References

References can take up a lot of space and, chances are, you can find something more exciting to put at the bottom of your resume. Some suggestions:
- Hand Up recommends that you insert a phrase at the bottom of your resume: "References provided upon request." This lets the employer know that you are willing to provide references, but it does not waste more than one line of space.
- Prepare a reference sheet that you can quickly submit (electronically, via mail, or in person) to a potential employer. Your reference sheet should be formatted similarly to your resume, so that if an employer detaches one from the other, it is still clear that they go together.

Templates for Resumes on Microsoft Word
- All of the different forms of resumes can be found on Microsoft Word. When picking out templates it is important to make sure that they are *professional*.
- How to access the templates:
  - o Open up Word on your desktop
  - o Instead of picking the "blank document" option scroll down on the left side and find the resume option.
  - o Pick the "Basic Resume" tab as the option.
    - Note the job specific resume option may have some helpful examples of what a good resume for a specific job may look like.
  - o Pick a resume template in the Basic Resume section that demonstrates professionalism and is simple in design.
  - o There are some in there that overdo it with the designs, borders, clip art, etc. You do not want to use these they do not look professional and you good information may get lost in the design.
  - o Hand Up Cooperative can email you additional templates.

What a Resume Should NOT Include:

- Personal information: marital status, children, age, health status, or physical description.
- Hobbies, unless they are relevant to the job
- Salary information
- Substance abuse or incarceration information
- Reasons for leaving previous employment
- References (provide this on a separate listing)
- Philosophical statements or personal beliefs
- Anything damaging your chances of getting a job
- The word "I"

- The same action verb in too many places (see list below for variations)

An Effective Resume Will:

- Be Brief: Ideally your resume will be **one page** in length, but if you have experience that is relevant to the job that makes it longer it is okay to include it.
- Remember to be concise and only include information that is relevant to the specific job. If you are applying for several jobs, you will most likely have to modify your resume for each company.
- Be Correct and up-to-date: All names, dates, locations, and phone numbers should be correct. If they are not and the employer finds out, it is not going to look very responsible and dependable on your part!
- Represent yourself strongly: Only include information that reflects well upon you. Do not include information that makes you look bad.
- Use action words: Briefly describe the responsibilities of each previous job with verbs. Provided is a list of verbs that may be helpful:

Activated	**Conserved**	**Exhibited**
Adapted	**Consulted**	**Expanded**
Adjusted	**Contracted**	**Expedited**
Administered	**Controlled**	**Explained**
Addresses	**Coordinated**	**Expressed**
Adopted	**Corresponded**	**Extracted**
Advertized	**Counseled**	**Fabricated**
Advised	**Created**	**Facilitated**
Aligned	**Deferred**	**Familiarized**
Analyzed	**Defined**	**Filed**
Anticipated	**Delegated**	**Figured**
Applied	**Delivered**	**Fixed**
Appraised	**Demonstrated**	**Formulated**
Arbitrated	**Designed**	**Founded**
Arranged	**Detailed**	**Gathered**
Ascertained	**Determined**	**Generated**
Assembled	**Developed**	**Governed**
Assessed	**Devised**	**Guided**
Assisted	**Diagnosed**	**Headed**
Attained	**Directed**	**Helped**
Audited	**Discovered**	**Hired**
Arranged	**Dispensed**	**Identified**
Budgeted	**Displayed**	**Illustrated**
Built	**Disproved**	**Implemented**
Calculated	**Dissected**	**Improved**
Calibrated	**Distributed**	**Improvised**
Catalogued	**Diverted**	**Increased**

Chaired	Drafted	Indexed
Changed	Dramatized	Indoctrinated
Classified	Drew	Influenced
Coached	Drove	Informed
Collected	Edited	Innovated
Communicated	Educated	Inspected
Compiled	Effected	Inspired
Completed	Electrified	Installed
Composed	Eliminated	Instituted
Computed	Enforced	Instructed
Conceptualized	Enlarged	Instrumented
Conciliated	Entertained	Integrated
Conducted	Established	Interpreted
Confronted	Estimated	Introduced
Consolidated	Evaluated	Invented
Constructed	Examined	Investigated
Judged	Processed	Sketched
Lectured	Produced	Solved
Located	Programmed	Sorted
Maintained	Projected	Sparked
Managed	Proposed	Specified
Marketed	Provided	Spoke
Measured	Quoted	Stimulated
Mediated	Raised	Streamlined
Mentored	Recommended	Strengthened
Modified	Recruited	Studied
Monitored	Reduced	Suggested
Motivated	Referred	Supervised
Navigated	Rehabilitated	Systematized
Negotiated	Reorganized	Tabulated
Obtained	Replaced	Taught
Operated	Reported	Tended
Organized	Researched	Trained
Oversaw	Resolved	Transcribed
Persuaded	Responded	Transferred
Piloted	Reviewed	Translated
Pioneered	Saved	Transmitted
Planned	Scheduled	Treated
Predicted	Selected	Tutored
Prepared	Served	Upgraded
Prescribed	Shaped	Vitalized
Preserved	Simplified	Wrote

From The Damn Resume Guide by Yara Parker

After You Submit Your Resume:

After you submit your application, resume, and cover letter, it is a good idea to follow up with a potential employer. This is a fine balance: you want to be assertive, but you don't want to be pushy. You want to show the employer that you are eager, but not over-eager. Hand Up recommends that you call or visit a potential employer approximately three days after you have submitted your resume. When you do call or visit, have your resume in front of you; it could help you remember something about your work history and/or skills that you might otherwise forget.