

Résumé Writing

Today's Schedule

- 25 minutes: PRESENTATION OF RÉSUMÉS
- 35 minutes: WRITING RÉSUMÉS
- 20 minutes: PAIR WORK
- 10 minutes: WRAP-UP

Résumés

- A résumé is a personal summary of your professional history and qualifications. It typically includes:
 - Career goals/objectives
 - Professional experience
 - Education
 - Additional Skills
 - Honors and Publications
 - Activities/Interests
- **Purpose of a résumé is to help get you a job interview**

Résumé Guidelines

- Length of résumé may vary, depending on the standard practice in your country, industry, targeted company, etc.
 - For most American and international companies, best to limit résumé to one typed page
 - Compelling reasons to go on to 2nd page can include list of publications that you have written
- Begin with your name, address, email, and phone number
 - This makes it easy for potential employers to contact you
- Layout of the resume should be clean and easy to read
 - Ensure good amount of white space

Résumé – Typical Formats

➤ Chronological

- Starts by listing work history, with **most recent position listed first**
 - This is the most common résumé type

➤ Functional

- Focuses on skills and experience, rather than chronological work history
 - Most often used by people who are changing careers or who have gaps in employment history

➤ Combination

- Mix between chronological and functional
- Allows you to highlight skills that are relevant to the job you are applying for, and to also provide your chronological work history

Résumés – One Size Does NOT Fit All

- Best to tailor the résumé for the specific job opportunity
 - Helpful to address points raised in job advertisement:
 - Desired qualifications and skills
 - Key values and words
 - Look at company website and articles written about the company for more information

- Decide which résumé format is best for you for the particular job opportunity

Use Accomplishment Statements

- In the **Professional Work Experience** section, best to use **accomplishment statements** which show the action you took and the benefit/result to the organization
 - Use action verbs
 - Quantify benefit/result
- Examples:
 - “Reduced overall purchasing costs by 25% in 2016 by implementing XYZ program”
 - “Recruited, screened, and hired 10 technical engineers for start-up company. Successfully organized team in **x** months, exceeding expectations and allowing company to launch new product line **y** months earlier than expected.”

Use Action Verbs

➤ If you led a project:

- Chaired
- Controlled
- Coordinated
- Headed
- Organized
- Oversaw
- Planned
- Produced
- Programmed

➤ If you developed or created a project/program:

- Built
- Created
- Designed
- Developed
- Founded
- Engineered
- Established
- Implemented
- Initiated
- Launched

➤ If you saved the company time or money:

- Consolidated
- Decreased
- Reduced
- Diagnosed

➤ If you changed/improved something:

- Modified
- Strengthened
- Upgraded
- Transformed

Résumé – Personal Information

- In the United States, résumés do not include personal info, such as:
 - Photo
 - Marital status
 - Pregnancy plans or number of children
 - Nationality

- Equal Employment Opportunity laws prohibit employment decisions on the basis of personal factors, such as race, color, religion, national origin, or sex.

SAMPLE RÉSUMÉS

PREVIEW

Sample Chronological Resume

Sarah R. Holding

619 Main Street | Butte, MT 59703 | (406) 494-6221

EMPLOYMENT HISTORY

Executive Assistant to Vice President

August 2009 – Present

XYZ Corporation, Butte, MT

Serve as liaison between departments and operating units in the resolution of day-to-day administrative and operational problems.

Major Accomplishments

- Made international travel arrangements for senior-level executives via the Internet, resulting in average net saving of \$250 per person/per trip.
- Dispatched messengers on assignments, coordinating trips to ensure that multiple stops were made each time. Saved the company approximately \$49.75 per messenger per day.

Senior Administrative Assistant

November 2007 – August 2009

ABC Magazine, Butte, MT

Composed and edited correspondence and memoranda from dictation, verbal direction, and knowledge of departmental policies. Prepared, transcribed, and distributed agendas and minutes of numerous meetings.

Major Accomplishment

- Created reliable and efficient client database, saving the company approximately \$4,500 in technical support expenses.

Source: www.wikihow.com/Sample/Chronological-Resume

SAMPLE RÉSUMÉS -- Chronological



SALES ASSOCIATE SAMPLE RESUME

234 East Speedway Blvd., Tucson, AZ 85719
(480) 452-5337
linda_brown@gmail.com

Sales Associate with 5 years of experience in retail environments. Recognized for ability to communicate with customers, providing exceptional service that ensure client retention and positive feedback. Proven ability to increase sales through upselling techniques as well as implementing processes that drive profitability.

PROFESSIONAL EXPERIENCE

H&M
Sales Associate

Tucson, AZ
June 2013 – Present

- Assisted an average of 40 customers per day in finding or selecting items, and provided recommendations that generated \$8K in additional revenue
- Stocked, replenished, and organized inventory with accuracy and efficiency, completing function 10% faster than average associate
- Achieved an average of 140% of sales goals for three consecutive months
- Managed proper and attractive merchandise display, ensuring strategic placement of products that maximized purchases
- Provided outstanding customer service, receiving 96% in customer service feedback surveys

TARGET
Sales Associate

Phoenix, AZ
Oct 2010 – May 2013

- Helped an average of 50 customers per day by responding to inquiries and finding products
- Recommended better merchandise display to management, which was implemented and resulted in 35% improved sales
- Assisted team members when necessary in handling cash registers, organizing inventory room, labeling products, unloading merchandise, and cleaning up
- Aided Spanish-speaking customers, increasing repeat and loyal customers by 30%

EDUCATION

GATEWAY COMMUNITY COLLEGE
Associate of Arts in Humanities, June 2008

Phoenix, AZ

- Member of Student Activities Management (SAM)
- Vice-President of Women's Forum

ADDITIONAL SKILLS

- MS Office
- Bilingual in English and Spanish
- Retail Software
- Social Media

Source: <https://resumegenius.com/wp-content/uploads/2015/09/sales-associate-resume-sample.jpg>

SAMPLE RÉSUMÉS -- Functional



SAMPLE FUNCTIONAL RESUME

Nancy Yancy
111-11 111 Street
Queens, NY 11111
(347) 111-1111
nyancy@yahoo.com

SUMMARY

- Executive Assistant with ten successful years providing quality administrative support to senior level executives and directors. Extensive experience coordinating and overseeing presentations, meetings, special events and projects. Outstanding organizational and problem-solving abilities with strong background in office management, project coordination, presentation preparation and staff training. Excellent customer service, communication and technology skills with computer proficiency.

CAREER EXPERIENCE

Administration

- Research, compose and package proposals for funding agencies.
- Coordinate and manage summits, meetings, conference calls and special events.
- Prepare PowerPoint presentations and update Excel spreadsheets for internal and external distribution and training.
- Supervise and train administrative assistants.
- Draft and type correspondence, manage reports, handle extensive travel arrangements.

Training and Development

- Prepared and disseminated nationwide training programs for XXX Corporation.
- Instructed 20+ technical and user personnel in classroom settings throughout the Northeast.
- Provided training to clients to administer computer literacy assessments to students seeking college admission.

Customer Service

- Processed orders and ensured accurate information was distributed and documented.
- Served as a liaison between customers and businesses to ensure the quality of services.
- Coordinated and supervised installations, upgrades, disconnections and relocations of new and existing clients.
- Prepared tracking spreadsheet via Excel to monitor daily work schedules.

CAREER HISTORY

2002 – 2007	Executive Assistant	YYY Corporation	New York, NY
2000 – 2002	Program Assistant	AAA Company	New York, NY
1998 – 2000	Systems Training Consultant	BBB Co., Inc.	Trenton, NJ
1996 – 1998	Customer Service Representative	DDD Corporation	New York, NY

EDUCATION

Hunter College, New York, NY

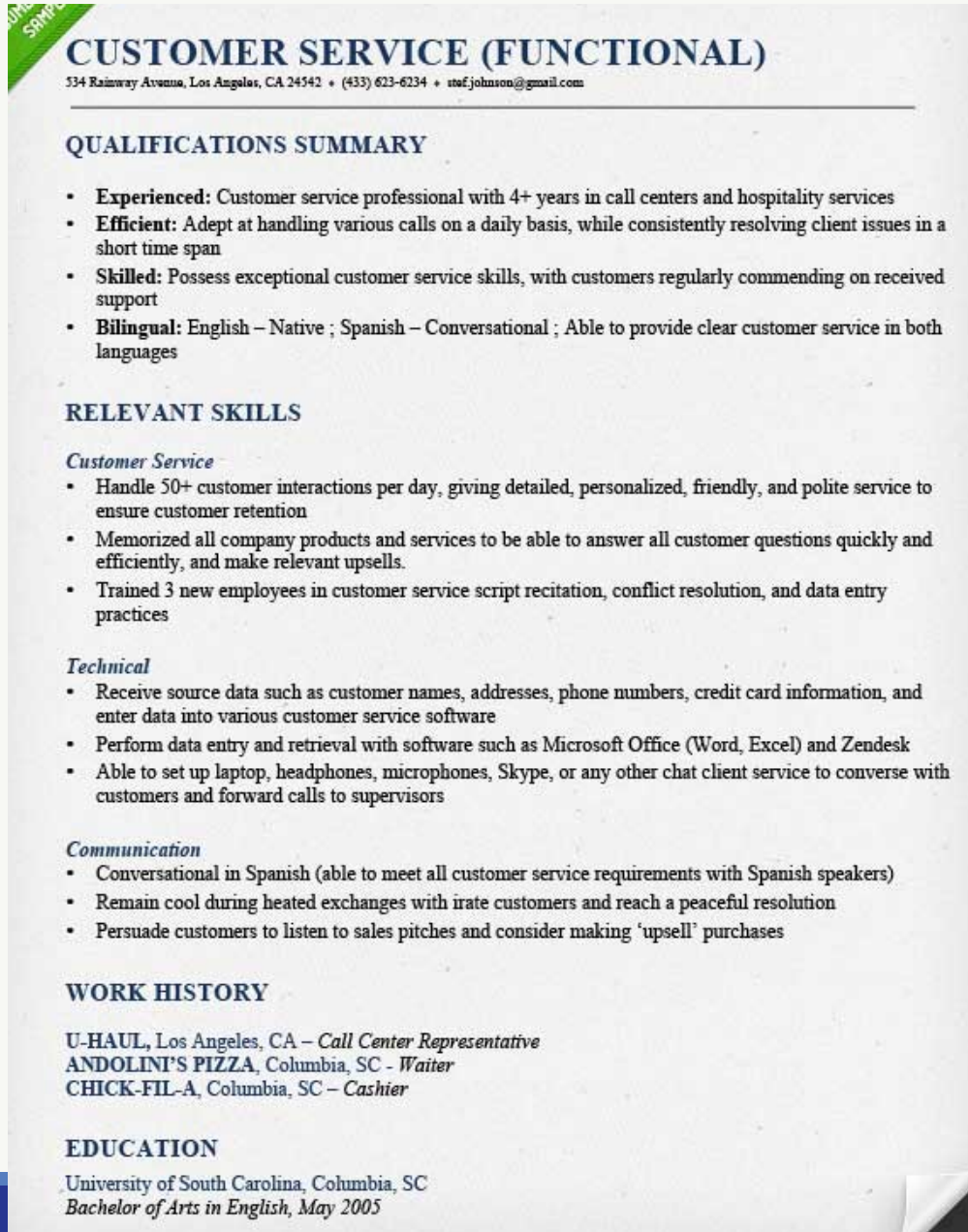
- Masters of Arts, Major: Urban Studies (expected date of graduation, June, 2009)

Metropolitan College of New York, New York, NY

- Bachelor of Arts, Major: Human Resources

Source: <https://www.sampletemplates.com/resume-templates/functional-resume.html>

SAMPLE RÉSUMÉS -- Functional



Source: <https://resumegenius.com/wp-content/uploads/2015/08/customer-service-call-center-fuctional-resume-sample.jpg>

SAMPLE RÉSUMÉS -- Combination



James Smithson
1000 Jefferson Drive SW • Washington, DC 20004 • jsmithson@si.edu • (202) 633-1000

Objective Statement

To work for Best Designs Company as an interactive-media art director, using skills in Adobe Photoshop, InDesign, and Illustrator, Autodesk Maya, and Unity

TECHNOLOGICAL SKILLS

- Proficiency in Microsoft Office and Adobe Creative Suite
- Proficiency in Adobe Photoshop, X/HTML, Adobe Illustrator, Autodesk Maya
- Familiarity with 3DS Max, Adobe Flash Builder, Adobe After Effects, PHP, and JavaScript

ORGANIZATIONAL SKILLS

- Ability to integrate solutions with web, video, and print
- Ability to communicate project goals and lead a cross-functional team
- Ability to meet deadlines and juggle tasks while working on multiple projects at once

INTERPERSONAL SKILLS

- Ability to work in a team-oriented and collaborative environment
- Ability to take constructive criticism
- Ability to pay close personal attention to clients' needs

ACCOMPLISHMENTS

- Created and maintained a Word Press blog on gaming, garnering more than 1,000 subscribers in two years.
- Created and distributed weekly email newsletter to more than 10,000 members through MailChimp software.
- Planned and implemented social-media promotion, increasing website traffic, Facebook, and Twitter reshares over 400 percent in a year.
- Composed articles that were featured in *College Press*, *Local Daily News*, and *Regional Magazine*.
- Developed, designed, and manufactured flyers, brochures, letterhead, posters, and marketing materials for a small business.
- Created unique, personalized designs, logos, and marketing material for each client.
- Followed up with clients to make sure they were happy with their designs.
- Attended weekly training meetings with the marketing department, improving advertising-design vocabulary.
- Created a company soccer team, Just for Kicks, improving office morale.

EMPLOYMENT HISTORY

Big Apple Games Junior Designer

New York, New York
June 2013–present

- Designed and illustrated art assets for several award winning iOS apps, websites, and location-based games.

Interactive Media Company Intern

Pasadena, California
June–August 2011

- Designed and created X/HTML game and web-application art assets.
- Developed graphics, concept art, and prototypes for projects.

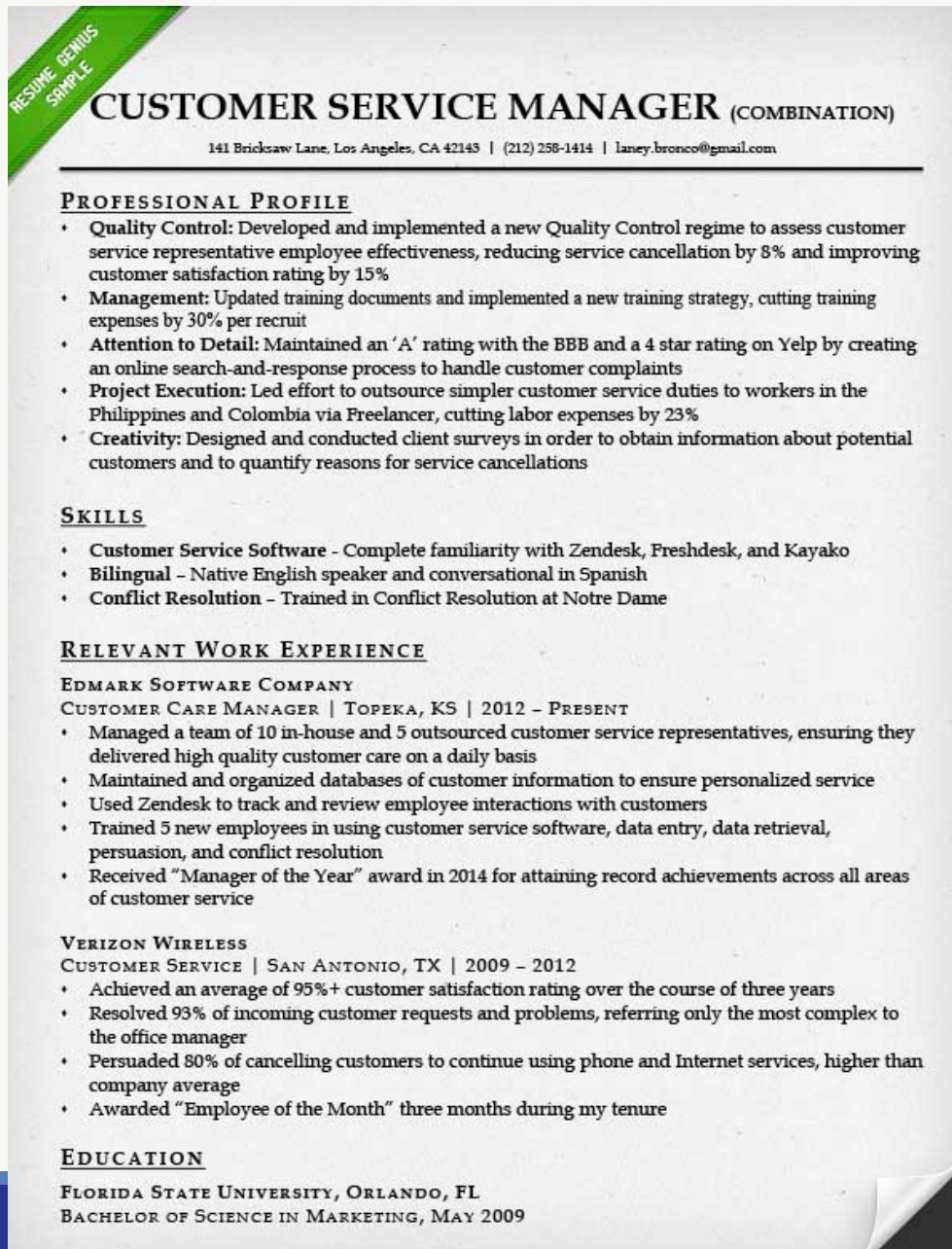
EDUCATION

Pembroke College, University of Oxford
Bachelors of arts, GPA 3.75

Oxford, England
August 2006–May 2010

Source: <https://americanspaces.state.gov/home/programming/packaged-programs-incl-smithsonian/> → Click on Entrepreneur Incubator, page 15

SAMPLE RÉSUMÉS -- Combination



Source: <https://resumegenius.com/resume-samples/customer-service-resume-example>

WRITING RÉSUMÉS – 35 mins

PAIR WORK – 20 mins

WRAP UP

THANK YOU FOR ATTENDING TODAY'S WORKSHOP!

GOOD LUCK!