



CareerSource Okaloosa Walton (CSOW) RESUME BASICS

GENERAL GUIDELINES:

- Paper:** Letter - 8 1/2" x 11" in white paper
- Length:** No more than 2 full pages. Keep 1-inch margin on all four sides of the page
- Font Size:** 10 to 12 points. Only bold headings and do not underline
- Space:** Single space sections and double space between sections
- Use bullet points and action verbs
- Keep your statements short and to the point
- Target your resume to the position title or industry for which you're applying
- Organize and present your work experience in a way that is easy to read

PARTS OF A RESUME:

- Contact Information:** Add your full name, city and state, email address, phone number and LinkedIn URL if applicable.
- Job Objective:** Use a job objective only if it provides relevant information to the position you're seeking.
- Professional Qualifications:** Summarize your qualities, strengths, and other characteristics that make you the best candidate for the position separating you from the rest of the candidates. Your summary of qualifications must be substantiated by your work experience (i.e. Extensive administrative assistant; then, your work history must show you acquired the experience.
- Work History:** Use the month and year to present the length of your work experience; job titles you have held, employer name, city and state, and use action verbs to describe your previous work activities and accomplishments utilizing the **CAR approach (Challenge + Action + Results)**.

Only include work experience going back 10-15 years, but you can go even further back if your experience is relevant to the position for which you're applying or if creating a combination resume. Gaps of employment should be included on a resume and explained on cover letter.

- **Military Experience:** Always summarize your military experience if relevant to the position for which you're applying. Add security clearance must be included in your professional summary. Don't use squadrons or unit designations in Military acronyms. Use civilian language.
 - **Overqualified Applicants:** Overqualified candidates should consider tailoring their resume to match the job requirements.
 - **No Experience, but Education:** Describe course projects/ case studies experience
- Education:** Add your education level without including the year in which you acquired your degree. If currently enrolled in college, add projected graduation date. If Education is current, add this to top section of your resume.
 - **Certifications, Licenses, Additional Training:** Add if relevant to the job requirements. For Certifications and Licenses, add certification number and expiration date if applicable.
- References:** Do not add references on your resume. Have them ready whenever requested by your employer.

Important: 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**. Quantify results to show the size, volume, time, money, effort or result of the projects you worked. Don't sell yourself short by understating experience!

TYPES OF RESUMES:

- **Reverse Chronological:** HR professionals prefer the use of reverse chronological resumes when possible. List all your experience from most to least recent.
- **Combination (Functional & Reverse Chronological):** Highlights your competencies and transferable skills as they apply to your new career field. Yet, you will be able to present your work history in a chronological order. Use this type of resume when changing career fields.
- **Functional:** Focuses on your skills and experience, rather than on your chronological work history. Use this type when changing career fields or have gaps of employment.

COVER LETTERS:

- Must be used on a case-by-case basis overall to explain any gaps of employment, over qualifications and other aspects of employment that you may not be able to easily explain on a resume.

Parts of a Cover Letter:

- **Salutation:**
- **First Paragraph (Attention):** Why you are writing. This is your opportunity to grasp your reader's attention and offer some specific, focused information regarding the job you're seeking and a few core strengths that demonstrate your suitability for the position.
- **Second Paragraph (Interest):** Includes arguments on the contributions you could make towards the company's success and what you can bring to the table. Draw on your key competencies.
- **Third paragraph (Desire):** Your knowledge of the company. Show that you did your research and know. Provide some perspective as to why you should be given the opportunity to interview.
- **Fourth Paragraph (Action/Closing):** Request action for the next step of the process: interview.

REVIEW YOUR RESUME FOR:

- Grammatical errors: Proof read for spelling errors, correct grammar, verb tense, and punctuation
- Missing detailed job history
- Missing specific dates of employment
- Resume not present in reverse chronological order
- Gaps in employment that are more than a few months at a time
- Resume too long (e.g. more than two pages)
- Resumes in narrative form
- No cover letter
- Overall appearance
- Have someone else proofread

One Typo Could Cost you an Interview!

MARK PETERSON
Lima, Massachusetts
(000) 111-1111
markpeterson@gmail.com

**SAMPLE
REVERSE CHRONOLOGICAL
RESUME**

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:

August 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

May 2005 – Jun 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
 - Conduit
 - Motors
 - Ballast
 - Fluorescent
 - Computer
 - Breakers
 - Wire
 - Magnetic Starters
 - Switches, Receptacles
 - Incandescent Lights
 - 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

JUDY ROGERS
Alameda, California
(111) 111-1111
Rogers_Judy@yahoo.com

**SAMPLE
COMBINATION
RESUME**

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

Jun 2013-Present	Office Manager/Bookkeeper, United States Navy, San Francisco, California
May 2011- Jun 2013	Office Manager/Bookkeeper, Grothe & Associates, San Francisco, California (Real Estate Limited Partnerships, Non-profit organization, author/lecturer)
Aug 2010 - June 2011*	Philippine Import Sales, Self-employed, selling to Bay Area stores
May 2008 – June 2010*	Neo-Life Vitamin Sales, Self-employed, selling to flight attendants *part-time, concurrent with airline employment
May 2005 – Feb 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
jjenkins@aol.com
(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

Jacob Jenkins
Des Moines, Iowa 12345
(123) 456-7899

**SAMPLE
REFERENCE
SHEET**

Professional References

Julia Silvers, Administrative Manager
Kent Products Inc
San Antonio, Texas
(111) 222-3333
jsilvers@kent.com

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

Robert Williams, Department Manager
Spruce Electronics
St Paul, Minnesota
(123) 456-7899
RobertWilliams@Spruce.com

Joseph Mitchell, Director of Marketing
Jones Imports
Idaho Falls, Idaho
(333) 222-3333
JoeMitchell@JonesImports.com

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

Personal References

Joy Smith
San Francisco, California
(999) 987-6543
Joy@Smith.com

Jason McMurphy
Nashville, Tennessee
(234) 456-7899
Jason@McMurphy.com

ACTION VERBS SAMPLES

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		