



WELCOME!

Congratulations and welcome to another soft skills class that is designed to equip you for success during and after Hybrid Technology training. It is our goal that this Resume Writing course, leave you with a lasting impact, responsible for proper and immediate understanding and ability to produce effective resumes. Your ability to identify your career goals and target your pursuits towards that goal are imperative in person and on paper. Although this class has been condensed to meet the needs of the entire training program, it still has the foundation for you to build upon and use immediately upon completion of training. You may already identify with one or more of the areas covered in this course, it remains our goal to provide instruction that will enhance your understanding and cause significant growth in those areas that may be new to you.

As stated above, this course is rich with information that will be covered over a short period of time. So come prepared to participate. This class has no required reading, but the optional reading text is written in clear, everyday language and contains valuable information to support the instruction.

We will start off by unifying the classes understanding of a resume. Then we will align perception with formatting, type and key sections of a resume. From there we will move to highlighting your accomplishments by using action verbs and measurable statements. After we have developed a good mix of written accomplishments, then we'll begin working on descriptive accomplishment statements to include in the resume. Once all sections of the draft resume are complete, we will finalize it for use at the PGCC TAA INsTEPs Hiring Fair.

This course has a leadership focus in order to stress the importance of influencing self to remain proactive and equipped to communicate and connect via written communication.

Prince Georges Community College Mission Statement

Prince George's Community College transforms students' lives. The college exists to educate, train, and serve our diverse populations through accessible, affordable, and rigorous learning experiences.

Information Technology Entry Program Mission Statement



Information Technology Entry Program Objective

The Information Technology Entry Program (ITEP) is a comprehensive multi-phase program of Prince George's Community College that develops the skills needed to enter the demanding world of IT Support. Upon successful completion of the program, the student will be able to demonstrate practical knowledge and application of their skills, exceeding that of an Entry Level Desktop and Network IT Support Technician or Tier I Help Desk Support.

Through our comprehensive approach, the material is combined into an interconnected program, allowing the instructor and student adequate time on a specific subject such as: TCP/IP, DNS, DHCP, Wireless, IPv6 or troubleshooting.

Each student is treated and trained as an information technology support professional from day one. The student will design, build, administer and maintain a live network during the program. We can do this through the delivery method of the combined and interconnected nature of this dynamic multi-phase program.

Upon completion of the Information Technology Entry Program, and with adequate preparation in addition to the contact hours, the student should have developed the skills needed to sit for the following exams: CompTIA A+, CompTIA NET+, CompTIA SECURITY+, and Microsoft Certified Technology Specialist MCTS Configuring Windows 7.

Resume Writing Objective

In support of the technical training that students will receive from ITEP, this foundational course is the student's introduction to resume writing. The primary purpose of this course is to establish a firm foundation for students to build upon. It promotes self awareness of non-verbal representation in writing. In this course, students will gain a better understanding for the importance of ensuring that their written representation reflects accuracy and potential, while meeting the needs of the employer.

Upon completion of this module, students will understand the importance of a resume and learn how to write a resume. They will be able to identify the key elements of a resume, research potential employers, and properly represent themselves in writing. Students will produce a resume, use it in a hiring fair, and assess its effectiveness afterwards.



HOW TO USE THIS STUDENT GUIDE

The student guide provide students with direction and course instruction that navigates the student throughout this block of instruction. It contains information that will guide the student through the intent of the course so that there are no surprises.

The Student Guide is intended to be used in conjunction with the Course Syllabus and Student Workbook. All electronic copies of all the documents are posted in the “Syllabus & Schedule” area of the Blackboard course site for this course.

Throughout this course, you should have easy access to the Student Guide, Course Syllabus and Student Workbook.

The Table of Contents below provides links to all of the pertinent information found in this document.

Let's get started!



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SECTION 1: COURSE INFORMATION

Course Description

In this course, students will understand the importance of an effective resume. They will be able to effectively represent their skills and accomplishments via written media.

Optional Reading:

- Maxwell, J. Everyone Communicates, Few Connects. Thomas Nelson, 2010, ISBN 978-0-7852142-5-0

Other Required Course Materials

N/A

Required Technology Accounts

To be successful in this course, students must have access to the following technology accounts:

- Owl Mail Email Account
- Blackboard Account

Details on how to setup and access the technology accounts for this course can be found in the Course Technology Setup section of this document.

Prerequisites

N/A

Course Meeting Schedule

This course will meet on the PGCC Largo campus location TBD. The class meeting times and room location for this course can be found on the Course Syllabus document found in the Syllabus & Schedule area of the Blackboard course site.

Course Length

This course meets for a half day as a part of the ITEP multi-phase program.

The course consists of:

- Lecture: 30%
- Power Point: 30%



Workshop: 40%

Course Contact Hours

The total number of contact hours for this course is: 12.5 hours

Course Structure

This course is designed to provide a hybrid experience, including a blend of face-to-face and online activities.

Face-to-face sessions will be held on the Largo campus location TBD. Face-to-face activities will consist of lecture, group discussion, question and answer periods, a power point presentation and demonstration of learning through workshop activities.

Technology Requirements

Computer/internet access and mastery of basic computer skills are considered to be the student's responsibility. To be successful in this course, students must have access to:

- a Pentium-class or Mac computer with at least 256 MB RAM
- Broadband (DSL, Cable, FIOS) is highly recommended
- An Internet Service Provider (ISP)
- Your PGCC Owl Mail student email address
- Firefox version 22 (or higher), Chrome version 30 (or higher), or Internet Explorer 8 (or higher)
- Microsoft Word (word processing software)
- Video player and speakers for multimedia content

SECTION 2: COURSE OBJECTIVES

Upon completion of this module, students will understand the importance of a resume and learn how to write a resume. They will be able to identify the key elements of a resume, research potential employers, and properly represent themselves in writing. Specifically students will be able to:

1. Define the purpose of a resume
2. Describe the different types of resumes
3. Identify the key elements in the resume writing process



4. Describe the key sections of an effective resume
5. Translate skills and abilities using action verbs.
6. Translate skills and abilities into measurable statements (\$, %, #).
7. Write descriptive accomplishment statements
8. Write a draft and final resume
9. Attend a hiring fair

SECTION 3: COURSE SCHEDULE

The detailed Course Schedule can be found in the Syllabus & Schedule area of Blackboard.

Instructions to access Course Schedule in Blackboard:

1. Go to Blackboard course site for this course (<http://pgcconline.blackboard.com>)
2. Click on “Syllabus & Schedule” navigation button
3. Click on Course Schedule document link

SECTION 4: COURSE MODULES

Module #	Module Name	Course Objective(s) Covered	# Hours
1	Purpose of a Resume - Required to synchronize the class with a unified understanding for the proper use of a resume	1	30 Min
2	Describe the different types of resumes - Required to gain understanding for formatting and using the correct resume given employment history and employer needs	1,2	60 Min
3	Key Elements in the Resume - Identifies the career field, where the jobs are and who is hiring	3	60 Min
4	Key Sections - Students will learn how to categorize and summarize their job related results and achievements	4, 5, 6	60 Min



5	Using Action Verbs - Students will learn how to action verbs to describe accomplishments	5, 7	30 Min
6	Writing Measurable Statements - Writing brief but impactful accomplishment statements that quantify results by \$, %, and/or #	5, 7	60 Min
7	Writing Descriptive Accomplishment Statements - Combines the use of action verbs and measurable statements to complete accomplishment statements related to the job requirements	5,6	90 Min
8	Writing a Resume - Draft and Final	4, 5, 6, 7	120 Min
9	Attend a Hiring Fair	9	4 Hrs

SECTION 5: ASSIGNMENT DESCRIPTIONS AND RUBRICS

Course Assignment Descriptions

During the course you will experience in class assignments that consist of group participation and individual presentation of understanding.

Assignment Submission Instructions

Assignments for this course will be submitted as required during the course.

Assignments must be submitted by the stated deadline or special permission must be requested from instructor before the due date. Extensions will not be given beyond the next assignment except under extreme circumstances.

ASSIGNMENT 1 (Written)

Due: N/A

Length: 2 Hours

Format:

- Fill in the blanks within in your workbooks, while exercising good listening skills
- Overview of the types and format of resumes taught during the lecture portion of the course
- Apply the resume comparison chart to future job related pursuits upon completion of training

ASSIGNMENT 2 (Written and Group Participation)

Due: N/A



Length: 3 Hour

Format:

- Fill in the blanks within in your workbooks, while exercising good listening skills
- This assignment will teach and demonstrate the appropriate use of action verbs and measurable statements
- Demonstrate students ability to describe past accomplishments using appropriate action verbs and measurable statements in order to complete resume ready descriptive accomplishment statements

ASSIGNMENT 3 (Written Participation)

Due: N/A

Length: 2 Hours

Format:

- Complete a draft and final resume
- This assignments provides hands-on experience for establishing a resume that may be updated to meet future job related requirements
- Demonstrates ability to comprehend the importance of clear and concise written representation

ASSIGNMENT 4 (Embedded Assessment)

Due: at the end of training

Length: 30 Minutes

Format:

- To summarize class assignments, you will be given an online Embedded Assessment.
- The assessment is found on Blackboard.

SECTION 6: COURSE POLICIES

Grading Policy

The detailed Grading Policy can be found on the Course Syllabus in Blackboard.

Instructions to access Course Syllabus in Blackboard:

1. Go to Blackboard course site for this course (<http://pgcconline.blackboard.com>)
2. Click on “Syllabus & Schedule” navigation button
3. Click on Course Syllabus document link



Attendance Policy

Attendance and punctuality are the basic requirements for an effective discussion and hands-on real life based course. The student must be present for the entire length of instruction, in order to receive course completion credit.

Late Work Policy

N/A

Participation Policy

Class participation is key to learning in this course and is a requirement for each student through individual demonstration and/or group discussion and presentation. Each person's frequency and quality of contribution to the class discussion will be assessed and reflected in the class participation score, which is 40% of the overall grade.

Extra Credit Policy

N/A

Plagiarism Policy

At Prince George's Community College, cheating is the act of obtaining or attempting to obtain credit for academic work through the use of any dishonest, deceptive, or fraudulent means.

Plagiarism is a form of cheating. At Prince George's Community College, plagiarism is the use of distinctive ideas or works belonging to another person without providing adequate acknowledgement of that person's contribution.

Source: PGCC Student Handbook

SECTION 7: COURSE TECHNOLOGY SETUP

Below are instructions to setup and access the technology tools used in this course.

Owl Mail (<http://mail.students.pgcc.edu>)

Owl Mail is the college's student email system. Your instructor will use Owl Mail and may be reached at the email address located in your course syllabus. To be successful in this course, you should check your Owl Mail account regularly.

To activate your Owl Mail account, follow the directions at <http://live.pgcc.edu/>.



If you already have an active Owl Mail account, you may access your Owl Mail account at <http://mail.students.pgcc.edu>.

Blackboard (<http://pgconline.blackboard.com>)

Blackboard is a web based program that serves as the college's online classroom. In this course, you will use Blackboard to access the eModules. You will also use blackboard to respond to online Discussion Board topics and questions and complete your end of course assessment.

Once you have your Owl Link account information, type it in the Blackboard login box at the <http://pgconline.blackboard.com>. **Note.** You will not be able to immediately login to Blackboard as it takes one business day for your Owl Link account to synchronize with your Blackboard account. If your login is successful, you will see the Blackboard "Welcome" screen.

SECTION 8: TECHNOLOGY QUICKLINKS

Below are url links to the technology tools used in this course:

Owl Mail <http://mail.students.pgcc.edu>
Blackboard <http://pgconline.blackboard.com>
TestOut <http://www.testout.com>

SECTION 9: STUDENT SUPPORT

ITEP Program Support

Technical Support

For technical support in this course, contact PGCC ITEP Course Coordinator.

Disability Support Services

Students requesting academic accommodations are required to contact the College's Disability Support Services Office (B-124) or call (301) 546-0838 (voice) or (301) 546-0122 (TTY) to establish eligibility for services and accommodations. Students with documented disabilities should discuss the matter privately with their instructors at the



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beginning of the semester and provide a copy of the completed Student/Faculty Accommodation Form.