

WHAT IS A RESUME?

A resume is a sheet of information that summarizes your background, experience, training and skills. It introduces these components to potential employers, and it reminds the potential employer of you after your interview.

Your resume is **an advertisement for you**. It is designed to highlight your most positive qualifications for the jobs for which you are applying. The prospective employer should be able to gain a good idea of your capabilities and experience without having troublesome questions arise.

Make your resume brief, but not so brief as to leave out valuable information... make every word count! A resume should be one page long and in certain circumstances, two. Remember, you must conserve the employer's time; busy people don't have time to read long resumes. Studies indicate that your resume has a life expectancy of about 15 to 20 seconds. So, it must be brief but informative, factual without understating your qualifications; make it confident without boasting. Job seekers who are in the medical, dental, scientific, research, and academic professions (doctors, dentists, professors, et al) are exempt from the one-to-two-page limitation, for they use a comprehensive *formal summary format* called the Curriculum Vitae (CV), which can be from three to five pages, even up to ten pages.

Make your resume attractive... no coffee stains, handwritten corrections, smudges or anything else that detracts from its appearance. Keep paragraphs short, and double- or triple-space between them. You may use **bold**, *italics*, underlining or CAPITALIZATION to emphasize important information; but do not overdo! When you have completed typing your resume on a word processor, have two friends proofread it for content, appearance and spelling. If one of your friends does not understand a portion of your resume, the odds are a prospective employer will read it the same way. *The resume is you in print; mistakes will make you look unqualified.* Finally, have the completed resume printed on good quality bond paper (conservative color paper is acceptable).

An effective resume:

- Supports and strengthens your job objective
- Attracts attention to your special abilities and personal qualities that relate to the job opening
- Encourages the employer to find out more about you
- Demonstrates your future value to an employer
- Reflects your uniqueness as much as possible
- Is grammatically and typographically correct
- Is concise, neat, well-organized and attractive to the eye

In closing, when evaluating your resume, ask yourself if it answers... *Who are you? What do you know? What can you do? What have you done?* If your resume answers all these questions, you are on your way to position yourself competitively against the competition!

TYPES OF RESUMES

There is no one right way to prepare a resume. **The ultimate guideline is whether your resume sells you to the employer – generates an interview.**

The resume has three *major* formats: The **Chronological** resume, **Functional** resume and **Combination** resume.

The chronological resume describes work experience chronologically (actually *reverse* chronological, listing your experience from the most to least recent); this style is easily read and gives a clear picture of *when* and *where* you've worked, and *what* you accomplished there. Skills are described as part of each job description, not in a separate category. Major categories usually include Objective, Summary of Qualifications, Professional Experience, and Education.

Since education and work experience are spelled out so clearly in the chronological resume, a lapse in employment or limited experience may be evident. But if you have had steady employment in a field related to the position for which you are applying, you could use the chronological style.

The functional resume minimizes work experience, dates and job descriptions, while *emphasizing* skills and accomplishments; it highlights what you are capable of doing. Work experience and education are found toward the end of the resume and are accorded less emphasis.

A functional style may be the best choice for you if you are trying to break into a new field, if there are wide gaps in your work record, or if you have little, if any, work experience. This style enables you to emphasize the skills you have that will be useful on the job you are after.

The combination resume merges elements from the chronological and functional resume formats. This resume style compromises by including both a listing of functional skills, as in the functional resume, but also describes work experiences in chronological order, as in the chronological resume.

In the combination chronological/functional resume format, both the description of skills and the explanation of work experience are equally emphasized, but in separate sections. The combination resume accentuates skills, but still allows the employer to easily decipher your background with chronological job descriptions and education. Job candidates who possess limited education or a lapse in work experience may de-emphasize dates by placing them in less prominent spots in the resume or by eliminating them completely. The skills section can be expanded and highlighted when work experiences are quite limited.

This style allows you to present your qualifications for the job in the best light while offering the employer an easily read and understood summary of your skills, education and experience.

PARTS OF A RESUME

(Standardized Categories)

Objective

(Optional)

The purpose of the objective statement is to inform the employer of your job/career goal of your job search. Your objective statement can simply be the *job title* of the advertised job, or 1 to 3 complete concise sentences informing the prospective employer *what you can offer them*.

Summary of Qualifications

This is appropriate for all job seekers. Can replace or be used in addition to Objective. Write one short paragraph or a bulleted list of qualifications. Emphasize skills and experiences that you possess that might not be obvious from reading your resume.

Relevant Skills

(This category applies only if you use the functional format or combination format)

You could arrange your statements into *skill-groups* other than what is mentioned above, as long as the information is clearly presented and supports your job objective. Examples:

CUSTOMER SERVICE

- Conveyed dignity and respect to hundreds of thousands of Water and Power customers, taking the extra step to provide more than one-stop service.
 - Offered alternative payment plans and cost reduction suggestions to customers with credit problems.
 - Handled emotional customers with delicacy, listening empathetically while maintaining company policy.

STAFF SUPERVISION

- Supervised 3 employees delegating and monitoring daily tasks.
 - Evaluated employee performance providing positive feedback and suggestions for skill development.

Education

Include name and location of school, major, degree, certificate or diploma received. Grade point average can also be included if impressive. List your education in reverse chronological order, with the most recent school first. If you have attended college, drop any reference to high school unless otherwise requested by employer.

If your education relates to your objective, it should be just below your job objective. If not, education should follow the work experience category of your resume.

Work History/Employment History

Include dates employed, company name and location (city and state), job title, job duties (use action verbs to describe duties). List your work history in reverse chronological order, with the most recent job first.

For most employers, this category is the “meat” of the resume; what experience you bring to the position. Don’t forget to include also your internship and volunteer experiences. Describe not only job responsibilities, but also what you *created, accomplished, achieved*, etc.

Optional Categories

More categories could be added as needed if relevant to your job objective... Languages, Hardware/Software, Honors/Awards, College Course Work, Community Service, Affiliations, Military Service, Licenses/Credentials, Hobbies (only if it supports your job objective).

References

(optional)

The reference section is always the last category on your resume. Do not list your actual references on your resume. They should be on a separate page and provided only if asked for.

WILLIAM WANNAWORK

23 Unemployment Lane • Arcadia, CA 91006
(626) 111-2222 • ww@wxyz.com

OBJECTIVE: Editor for ABC Corporate Publications.

EDUCATION

UNIVERSITY OF SOUTHERN CALIFORNIA, Los Angeles, CA
Broadcast Journalism > Minor: Social Science
B.A. Degree, 2007

PASADENA CITY COLLEGE, Pasadena, CA
Journalism
Associate Degree, 2005

EXPERIENCE

DAILY NEWS Los Angeles, CA 2013 - Present

Editor

Oversee newspaper for large metropolitan area. Accountable for reporters, photographers, and layout crew. Redesigned newspaper format and streamlined team meeting mechanism for 30% greater efficiency, with 40% fewer errors.

THE TOWNE WEEKLY Sacramento, CA 2011 - 2013

Associate Editor

Managed editing, layout, photography, and reporting at daily newspaper with circulation of 37,200... covered affairs of five town governments and one city government... wrote special feature stories.

THE COURIER JOURNAL Sacramento, CA 2009 - 2011

Assistant Editor

Supervised editing, layouts, mechanicals, photography, and specs for 30,000 circulations daily... largely responsible for the redesign of the newspaper - winning statewide awards.

CALI SPORTS JOURNAL Pasadena, CA 2007 - 2009

Sports Reporter

Provided coverage for varsity sports for local high schools and university, including photographs and clips for radio station XYZ.

EVENT MANAGEMENT Pasadena, CA 2006 - 2007

Manager

Supervised and coordinated 20 part and full-time disc jockeys for entertainment firm... scheduled 50-60 shows per week while handling sales and training.

MUSIC AND PROMOTION Pasadena, CA 2004 - 2006

Disc Jockey

Performed at parties, weddings, and nightclubs... clients included many prominent city families and popular clubs.

AFFILIATIONS

Member, International Media Association • Member, American Society of Journalists and Authors • Vice President, Society of Professional Journalists

REFERENCES: Available upon request.

WILLIAM WANNAWORK

23 Unemployment Lane ■ Pasadena, California 91106

Residence: (626) 111-2222 ■ E-mail: ww@wxyz.com

OBJECTIVE

Seeking to apply my skills and knowledge to a responsible managerial position in dealership parts or service. Offering award winning leadership and dedication to excellence.

HIGHLIGHTS

- Over ten years experience in dealership management, parts and service
- Risk management experience: Interfacing with B.A.R., EPA, EDD, Labor Board, Small Claims Court and Consumer Affairs
- Strong oral and written communication, organization, and problem-solving skills
- Proven ability to interact effectively with a culturally diverse population
- Expert at directing administrative, sales, training, and customer service operations

RELEVANT EXPERIENCE

Managerial

Parts Manager, supervising more than 50 employees with varying skill levels. Service manager, overseeing thirty-three employees, increasing labor sales 60%. Operations Control Manager, responsible for purchasing, testing, inventory, parts control and supervision of national sales representatives and general operations of manufacturing company.

Budgetary

Developed and implemented budgets, sales forecasting, operational planning, merchandising, advertising and promotions.

Inventory

Supervised inventory control of 7,500 to 16,000 part numbers with values of \$220,000 in excess of \$590,000. Parts sales increase from 34% to 302% over a one to seven year period, with maximum of over \$6,000,000 in sales.

Personnel

Responsible for interviewing, hiring, termination, and training of employees in all areas of dealership operations.

EDUCATION

UNIVERSITY OF SOUTHERN CALIFORNIA, Los Angeles, CA

Bachelor's in Arts Degree – **Business Administration**

PASADENA CITY COLLEGE, Pasadena, CA

Associate in Arts Degree – **Business Administration**

EMPLOYERS

Toyota of Anaheim ■ Yorba Linda Chevrolet ■ Laguna Beach Toyota ■ J.J. Jones
Cadillac ■ Long Beach Mitsubishi

REFERENCES

Available upon request.

Wilma Wannawork

23 Unemployment Lane • Pasadena, CA 91106
(626) 111-2222 • ww@wxyz.com

OBJECTIVE: Seeking to obtain a Laboratory Technician/Medical Assistant position.

SUMMARY OF QUALIFICATIONS

- Proficient in all phases of back-office and laboratory work; cross-trained to handle front-desk responsibilities
- Established excellent rapport with patients and staff
- Experienced on computerized billing/scheduling system
- Thrive in fast-paced environment; able to handle multiple tasks simultaneously
- Determined to excel; willing to take on new challenges and responsibilities

PERTINENT SKILLS

Clinical Assistance

Norplant implants/removals – Colposcopies – Hysteroscopies – Leeps Endometrial biopsies – Cryos – Vital signs

Laboratory Testing

Venipuncture – Capillary collections – CBC testing – Glucose testing – Urine cultures – Non-stress testing – Alpha fetoprotein testing

Front Office

Appointment setting – Phone screening – Computerized billing – Physician scheduling - Word processing - Insurance

EDUCATION

Specialized Clinical Assistant, 2011 • Health Technical Institute, Van Nuys, CA

CERTIFICATIONS

EKG Technician Certificate • OSHA Regulations Certificate • CPR Certificate

PROFESSIONAL EXPERIENCE

2011 - Present **MEDICAL ASSISTANT/LABORATORY TECHNICIAN**
JONES OBSTETRICS AND GYNECOLOGY ASSOCIATES Pasadena, CA
Developed expertise in a wide range of front and back office responsibilities for this eight-doctor practice. Initially hired as an entry-level laboratory technician; quickly mastered laboratory responsibilities and was asked to oversee laboratory; also functioned as a medical assistant and receptionist.

- Cultivated excellent rapport with patients by being compassionate, upbeat, and informative
- Commended by physicians for being a “fast learner,” and exhibiting the ability to accommodate the diverse needs of the medical staff
- Reorganized laboratory, making it a fully functioning, efficient operation
- Handled all laboratory responsibilities, including: Operating, maintaining, calibrating, and troubleshooting equipment; Ordering supplies; Maintaining logs
- Methodically screened numerous patient phone calls and determined proper handling

REFERENCES: Upon request.

ACTION VERBS

In describing duties of a position, use results terminology, such as *supervised* a staff of 10 # employees or *revised* procedure manual, etc. The following is a list of action verbs that are # arranged according to “skills” category and can be used, as applicable: #

| | | | |
|-----------------------------|-------------------------------|--------------------------|----------------------------------|
| Management Skills | Communication (cont'd) | Teaching (cont'd) | Creative (cont'd) |
| Administered | Reconciled | Developed | Performed |
| Analyzed | Recruited | Enabled | Planned |
| Assigned | Spoke | Encouraged | Revised |
| Attained | Translated | Evaluated | Shaped |
| Chaired | | Explained | |
| Consolidated | Research Skills | Facilitated | Helping Skills |
| Contracted | Clarified | Guided | Assessed |
| Coordinated | Collected | Informed | Assisted |
| Delegated | Critiqued | Instructed | Clarified |
| Developed | Diagnosed | Persuaded | Coached |
| Directed | Evaluated | Set goals | Counseled |
| Evaluated | Examined | Stimulated | Demonstrated |
| Executed | Extracted | Trained | Diagnosed |
| Improved | Identified | | Educated |
| Increased | Inspected | Financial Skills | Expedited |
| Organized | Interpreted | Administered | Facilitated |
| Oversaw | Interviewed | Allocated | Familiarized |
| Planned | Investigated | Analyzed | Guided |
| Prioritized | Organized | Appraised | Motivated |
| Produced | Reviewed | Audited | Referred |
| Recommended | Summarized | Balanced | Rehabilitated |
| Reviewed | Surveyed | Budgeted | Represented |
| Scheduled | Systematized | Calculated | |
| Strengthened | | Computed | Clerical or Detail Skills |
| Supervised | Technical Skills | Developed | Approved |
| | Assembled | Forecasted | Arranged |
| Communication Skills | Built | Managed | Catalogued |
| Addressed | Calculated | Marketed | Classified |
| Arbitrated | Computed | Planned | Collected |
| Arranged | Designed | Projected | Compiled |
| Authored | Devised | Researched | Dispatched |
| Collaborated | Engineered | | Executed |
| Convinced | Fabricated | Creative Skills | Generated |
| Corresponded | Maintained | Acted | Implemented |
| Developed | Operated | Conceptualized | Inspected |
| Directed | Overhauled | Created | Monitored |
| Drafted | Programmed | Customized | Operated |
| Edited | Remodeled | Designed | Organized |
| Enlisted | Repaired | Developed | Prepared |
| Formulated | Solved | Directed | Processed |
| Influenced | Upgraded | Established | Purchased |
| Interpreted | | Fashioned | Recorded |
| Lectured | Teaching Skills | Founded | Retrieved |
| Mediated | Adapted | Illustrated | Screened |
| Moderated | Advised | Initiated | Specified |
| Negotiated | Clarified | Instituted | Systematized |
| Persuaded | Coached | Integrated | Tabulated |
| Promoted | Communicated | Introduced | Validated |
| Publicized | Coordinated | Invented | |
| | Demystified | Originated | |

Personal Characteristics / Attributes

List of Adjectives & Adverbs that describe YOU!

Circle the words that apply:

| | | | |
|--------------------|-----------------------|-----------------------|--------------------|
| Academic (ally) | Effective % | Mild (ly) % | Serious (ly) % |
| Accurate (ly) | Efficient (ly) % | Moderate (ly) % | Significant (ly) % |
| Active (ly) | Energetic (ly) % | Modest (ly) % | Sincere (ly) % |
| Adaptable | Enormous (ly) % | Motivated % | Skillful (ly) % |
| Adventurous (ly) | Enterprising % | Natural (ly) % | Sociable (ably) % |
| Aggressive (ly) | Enthusiastic (ally) % | Obliging (ly) % | Spontaneous (ly) % |
| Alert (ly) | Fair-minded (ly) % | Opportunistic | Stable % |
| Ambitious (ly) | Farsighted % | Optimistic (ally) % | Steady (ly) % |
| Analytical (ly) | Firm (ly) % | Organized % | Strong (ly) % |
| Artistic (ly) | Flexible (ibly) % | Original % | Strong-minded % |
| Assertive (ly) | Forceful (ly) % | Outgoing % | Studious % |
| Attentive (ly) | Formal (ly) % | Painstaking (ly) % | Successful (ly) % |
| Attractive (ly) | Frank (ly) % | Passionate (ly) % | Superior % |
| Bold (ly) | Friendly % | Patient (ly) % | Supportive % |
| Broad-minded (ly) | Generous (ly) % | Persevering % | Tactful (ly) % |
| Businesslike | Good-natured (ly) % | Persistent % | Talented % |
| Calm (ly) | Hard-working % | Persuasive % | Teachable % |
| Capable (ably) | Healthy % | Pleasant (ly) % | Team-player % |
| Careful (ly) | Helpful (ly) % | Poised % | Tenacious (ly) % |
| Cautious (ly) | High (ly) % | Polite (ly) % | Thorough (ly) % |
| Challenging | Honest (ly) % | Powerful % | Thoughtful (ly) % |
| Cheerful (ly) | Huge % | Practical (ly) % | Tolerant (ly) % |
| Clever (ly) | Humorous (ly) % | Precise (ly) % | Tough % |
| Committed | Imaginative (ly) % | Progressive (ly) % | Trustworthy % |
| Competent (ly) | Imposing % | Professional % | Unaffected % |
| Competitive (ly) | Independent (ly) % | Prudent (ly) % | Understanding (ly) |
| Confident (ly) | Individualistic | Purposeful (ly) % | Unexcitable (ably) |
| Conscientious (ly) | Industrious (ly) % | Quick (ly) % | Uninhibited (ly) % |
| Conservative (ly) | Informal (ly) % | Quiet (ly) % | Verbal (ly) % |
| Considerate (ly) | Initiatory % | Rational (ly) % | Versatile % |
| Consistent (ly) | innovative % | Realistic (ally) % | Warm (ly) % |
| Cooperative (ly) | Intellectual (ly) % | Reflective (ly) % | Wise (ly) % |
| Courageous (ly) | Intelligent (ly) % | Relaxed % | Witty (ily) % |
| Creative (ly) | Inventive % | Reliable (ably) % | Zany (ily) % |
| Curious (ly) | Kind large % | Reserved % | |
| Deliberate (ly) | Leisurely % | Resourceful (ly) % | |
| Determined | Liberal (ly) % | Responsible (ibly) % | |
| Dignified | Likable % | Results-oriented % | |
| Diligent (ly) | Logical (ly) % | Robust (ly) % | |
| Discreet (ly) | Loyal (ly) % | Self-confident (ly) % | |
| Dominant (ly) | Mammoth % | Self-controlled % | |
| Dynamic | Mature (ly) % | Self-starter % | |
| Eager (ly) | Methodical (ly) % | Sensible (ibly) % | |
| Easygoing | Meticulous (ly) % | Sensitive (ly) % | |