

The Résumé

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The Résumé

Résumé: French word: means **summary**. (It is a short summary of important facts about you.) Plan to spend time on this. It is one of the most important documents you will ever create. Often it is the deciding factor in whether or not you get an interview. A résumé may be mailed, e-mailed, faxed, or hand-delivered to prospective employers.

Preparing a résumé will help you make an inventory of your experience and abilities. The résumé offers you the best opportunity to demonstrate that you are qualified for the position. Having all the facts about yourself at your fingertips will increase your self-assurance and confidence

for the make-or-break personal interview with an employer. You can discuss your qualifications with an employer without fumbling for dates and significant facts.

Most employers prefer one-page résumés. If a job objective is used, be as specific as possible. A résumé **should be** results-oriented, built on your strengths and accomplishments, clarify experience and progression, be concise, logical, and to the point. A résumé **should not** list your reasons for leaving previous employers, include personal information (marital status, number of children, religion, etc.), contain negative comments, or list lengthy job descriptions.

REMEMBER: Résumés often get less than one minute of an employer’s time—make that time count for you! Your goal is to get an interview. Ask yourself this question before presenting or mailing your résumé:

“Would I, if I were an employer, call me for an interview after looking at this résumé?”

CHRONOLOGICAL RÉSUMÉ—emphasizes dates

- ✓ lists positions you have held by dates, beginning with the most recent
- ✓ stresses organizations for which you’ve worked
- ✓ highlights strong steady work background

FUNCTIONAL RÉSUMÉ—emphasizes skills

- ✓ lists skills and abilities for those with limited work experience
- ✓ stresses professional or personal growth (e.g. volunteer experience or classes taken)
- ✓ lessens impact of weak job history (people who take time out of career to start family, etc.)

SCANNABLE RÉSUMÉ

- ✓ more businesses are requiring résumés to be formatted for scanning into their computer systems
- ✓ omits features that we use to make résumés more attractive such as graphics, lines, and symbols

Résumés must never have an error! Proofread carefully!

Print a résumé on good quality paper—preferably from a laser printer.

Résumé Headings

Topics or categories may vary according to your background. Your résumé may include some of the following categories.

- Awards
- Clubs
- Community Involvement
- Education
- Extracurricular Activities
- Familiar Tools/Machines
- Field Related Experience
- Memberships
- Publications
- Related Studies
- Special Certificates
- Special Interests
- Special Skills
- Special Studies
- Training
- Volunteer Work
- Work Experience
- Workshops and Seminars

Key Résumé Action Words

The following list of works will help you in describing your duties, skills, or abilities when writing your résumé.

ACCOUNTING

administered
allocated
analyzed
appraised
audited
balanced
budgeted
calculated
computed
developed
forecast
managed
marketed
planned
projected
researched

ARTISTIC

acted
conceptualized
created
developed
directed
established
fashioned
illustrated
instituted
integrated
introduced
invented
originated
performed
planned
revitalized

OFFICE

approved
arranged
cataloged
classified
collected
compiled
dispatched
executed
generated
inspected
monitored
operated
organized
prepared
processed
purchased
recorded
retrieved
screened
specified
tabulated
validated

PEOPLE

adapted
advised
assessed assisted
clarified
coached
communicated
coordinated
counseled
demonstrated

developed

diagnosed
educated
enabled
encouraged
evaluated
expedited
explained
facilitated
familiarized
guided
informed
initiated
instructed
persuaded
referred
rehabilitated
represented
set goals
stimulated

RESEARCHED

clarified
collected
critiqued
developed
diagnosed
evaluated
examined
extracted
identified
inspected
interpreted
interviewed
investigated
reviewed
summarized

SUPERVISORY

lectured
administered
analyzed
assigned
attained
chaired
contracted
consolidated
coordinated
delegated
developed
directed
executed
increased
organized
oversaw
planned
prioritized
produced
recommended
reviewed
strengthened
supervised

VERBAL

addressed
arbitrated
arranged
authored
corresponded
directed
drafted
edited
enlisted
formulated

influenced
moderated
motivated
negotiated
persuaded
publicized
recruited
reconciled
spoke
translated
wrote

Miscellaneous

accelerated
accomplished
assembled
built
conceived
conducted
demonstrated
designed
eliminated
engineered
equipped
fabricated
founded
implemented
improved
motivated
organized
overhauled
recommended
remodeled
revamped
scheduled
upgraded

Sample Job Objectives

It is not necessary to use a job objective. However, if you use an objective, you will want to carefully write one that meets the employer's needs as well as outlines the job you are seeking.

Automotive

- Interested in a position with an auto body repair shop. Ability to perform auto body repair, sanding, and painting.
- Seeking an entry-level position as a mechanic's helper. Trained in repairing and replacing engine parts, tune-ups and basic automotive principles and applications.

Banking and Finance

- Seeking a position as a bank teller where I can utilize my skills in banking procedures for receiving and disbursing cash, performing customer services, and sales promotion.
- To obtain a position in a bank as a clerk-typist.
- Seeking a position as a new accounts clerk. Vocationally trained in customer service techniques, compiling, typing, and filing new accounts information.

Child Care

- Seeking an entry-level preschool aide position.
- To obtain a position as a preschool teacher with the ultimate goal of becoming a preschool director. Health Occupations
- Seeking a position as a medical receptionist to utilize my excellent people and organizational skills.
- To obtain a position in the health services field with the ultimate goal of being an emergency room registered nurse.

Office Occupations

- Seeking an entry-level clerical position in a business office.
- Seeking a position with an accounting firm as an office clerk.
- Interested in an office receptionist position where I can use my word processing skills. Long-range goal is to advance to a management position.
- Interested in a data entry position within a large company. A long-range goal is to earn a master's degree in Business Administration.
- Interested in applying my database, spreadsheet, and word processing skills to secure an entry-level position in a business office.

Restaurant

- Seeking a position as host/hostess and food server where I can utilize my experience in customer service and cashiering.
- Seeking a position as an assistant manager. Qualified in kitchen management, inventory control, customer services and cooking methods.

Retail Sales and Marketing

- To secure an entry-level position in a major fashion outlet. Flexible and willing to take on a variety of tasks.
- Offering excellent communication, fashion, and marketing skills. Seeking to apply these skills as a sales associate in a retail store.
- To utilize my business, communication, and human relation skills to sell products/services for your organization.

Résumé Worksheet

NAME: _____

ADDRESS: _____

TELEPHONE: _____ E-MAIL _____

JOB OBJECTIVE: _____

EDUCATION

NAME AND ADDRESS OF HIGH SCHOOL: _____

LAST YEAR COMPLETED: _____ DID YOU GRADUATE? _____ YEAR GRADUATED: _____

NAME AND ADDRESS OF COLLEGE: _____

LAST YEAR COMPLETED: _____ DID YOU GRADUATE? _____ YEAR GRADUATED: _____

MAJOR: _____ MINOR: _____ DEGREE: _____

SKILLS

CHECK AREAS OF PROFICIENCY:

- | | | |
|---|--|--|
| <input type="checkbox"/> Typing _____ WPM
<input type="checkbox"/> Shorthand _____ WPM
<input type="checkbox"/> Word Processing
<input type="checkbox"/> Spreadsheets
<input type="checkbox"/> Database
<input type="checkbox"/> Windows _____
<input type="checkbox"/> Desktop Publishing
<input type="checkbox"/> Presentation Program
<input type="checkbox"/> Computers (Please indicate specific programs you have used) _____ | <input type="checkbox"/> Accounting
<input type="checkbox"/> 10-Key By Touch
<input type="checkbox"/> Filing
<input type="checkbox"/> Answering Phones
<input type="checkbox"/> Calligraphy
<input type="checkbox"/> Camera Ready Art
<input type="checkbox"/> Cashier
<input type="checkbox"/> Auto Technology | <input type="checkbox"/> Drafting (Auto-CAD)
<input type="checkbox"/> Offset Printing
<input type="checkbox"/> Digital Camera Scanner
<input type="checkbox"/> Insurance Billing
<input type="checkbox"/> Medical Terminology
<input type="checkbox"/> Marketing & Sales
<input type="checkbox"/> Public Relations
<input type="checkbox"/> Computer Networks |
|---|--|--|

Dental: _____

Medical: _____

Second Language: _____

Other (Be Specific): _____

WORK EXPERIENCE

(BEGIN WITH MOST CURRENT EMPLOYMENT. BE SPECIFIC. INCLUDE ALL PAID WORK SUCH AS CHILDCARE, LAWN SERVICES, PAPER ROUTE, ETC.)

Date Stated	Date Ended	Employer's Name, Address, and Phone Number	Supervisor's Name	Duties Performed and Skills Acquired

VOCATIONAL TRAINING

Course Name and Address	Skills Acquired	Certificate	Date

VOLUNTEER EXPERIENCE

Date Stated	Date Ended	Employer's Name, Address, and Phone Number	Supervisor's Name	Duties Performed and Skills Acquired

EXTRACURRICULAR ACTIVITIES/INTERESTS

(INCLUDE CLUBS, SPORTS, SCOUTS, ETC.)

Activity	Organization	Years Involved

AWARDS/CERTIFICATES

(INCLUDE SPORTS, ACADEMICS, EXTRACURRICULAR ACTIVITIES, ETC.)

Organization/Group	Awards/Certificates

REFERENCES

(DO NOT USE RELATIVES OR HIGH SCHOOL FRIENDS)

Name	Address, City, State, Zip Code	Phone Number

Ann L. Kessler

Objective To use my sales and fashion knowledge and positive communication skills in a retail sales position.

Education 6/99 San Simeon High School Oakridge, CA 92876

Diploma

- College Prep Courses
- Retail Sales and Marketing – Regional Occupational Program

Experience 2/99 to present Toys R Us Oakridge, CA 92876

Sales Associate

- Cashier, inventory, display design, sales promotion, pricing, stocking, customer service

11/98 to 2/99 Toys R Us Oakridge, CA 92876

Sales Associate - ROP Internship

- Cashier, customer service, stocking

Skills

- Microsoft Word
- Computer Graphics
- Trustworthy
- Articulate
- Microsoft Excel
- Computer Scanning
- Reliable
- Efficient

Awards

Outstanding Student of the Month (January 2000) – ROP
Varsity Basketball (1998/99) – Lettered
CIF League Champions (1998/99)

References Available upon request (or attached).

OBJECTIVE

Automotive Insurance — Claims Adjuster

QUALIFICATIONS

- Estimated parts-labor cost on 40 major auto collisions.
- Estimated parts-labor cost on 15 auto electrical fires.
- Estimated parts-labor cost on 8 auto theft recoveries.
- Negotiated settlement with insurance company on 35 collisions.
- Negotiated settlement with customers for insufficient coverage.
- Negotiated settlement with automakers for refinishing charges.
- Disassembled and repaired front/rear/side collision jobs.
- Repaired collision jobs with bent frames or cowl.
- Experienced with smog check evaluations, certifications, and repairs.
- Experienced with Tri-Acme Auto computer software.

WORK EXPERIENCE

Currently employed: **Auto body Technician** Crunch's Auto Repair
Riverside, CA 92504

70% of my repair estimates are not challenged by insurance companies.

20% of my estimates, employer agreed to reduce repair costs.

10% of my estimates, customer agreed to pay added costs.

EDUCATION

- Certificate of Training, *Automotive Technology Class*—Regional Occupational Program
- Certificate of Excellence, *Insurance-Claims Adjusting Certificate*—Auto body National Association
- Certificate, *Insurance Estimates, Frame Straightening, Refinishing*—Auto body National Association
- Diploma, Riverside Valley High School, Riverside, CA 92508

REFERENCES

Available upon request (or attached)

Functional Résumé Format

GILBERTO ESPINOZA

2876 Enchanted Way, Hemet, CA 92672 Telephone: (909) 767-2403

OBJECTIVE

To obtain a challenging position in an office that will utilize my skills with the long-range goal of being in a management level position.

EDUCATION

6/99

VALLEY WEST HIGH SCHOOL Hemet, CA 98732

Diploma

Courses: Computer Aided Drafting (CAD), Computer Graphics, English, Math, and Science

9/98 to 6/99

Word Processing REGIONAL OCCUPATIONAL PROGRAM

Certificate of Training

EXPERIENCE

1/99 to 6/99

VALLEY WEST HIGH SCHOOL

Guidance Office Receptionist/Clerk (ROP Internship)

Responsibilities: Answered multi-line phone, processed messages for counselors, answered questions from students and parents, filed student cum records, prepared student records for mailing, and other general clerical duties.

6/98 to 1/99

PARKVIEW HOSPITAL Hemet, CA 98732

Medical Records Clerk (Volunteer)

Responsibilities: Filed medical records, separated and alphabetized doctors' reports, entered data into the computer on medic 555I information, prepared records for closing files, and other general clerical duties.

6/96 to 6/98

THE PRESS ENTERPRISE Hemet, CA 98732

Delivery Person

Responsibilities: Delivered the paper to subscribers and solicited new customers.

SKILLS

- Knowledgeable in Microsoft Word, Excel, and WordPerfect
- Skilled in AutoCAD and computer graphics
- Experienced in public relations and multi-line phone systems

REFERENCES

Available upon request (or attached).

Chronological Résumé Format

Scannable Résumés for Today's Job Search

Many organizations including IBM, MCI, Motorola, and UCLA, are beginning to incorporate applicant tracking computer systems into their human resource departments. With the applicant tracking systems, when a potential employee sends in a résumé for either a solicited or unsolicited position, the résumé is scanned and placed in an electronic employment folder. The résumé is then compared with the job opening possibilities and either a letter for an interview or a letter of rejection is generated depending on the final recommendation of the human resource personnel.

Résumés for individuals who are hired are stored in an electronic folder that is periodically updated with their job performance information. This database is used to locate candidates for job advancement. Therefore, if you are hired by a firm with this system, remember to update your résumé every six months and date your résumé! A word of caution—since the majority of these computer scanning systems are housed in the human resource department, be careful about sending duplicate résumés because it will appear that you don't know what position you want or what you want to do! Some companies that do not have their own computer systems for human resource are leasing the scanning services from providers.

Keywords. The scannable résumé follows the traditional style, but includes a section with a listing of the keywords. Keywords are placed at the top of the résumé because many programs will scan only the first 50 words of a résumé. Keywords are generally nouns that label you; it is best to have around 20-25 keywords for a scannable résumé. Since the keywords mark the electronic trail, you must learn the keywords that are used in the field for which you are applying to improve your chances for a job interview. Each time one of your keywords matches a keyword for the particular position, you have a "hit." The more "hits" you receive, the better your chance for a job interview! Include only keywords that correctly and honestly describe you and your qualifications. The keywords are generally nouns. Include job titles, department names, companies and organizations, degrees, skills or knowledge possessed by the applicant, class ranking, skills, and interpersonal traits. Example of keywords are as follows:

Examples of Keywords

ability to delegate	MBA
analytical ability	manager
communication skills	payroll
Fortune 500	SHRM
loyal	team player
organized	tenacious
student body president	willing to travel
2 years experience	Windows
accountant	adaptable
accurate	college graduate
assertive	fluent in Spanish
ethics	leadership
B.S.	marketing
flexible	salesperson
high energy	50 wpm
human resources	Word

Source: Joyce Lain Kennedy and Thomas J. Morrow, *Electronic Résumé Revolution* (John Wiley & Sons, NY, 1994).

Preparing a Scannable Résumé. Organization and appearance of the scannable résumé are essential to the success of your job search. The applicant's name and address should be centered and be the first lines of the résumé because the scanned résumé must conform to the client's standardized profile sheet. The type font should be sans serif and the font size between 10-14 points—12 is the preferred font size. Boldface is acceptable, but the résumé should not have any italic, script, or underlined text. The computer will read these styles as blurs. Your goal is to have a plain vanilla styled résumé. Use high quality, clean, 8 1/2 by 11 inch white bond paper. The résumé should be printed on a laser printer. Remember to send your résumé to the company in a 9" by 12" mailing envelope to avoid folding the résumé; otherwise, the fold may cause the scanner to skip words.

To have your résumé selected for human review in this computerized process, you must learn how the computer programming works. If you know your résumé will be scanned by a computer, find out—from the company or another source—the nature of the computer program so you know what content to include. This computer-friendly résumé can be read easily and accurately by scanners as well as human eyes.

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Professor, Cal Poly Pomona*

Sally Kwan
186 Durango Circle
Livermore, CA 94550
Home: (510) 555-1751
Email: skwan1@net.com

KEYWORDS

Human Resources, Management, Organizational Skills, Project Coordinator, Supervisor, 4+ years experience, Team Player, 401K, Service Award, B.S., IBM, Macintosh. MS Word, PowerPoint, GroupWare, Outlook 98, Resumix, communication, President's List. SAM, SHRM, willing to relocate, willing to train, Spanish Fluency

OBJECTIVE

Seeking a Human Resources position, which will utilize my management and organizational skills and lead to increased responsibility and advancement.

EDUCATION

Cal State Hayward, Hayward, California
Bachelor of Science, Business Administration Degree, 1998
Management and Human Resources Major, 3.33/4.0 (Overall) GPA

Chabot College, Livermore, California
Associate in Arts Degree, 1995
Liberal Arts Major. 3.25/4.0 (Overall) GPA

Computer Experience and Training. Hardware: IBM PC, Macintosh, VAX VT120 (UNIX); software: MS Word 7.0, MS Excel 7.0. MS PowerPoint 7.0, MS Access 7.0, MS Schedule+, Outlook 98, NetMeeting, email, Synchronics, GroupWare.

Relevant Coursework. Human Resources Principles, Staff Development, Training and Development, Compensation and Benefits Planning, HR Computer Applications, communications for Management.

EXPERIENCE

Tools-R-Us, Livermore, CA 94550
September 1995 to present
Human Resources Specialist and Supervisor

Manage 15 employees in human resources department, coordinate medical, 401K, and pension plans, train employees in human resources hiring procedures, ensure compliance with affirmative action programs.

ACHIEVEMENTS/ACTIVITIES

President's Honors List; Community and High School Tennis Coach; BSA Den leader; Member of Society for the Advancement of Management and Society for Human Resource Managers.

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Résumé Check List

- Is the résumé neatly typed?
- Is it free of spelling errors?
- Is it grammatically correct?
- Is it presented in a well-organized format?
- Is the information provided job related?
- Is the résumé limited to one page?
- Does the result highlight your strengths?

Is the following information included?

- Name
- Address
- Telephone number E-mail address if available.
- Work and/or voluntary experience
- Educational background
- Skills and abilities related to the target job
- Outstanding accomplishments and awards if applicable
- References on a separate sheet if not on the résumé
- Is it PERFECT?