

RESUME PREPARATION





What is 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 large numbers of candidates.

Remember to accompany your resume with a cover letter to be more effective!

RESUME DO'S AND DON'Ts



DO make your resume easy to read: On average, an employer will spend less than three minutes reviewing your resume. Keep it uncluttered with plenty of white space. Avoid wall to wall writing.

DO use **bold/CAPS** to make all section headings stand out and bullets to highlight your achievements. **DON'T** type your resume on brightly coloured paper

DO include as much contact information as possible -- any information that would enable an employer to reach you during business hours.

DON'T include on your resume your height, weight, age, date of birth, place of birth, marital status, sex, ethnicity/race, health, social insurance number, names of former supervisors, street addresses or phone numbers of former employers, picture of yourself, salary information, the title "Resume," or any information that could be perceived as controversial, such as religious or political affiliations.

DO keep your resume short. One page or two pages at most.

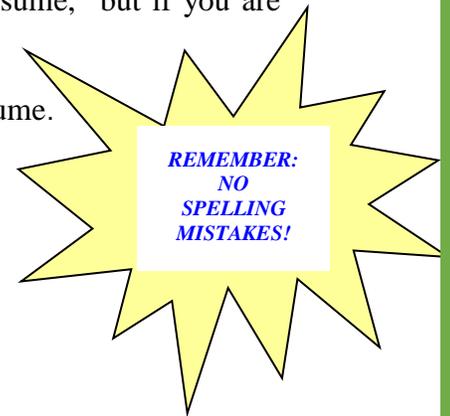
DO grab the employer's attention: Use action key words to bring your resume to life.

DON'T exaggerate the truth. By all means, present your achievements in the best possible light, but be careful about stretching the truth. If you don't tell the truth, it will likely come back to haunt you.

DON'T discount the possibility of a FUNCTIONAL format for your resume. This format can be strategic for students who lack experience and those with gaps in their employment. A functional resume is organized around functional skills clusters (eg: Customer Service and Sales Skills / Computer Skills / Interpersonal and Teamwork Skills). After listing three to four skills clusters and showing how you've demonstrated those skills, you provide a bare-bones work history at the bottom of your resume.

DON'T list references right on your resume. References belong in a later stage of the job search. **Keep references on a separate sheet** and provide them when they are specifically requested. **DO** realize that the phrase "References available upon request" is highly optional because it is a given that you will provide references upon request. The line can serve the purpose of signaling: "This is the end of my resume," but if you are trying to conserve space, leave it off.

DO proofread carefully. Misspellings and typos are deadly on a resume.



REFERENCES

- References should not be part of your resume. Rather, create a separate reference list on the same paper you used for your resume.
- Former bosses make the best references. School teachers are good too. If you're just starting out, get character or personal references from people who know your skills and attributes (eg: sports or volunteer associations, clubs and so on)
- Do not use friends or family members as references.
- Do not use someone as a reference unless you have their permission.
- Choose your references carefully – people who will say good things about you.
- When you apply for a job, make sure you inform your references that they should expect to receive a call
- Make sure you spell their names correctly and list the organizations they work for, position and current telephone number.
- Every time you change employment, make a point of asking for a letter of reference from your supervisor. Request that they be written on company letterhead paper, if possible. That way you can create a file of recommendations from people you may not be able to track down years later.
- A prospective employer should ask your permission before contacting your current employer. It is perfectly acceptable to say that you are not comfortable with your current employer being contacted at the present time. However, do have a list of alternative references available.
- When you obtain employment, send a thank you note to your references.

PUTTING YOUR RESUME TOGETHER

Gather information on the following before you start typing your resume

CAREER OBJECTIVE: The purpose of a career objective is to tell an employer what you want to do. **If you choose to use a career objective (it's optional), make sure you adjust your objective for the type of job or industry you are applying to.** With today's word-processing programs, there's no reason why you can't have several versions of your resume with the *only* difference being your objective.

EDUCATION is a very important section on your resume, particularly if you have limited work experience. Employers are not only interested in your level of education, but what else you were involved in at school. All of the following qualifications could be included:

- ◆ **DIPLOMA/CERTIFICATE:** Did you graduate? What is the name of your certificate or diploma?
- ◆ **VOLUNTEERING:** Did you volunteer in the library, cafeteria, or computer lab? Were you a member of the Student Council / Grad Committee? Get involved with school groups? (Green Team and so on) Work on the yearbook?
- ◆ **WORK PLACEMENTS:** Did you complete any co-op or work experience placements?
- ◆ **SPORTS/ACADEMIC ACHIEVEMENT:** Were you on a school sports team? How many years? Include these and point out that this demonstrates teamwork skills, a strong work ethic and self-discipline. Add any championships or medals won. Also mention any time you played a leadership role, such as team captain or coach.
- ◆ **AWARDS/ACCOMPLISHMENTS:** Did you receive a Certificate of Merit for Outstanding Attendance? Or for leadership? Or for volunteering at school? Did you achieve honour roll? These accomplishments can offer "proof" to an employer of your character, dependability and work ethic.
- ◆ **SPECIFIC COURSES:** Did you take any courses that are relevant to the job you're applying for? Identify them. Also think about courses that may not be relevant but may provide proof of your skills, such as Peer Tutoring or Entrepreneurship. Also mention any high grades or special projects completed.
- ◆ **WORKPLACE TRAINING:** Did you earn any workplace training certificates such as WorldHost, First Aid, Food Safe, WHMIS, Workplace Safety or High 5 Fundamental Movement Skills?
- ◆ **COMPUTER TRAINING:** Did you take any computer courses? Include specific courses you completed, software & operating systems you know and keyboard typing speed (if it's good and a selling feature).

WORK EXPERIENCE is also an underutilized section. Many resumes just list the job title and duties under each employer. While that is ok, sometimes it's already understood what the position involves. **Instead of just citing your job duties, talk about how well you did and provide proof.**

- ◆ **PROMOTIONS:** Did you get promoted? From what to what? After how long? Did you beat out other staff members for the promotion?
- ◆ **EMPLOYER EVALUATIONS:** Did you get a written evaluation of your work? Did you achieve high scores or receive positive comments?
- ◆ **AWARDS & RECOGNITION:** Did you earn Employee of the Month? Were you publicly or privately recognized for doing a good job? Did you receive any thank you letters from customers or clients?
- ◆ **PRODUCTIVITY:** Did you achieve or surpass specific performance goals? Did you earn any rewards, bonuses, commissions for your outstanding productivity?
- ◆ **COMPANY INVOLVEMENT:** Did you belong to the Social or Health & Safety Committee? What was your role? What did you accomplish? Did you volunteer to help the company in some way?
- ◆ **ADDITIONAL RESPONSIBILITY:** Did you go above and beyond in your job? How so? Did you cover for your supervisor while they were away? Did you work overtime when asked or come in to work on short notice?

ADDITIONAL SKILLS AND QUALIFICATIONS

- ◆ Proficient in (names of software programs): *Employers want to know what computer programs you know how to use*
- ◆ Travelled throughout Europe and South-East Asia: *Employers in hospitality and tourism may be interested in knowing you have extensive travel experience*
- ◆ Bilingual/fluent in another language: *Employers that interact with the public or deal with customers may benefit from your skill*
- ◆ Driver's license and access to a reliable vehicle: *Even if it's not required for the job, it may convince an employer that you won't have trouble getting to work*
- ◆ Physically fit: *If the job requires physical activity this is important to mention*
- ◆ Available to work any day or shift needed, including weekends and holidays: *Availability is important to businesses like restaurants, stores and call centres*

WORK AND VOLUNTEER EXPERIENCE

- ◆ Name of company
- ◆ Your position
- ◆ Month and years of when you worked/volunteered
- ◆ What duties you performed

HOBBIES AND INTERESTS

- ◆ Sports
- ◆ Clubs at school and outside of school
- ◆ Sewing, cooking, building model planes, drawing, working on cars etc.

NEED HELP WITH YOUR RESUME?

Visit the Career Centre for help preparing a professional resume

Still at a loss about how to describe yourself? Perhaps some of the following words fit...

Able to work independently	Efficient	Patient
Accurate	Energetic	People-Oriented
Adaptable	Enjoy challenges	Persuasive
Analytical	Enterprising	Polite
Articulate	Enthusiastic	Punctual
Businesslike	Friendly	Quick learner
Cheerful	Helpful	Resourceful
Collaborative	High Energy	Responsible
Competent	Honest	Sincere
Competitive	Imaginative	Self-driven / motivated
Conscientious	Industrious	Tactful
Cooperative	Innovative	Talented
Cope well with pressure	Likeable	Team player
Creative	Mature	Trustworthy
Dependable	Methodical	Versatile
Detail-Oriented	Open to new ideas	Well-organized
Diplomatic	Optimistic	

ACTION VERBS IN YOUR RESUME

What are action verbs? Action verbs are verbs that are used to emphasize your skills and experiences. It is important that you advertise yourself in a way that your resume stands out. Action verbs emphasize and highlight your skills and accomplishments.

COMMUNICATION:

Arranged
Authored
Collaborated
Communicated
Consulted
Drafted
Explained
Interpreted
Mediated
Negotiated
Persuaded
Presented
Reported
Responded
Translated

TEACHING / HELPING:

Advised
Assisted
Clarified
Coached
Contributed
Demonstrated
Evaluated
Facilitated
Guided
Instructed
Motivated
Resolved
Simplified
Trained
Volunteered

ADMINISTRATIVE:

Administered
Analyzed
Catalogued
Compiled
Determined
Developed
Estimated
Forecasted
Maintained
Organized
Prepared
Processed
Reconciled
Recorded
Scheduled

Janice Applicant

1234 Johnson Rd Surrey, B.C. V3S 0K5 Cell: 778-123-4567 email: japplicant@hotmail.com

EMPLOYMENT OBJECTIVE:

To obtain an entry level position that will further develop my skills as a good team player and to gain experience and insight into the (retail / hospitality / construction) industry.

EDUCATION:

Queen Elizabeth Secondary School
Currently enrolled in Grade ___, Co-op Program (etc)
Honour Roll student (if currently on Honour Roll)
P.E. Leadership / Peer Tutoring etc.

ATTRIBUTES AND SKILLS:

- ◆ Honest and reliable
- ◆ Enjoy working with the public
- ◆ Excellent time management and organizational skills
- ◆ Computer skills include: MS Word and PowerPoint
- ◆ Physically fit to do demanding work
- ◆ Congenial

CERTIFICATES AND AWARDS:

- ◆ WorldHost Certificate 2018
- ◆ Standard First Aid Certificate with CPR-C St. John Ambulance
- ◆ Valid Class N Driver's License with defensive driving training
- ◆ Student Council Member at Large : 2014 to 2016
- ◆ Most Valuable Player, Surrey Baseball Association 2017

WORK EXPERIENCE:

- | | |
|-----------------|--|
| Apr to May 2018 | Central City Law Corporation
Work Experience Placement
Assisted the general public, prepared paperwork, answered the telephone and filed reports |
| Feb to Mar 2018 | Sport Chek
Work Experience Placement
Priced new items, stocked shelves and provided excellent customer service to shoppers |
| Jan to Nov 2016 | Animals and Birds Care Home
Caretaker of rescued birds and animals
Feeding, cleaning cages and assisting the Veterinary Technician |

CARLOS CANDIDATE

9484 – 136 Street
Surrey BC V3V 5W4
604-555-1234

e-mail: candidate_c@gmail.com

CAREER GOAL

To obtain a part-time position where I can utilize my customer service skills. My long term goal is to pursue post-secondary education in business administration.

RELEVANT SKILLS

- ◆ Hardworking, strong communication skills, good listener, enjoy working with people, dependable, articulate, friendly and eager to help others.
- ◆ Tutored disabled teens (grade 10 – 12) in personal management skills such as cooking, grocery shopping and recycling.
- ◆ Helped younger students to master new skills in mathematics and biology. Required good communication and organizational skills and the ability to adapt to different learning styles
- ◆ Answered phones and obtained credit information as first step to loan approval. Required good listing skills and attention to detail
- ◆ Filed miscellaneous papers for accurate file retrieval.
- ◆ Cared for and provided meals for young family members over a 3 year period. Required good time management and conflict resolution skills
- ◆ Detailed new and used car interiors and exterior over the summer months, maintaining a clean and safe work area

WORK EXPERIENCE

July 2016 - Aug 2018	Car Detailer's Assistant, summer months ABC Super Cars	Surrey
May 2017 - June 2017	Filing Clerk, part-time (work experience) Lawrence & Company Accountants	Surrey
Jan 2016 - June 2018	After-School Peer Tutor Queen Elizabeth Secondary School	Surrey

PERSONAL INTERESTS

- ◆ Skateboarding, Snowboarding, Hiking, Swimming
- ◆ Playing Guitar