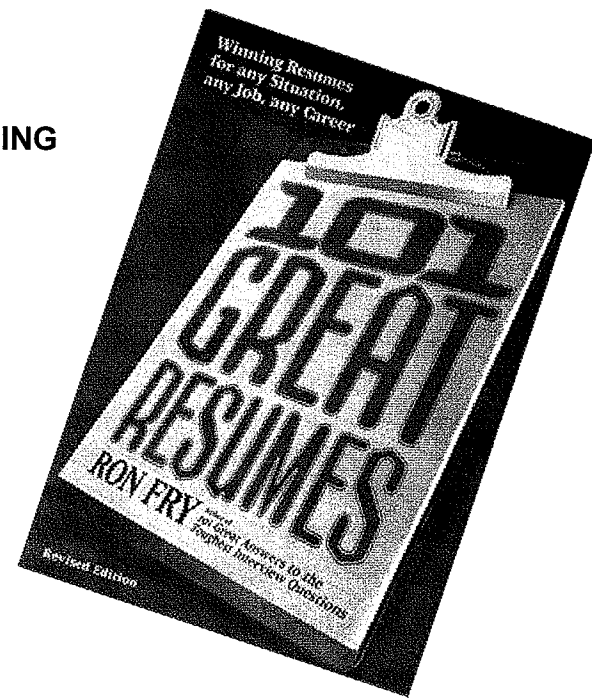


A GUIDE TO RESUME WRITING



What's the purpose of a resume?

- To advertise your skills, abilities and interests
- To summarize your skills and qualifications in relation to the position you are applying for
- To convince an employer to interview you for a job opening
- For pre-screening a large number of candidates

***remember to accompany a resume with a cover letter to be more effective

Tips on making a resume:

1. Grab the employer's attention; Make sure your resume is easy to read

- On average an employer will spend less than 3 minutes reviewing your resume...make a good first impression. Remember...sell yourself!
- Put your name (make it stand out), address and phone number at the top
- Create a page with a professional, clean appearance. Neat margins, adequate white space between sections, and indentations make reading easier...make sure you are consistent with your formatting
- Resumes should be typed
- Consider the printer and paper quality when printing your resume
- Don't use bright colored or scented paper for your resume

2. How long should a resume be?

- No more than two pages in length (this does not include the reference page)
- Remember to include your name and telephone number on each page

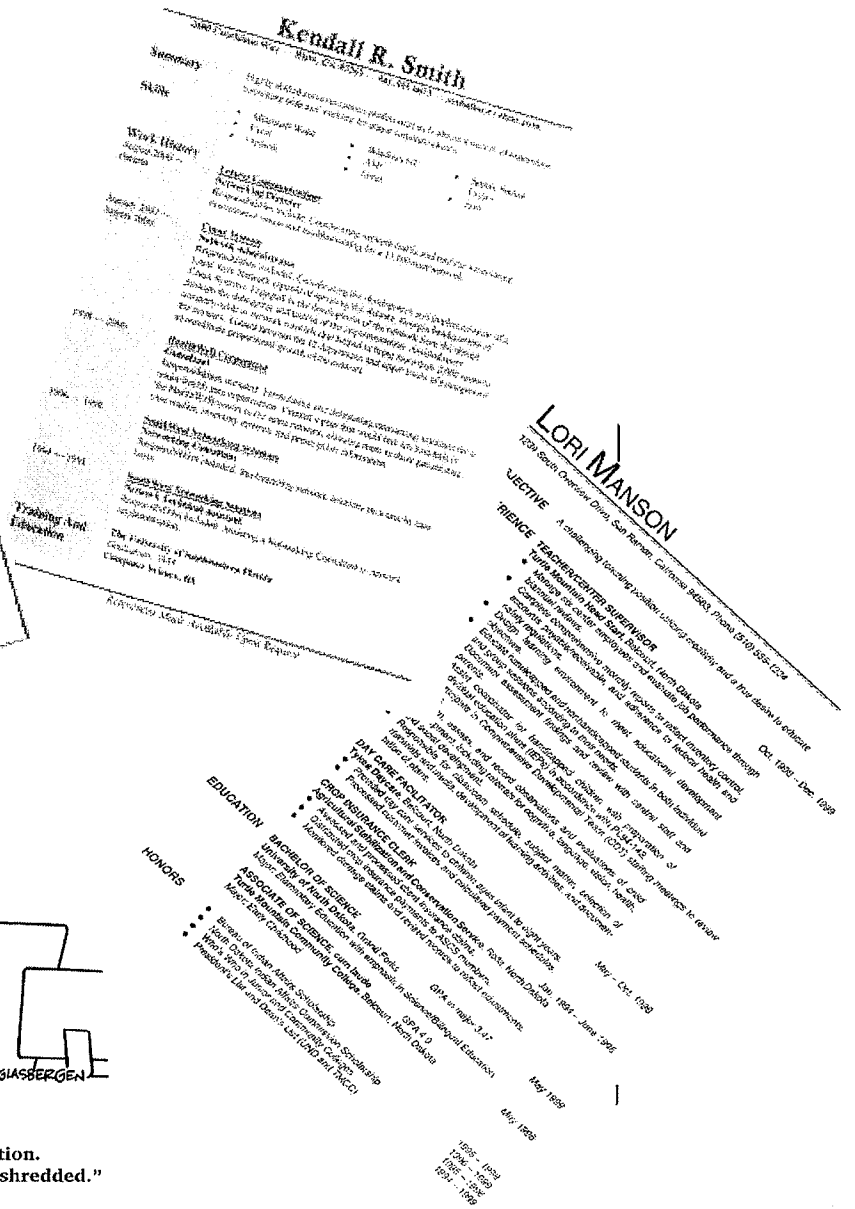
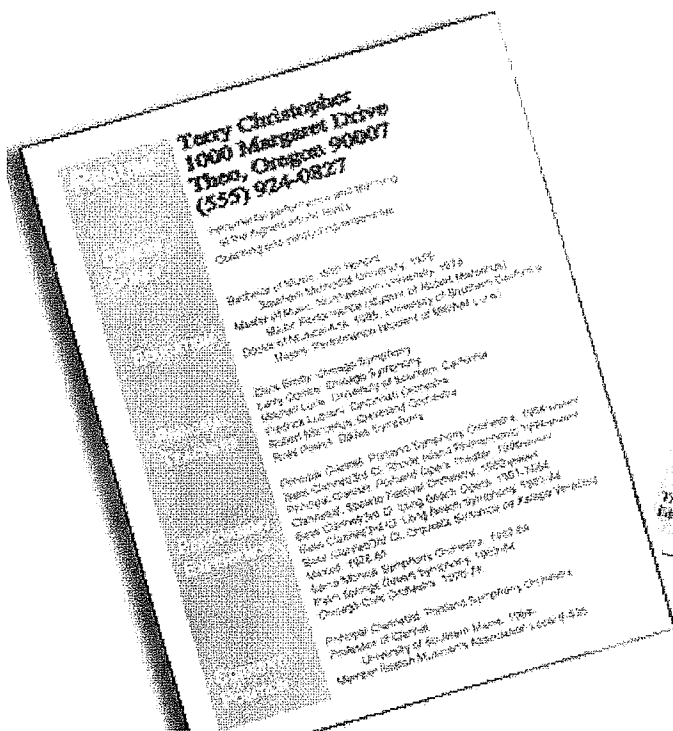
3. Be careful in what you write:

- Use appropriate language
- Be confident, positive, and honest in what you write
- Avoid using the word ``I``
- Spell out words in full: for example use ``Street`` instead of St.
- Use terms used in the industry for which you are applying for
- Present yourself in the best possible way; for example a job description for a sales clerk might include the following: ``Developed an ability to effectively serve the public in a courteous manner``
- Use verbs that indicate action and continued growth (such as achieved, developed, demonstrated, and gained when describing job responsibilities and skills
- Use adjectives such as creative, motivated, enthusiastic, and self motivated when writing about your personal traits
- Include enough relevant information to clearly demonstrate your skills and abilities without being wordy
- Ensure there are no spelling, grammar, or punctuation mistakes

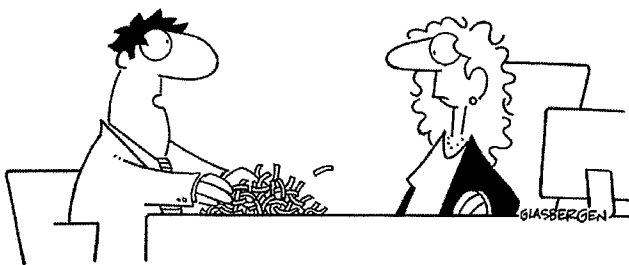
4. References

- Resumes should have a minimum of three references
- Be sure to choose your references carefully-choose people who will say good things about you
- Be sure to get permission from the references you are using before you put their names on your resume
- When you apply for a job make sure you inform your references where you applied and for what position
- Make sure their name is spelt correct and list the organization they work for, their position and phone number
- Try to use people who are relevant to the position you are applying for
- Do not use family members as references
- Never ever use 'references available upon request'

***Remember, even if you don't have paid work experience, mention skills that you do have (such as the ones you have developed through volunteering or extra-curricular activities and hobbies)



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www.glasbergen.com



"I'm applying for the Information Security position. Here is a copy of my resumé, encoded, encrypted and shredded."

Creating a Job Objective

The objective statement may be the hardest part of the whole resume to write. Everybody finds it difficult to clearly state what they want in as few words as possible. However a well stated objective gives direction to the whole resume and can help direct the employer in effectively reading the information highlighted in your resume.

Your objective is best expressed in the fewest words possible while still being clear and explicit enough to create a mental image of you at work (using an actual job title can be extremely effective).

Your job objective should express the role that you are willing and able to fill from the employers perspective...what's in it for them, not what's in it for you.

Sample Job Objectives:

- ✓ Customer service management where my experience can be utilized to improve customer satisfaction.
- ✓ Marketing position that utilizes my writing skills and enables me to make a positive contribution to the organization.
- ✓ Search engine optimization position where I can use my SEO skills and experience to increase site traffic and search engine placement.
- ✓ To secure a position with a well established organization with a stable environment that will lead to a lasting relationship in the field of finance.
- ✓ To obtain a position that will enable me to utilize my strong organizational skills, educational background, and ability to work well with people.

What? _____

For Whom? _____

Where? _____

At what level? _____

In one sentence, my job objective is:

Personal Skills Inventory

How You Think and Communicate

If you:

You might want to tell an employer:

Are good at talking on the phone...

I communicate well. I am sociable and enjoy working with people.

Are a natural at telling jokes and stories...

I am self-assured and relate well to people. I enjoy speaking in public.

Enjoy numbers and solving math problems...

I have great math skills. I am precise and analytical.

Make or sew whatever you like, and friends and relatives compliment your work...

I have excellent manual dexterity, fine motor skills, and an eye for detail.

Are up on music and know every song on the charts...

I learn quickly and have a good memory.

How you act

If you:

You might want to tell an employer:

Keep your promises and do what you say you will do...

I am reliable and take commitment seriously.

Practice everyday at your favourite sport to be on the school team...

I am persistent, determined, motivated and goal-oriented.

Always keep your room neat and never lose anything...

I am orderly. I have strong organizational skills.

Care about people and are patient...

I am caring, sensitive and people-oriented.

Can think of ten different ways of doing everything...

I am creative and have the ability to solve problems and come up with innovative solutions.

Were the first one on your block to skateboard, rollerblade, spike your hair...

I am flexible and adapt easily to new situations. I am comfortable with change.

Love to shop and find the best deals wherever you go

I am resourceful and have great budgeting skills

How You Work With Others

If you:

You might want to tell an employer:

Like leading group/school projects and playing team sports...

I work well as a team member and can take a leadership role.

Are cool in tough situations when other people around you aren't...

I am a good negotiator. I handle stress well and enjoy dealing with difficult situations.

Usually save the day when those around you are giving up...

I look for solutions, and I am persistent in getting the job done.

Key Skills – I can:

- Meet deadlines
- Supervise others
- Solve problems
- Teach others and give clear instructions
- Manage people
- Organize and manage projects
- Speak in public
- Accept responsibility
- Plan daily work, or special events

Hands-on Skills – I can:

- Assemble kits
- Build or repair things
- Work well with my hands
- Operate tools, machinery
- Use complex equipment
- Drive or operate vehicles
- Inspect and maintain equipment or vehicles

Data/information Skills – I can:

- Make a budget, manage money
- Record facts, classify information by date
- Analyze data, audit and maintain records
- Check information for accuracy
- Pay attention to details
- Investigate and clarify results
- Locate answers, gather information
- Calculate or compute
- Evaluate
- Take inventory
- Keep financial records
- Research and write reports

People Skills – I can:

- Help and care for others
- Manage conflicts, resolve issues
- Counsel people
- Be tactful and diplomatic
- Interview people
- Be kind and understanding
- Be a good listener
- Negotiate
- Be outgoing
- Show patience
- Be pleasant and sociable
- Supervise, teach
- Be tough when necessary
- Trust people, my instincts

Verbal/Communication Skills – I can:

- Clearly express myself
- Talk easily with others
- Create and talk about new ideas
- Design presentations
- Be inventive
- Conduct research in a library or on the Internet
- Set up my own network of experts, or helpers
- Be logical
- Speak in public
- Write clear and concise reports
- Work well with others

(Continued on Next Page)

Prepare Your Marketing Tools—Sell Yourself

Write Your Resume

So you *know your interests and skills*, you've decided *where to look for work*, and now you need the tools to get the job. A *resume* tailored to fit the job you are applying for is one of the most important tools that you need in order to get an interview. Your resume gives an employer a quick, general idea of who you are, what qualifications you have and why you want the job.

As you will see, most resumes include information under headings like Personal Information, Job Goal, Special Skills, Education and Work History. Here's what each section should include:

Personal Information

- **Name**—your full name, typed in title case. (Skip the nickname).
- **Address**—your address, written out in full, without abbreviations. In fact, it's better to avoid abbreviations anywhere in your resume.
- **Telephone**—your home phone number with area code, and a contact number for messages if you don't have an answering machine.

Job Goal

In one sentence, describe your job goal. This tells the employer exactly what type of work you're looking for. Try to link your job goal to the job you're applying for.

Related Skills

List the special abilities and skills that relate to the job you're applying for. They can be from paid or unpaid work, volunteer experience, and even hobbies. **Hint:** If you're

having trouble identifying all the skills you have, look back at the section on *Identifying your job-related skills*. You likely have more skills than you think—even if you've never worked at a job like the one you're applying for.

Education

List your education, starting with the most recent diploma or training course and working backwards. Include the name and city or town of each school you attended (secondary and beyond), the type of programs, your areas of interest and the years you completed. Certificates or diplomas should also be listed, including those for mini courses like a computer or software course, first-aid, small engine repair, or any other training that might be useful to the job you want.

Work Experience

List the companies you worked for, with cities and provinces, and the dates (month, year) you worked for each job or volunteer position.

Duties

Outline the type of duties you carried out, starting from the one that took most of your time, or involved the most responsibility. Provide no more than 5 duties for each job.

Additional Experience

Use this section to include such things as the languages you speak, software programs you know, and other abilities that relate to the job. If there is a lot of information, break it into separate sections with specific headings. The point is to get everything into your resume that shows why you are the right person for the job.

Interests/Activities

Briefly outline a few of your interests and activities that demonstrate something about you. Be sure to mention achievements or awards you may have received. If you

have volunteer experience that is relevant to the job, make sure you put it in, *transferable skills* are important.

References

~~Before you ask for references, be sure you have a list of people to call. Think carefully about who can act as references, and ask them if it's okay before you give their names. Type the names, addresses, and phone numbers of up to three references.~~

Keep your reference list as up-to-date as possible, so that you will be fresh in the minds of the people on it. If you can, give your reference an idea of the type of job you are applying for, and whenever possible, let them know when you think an employer will be calling them, so they can be available and will have some time to think about what to say.

Who can you ask to be a reference?

- Someone from your school (teacher, guidance counselor, coach).
- Someone you've worked for (summer, part-time or full-time employer).
- Someone you've worked for on a casual basis (babysitting, shovelling snow, delivering papers).
- Someone you've helped (as a volunteer or as a friend).
- Someone whose opinion is respected (elder, minister, community leader).

A concise, well-organized resume, and a current set of references form a set of tools to help set you well on your way to your career.

For more information on resumes, visit your local Service Canada Centre or Service Canada Centre for Youth. For locations in your area, go to the Service Canada Web site at www.servicecanada.gc.ca.

Three Main Types of Resume—How and When to Use Them

There are three main ways to organize the information on your resume: chronological, functional and a combination. Each type serves a certain purpose. How do you know which one is best?

Combination Resume

Just as its name suggests, this is really a combination of the other types. It's the best to use when:

- your education is an important part of your skills presentation and your practical skills are limited;
- your background shows a wide range of unrelated skills;
- your work history isn't reflective of you as a stable worker – you've held a lot of different jobs; and
- your work history shows more time in other work areas.

Combination Resume

Charlie Favel
5-1234 Voyageur Drive
Ottawa, Ontario
K1C 2G5
(613) 555-5965

EMPLOYMENT GOAL:

To acquire employment in a retail outlet.

RELATED SKILLS:

- Able to sell products to customers successfully
- Capable of handling customer complaints to ensure satisfaction
- Efficient and accurate as cash register operator
- Experienced in purchasing stock and conducting inventory control
- Responsible for organizing time schedules and improving department organization
- Reviewed applications from prospective employees, assisted with interviews and staff selection

EDUCATIONAL ACHIEVEMENTS:

Fashion Merchandising Algonquin College
2006 Ottawa, Ontario
Grade 12 Diploma Woodroffe High School
2004 Ottawa, Ontario

EMPLOYMENT HISTORY:

Assistant Manager (Footwear) The Bay
2002-2004 Ottawa, Ontario

Duties:

- Acted as back-up to Manager
- Organized employee time schedules
- Balanced cash at the end of the work shift
- Provided customer service, ordered merchandise

Retail Clerk/Cashier

June 2001 to April 2002

The Bay
Ottawa, Ontario

Duties:

- Operated cash register.
- Provided customer service
- Stocked shelves

-2-

EMPLOYMENT HISTORY (continued):

Telephone Sales 123 Phone Ltd.
March 2000 to June 2001 Ottawa, Ontario

Duties:

- Telephone Sales Clerk-offered house cleaning promotional offers
- Booked appointments
- Handled requisitions and invoices

VOLUNTEER EXPERIENCE:

Fundraising Assistant
June 1998 to August 1998

Odawa Native Friendship Centre
Ottawa, Ontario

Youth Volunteer
September 1996 to
September 1998

Native Council of Canada
Ottawa, Ontario

TRAINING COURSES:

Staff Supervisor Course The Bay
Word & WordPerfect Software ABC Business College

PERSONAL CHARACTERISTICS

Here is a list of words you may like to consider when describing yourself.

You are considerate

Sensitive
Discreet
Compassionate
Understanding
Patient



You are careful

Perfectionist
Accurate
Precise
Conscientious



You are appreciable

Amiable
Outgoing



You are inventive

Creative
Innovative
Resourceful



You are willing

Cooperative
Flexible
Adaptable

You are energetic



Energetic
Alert
Healthy

You are productive

Efficient
Organized
Thorough
Competent

You are capable

Businesslike
Mature
Professional

You are motivated



Enthusiastic
Competitive

You are faithful

Loyal
Dedicated

You are dependable

Independent
Reliable
Responsible
Punctual



ACTION WORDS

Below is a list of action words you may want to consider using in your resume. These words will assist you in preparing a well articulated and professional resume.

Repaired
Performed
Operated
Executed
Maintained
Implemented
Engineered

Initiated
Generated
Stimulated
Encouraged
Advocated
Counseled
Suggested
Recommended

Presented
Helped
Assisted
Explained
Conducted
Participated
Conveyed

Constructed
Built
Created
Developed
Prepared
Assembled

Trained
Instructed
Directed
Guided
Managed
Monitored
Led
Supervised

Reported
Informed
Inspected
Evaluated

Planned
Scheduled
Organized
Arranged
Formulated
Conceived
Established
Coordinated
Determined



SKILLS AND CHARACTERISTICS

Personal Characteristics

- Good personal appearance
- Confident
- Mature
- Positive attitude
- Ambitious
- Career direction
- Goal-oriented
- Open-minded
- Able to get along well with others
- Reliable
- Sense of humour
- Committed
- Broad scope of interests
- Honest
- Strong sense of responsibility
- Respect for others
- High self-esteem
- Flexible
- Prompt
- Interest in the community
- Enthusiastic
- Willingness to 'work my way up'
- Interest in more than just money
- Good grades
- Interest in school
- Modest
- Ability to make decisions
- Tolerant
- Ability to handle criticism
- Creative attitude
- Determined
- Motivated
- Patient
- Able to work without supervision

Skills

- Communication
- Computer
- Math
- Literacy
- People
- Manual
- Creativity
- Organizational
- Problem-solving
- Learning
- Money management
- Time management
- Teamwork
- Leadership

Super-Duper Magic Action Words

Accomplished
Achieved
Advanced
Advised
Analyzed
Assisted
Balanced
Budgeted
Built
Carried out
Collaborated
Collected
Communicated
Completed
Conducted
Constructed
Contributed
Consulted
Controlled
Coordinated
Counselled
Created
Delivered
Demonstrated
Designed
Delegated
Determined
Developed
Directed
Distributed
Documented
Encouraged
Enforced
Established
Evaluated
Exceeded

Greeted
Headed
Hired
Identified
Improved
Implemented
Increased
Influenced
Initiated
Inspected
Inspected
Installed
Instructed
Invented
Joined
Launched
Led
Maintained
Managed
Monitored
Marketed
Obtained
Orchestrated
Organized
Operated
Ordered
Originated
Participated
Performed
Planned
Prepared
Produced
Promoted
Provided
Published
Purchased

Reported
Represented
Reviewed
Scheduled
Selected
Served
Sold
Solved
Specified
Standardized
Studied
Supervised
Supplied
Targeted
Taught
Tested
Trained
Transformed
Translated
Undertook
Updated
Upgraded
Utilized
Verified
Welcomed
Worked
Won
Wrote

Name: _____

Day _____ Block _____

Resume Prep Sheet

1. PERSONAL INFORMATION:

Full Name: _____

Address (including postal code): _____

Home Phone: _____ Cell Phone: _____

(Professional) e-mail address: _____

2. EDUCATION and TRAINING:

Current School: Full name _____

Location: _____ Year _____ Grade: _____

3. ACADEMIC ACHIEVEMENTS:

(Grade Point Average, Honor Roll, Specialty Courses) _____

4. Training or Certificates: (Foodsafe, First Aid, Life Guard, Coaching Level, Referee)

Name of Certificate or Course _____ Date: _____

5. WORK EXPERIENCE (paid)

Company Name or Individual: _____ Job Title: _____

Date of employment: (from) _____ to _____

Name of contact person: _____

Full address and phone number: _____

Duties performed: _____

Skills used: _____

Company Name or Individual: _____ Job Title: _____

Dates volunteered: (from) _____ to _____

Name of contact person: _____

Full address and phone number: _____

Duties performed: _____

Skills used: _____

7. EXTRACURRICULAR ACTIVITIES:

School Clubs _____

School Teams _____

Outside School Activities _____

8. AWARDS AND ACHIEVEMENTS:

School Academics: _____

Athletics: _____

Outside School Activities: _____

Clubs: _____

9. REFERENCES: Cannot be a family member or peer! Teacher, Coach, Employer, Minister/Pastor, Close Family Friend, a Neighbour ...

1. Name: _____ Relationship: _____

Contact information (full address, telephone number) _____

2. Name: _____ Relationship: _____

Contact information (full address, telephone number) _____

3. Name: _____ Relationship: _____

Contact information (full address, telephone number) _____