

Work  **Source**
CALIFORNIA
Building Business and Careers
Northeast San Fernando Valley
11623 Glenoaks Boulevard
Pacoima, CA 91331
(818) 890-9400

RESUME WRITING

Resume

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. *The resume is you in print; mistakes will make you look unqualified.*

What is the purpose of an employment resume?

It serves four primary purposes:

1. A communication document

It serves as a summary of your qualifications and experience used to facilitate understanding of your background by others.

2. An interview road map

It is used as a road map for facilitating and guiding the employment interview process.

3. A marketing document

A marketing document is used to sell your qualifications to potential employers.

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.

4. A post interview reference document

A reference document is used by the employer after the interview to compare your qualifications with those of other candidates.

An effective resume:

- ✓ Supports and strengthens your 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 – have others proofread for content, appearance and spelling
- ✓ Is concise, neat, well-organized and attractive to the eye – no coffee stains, handwritten corrections, smudges or anything that detracts from its appearance, use bold, italics, underlining or CAPITALIZATION to emphasize important information, but do not over do
- ✓ Is well-typed and professionally copied – print on good quality, conservative color bond paper
- ✓ Should be one page long except in very rare circumstances
- ✓ When listing a reference provide name, title, company name and phone number of individuals you are using as a reference

References:

Use a separate page and provide it to your employer only if asked for it

In closing, when evaluating your resume, ask yourself if it answers the following: *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!*

Action Verbs

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

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.

The resume has three major formats:

- The Chronological resume
- The Functional resume
- The Combination resume

Chronological Resume:

The most popular because it describes work experience chronologically; this style is easily read and gives a clear picture of 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 Summary of Qualifications, Professional Experience, Education, Affiliations and Awards.

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.

Advantages:

- Most widely used
- Interviewers are most familiar with it
- Easiest to prepare because format is structured
- Can highlight a steady employment history

Disadvantages:

- Reveals employment gaps
- Can place emphasis on unrelated or undesirable jobs in applicant's past experience
- Unless carefully contrasted, could be difficult to spotlight areas of skills and accomplishments

Functional Resume:

It 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 pursuing.

Advantages:

- Highlights selected areas which relate most to the job you are applying for
- Can de-emphasize certain areas on a spotty employment record
- Is well organized and concise

Disadvantages:

- Can be difficult to write – requires extensive background work or knowledge of the job and/or employer
- Need strong related work experience and/or skills
- Format does not connect skills and/or achievements to specific work situations in the case of multiple employment

Combination Resume:

It merges elements from the chronological and functional resume formats. This resume style comprises 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 resume format (chronological and functional), 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 descriptions and education. Job seekers 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.

Advantages:

- Can be individualized
- Spotlights specific experience, achievements and skills
- Is clear, concise and well organized

Disadvantages:

- No standard format
- Needs strong related work experience and/or skills
- Some interviewers are not familiar with them

Parts of a Resume (Standardized Categories)

Job Objective

The purpose of the objective statement is to inform the employer of your job and/or career goal. Precise objectives should not normally be specified on the resume if you wish to be considered for a *range of positions* (state your career interests with that company in your cover letter).

Summary of Qualifications

This is appropriate for someone with substantial experience, for someone who is changing careers and wants to demonstrate transferable skills or for someone with a varied background.

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:

TECHNICAL SKILLS

- Performed electrical, plumbing and carpentry for XYZ company
- Landscaped and maintained gardens/lawns for aesthetics benefit

INTERPERSONAL ABILITIES

- Worked cooperatively with a wide range of personalities from diverse backgrounds
- Skilled in handling the public with professionalism and diplomacy

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 or required by employer.**

If your education relates to your objective, it should be just below your 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 history in reverse chronological order, with the most recent job first. Go back at least ten years.

For most employers this category is the "meat of the resume"; what experience you bring to the position. Include work-related activities. Describe not only job responsibilities, but also what you *created, accomplished, achieved, etc.*

Optional Categories

More categories could be added as needed if they are related to your objective...

For example, Hardware/Software, Languages, Honors/Awards, Relevant Course Work, Community Service, Military Service, Professional Affiliations, Licenses/Credentials, Hobbies (**ONLY IF IT SUPPORTS YOUR OBJECTIVE**)

RESUME WORKSHEET

Name
Address
Telephone Number
E-mail

OBJECTIVE

SUMMARY OF QUALIFICATIONS

- _____
- _____
- _____

RELEVANT SKILLS

- _____
- _____
- _____

EDUCATION

EMPLOYMENT HISTORY

Employer Name: _____
Job Title: _____
Dates of Employment: _____
Job Responsibilities: _____

EMPLOYMENT HISTORY

Employer Name: _____
Job Title: _____
Dates of Employment: _____
Job Responsibilities: _____

AWARDS/CERTIFICATIONS

- _____
- _____

OTHER

(Affiliations, Military Service, Activities, etc)

- _____
- _____

William Wannawork (SAMPLE)

911 Unemployment Lane, Pasadena, CA 91106, (626)111-2222

JOB OBJECTIVE: Professional and experienced Editor seeks a full time position within a company that will offer a high level of challenge, responsibility and opportunity for continued career growth.

EDUCATION:

1995 B.A. Degree -Broadcast Journalism University of Southern California, Los Angeles, CA

1992 Associate Degree -Journalism Pasadena City College, Pasadena, CA

EXPERIENCE:

2001-Present **Daily News** Los Angeles, CA
EDITOR of 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

1999-2001 **Kessler Campus Management** Pasadena, CA
MANAGER in charge of supervising and coordinating 20 part-time and full-time disc jockeys for entertainment broadcastings; scheduled 50-60 shows per week while handling sales and training

1996-1999 **The Towne Weekly** Sacramento, CA
ASSOCIATE EDITOR responsible for editing, layout, photography, and reporting at daily newspaper with a circulation of 37,200 readers; covered affairs of five town governments and one city government; wrote special feature stories

1993-1996 **The Courier Journal** Sacramento, CA
ASSISTANT EDITOR in charge of editing, layouts, mechanicals, photography and specs for 30,000 circulations daily; largely responsible for the redesign of the newspaper winning statewide awards

1992-1993 **Upstate Music and Promo** San Francisco, CA
DISC JOCKEY-Performed at parties, weddings, and nightclubs; clients included many prominent city families and popular clubs

1991-1992 **California Sports Journal** Sacramento, CA
SPORTS REPORTER providing coverage for varsity sports at local high schools and university including photographs and clips for radio station XYZ

AFFILIATIONS:

Member, International Media Association

Member, American Society of Journalists and Authors

Member and Vice President, Society of Professional Journalists

REFERENCES: Available upon request

Chronological Resume

William Wannawork (SAMPLE)

911 Unemployment Lane Pasadena, California 91106 (626) 111-2222

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

- Twenty 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 SKILLS

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

BUDGETARY SKILLS

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

INVENTORY SKILLS

Supervised inventory control of 7,500 to 16,000 part numbers with values of \$220,000 to \$590,000; parts sales increased from 34% to 302% over a seven year period with over \$6,000,000 in sales.

PERSONNEL SKILLS

Responsible for the 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 Management**

EMPLOYERS

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

REFERENCES

Available upon request

Functional Resume

Wilma Wannawork (SAMPLE)

911 Unemployment Lane, Pasadena, CA 91106, (626) 111-2222

JOB OBJECTIVE: Highly qualified Laboratory Technician/Medical Assistant seeks to find a position in the medical field where my skills and experience will be utilized.

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 medical 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

- 2003 Health Technical Institute, Pasadena, CA
- Specialized Clinical Assistant

CERTIFICATIONS

EKG Technician Certificate, OSHA Regulations Certificate, CPR Certificate

PROFESSIONAL EXPERIENCE

2003 -Present Jones Obstetrics and Gynecology Associates, Pasadena, CA

MEDICAL ASSISTANT/LABORATORY TECHNICIAN

Developed expertise in a wide range of front and back office responsibilities for an eight-doctor practice; hired as an entry-level Laboratory Technician, but 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: Available upon request

Combination Resume