



RESUME WRITING

"Creating an Effective Representation of You"

Soft Skills, Module 3

- **Review key elements in the resume writing process**
 - ✓ **Define the purpose of a resume**
 - ✓ **Describe the different formats & types**
 - ✓ **Describe the key sections of an effective resume**
- **Develop an Elevator Pitch**
- **Write a descriptive accomplishment statements**
- **Write a draft and final resume**
- **Resume Marking Tools**
- **Attend hiring fair on December 5th**



A resume is defined as the formal presentation of a job applicant's education, skills, and work experience. However, it is so much more than the definition. The reality of a resume is that it represent's the applicant in the absence of the applicant. It paints a picture in the mind of the recruiter about the applicant's abilities, work habits and potential in lieu of a conversation and/or face-to-face meeting.

Effective resume's must be accurate, meet the requirements of the job announcement and provide the best representation of the applicant in their absence.





- Marketing tool that represents YOU
- Summary of HOW your skills and abilities can contribute to the company
- An employer screening tool
- Key to getting a job interview

- **Chronological:** Focuses on your work history with most recent position first
- **Functional:** Focuses on your skills and experience. Skills are grouped into functional areas
- **Combination:** A combination of the chronological and functional resume formats
- **Targeted:** Customized to a specific job, and is written specifically to meet the employer's need
- **Other:** Federal (specific to federal government jobs), Curriculum Vitae (medicine, academia and some senior level positions) and Hybrids that are tailored to specific job openings

Chronological

ADVANTAGES:

- Widely used format
- Logical flow, easy to read and prepare
- Outlines growth in skills and responsibility

DISADVANTAGES:

- Emphasize gaps in employment and frequent job changes
- Not suitable if you have no work history
- Emphasizes employment but not skill development

BEST USED BY: Individuals with steady work record

Chronological Resume

Mary Charles

321 Genesis Street, Largo, Maryland 12345

(301) 542-1111

mary.charles@mymail.com

SUMMARY OF QUALIFICATIONS

- Active U.S. government security clearance
- Bilingual-fluent in both English and Mandarin
- Superior performance award for past four years in security management
- Able to manage server infrastructures and data-center operations across multiple platforms (Unix, Linux, Windows)

EXPERIENCE

- 20XX-20XX Network Supervisor, Systems Integrator Group, Inc.
 - Provided leadership, instruction and supervision of 234 people – efforts resulted in 40% decrease in staff turnover
- 19XX-20XX Security Manager, Bank of America, Washington, DC
 - Implemented new network security plan that led to increased proficiency and timeliness for all company personnel.

EDUCATION

- Boston University, Master of Science in Computer Information Systems (CIS), 2008
- Microsoft Certified Systems Administrator (MCSA), February 2012

Functional

ADVANTAGES:

- Emphasizes skills rather than employment
- Organizes a variety of experiences (paid and unpaid)
- Disguises gaps in work record

DISADVANTAGE:

- May raise a red flag to employers due to lack of information about specific employers and dates

Functional (cont.)

BEST USED BY:

- Individuals with skills from other than documented employment
- Individuals who may be changing careers
- Individuals with no previous employment
- Individuals with gaps in employment
- Individuals who have changed jobs frequently

Mary Charles

321 Genesis Street, Largo, Maryland 12345

(301) 542-1111

mary.charles@mymail.com

Functional
Resume

SUMMARY OF QUALIFICATIONS

- Active U.S. government security clearance
- Able to manage server infrastructures and data-center operations across multiple platforms (Unix, Linux, Windows)

EXPERIENCE

Security

- 20XX-20XX Network Administrator, Systems Integrator Group, Inc.

Communication

- Implemented new network security plan that led to increased proficiency and timeliness for all company personnel.

Supervision

- Supervised \$400 million of highly sensitive equipment – efforts led to zero loss in a 3-year period.

EMPLOYMENT HISTORY

- Security Manager, Bank of America, Washington, DC
- Network Supervisor, Systems Integrator Group, Inc.

EDUCATION

- Boston University, Master of Science in Computer Information Systems (CIS), 2008
- Microsoft Certified Systems Administrator (MCSA), February 2012

Combination

ADVANTAGES:

- Highlights most relevant skills and accomplishments
- De-emphasizes employment history n less relevant jobs
- Combines skills developed in a variety of jobs/activities
- Minimizes employment gaps

DISADVANTAGES:

- May be confusing to employer if not well organized
- De-emphasizes job tasks and responsibilities
- Takes more effort to prepare

Combination (cont.)

BEST USED BY:

- Career changers or individuals in transition
- Individuals pursuing the same or similar work as worked in the past
- Individuals reentering the job market
- Individuals who have grown in skills and responsibilities

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Combination
Resume

SUMMARY OF QUALIFICATIONS

- Active U.S. government security clearance
- Able to manage server infrastructures and data-center operations across multiple platforms (Unix, Linux, Windows)

EXPERIENCE

Security

- 20XX-20XX Network Administrator, Systems Integrator Group, Inc.

Communication

- Implemented new network security plan that led to increased proficiency and timeliness for all company personnel.

Supervision

- Supervised \$400 million of highly sensitive equipment – efforts led to zero loss in a 3-year period.

EMPLOYMENT HISTORY (Dates, Title, Organization)

- 19XX-20XX Network Supervisor, Systems Integrator Group, Inc.
- 20XX-20XX Security Manager, Bank of America, Washington, DC

EDUCATION (No Dates)

- Boston University, Master of Science in Computer Information Systems (CIS),
- Microsoft Certified Systems Administrator (MCSA)

ADVANTAGES:

- Personalized to company and position
- Shows research
- Written specifically to employers needs
- More impressive to employers

DISADVANTAGES:

- Time consuming to prepare; revised for each employer
- May be confusing if not well organized
- Emphasizes employment but not skill development

BEST USED BY: Everyone

Targeted

➤ **Traditional Paper Resume:** A printed resume that you would mail or hand deliver to an job fair, interview or mail/fax in response to an job announcement.

➤ **Scannable Resume:** A document that may be sent to an employer electronically or in person. Allows for the employer to easily add you to their database and verifying experiences through key words that match their criteria.



Traditional Paper Resume Presentation Tips

- Professional look and feel; white space for readability
- Use 8-1/2 x 11" paper, 1 to 2 pages
- Keep margins 1" wide at sides and bottom; reduce the margins if extra space is required to reduce resume overall length, but do not make them smaller than 1/2"
- Font: Arial, Tahoma, Times New Roman, Verdana
- Font Size: 10 to 12 points

Traditional Paper Resume Presentation Tips (cont.)

- Font Styles: highlight key areas with bold, italics and capitalization
- Paper Color: white, light gray or ivory
- **Proofread and Spell Check**
- Place name and a page number on the top of all subsequent pages of your resume
- Writing Style: Always write in the First Person (Do Not Use “I”)

Scannable Resume Presentation Tips

- Plain resume scanned for key word search (DO NOT USE highlights – bold, italics, underlining, graphics, etc.)
- Page Length: 1 to 2 pages
- Font: Arial, Times New Roman
- Font Size: 11 points
- Left justify the entire document
- Writing Styles: spell out symbols such as &, \$, %
- Paper Color: print out on clean white paper and mail to employer



Scannable Resume Presentation Tips (cont.)

- Avoid vertical and horizontal lines, graphics, and boxes/tables
- Avoid using special characters such as bullets.
- Avoid punctuation as much as possible. The computer might not recognize a word with a comma or period after it. If you must have punctuation, be sure it does not touch the word.

Resumes Sent By Email

- Same as printed resume type
- Microsoft Word most common – save as Rich Text Format (RTF) unless employer requests otherwise

Proofread and Spell Check



Elevator Pitch:

- 30 second explanation of you
- A speech that summarizes
 - ✓ who you are
 - ✓ what you do
 - ✓ why you are the best candidate or what you're looking for
- Vision of your resume (short version)
- Tailor to interviewer and not to you

**PREPARE,
Practice and
Say it with
Confidence**

Exercise #1

“WRITE AN ELEVATOR PITCH”

- **Contact Information**
- **Summary of Qualifications**
- **Experience**
- **Employment History**
- **Education/Training**

- **Contact Information**

“goes at the top of the resume and must be accurate”

Mary Charles

321 Genesis Street
Largo, Maryland 12345
Home: (301) 543-1111
Cell: (240) 678-9123
Mary.Charles@mymail.com

Mary Charles

321 Genesis Street, Largo, Maryland 12345
(301) 543-1111 **(H)**, (240) 678-9123 **(C)**
Mary.Charles@mymail.com

Mary Charles

321 Genesis Street • Largo, Maryland • 12345
(301) 543-1111 (Home) • (240) 678-9123 (Cell)
Mary.Charles@mymail.com

•Summary of Qualifications

“the most effective career objective is targeted for a specific job with a specific company; however, when specific information is unknown, generic objectives remain valuable to the hiring process”

- ✓ Highlights your key skill areas (supports your career objectives)
- ✓ Paragraph or bulleted list form
- ✓ Include your security clearance level, if applicable
- ✓ Don't be modest: TRUTHFULLY brag about your greatest accomplishments using action verbs

• Example Action Verbs

PEOPLE

Accomplished
Activated
Adapted
Adjusted
Administered
Advertised
Advised
Analyzed
Arranged
Assembled
Assisted

THINGS

Built
Calculated
Changed
Compiled
Completed
Constructed
Created
Designed
Draft
Edited
Enlarged

IDEAS

Adapted
Analyzed
Coordinated
Created
Defined
Devised
Educated
Established
Executed
Explained
Illustrated

Exercise #2

“Writing Summary of Qualifications Statement”

HOMework

Bring to next class:

- ✓ Draft Summary of Qualifications (completed in class)
- ✓ Document(s) to identify your Work Experience
- ✓ Document(s) to identify your Education and Training

Bring Job Announcement(s) specific to your future hybrid training job interest



RESUME WRITING, DAY 2

"Creating an Effective Representation of You"

Soft Skills, Module 3

- **Review key elements in the resume writing process**
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•Experience

*“this is not a job description as employers just want to know –
What can you do for me?”*

- ✓ Identify your skills and accomplishments
- ✓ Select the skills that identify with the job requirements
- ✓ **Write an accomplishment statement**
- ✓ Start with action verbs (past tense for previous jobs and present tense for current jobs)
- ✓ Use measurable terms when appropriate (\$, %, # or examples)

• Example Action Verbs

PEOPLE

Accomplished
Activated
Adapted
Adjusted
Administered
Advertised
Advised
Analyzed
Arranged
Assembled
Assisted

THINGS

Built
Calculated
Changed
Compiled
Completed
Constructed
Created
Designed
Draft
Edited
Enlarged

IDEAS

Adapted
Analyzed
Coordinated
Created
Defined
Devised
Educated
Established
Executed
Explained
Illustrated

• Example Measureable Statements

SAY IT WITH NUMBERS

1. Exceeded goals in _____ (#) years/months/days, establishing my employer as _____ (number - 1st, 2nd, 3rd) in industry.
2. Won _____ (#) awards for _____.
3. Supervised a staff of _____ (#).

SAY IT WITH DOLLARS

1. Restructured _____ (organization/system/product) and resulted in a savings of _____ (\$).
2. Implemented new _____ system, saving _____ (\$) daily/weekly/monthly/annually.
3. Supervised entire _____ (a department) staff, decreasing management costs by _____ (\$).

SAY IT WITH PERCENTAGES

1. Graduated within the top _____ (%) of class.
2. Excellent _____ (top proficiency) skills, which resulted in _____ (%) increase/decrease in _____ (sales, revenues, profits, expenses, costs, overhead charges).
3. Streamlined _____ (industry procedure), decreasing hours spent on task by _____ (%)

Exercise #3

“Writing Accomplishment Statements”

•Employment History

“depending on the selected resume style (chronological, functional, combination or targeted), it will determine how to organize the employment history information”

- ✓ Chronological – Dates, position, location and experience
- ✓ Functional – will not include your employment history
- ✓ Combination – Dates, position and location
- ✓ Targeted – Uses any of the other formats tailored to the objective statement



•Employment History (cont)

Write down everything that you accomplished in a specific job:

- positive measurable accomplishments (specific and quantifiable)
- skills
- equipment operated
- computer software ran
- number of employees supervised
- recommended and implemented improvements to a process, system and/or an entire organization

• Education/Training

“includes all degrees awarded beyond high school”

- ✓ Include specific honors (graduated Cum Laude, with honors, distinguished graduate, etc.)
- ✓ Include your grade point average (GPA) if it presents you in a positive manner
- ✓ Include certifications, licenses and courses that are pertinent to position being applied for

Exercise #4

**“Documenting Employment
History, Education
and Training”**



Marital Status	Race
Age	Hobbies
Salary	Height and Weight
Religious or Political Views	Salary
Names, Ages, Number Children	Previous Employer Derogatory Information
Social Security Number	False Information

Exercise #5

“Writing a DRAFT Resume”





NAME (14 pt)

Address

Phone Numbers

Email Address

OBJECTIVE STATEMENT

SUMMARY OF QUALIFICATIONS

- ---
- ---
- ---
- ---

EXPERIENCE

Dates Job Title (most current)

- ---
- ---

EDUCATION AND TRAINING

- ✓ **Order of Content**
- ✓ **Completeness**
- ✓ **Relevance**
- ✓ **Language**
 - **Grammar**
 - **Word Choice**
 - **Spelling**
 - **Punctuation**
 - **Typos**
- ✓ **Layout (is the resume appealing to the eye)**
- ✓ **Consistency**



Cover Letter

- Not longer than one page
- Same fonts as the resume
- Paragraph style; complete sentences
- Include name, address and telephone number
- Make it personal to a specific person within the company
- Add salutation
- First sentence should contain job title and where you saw the ad

Cover Letter (cont.)

- Open with an attention catching sentence that is clear as to why you're the best person for the job
- Each letter must be specific to the job
- Describe your skills as they relate to the job
- Focus on the employers needs
- Be brief and use action verbs to describe accomplishments
- Always type and proofread before sending out
- Add signature block and always keep a copy
- Politely request for a response/interview

- **Networking**
 - **Job Fairs**
 - **Referrals**
- **Job search campaigns**
- **Professional Associations**
- **Posting Your Resume Online**
 - **Corporate Web Sites**
 - **Cold Calls**
- **Responding to Online Job Positions**
 - **Newspaper Ads**





- ✓ **REPRESENTS YOU IN YOUR ABSENCE**
- ✓ **Answers whether or not you have what it takes to meet the employer's need**
- ✓ **Highlights your skills and abilities through past performance and accomplishments**
- ✓ **Key to getting an appointment for an interview**

Hiring Fair A hiring fair brings together job seekers and employers with job opportunities that need to be filled immediately. The exchange between employer and applicant is considered a true interview which usually takes place in a meeting room between 1-2 interviewees and a job applicant.

✧ For Career Fair and Job Fair (see Glossary definitions)



HIRING FAIR

Friday July 10th

10:00 – 12:00

QUESTIONS???

Thank you for your time and attention.

