

Training Handout

Writing Your Best Resume

RESUME FORMATS

Chronological format — Chronological review of employment history starting with most recent experience first.

Functional format — Organized by skills and functions clusters; employment omitted.

Combination/hybrid/chrono-functional format — Functional format with work history, combining functional and chronological formats.

Resume format for my current needs: _____

Which resume is right for you?

Resume format for my current needs: _____

Resume format for other needs:

RESUME COMPONENTS

Contact information: Include name, address, e-mail and all appropriate telephone numbers.

Education and training:

Skills and experience: List things that you have accomplished through work, volunteer efforts or life experience here. Group them according to each job or position held OR group them according to skill category.

Job/Skill Set 1

Job/Skill Set 2

Job/Skill Set 3

Job/Skill Set 4

FAK TSA

Focus

Appearance

Keywords

Transferable Skills

Accomplishments

Detecting Keywords

Day Care Provider

- Design and implement curriculum emphasizing the social development of students.
- Develop individual education plans.
- Supervise learning and problem-solving activities.
- Maintain monthly performance records.
- Communicate and work cooperatively as a team member.

Pharmaceutical Sales

- Sell products to physicians and retail pharmacies.
- Develop local business plan to increase market share.
- Demonstrate knowledge of competitor products.
- Develop and deliver informative sales presentations based on customer needs.
- Develop creative sales strategies for sales territory.

Office Administrator

- Supervise office policies and procedures.
- Develop and conduct staff training meetings.
- Implement staff communications programs.
- Delegate responsibility to appropriate staff.
- Display well-developed communication skills.
- Must have working knowledge of Microsoft Word, Excel and PowerPoint.

Transferable Skills

<p>Communication: the skillful expression, transmission and interpretation of knowledge and ideas.</p> <ul style="list-style-type: none"> ■ Speaking effectively ■ Writing concisely ■ Listening attentively ■ Expressing ideas ■ Facilitating group discussion ■ Providing appropriate feedback ■ Negotiating ■ Perceiving nonverbal messages ■ Persuading ■ Reporting information ■ Describing feelings ■ Interviewing 	<p>Research and planning: the search for specific knowledge and the ability to conceptualize future needs and solutions for meeting those needs.</p> <ul style="list-style-type: none"> ■ Forecasting, predicting ■ Creating ideas, setting goals ■ Identifying problems ■ Imagining alternatives ■ Identifying resources ■ Gathering information ■ Solving problems ■ Extracting important information ■ Defining needs ■ Analyzing ■ Developing evaluation strategies 		
<p>Human relations: the use of interpersonal skills for resolving conflict, relating to and helping people.</p> <ul style="list-style-type: none"> ■ Developing rapport ■ Being sensitive/conveying feelings ■ Listening ■ Providing support for others ■ Motivating ■ Sharing credit ■ Counseling ■ Cooperating ■ Delegating with respect ■ Representing others ■ Perceiving feelings, situations ■ Asserting 	<p>Organization, management and leadership: the ability to supervise, direct and guide individuals and groups in tasks and goals.</p> <ul style="list-style-type: none"> ■ Initiating new ideas ■ Handling details ■ Coordinating tasks ■ Managing groups ■ Delegating responsibility ■ Teaching ■ Coaching and counseling ■ Promoting change ■ Selling ideas or products ■ Decision making with others ■ Managing conflict 		
<p>Work survival: the day-to-day skills that assist in promoting effective production and work satisfaction.</p> <table border="0" style="width: 100%;"> <tr> <td style="vertical-align: top; width: 50%;"> <ul style="list-style-type: none"> ■ Implementing decisions ■ Cooperating ■ Enforcing policies ■ Being punctual ■ Managing time ■ Attending to detail </td> <td style="vertical-align: top; width: 50%;"> <ul style="list-style-type: none"> ■ Meeting goals and enlisting help ■ Accepting responsibility ■ Setting and meeting deadlines ■ Organizing ■ Making decisions </td> </tr> </table>		<ul style="list-style-type: none"> ■ Implementing decisions ■ Cooperating ■ Enforcing policies ■ Being punctual ■ Managing time ■ Attending to detail 	<ul style="list-style-type: none"> ■ Meeting goals and enlisting help ■ Accepting responsibility ■ Setting and meeting deadlines ■ Organizing ■ Making decisions
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Adapted from: Hansen, K. "Transferable Skills Sets for Job-Seekers." Retrieved Dec. 6, 2009, from: http://www.quintcareers.com/transferable_skills_set.html.

Draft Resume

[Use this page and the reverse to construct your draft resume]

Resume Checklist

	Yes	No	Not Sure
Format Have I chosen the format that best highlights my skills and meets my job objective?			
Contact information Have I included sufficient contact information with multiple ways to reach me? Is my contact information professional?			
Education and training Have I listed all of my relevant education and training? Did I list my degree, certification or training title first?			
Skills and experience Do I have the appropriate skills and experiences listed that match my target job?			
Focus Do I have an objective or qualification summary that states my best and most appropriate skills? Can the reader guess what type of job I am seeking?			
Appearance Is my resume visually attractive? Is it easy to read and scan? Are my headers and margins consistent? Are my fonts easy to read? Is my resume complete but not too long or too short?			
Keywords Have I used keywords included in a vacancy posting, job description or general knowledge of the company's needs?			
Transferable skills Have I highlighted my skills and demonstrated how they would be useful to my target company?			
Accomplishments Have I shown the results or outcomes of my actions? Have I shown where I have exceeded the minimum duties of my past jobs? Have I avoided job description language? Have I used numbers to quantify my accomplishments and put them into perspective and context?			
Review Have I had my resume reviewed by someone else for errors?			

Sample Job Description

Job Title: NEX CUSTOMER-SERVICE SUPERVISOR

Supervises the activities of subordinates engaged in various customer service duties.

Schedules the work of subordinates, makes assignments, provides on-the-job training, answers associates' questions, and resolves problems.

Ensures the principles and policies of NEXCOM's EEO program are carried out in performing personnel administrative functions.

Is responsible for resolving difficult or unusual customer complaints to total customer satisfaction.

Conducts research of data for completion and resolution of discrepancies. Prepares reports of findings and recommendations for resolution.

Analyzes processes, makes efficiency improvements, creates training aids, and conducts training on improvements.

Has the authority to administer account adjustments for customers.

Provides assistance to customers on product information and must keep up-to-date records of the Naval Uniform Regulations and also possess a knowledge of the correct wear for military patrons' uniforms.

Takes special orders for uniform items that are not easily accessible to the customer; coordinates and keeps constant communication with the E1 and L1 buyers and their procurement department regarding availability of uniforms from vendors.

Responsible for ensuring and/or performing Web site and e-mail support for customer service duties and uniform ordering. Performs other related duties as required.

Requirements:

Job title: Customer Service Supervisor

General experience: Three years of experience, gained in customer service and/or retail sales via call center/online channel or other responsible work which enabled the applicant to gain a knowledge of merchandising, customer service sales and inventory practices and procedures, and skill in dealing with others in a person-to-person working relationship; knowledge of sales, inventory, staffing and service; and the ability to exercise mature judgment.

Applicant should possess and have demonstrated the ability to: communicate well both orally and in writing; analyze data; work effectively with subordinates and supervisory personnel; develop improvements in or design new work methods and procedures; follow instructions and adapt to and implement new working situations and identify problems and provide corrective solutions.

What's Wrong With This Cover Letter?

1234 Navy Road
San Diego, CA 55555

October 7, 2009

Dear Personnel Manger:

I am writing in response to your ad posted on the NEX Web site.

As you can see from my enclosed resume, I have experience as a library assistant, front desk clerk and retail clothing manager. I have used my customer service skills in each of these positions.

We are about to PCS to the Virginia area and I would be interested in pursuing a career with the NEX that has opportunities for advancement. I believe that I posses the skills and experience that you are looking for.

Thank you for your consideration. Please contact me if my skills and abilities meet your criteria.

Sincerely,

Kendra Davenport

Kendra Davenport

What's Wrong With This Resume?

Jane Doe

1234 Navy Road San Diego, CA 55555 Phone: 555-555-5555 lovemysailor@aol.com

Professional Experience

SAN DIEGO PUBLIC LIBRARY –SAN DIEGO CA 2007 to Present

Library Assistant

Compiles records, sorts and shelves books, and issues and receives library materials, such as books, films, slides, and phonograph records: Records identifying data and due date on cards by hand or using photographic equipment to issue books to patrons. Inspects returned books for damage, verifies due-date, and computes and receives overdue fines. Reviews records to compile list of overdue books and issues overdue notices to borrowers. Sort books, publications, and other items according to classification code and returns them to shelves, files, or other designated storage area. Locates books and publications for patrons. Issues borrower's identification card according to established procedures. Files cards in catalog drawers according to system. Repairs books, using mending tape and paste and brush, and places plastic covers on new books.

OCEANSIDE HOTEL – NORFOLK , VA 2005 to 2007

Front Desk Clerk

Greets and welcome guests. Operate cash drawer, handles cash, checks and credit card payments. Balance guest accounts. Maintain room availability. Make and confirms reservations via telephone and in person. Answer inquiries pertaining to hotel services, registration of guests, shopping, dining, and activities Arrange transportation. Collect and distribute messages for guests. Balance revenue at the end of shift. Secure patrons valuables in safe.

THE GREEN BOTIQUE – SOMETOWN, CT 2001 to 2003

Retail Clothing Manger

Managed and motivated a team to increase sales and ensure efficiency. Managed stock levels and made key decisions about stock control. Analyzed sales figures and forecasting future sales volumes to maximize profits. Used information technology to record sales figures and for data analysis and forward planning. Dealt with customer and staff issues.

Education

UNIVERSITY OF TEXAS – AUSTIN , TX

Bachelor of Science in marketing management

Minor: Spanish 2001

