

**Resume Basics CSW**

**General Guidelines**

* Paper: Use 8 1/2” x 11” white paper
* Length: 1 or 2 full pages typed
* Keep a 1 inch margin on all four sides of the page
* Font: 10 to 12 point- avoid the fancy fonts
* Bold- Section Headings only no underlining
* Single space within the sections
* Double space between sections
* Begin each bullet with a verb
* Keep your statements short and to the point
* Put the most important information on the top half of the first page i.e. how you meet the employer’s experience, skills and education needs
  + Information should be specific for the position to which you are applying
  + Prioritize your skills as they relate to the desired position
  + Use numbers to show the size, volume, time, money, effort or result of the projects you worked on
* If promoted within the company list each job title you have held
* Do not use personal pronouns, such as “my”, “she”, “they” or “I”
* If your work is not directly related, emphasize transferable skills or your accomplishments
* Don’t sell yourself short by understating experience!
* Use bullets at the beginning of a list



REVIEW YOUR RESUME

* What to look for:
  + Overall Appearance - do you like how it looks?
  + Personal Identification
  + Sales Appeal
* Proof read for spelling and factual errors
* Typo’s, Correct Grammar, Word Tense, Punctuation
* Read résumé backwards
* Have someone else proofread

**One typo could cost you an interview!**



# SAMPLE

**CHRONOLOGICAL**

**RESUME**

MARK PETERSON

Lima, Massachusetts

(000) 111-1111

markpeterson@gmailcom

**SUMMARY:**

* More than 10 years of experience in the electrical field to include troubleshooting electrical circuits and providing necessary maintenance
* Possess knowledge of raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods
* Able to supervise/lead and train a team of 6 Electricians and 4 Apprentices

# EXPERIENCE:

2010-Present MASTER ELECTRICIAN

XYZ Management Company, Lima, Massachusetts

* Supervised a team of 10 electricians during the total electrical renovation of apartments for new tenants; replaced fixtures, switches, receptacles and wiring
* Installed new wiring of single family homes and townhouses; commercial work on high rise office buildings in the Central Virginia area
* Inspected electrical systems, equipment, and components to identify hazards, defects, and the need for adjustment or repair, and to ensure compliance with codes

2005-2010 ELECTRICIAN

United States Army, Fort Bragg, North Carolina

* Repaired, installed, adjusted, modified, and tested electrical systems and devices for 300,000 square feet of office and classroom space; including:

- Electrical Panels - Fluorescent - Magnetic Starters

- Conduit - Computer - Switches, Receptacles

- Motors - Breakers - Incandescent Lights

- Ballast - Wire - Telephone Lines

* Purchased $1.2 million worth of material for over 1,000 electrical installations
* Trained two apprentices on electrical maintenance procedures
* Supervised up to 4 trades people
* Read blueprints and schematics for wiring of new equipment, new additions, and new buildings

# EDUCATION:

* Best Community College, Lima, Massachusetts

Courses focused on technical mathematics

* Training Community College, Old Harbor, Massachusetts

Electrical Construction, 1,920 hours of study, certificate awarded

# SPECIAL LICENSE:

* Massachusetts Journeyman’s License #5678-JK



**SAMPLE** FUNCTIONAL  **RESUME**

Sasha Payne

Rockville, New Jersey

(000) 555-1111

S.Payne@yahoo.com

# Professional Objective

To Obtain full time employment as an Administrative Assistant.

# Coordinating Skills

* Coordinated fund-raising activities of twenty members of the local Parent Teachers Association (PTA) successfully raising $6,000 for playground facilities
* Interacted with customers and used organizational skills to arrange and coordinate special events that include weddings, receptions and holiday parties
* Initiated a relief center to meet clothing needs of the community, as member of the Women’s League of Rockville Methodist Church
* Developed a schedule to meet demands of five busy household members, including carpools, cleaning, cooking, and general house management

# Budgeting Skills

* Managed $10,000 budget for two years
* Handled expense reports with account summaries
* Organized and managed family budget for 17 years
* Accumulated savings necessary for four years of college for daughter
* Learned to budget time through well-organized scheduling of community activities and family responsibilities

# Communication Skills

* Developed interpersonal skills during ten years’ experience with PTA and church members
* Learned the subtleties of persuading adults to contribute time and money to community projects
* Invested considerable time and effort in developing open communication between family members

# Memberships

* Elected treasurer of local Civil Association 3-year term
* Voted to Board of Directors for Rockville Methodist Church 1-year term
* President of PTA 2 years consecutively

###### CareerSourceOkaloosaWalton_FullColor

###### JUDY ROGERS

**SAMPLE**

**COMBINATION**

**RESUME**

Alameda, California

(111) 111-1111

Rogers\_Judy@yahoo.com

### Objective: Obtain a Sales Marketing Position

##### Highlights of Qualifications

* Over 15 years professional experience with the public
* Personable and persuasive in communicating creatively with thousands of customers from all cultures and economic levels
* Proven skill in persevering to solve customers’ problems
* Proficient with Microsoft Office applications, to include: Word, Excel and PowerPoint

### Relevant Experience

#### Sales & Marketing

* Made direct presentations to retail store owners and buyers, marketing Christmas ornaments

and gift items imported from the Philippines

* Co-hosted sales seminars for potential real estate partnership investors
* Canvassed by cold calling for contributions to a nonprofit organization
* Consistently surpassed sales quotas in retail clothing and house ware departments
* Co-led voter drive and personally persuaded 2000 citizens to sign the petition in support of

placing a community improvement initiative on the ballot

#### Organization & Customer Service

* Resolved wide range of customer problems, applying diplomacy and assertiveness to delivery delays, fee and budget problems, property management decisions, airline emergencies and in-flight problems, and culture/communication barriers
* Organized the logistics of speaking engagements and investment seminars:

location -catering – seating – literature – speakers – travel

* Maintained extensive financial records regarding individual and corporate clients
* Successfully collected thousands of dollars in overdue or unbilled fees by thoroughly auditing

billing records and persevering in telephone collection follow-ups

#### Microsoft Office Applications

* Built and implemented an Access database for tracking speaking engagements and seminars
* Designed an Excel workbook, used to evaluate the financial records regarding individual and corporate clients
* Created 150 unique Power Point presentation for retail store owners and buyers

#### Employment History

2013-Present Office Manager/Bookkeeper, United States Navy, San Francisco, California

2011-2013 Office Manager/Bookkeeper, Grothe & Associates, San Francisco, California

(Real Estate Limited Partnerships, Non-profit organization, author/lecturer)

2010-2011\* Philippine Import Sales, Self-employed, selling to Bay Area stores

2008-2010\* Neo-Life Vitamin Sales, Self-employed, selling to flight attendants

\*part-time, concurrent with airline employment

2005-2013 International Flight Attendant, Transamerica Airline, Oakland, California

##### Education

Bachelor of Arts in Speech/Theatre Arts – University of California, Santa Barbara, California



**SAMPLE**

**Cover Letter**

# Jacob Jenkins

Des Moines, Iowa 12345

(123) 456-7899

May 16, 2013

Bullock’s Personnel Department

135 Constitution Drive

Meno Park, California 84203-2382

Dear Mr. Rosco Sweeney:

I am enclosing my resume in response to your advertisement for the position of Shipping/Receiving Clerk.

You will note from my resume that I have an extensive background in shipping/receiving including such detailed duties as record keeping, bills of lading, processing claims on damages and shortages, routing, comparison of quantities and order verification as well as use of equipment associated with shipping and receiving.

I feel that my experience could be an asset to your company.

I look forward to talking with you regarding my qualifications and will call you at the end of the week to arrange an interview.

Sincerely,

JOHN DOE

Enclosure: Resume



# SAMPLE

**REFERENCE**

**SHEET**

# Jacob Jenkins

Des Moines, Iowa 12345

(123) 456-7899

### Professional References

##### NOTE: Make sure you check with references before using them in your job search

Julia Silvers, Administrative Manager

Kent Products Inc

San Antonio, Texas

(111) 222-3333

jsilvers@kentcom

Robert Williams, Department Manager

Spruce Electronics

St Paul, Minnesota

(123) 456-7899

RobertWilliams@Sprucecom

##### NOTE: Do not send with resume unless requested by employer

Joseph Mitchell, Director of Marketing

Jones Imports

Idaho Falls, Idaho

(333) 222-3333

JoeMitchell@JonesImports.com

**Personal References**

## Joy Smith

San Francisco, California

(999) 987-6543

Joy@Smithcom

Jason McMurphy

Nashville, Tennessee

(234) 456-7899

Jason@McMurphycom



**The Right Words to Use in your Job Search**

**COMMUNICATION / PEOPLE**

Addressed Advertised Arbitrated Arranged Articulated Authored

Clarified Collaborated Communicated Composed Condensed Conferred

Consulted Contacted Conveyed Convinced Corresponded Debated

Defined Developed Directed Discussed Drafted Edited

Elicited Enlisted Explained Expressed Formulated Furnished

Incorporated Influenced Interacted Interpreted Interviewed Involved

Joined Judged Lectured Listened Marketed Mediated

Moderated Negotiated Observed Outlined Participated Persuaded

Presented Promoted Proposed Publicized Reconciled Recruited

Referred Reinforced Reported Resolved Responded Solicited

Specified Spoke Suggested Summarized Synthesized Translated

Wrote

**CREATIVE**

Acted Adapted Began Combined Composed Conceptualized

Condensed Created Customized Designed Developed Directed

Displayed Drew Entertained Established Fashioned Formulated

Founded Illustrated Initiated Instituted Integrated Introduced

Invented Modeled Modified Originated Performed Photographed

Planned Revised Revitalized Shaped Solved

**DATA / FINANCIAL**

Administered Adjusted Allocated Analyzed Appraised Assessed

Audited Balanced Budgeted Calculated Computed Conserved

Corrected Determined Developed Estimated Forecasted Managed

Marketed Measured Netted Planned Prepared Programmed

Projected Qualified Reconciled Reduced Researched Retrieved



**HELPING**

Adapted Advocated Aided Answered Arranged Assessed

Assisted Clarified Coached Collaborated Contributed Cooperated

Counseled Demonstrated Diagnosed Educated Encouraged Ensured

Expedited Facilitated Familiarized Furthered Guided Helped

Insured Intervened Motivated Prevented Provided Referred

Rehabilitated Represented Resolved Simplified Supplied Supported

Volunteered

**MANAGEMENT / LEADERSHIP**

Administered Analyzed Appointed Approved Assigned Attained

Authorized Chaired Considered Consolidated Contracted Controlled

Converted Coordinated Decided Delegated Developed Directed

Eliminated Emphasized Enforced Enhanced Established Executed

Generated Handled Headed Hired Hosted Improved

Incorporated Increased Initiated Inspected Instituted Led

Managed Merged Motivated Navigated Organized Overhauled

Oversaw Planned Presided Prioritized Produced Recommended

Reorganized Replaced Restored Reviewed Scheduled Secured

Selected Streamlined Strengthened Supervised Terminated

**ORGANIZATIONAL**

Approved Arranged Catalogued Categorized Charted Classified

Coded Collected Compiled Corrected Corresponded Distributed

Executed Filed Generated Incorporated Inspected Logged

Maintained Monitored Obtained Operated Ordered Organized

Prepared Processed Provided Purchased Recorded Registered

Reserved Responded Reviewed Routed Scheduled Screened

Submitted Supplied Standardized Systematized Updated Validated



**RESEARCH**

Analyzed Clarified Collected Compared Conducted Critiqued

Detected Determined Diagnosed Evaluated Examined Experimented

Explored Extracted Formulated Gathered Inspected Interviewed

Invented Investigated Located Measured Organized Researched

Reviewed Searched Solved Summarized Surveyed Systematized

Tested

**TEACHING**

Adapted Advised Clarified Coached Communicated Conducted

Coordinated Critiqued Developed Enabled Encouraged Evaluated

Explained Facilitated Focused Guided Individualized Informed

Instilled Instructed Motivated Persuaded Simulated Stimulated

Taught Tested Trained Transmitted Tutored

**TECHNICAL**

Adapted Applied Assembled Built Calculated Computed

Conserved Constructed Converted Debugged Designed Determined

Developed Engineered Fabricated Fortified Installed Maintained

Operated Overhauled Printed Programmed Rectified Regulated

Remodeled Repaired Replaced Restored Solved Specialized

Standardized Studied Upgraded Utilized