

Resumé Guide



Your Workforce Connection

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Introduction

This resume guide was developed in an effort to provide basic information for those individuals who have little or no experience creating resumes, cover letters, and thank-you letters.

This guide is not intended to be a comprehensive, all-inclusive volume that addresses all possible variations of resumes, cover letters, and thank-you letters. Feel free to modify the examples provided to meet your needs.

Resume Writing

A lot of preparation goes into an excellent resume. You do not simply begin by writing. First you have to complete an inventory or self-assessment of your education, work experiences, work related experiences, job duties and skills, work interests, and abilities. Then establish your employment goal. Once you know where you are in relation to getting a new job and what you are looking for in that job, you can begin organizing your information. Finally, you will write, rewrite, and edit. Once completed, you will want to continuously work at keeping your perfected resume up-to-date. As you grow, your resume should grow with you; its development should mirror your personal and professional development.

Your resume should be an honest presentation of your best.

Do not overwhelm employers by providing more information than necessary. Do not try to be everything to everyone. The greatest challenge will not be deciding what to put into your resume, but what to leave out. An attention-getting resume must target a specific occupation, be concise, and clearly identify your qualifications. Focus on your skills and accomplishments with specific attention to tangible results.

The Language of Resumes

Resumes should be skill based and clearly target a specific occupation.

You may use narrative, bullets, lists of key words, highlights, or other presentation styles. The resume should have impact and flair. What you say is important, but how you say it is just as important. An excellent strategy is to use action verbs to accentuate your qualifications. It is one thing to say that you have a particular skill; it is another to proclaim that you have excelled in its performance. Phrases such as, “mastered three word programs: WordPerfect, Microsoft Word, AmiPro,” or “Successfully increased regional sales by 1.2 million” have impact. Notice the use of quantitative measures to strengthen the statement. Look for similar measures to complement your resume.

The resume is like a preview of coming attractions; you want to save the best for the presentation. Therefore, it is best if the resume creates questions in the mind of the reader. These questions should not cast doubt on your qualifications or integrity, but create a desire to know more about you. “Profitably managed up to \$50,000 accounts receivable, reducing delinquent accounts from 22.7 percent to 10.4 percent” is such a statement. It leaves the reader asking the question, “How?” and should prompt an interview to find out more about you.

Resume Content

Name Block

Use your full first name. Avoid using “cutesy” nicknames or pet names. If you have a preference to be called by a shortened version of your full name, it is acceptable to put this name in parentheses. Your address should not contain abbreviations. Make sure your telephone number includes your area code. Provide a telephone number where you can be reached at all times by either an answering machine or an alternate message number. List your email address only if it isn't cutesy or offensive. Do not put your name and address on one line for a scannable resume, as the computer may be unable to read this format. Typing your name in bold or all capitals will make it stand out.

ELIZABETH (BETTY) APPLICANT
1443 Hire Me Lane
Employability, MN 55555
555-555-5555

Employment or Career Objective

Include an objective when you are pursuing a specific job goal or when you know the exact title of the position you are applying for. The objective may be considered an optional part of your resume. If you do not include an objective, be sure to include in your cover letter the specific job that you are applying for. A summary of your qualifications and accomplishments highlights skills that support your job goals. It can include key skills, employment-related accomplishments, and personal attributes.

Employment History

This information can be listed either chronologically or functionally.

Chronological

The emphasis is on a chronological listing of employment and employment-related experiences. The format highlights your recent employment, while de-emphasizing experiences further back in time. A steady work record with increasing responsibilities can be effectively showcased using this format. List each job separately starting with your most recent. Include name, address of the employer and dates employed by the employer. List job duties, skills acquired, special assignments, and accomplishments.

Functional

The Functional resume highlights skills, experiences, and accomplishments without identifying specific dates, names, and places. In a true functional resume, there is no chronological listing of employment. Identify the major categories of work or experience that you want to highlight. For example, management, customer service, computer, sales, writing, etc., in order of pertinence to your job objective. Then show your experience and accomplishments under each of these broad categories.

Organizations

List organizational memberships related to your job goal that show professional standing. Avoid using non-employment related or controversial organizations. Generally, it is best *not* to mention specific religious or political affiliations or other potentially controversial groups unless they directly relate to the job you want.

Awards or Recognition

Let the employer know of any awards or recognition you have received; e.g., Employee of the Month, if it is timely and appropriate.

Education

If your skills and experiences come from employment, list employment first and education last. List education first if the emphasis is on education; i.e., a recent graduate. If you are a college graduate, state the name of the institution, location (city and state), degree earned, and field of study.

Additional Points to Consider Regarding Education

- Carefully consider listing dates you graduated from school. List the dates of recent education because it increases its value. Other educational experiences may not be valued by the reader and can be used in age discrimination.
- Do not list high school graduation if you completed a college degree. If you have taken post high school classes but did not achieve a degree, then list your high school.
- When listing a recent education, target specific skills and academic accomplishments.
- A General Equivalency Diploma (GED) can be listed as a high school degree. If the GED was achieved through a local school, list the name of that school, otherwise leave it off. You may choose to list the last school you attended or the school district name.
- Do not include an education section if you dropped out of high school and had no formal training either in school or from an employer.

- Include relevant employer-sponsored training. Be sure that the training is targeted to your job goal and is attention-getting to a new employer. Summarize extensive employer training by type, and only include training that is relevant to a new job.
- If you have conducted a thorough independent study into a job-related topic, you may summarize it as part of your education.
- If you are currently taking classes or pursuing a degree related to your job goal, include them in the resume. List the skills acquired, academic accomplishments, and the projected date of completion.

Military

Include military experience that fills gaps in employment or supports your job goal as part of your work history. “Civilianize” your military language; e.g., change NCOIC to Supervisor.

Hobbies/Personal Interests

Include hobbies/personal interests if they are employment-related, are not controversial, and they show skill and experience.

References

Do not include reference sources on the resume. Do not use the statement, “References available upon request.” References should be listed on a separate page with the same heading (name block) as your resume. It is assumed by most employers that you will provide them with this information. Once an employer requests references, be prepared to give them three to five sources who can speak about your work habits and professional qualifications. Always seek permission before using someone as a reference. Always take a copy of your references to an interview.

Resume Presentation

Quality Paper

- Should be standard letter size, 8½ x 11
- White is considered the best color; off white, cream, or gray is acceptable
- Avoid colored paper unless you are a graphic artist or in the art field

Producing

- Use a common word processing or desktop publishing program to produce your resume.
- Typing your resume on a standard typewriter should be avoided since its print lacks quality and editing will be difficult.

Reproducing

- When making copies for distribution, laser printing is preferred.
- If you reproduce your resume on a photocopier, make sure the copies are clean.
- Print at least one clean, white, paper copy to use when faxing your resume.

Resume Format

There are three common resume formats: the Chronological, the Functional, and the Combination.

Usually your career objective will influence your choice. If you are unsure of which format to use, complete the accompanying resume worksheets, and select the one that best portrays your qualifications.

Chronological

The emphasis is on a chronological listing of employment and employment-related experiences. This format highlights recent employment while de-emphasizing work experiences farther back in time. A steady work record with increasing responsibilities can be effectively showcased using this format.

Best for people:

- With a consistent employment history (no gaps).
- Whose past employment experiences are directly related to their current employment goal.
- Who are entering a traditional field (government, education).

Not recommended for:

- Individuals with gaps in work history
- New graduates
- People changing careers

Begin by listing your most recent employment experience and working backwards. Include dates, names, and contact information, such as addresses and telephone numbers.

Chronicle 5 to 10 years of employment history. Experience from over 10 years ago begins to lose impact and opens the potential for age discrimination. If you have valuable experience beyond 10 years, consider using either the Functional or Combination resume.

Functional

The Functional resume highlights skills, experiences, and accomplishments without identifying specific dates, names, and places. In a true Functional resume, there is no chronological listing of employment.

Best for people:

- Changing careers, including military personnel moving into civilian employment
- Re-entering the workforce after a gap in employment
- Who are first time job seekers
- Who want to emphasize experience that may be viewed as outdated
- Whose work has been free lance or temporary

However, many employers do not like this format; it creates suspicion that the person may be hiding something. The employer may suspect a job hopper, an older applicant trying to disguise age, a lack of career progression, underemployment, employment gaps, or too little relevant experience.

Combination

The Combination resume features a functional section that highlights skills, accomplishments, and experiences. It also includes a chronological listing of employment, education, and employment related experiences. The Combination resume is a very effective format for many job seekers.

Example of Chronological Resume

Roarke O'Reilley, AIA

3500 West 52nd Street, New York, NY

212-555-4482

Reilleyaia@yahoo.com

Objective: A position as senior Architect using my management and design experience.

Professional Experience:

TAGGART, GALT AND ASSOCIATES

New York, NY

Vice President of Project Management

July 1997 to Present

Developed and administered interior design projects for a 100-person architectural practice.

Coordinated several multi-family housing developments.

Administered a multi-million dollar budget.

Coordinated environmental reports with engineers on federal, state and local levels.

CITY OF ELLINGTON

Ellington, CT

Plan Reviewer

January 1995 to July 1997

Issued building permits and enforced city building codes.

Communicated with local businesspeople on a daily basis.

ROARKE O'REILLY & ASSOCIATES

Ellington, CT

Owner, Architect

May 1994 to December 1996

Conferred with clients, determining their needs and desires.

Designed a twelve-room home for the city's mayor.

Developed preliminary concept for Ellington City Museum.

Revised drawings for Lazenby Consulting's reconstruction project.

DesignPlan, Inc.

New Britain, CT

Draftsperson

January 1993 to May 1994

Education: University of Connecticut

Stanford, CT

Master of Architecture

May 1996

Northeast Technical College

New Britain, CT

Bachelor of Science in Environmental Design

May 1992

Community:

Chamber of Commerce, member.

Big Brother/Big Sister Local Chairman.

Toastmasters International, member.

Example of Chronological Resume

Greer Melcher

4409 Somerville Falls
Elkridge, MD 21227
(410) 555-3212
GM123@yahoo.com

Objective: A position as a warehouse stock supervisor, utilizing my vast experience in a warehouse setting

Qualifications:

- Contributed to profitability by reducing the percentage of damaged stock accepted from shippers.
- Assisted stock supervisor in determining warehouse layout and methods of storage, considering temperature, humidity, height and weight limits, inventory turnover rates and total available space.
- Demonstrated expertise in using database and word processing software for tracking inventory, generating stock records and preparing other reports.

Experience:

Stafford Automotive

Elkridge, MD

Warehouse Stock Clerk

July 1993 to Present

- Received, stored and issued equipment, tools, automotive parts and other merchandise
- Counted, sorted, weighted and examined incoming articles to verify receipt of items on invoices and to ensure conformance to specifications
- Marked identifying codes, figures and letters on articles and stored articles in bins and on shelves according to identifying information
- Filled orders and issued supplies from stock
- Participated in inventory of stock
- Compiled reports on orders filled, use of stock-handling equipment, adjustments of inventory counts and stock records, damage to stock and refusal of shipments

Stafford Automotive

Elkridge, MD

Assistant Stock Clerk

January 1992 to June 1993

- Assisted warehouse stock clerk.
Handled heavy equipment for transporting stock.
- Input data from invoices, bills of lading and other stock records into warehouse database.
- Filled orders.

Education:

Carter High School
High School Diploma

Elkridge, MD

Next Most Recent Employer City, State

Your Title While Working There Dates You Worked There
(From: _____ to _____)

*

Next Most Recent Employer City, State

Your Title While Working There Dates You Worked There
(From: _____ to _____)

*

Next Most Recent Employer City, State

Your Title While Working There Dates You Worked There
(From: _____ to _____)

*

EDUCATION: _____

Name of School	Location of School (City, State)

Degree, Certificate, or Credential Earned	Dates Attended
	(From: _____ to _____)

MILITARY HISTORY: (if applicable)

Branch of Service and Rank or Rate	

Notable Awards or Decorations	Year Separated

In a chronological format, a recent graduate has the option of putting their education prior to their work experience, especially if the graduate is now forging into a new field from prior work history.

NOTE: This handout is designed to be used as a guide only. It is assumed that some individuals will need more space in some areas and less in others. Feel free to use extra paper to make your plan complete, or leave spaces blank if they do not apply.

Example of Functional Resume

Orville Handy
5555 Shore Drive
Anytown, ND 55555
(555) 555-5555

OBJECTIVE

Motivated, conscientious worker with over eight years of work experience seeking a position in production or fabrication.

SUMMARY OF QUALIFICATIONS

Welding--

Substantial experience in all aspects of welding including:

MIG	TIG	ARC	Quality Control
Wire Feed	Plasma Cutting	Safety Procedures	

Painting--

Auto Body – all aspects including estimating, preparation and application.

Production Painting – Maintenance and troubleshooting of equipment, preparation of surfaces and coating mixtures, inspection of products to ensure quality standards.

Fabrication--

Skilled in selection, layout, measuring and cutting of material; drilling, punching, and shaping; and installation of assemblies.

Equipment Operated--

Various styles and sizes of forklifts. All hand and power tools used in production and auto body painting; metal fabrication and welding.

Additional Skills--

Performed general maintenance on welding equipment and production machinery. Basic carpentry, electrical and plumbing skills. Proficient user of Microsoft Windows and Word. Blueprint reading. Trained new employees and ensured adherence to quality control standards.

EDUCATION

Welding and Blueprint Reading Certificate

Dakota Technology Center
416 Shore Road
Our Town, ND 58555

Example of Functional Resume

JOHN DOE

4545 10th St N
Fargo, ND 58102
(701) 239-7300

EMPLOYMENT OBJECTIVE

To obtain a building maintenance technician position or a construction laborer position.

SUMMARY OF SKILLS

- Industrious, reliable, highly-motivated and thorough
- Ability to safely operate power machines, tools, saws, sanders and drills
- Operate, repair and maintain mowers, snow blowers, buffers and trucks
- Experience with household repairs, painting, siding and construction

RELATED VOLUNTEER EXPERIENCE

Janitorial

- Maintained all aspects of home, and made minor repairs to structures and equipment
- Assisted friends and neighbors with lawn care, mowing, raking, shoveling, painting, buffing, sanding, remodeling and cleaning
- Helped residents repair and clean homes after a flood

Construction

- Assisted in building or remodeling homes for low-income families
- Sanded floors, walls, and cupboards
- Laid sheetrock, painted and stained woodwork, mixed cement, and sided outside walls
- Drove and repaired trucks

VOLUNTEER WORK HISTORY

Goodwill Industries
Habitat for Humanity

Fargo, ND
Bismarck, ND

EDUCATION

Diploma: Johnson High School - St. Paul, MN

Functional Resume Worksheet

First Name, Middle Initial, Last Name

Street Address, Apartment Number, City, State, ZIP Code

() _____
Area Code Telephone Number E-mail Address

OBJECTIVE: (Optional)

Name the position you are seeking.

SKILLS/ABILITIES:

Name the first skill needed for your occupation.

Give an example of how you used it.

Give another example of how you used it.

Give another example of how you used it.

Name the second skill needed for your occupation.

Give an example of how you used it.

Give another example of how you used it.

Give another example of how you used it.

Name the third skill needed for your occupation.

Give an example of how you used it.

Give another example of how you used it.

Give another example of how you used it.

WORK HISTORY:

Most Recent Employer

City, State

Your Title While Working There

Dates You Worked There
(From: _____ to _____)

Next Most Recent Employer

City, State

Your Title While Working There

Dates You Worked There
(From: _____ to _____)

Next Most Recent Employer

City, State

Your Title While Working There

Dates You Worked There
(From: _____ to _____)

EDUCATION: _____

Name of School	Location of School (City, State)
_____	_____
Degree, Certificate, or Credential Earned	Dates Attended (From: _____ to _____)
_____	_____

MILITARY HISTORY: (if applicable)

Branch of Service and Rank or Rate	

Notable Awards or Decorations	Year Separated
_____	_____

NOTE: This handout is designed to be used as a guide only. It is assumed that some individuals will need more space in some areas and less in others. Feel free to use extra paper to make your plan complete, or leave spaces blank if they do not apply.

Example of Combination Resume

Wendy R. Gilbert

479 Taliaferro Drive
Berkeley, CA 94707
415-555-3032

OBJECTIVE: Marketing Department Administrative Assistant

RELEVANT EXPERIENCE AND SKILLS:

Office Experience

- Managed an office staff of four in a busy mid-town telemarketing firm.
- Developed a new filing system, including organizing files for off-site storage.
- Served as Key Operator for all office machines, including photocopiers, adding machines and typewriters.

Computer Knowledge

- Trained subordinates in popular business software programs such as Word, Excel, PowerPoint and Access.
- Developed a contact management system using Polaris PackRat software, increasing productivity for management.

Communication & Telephone Skills

- Answered and routed telephone calls, never leaving a person on hold unattended for more than one minute.
- Selected as the voice for company's voice-mail system.
- Assisted in writing training manuals for office procedures.

EMPLOYMENT:

Computer Solutions
Administrative Assistant

Berkeley, CA
2000 to Present

Aaron Telemarketing, Inc.
Administrative Assistant

Berkeley, CA
1999 to 2000

Aaron Telemarketing, Inc.
Receptionist

Berkeley, CA
1997 to 1999

EDUCATION: **CareerCom Business School**
Associate of Arts degree in Office Management

Berkeley, CA
1999

Example of Combination Resume

GREGORY SMITHERS

435 Miranda Drive Unit 62 Bend, OR 97723 (503) 636-9087
E-mail: xyz@aol.net

Objective: Medical Laboratory Technician
Extensive experience as a registered Medical Lab Technician with success in pediatrics and a trauma emergency hospital.

Summary of Skills & Experience:

Lab Technician

Highly skilled lab technologist, with experience serving ER, Urgent Care, Pediatric ER, and Stab-Room Trauma Unit. Processed cultures in microbiology, gram stains, urinalysis and various manual tests.

Phlebotomy

Inpatient and outpatient, pre-op and post-op, blood draws. Recognized for exceptional skill in serving hard to draw patients and children.

Instrument Maintenance

Skilled in troubleshooting and maintaining of specialized technical equipment.
Maintained on line performance and peak output.

Teaching

Mastered teaching techniques and possess excellent communication skills. Provided training to staff members on equipment operation and procedures.

Quality Control

Maintained high quality standards with an emphasis on accuracy within strict guidelines. Maximized lab performance through organization, equipment testing and procedure development.

Experience: Hennepin County Medical Center Minneapolis, MN
Medical Laboratory Technician, ASCP May 1994 to September 2004

- Increased lab efficiency through improved processing procedures, research and development of technical equipment, and lab layout and design.
- Maintained peak lab performance. Blood samples from Stab-Room Trauma Unit had to be accurately processed in 2 minutes!
- Assisted medical staff in the research and development of "Kiss of Life" mask used in respiratory emergency care.

Certified: American Society of Clinical Pathologists

Education: College of St. Catherine Minneapolis, MN
Medical Laboratory Technician 1994

Mankato State University Mankato, MN
Biology/Chemistry 1992

Example of Combination Resume

JOANNE SIMPSON

1609 Walnut Street, Apt. 3
San Francisco, CA 94123
(415) 555-0101

Objective: Entry level position in a market research firm, leading to account management.

SUMMARY

- 8 year background in retailing and wholesaling.
- Degree in Business with concentration in Marketing.
- High level of enthusiasm and commitment to a marketing career.
- Strong leadership qualities; able to take charge and get things done.
- Broad perspective of people and markets, based on extensive travel.

RELEVANT EXPERIENCE

Sales

- Sold Clinique cosmetic products in three major retail stores:
Demonstrated the product to individual customers, advising on colors and use of skin care products; displayed merchandise in cases and throughout the department.
- Represented Clinique during promotional events at Bay Area retail stores, advising customers and doing product demonstrations.
- Prepared monthly sales reports, wrote purchase orders, and maintained stock control book.

Management

- Developed an understanding of group dynamics, individual motivation and interpersonal communication skills, in classes on *Management and Human Behavior in Organizational Settings*.
- Managed Clinique counter at Bullock's and the Crescent, involving supervision of two sales employees, staff motivation, and achieving sales goals.

Promotion and Advertising

- Developed a media plan as a component of an advertising campaign for a food product (class assignment), addressing three explicit marketing objectives:

...Obtain greater distribution

...Increase market share

...Increase sales by 5%.

EMPLOYMENT HISTORY

2000 - present	Retail Sales	MACY'S Clinique Counter, San Francisco
1999	Promotional Asst.	CLINIQUE COSMETICS, Bay Area
1998 - 99	Asst. to Office Mgr.	MARKETING VP of Bremworth Carpets, SF
1994 - 98	Counter Manager	BULLOCK'S Clinique Counter, SF

EDUCATION

B.S., Business - concentration in Marketing, San Francisco State University

Combination Resume Worksheet

First Name, Middle Initial, Last Name

E-mail Address

Street Address, Apartment Number, City, State, ZIP Code

() _____
Area Code Telephone Number

OBJECTIVE: (Optional)

Name the position you are seeking.

SKILLS/ABILITIES:

Name the first skill needed for your occupation.

Give an example of how you used it.

Give another example of how you used it.

Give another example of how you used it.

Name the second skill needed for your occupation.

Give an example of how you used it.

Give another example of how you used it.

Give another example of how you used it.

WORK HISTORY:

Most Recent Employer	City, State
Your Title While Working There	Dates You Worked There (From: _____ to _____)

***Tell what you did, as clearly and exactly as you can. Emphasize results and accomplishments directly attributable to the fact that you were there. Whenever possible, use numbers, percentages, increases or dollar figures to indicate exactness in what you accomplished while you were there.**

*

Next Most Recent Employer	City, State
Your Title While Working There	Dates You Worked There (From: _____ to _____)

*

EDUCATION:

Name of School	Location of School (City, State)
Degree, Certificate, or Credential Earned	Dates Attended (From: _____ to _____)

MILITARY HISTORY: (if applicable)

Branch of Service and Rank or Rate	
Notable Awards or Decorations	Year Separated

NOTE: This handout is designed to be used as a guide only. It is assumed that some individuals will need more space in some areas and less in others. Feel free to use extra paper to make your plan complete, or leave spaces blank if they do not apply.

Do's

- Lead with your strongest statements
- Emphasize your skills
- Keep it brief (1 – 2 pages)
- Use 8 ½"x 11" paper
- Correct all typographical, grammatical and spelling errors
- Include employment-related accomplishments
- Target your qualifications
- Clearly communicate your purpose and value to employers
- Maintain appealing visual appearance
- Use the best format to showcase your skills
- Appear neat, well-organized and professional
- Be creative
- Always include a cover letter when mailing your resume
- Use quantifiable measures, values, percentages, and outcomes to enhance your qualifications
- Have two others proofread and critique your resume for accuracy and impact
- Present yourself accurately and positively

Don'ts

- Do not use abbreviations (Exceptions include middle initial and the use of standard abbreviations for addresses)
- Do not use "I" to refer to yourself
- Avoid any mention of salary expectations or wage history
- Do not use fancy typeset, binders or exotic paper
- Do not send a photograph
- Avoid statements that you cannot document
- Do not include personal information (age, height, weight or family status)
- Do not change the tense of verbs, or use the passive voice
- It is not necessary to use the word "resume"
- Do not include references (they should be on a separate sheet)
- Do not include hobbies or social interests unless they are relevant to the job
- Do not staple or fold your resume

Resume Critique Form

Use this form to rate your resume, or have someone familiar with your career field rate it. Grade the resume in each category as *EXCELLENT*, *AVERAGE*, or *POOR*. Write in suggestions for improvement.

ITEM	Excellent	Average	Poor	Problem Area	Improvements
1. APPEARANCE Does it look good without reading it?					
2. FORMAT Was the best format used to sell your strengths?					
3. SKILLS Is the resume skill based? Count the skills _____					
4. KEYWORDS Are keywords and phrases easy to identify?					
5. FOCUS Does the content point to your employment objective?					
6. SCANNABILITY Is it designed to be easily read by a scanning system?					
7. PROOFING Is it free from grammar, spelling or typing errors?					
8. LENGTH Is it reasonable in length?					
9. INTEGRITY Is it an <i>honest</i> presentation of your best qualifications?					
10. APPROPRIATE Will the content capture an employer's interest?					

Tips for Scannable Resumes

- Give priority to your skills on your resume. Employers want to know what you can do, not just where you have been. This is why scannable resume systems are set up to read skill words. Place the important skills at the beginning of the resume where employers can see them first. Scannable database systems sometimes store a fixed number of skills, so those that come later may not be picked up by the system. Ensure that your skills and occupation-specific keywords match your objective.
- Place your name, address, and telephone number with the area code below the top margin. This key information helps interested employers reach you, and is the preferred format for scannable systems. Put your name on each succeeding page.
- Use generous margins and plenty of white space. One-inch margins enhance the readability of your resume. Balance the body of the resume so that the content is not compressed. For multiple pages, ensure that information is balanced over the pages. The final resume should be high-contrast images, such as dark ink on white or light-colored paper.
- Use vertical and horizontal lines sparingly, and include a quarter-inch of space around them. (Scanning systems may be unable to read lines).
- Avoid graphics and shading. Shading reduces the contrast, which makes text hard to read. Graphics may catch the human eye, but do not make sense to scanning systems.
- Use a font size between 10 and 14 points. Do not use script, *italic*, or underlining.
- Highlight information using **bold** or CAPITAL letters.
- Stapling or folding diminishes the visual appearance of the resume and affects scannability. Avoid fasteners, and consider sending your resume flat in a large white envelope.
- Be sure your resume is high quality and looks professional. Laser print your final copy. Remember, this is your advertisement to employers.
- Choose a typeface (font style) that is easy to read, such as Times New Roman, Arial, Courier New, or Century Schoolbook.

Sample Suggested Skill Areas for a Functional Type Resume

Administration
Analysis
Auditing
Bookkeeping
Communications
Community Organizations
Computer Use
Consulting
Coordination
Counseling
Curriculum Development
Customer/Client Relations/Service
Data Analysis
Data Collection/Entry
Designing
Editing
Engineering
Evaluation
Facilitating
Financial Research/Planning/Analysis
Fund Raising
Human Resource Management
Interpreting
Interviewing
Inventory Control
Management
Marketing
Media Relations
Merchandising
Negotiation
Nursing
Office Support
Operations Analysis
Organizational Development Planning
Problem Solving
Product Presentation/Demonstration
Production
Program Development/Analysis
Promotion
Public Relations
Public Speaking
Purchasing
Quality Control/Assurance
Record Keeping
Reporting
Research
Sales
Special Events Planning
Staff Development
Supervision
Systems Analysis/Design
Training
Writing

Phrases to Consider in Resumes, Marketing Letters, or Interviews

Expressions that can be used in the resume summary and letters

- Extensive experience
- Progressive experience
- Comprehensive experience
- Substantial experience
- Increasing responsibility
- Major strength(s)
- Outstanding record in
- Worked effectively with
- Strong background in
- Capable of
- Familiarity with
- A proven record in
- Key strengths include
- Successful accomplishments in
- Areas of expertise
- Outstanding track record

Phrases to describe education other than listed degrees

- Additional training in
- Attended
- In-house training
- Seminar in
- Business Management Programs
- Continuing Education
- Studies in
- Program in

Phrases that indicate part in group effort

- Contributed to
- Participant in
- Key member of task force
- Instrumental in
- As a team member

Phrases that are useful in discussing job change

- Career Objectives
- Career Change
- New career challenge
- New position
- New opportunity
- Re-evaluation/Reassessment of goals

Phrases to explain job loss

- Acquisition
- Closing
- Consolidation
- Cutback
- Decentralization
- Merger
- Reduction in force
- Relocation
- Reorganization
- Resizing
- Restructuring
- Streamlining

Sample Resume Headings and Titles for Chronological Resume

Academic Achievements	Employment Objective	Professional Affiliations
Academic History	Employment History	Professional Employment
Accomplishments	Exhibitions and Awards	Professional Organizations
Activities	Experience	Professional Qualifications
Additional Experience	Experience Highlights	Publications
Affiliations	Extracurricular Involvement	Published Works
Appointments	Foreign Language(s)	Qualifications
Athletic Involvement	Graduate School	References
Career Skills	Grad School Employment	Related Course Work/ Experience
Career History	Highlights of Qualifications	Skills and Attributes
Career-Related Experience	Honors, Activities, Organizations	Skills and Qualifications
Career Goal	Honors/Awards	Special Awards
Certificates	Internships	Special Training
Certifications	Job History	Special Abilities
Coaching Experience	Licenses	Special Skills
Community Involvement	Major Accomplishments	Special Interests
Computer Knowledge	Management Experience	Special Projects/Studies
Computer Experience	Memberships/Activities	Special Courses
Computer Languages	Military Experience	Student Teaching
Computer Skills	Military Service	Summary of Qualifications
Consulting Experience	Military Training	Teaching Experience
Course Work Included	Objective	Thesis
Dissertation	Occupational History	Travel Experience
Education/Career Experience	Other Skills/Experience	Volunteer Experience
Education	Overseas Employment	Work Experience
Education and Training	Position Objective	Work History
Educational Background	Professional Objective	Workshops and Seminars
Employment		

Skill Words

The following list of action verbs can help you write descriptions of your work experience for your resume.

Accomplished	Demonstrated	Generated	Monitored	Resolved
Achieved	Deposited	Governed	Moved	Retrieved
Acquired	Described	Graded	Navigated	Revised
Acted	Designed	Guided	Negotiated	Reviewed
Adapted	Developed	Handled	Obtained	Scanned
Advertised	Devised	Helped	Operated	Scheduled
Advised	Diagnosed	Hired	Ordered	Served
Analyzed	Directed	Identified	Organized	Set up
Announced	Displayed	Illustrated	Packed	Sketched
Appraised	Distributed	Implemented	Participated	Sold
Approved	Documented	Improved	Performed	Solved
Arranged	Drafted	Increased	Photographed	Sorted
Assembled	Drew	Indexed	Planned	Spoke
Assessed	Edited	Informed	Prepared	Staffed
Assisted	Educated	Initiated	Presented	Stocked
Assigned	Employed	Inspected	Presided	Summarized
Audited	Enforced	Installed	Printed	Studied
Authorized	Engineered	Instructed	Processed	Supervised
Balanced	Ensured	Integrated	Produced	Supported
Bought	Established	Interacted	Programmed	Surveyed
Built	Estimated	Interpreted	Promoted	Taught
Calculated	Evaluated	Interviewed	Proofread	Tested
Catalogued	Examined	Introduced	Provided	Traded
Chaired	Executed	Inventoried	Publicized	Trained
Changed	Expanded	Investigated	Published	Transcribed
Classified	Expedited	Judged	Purchased	Transferred
Cleaned	Explained	Led	Read	Transmitted
Collected	Fabricated	Lifted	Recommended	Translated
Communicated	Facilitated	Listened	Recorded	Tutored
Completed	Figured	Loaded	Recruited	Typed
Computed	Filed	Located	Redesigned	Updated
Conducted	Financed	Made	Reduced	Used
Constructed	Fitted	Maintained	Referred	Utilized
Consulted	Forecasted	Managed	Related	Volunteered
Contracted	Forged	Marketed	Reorganized	Wrote
Coordinated	Formalized	Measured	Repaired	
Copied	Formulated	Mentored	Reported	
Created	Founded	Merchandised	Represented	
Defined	Gathered	Modified	Researched	

Personal Characteristics

You may use the following words to describe yourself in cover letters, resumes, interviews, and thank-you letters.

Active	Eager	Meticulous	Self-confident
Accurate	Easygoing	Moderate	Self-controlled
Adaptable	Efficient	Modest	Sensible
Adventurous	Emotional	Natural	Sensitive
Aggressive	Energetic	Obliging	Serious
Alert	Enterprising	Open-minded	Sincere
Ambitious	Enthusiastic	Opportunistic	Stable
Artistic	Firm	Organized	Steady
Assertive	Flexible	Original	Strong
Bold	Formal	Outgoing	Strong-minded
Broad-minded	Frank	Patient	Sympathetic
Business-like	Friendly	Preserving	Tactful
Calm	Generous	Pleasant	Teachable
Capable	Good-natured	Poised	Thorough
Careful	Helpful	Polite	Thoughtful
Cautious	Honest	Practical	Tolerant
Cheerful	Idealistic	Precise	Trusting
Clear-thinking	Imaginative	Progressive	Trustworthy
Competent	Independent	Prudent	Unaffected
Confident	Individualistic	Purposeful	Unassuming
Conscientious	Industrious	Quick	Understanding
Conservative	Informal	Quiet	Verbal
Considerate	Ingenious	Rational	Versatile
Cooperative	Intellectual	Realistic	
Creative	Intelligent	Reasonable	
Deliberate	Inventive	Reflective	
Democratic	Kind	Relaxed	
Dependable	Likeable	Reliable	
Determined	Logical	Reserved	
Dignified	Loyal	Resourceful	
Discreet	Mature	Responsible	

Cover Letters and Follow-up Letters

Any time a resume is sent it should be accompanied by a cover letter.

The resume is an impersonal description of your qualifications, much like a product brochure. When presenting the resume to an employer, it needs to be personalized and targeted. The cover letter is your opportunity to personalize your resume and target your skills.

Any of the following formats can be used for the cover letter. A cover letter may be sent in response to an advertised job opening, a referral from a networking contact, or directly to an employer.

Cover Letter Formats

Invited Letter - This letter format is used when an employer has solicited the resume for consideration. This is often in response to a want ad or publicized job listing. This style focuses on matching your qualifications to the advertised requirements of the position.

Uninvited or Cold Contact Letter - Use this format to contact employers who have not advertised or published job openings. The focus is on matching your qualifications to the perceived needs of the employer based on labor market research. This strategy requires that a telephone call or personal contact with the employer either precede or follow the sending of the resume and cover letter.

Referral Letter - Through networking, informational interviews, and contact with employers, the effective job seeker will receive referrals to job opportunities. These referrals may be targeted to a specific job opening (advertised or unadvertised), or to an employer who may or may not be hiring now. In a referral letter, mention the individual who provided the information about the company or job.

Thank-you/Follow-up Letter - After a job or informational interview, when someone gives you a referral or information, or whenever someone takes time out of their schedule, send a thank-you letter or note to employers and employment contacts.

Thank-you letters and notes should be standard tools in your job search. The thank-you letter should follow a standard business letter format, while the note may be simply hand written.

At a minimum, a hand-written thank you should be sent after all interviews. This is your opportunity to make one more impression before the decision is made. Send a written thank you even if you are turned down for a job. Let the employer know that you appreciate them considering you, and would be interested in future opportunities.

Cover Letter Format

Your Name
Your Street Address
Your City, State, ZIP Code

The Date

Individual to whom you're writing
Individual's Title
Employer/Business Name
Street Address
City, State, ZIP Code

Dear (Name of Individual):

FIRST PARAGRAPH: (Why you are writing) In your initial paragraph, indicate the reason for writing, the specific position or type of work for which you are applying/inquiring, and how you learned of the opening.

SECOND PARAGRAPH: (Qualifications) If you are a recent or soon-to-be graduate, explain how your academic background makes you a qualified candidate for this position. If you have some practical work experience, point out specific achievements or unique qualifications that evolved from this work. Do not repeat the same information that is listed in your resume, or ask the reader to refer to your resume for details. Mention why you are excited about this position, the organization. **ABOVE ALL, INDICATE WHAT YOU CAN DO FOR THE EMPLOYER.**

THIRD PARAGRAPH: (Qualifications) You may need more than one paragraph to define what you can do for the employer. Do not crowd all your qualifications into one extremely long paragraph.

FOURTH PARAGRAPH: (Wrap-up/Action) In closing, indicate your desire for an opportunity to discuss your qualifications for the position, or define an action for your inquiry. If relevant to your action request, repeat your telephone number, and offer any assistance to help generate a speedy response. If applicable, make a statement that will encourage a response; e.g., you can say you will be in the city where the organization is located on a certain date and would like to schedule an appointment, or state that you will call on a certain date, and then do so.

FIFTH PARAGRAPH: Thank the reader for his/her consideration of your request.

Sincerely,

Your Name Typed

Example of Cover Letter in Response to Ad

(Use same Name Block as on Resume)

Ricardo M. Gonzalez

112 South 5th Street
Waukegan, IL 60085
708-555-8904

March 23, 2009

Personnel Director
Northern Trucking Lines
P.O. Drawer 1245
Waukegan, Illinois 60085-1245

Dear Personnel Director:

Through your advertisement in last Sunday's *Chicago Tribune* I learned of your opening for a senior personnel secretary with Northern Trucking Lines. Please accept this letter as an application for this position.

For over 15 years, I have been a personnel administration specialist in the United States Army. Though I have been proud to serve my country, it is time for me to seek a position in the civilian sector.

According to your advertisement, Northern Trucking Lines needs a personnel secretary that is not "just a secretary." Northern Trucking Lines needs someone with my background in the personnel administration field, which includes superior leadership skills and the necessary office skills.

Early next week I will be moving back to my hometown of Waukegan. I will call you at the end of next week if we do not speak before then.

Respectfully,

Ricardo M. Gonzalez

Enclosure: Resume

Example of Resume Letter

(Use same Name Block as Resume)

Barbara Ann Timothy
4683 Pannee Road
Addison, TX 75240
(214) 555-3695

April 2, 2002

Donald Payne, DDS
2176 Belt Road
Richardson, Texas 75263

Dear Dr. Payne:

Sparked by your need for a **dental hygienist** with periodontic experience as posted in the *Texas Dental Monthly* on March 30, I can relieve your stress of finding the ideal person to fill the job. Beyond my demonstrated **technical abilities**, my qualifications most beneficial to your practice include:

- Associate Degree in Dental Hygiene, Taper Medical Center, Fort Worth, TX
- 7 years experience in periodontist practice
- Patient education: benefits of good oral hygiene, periodontal conditions, proper cleaning and care
- Hygienist education: patient care, cleaning, x-ray, and periodontist procedures
- Preparation of clinical and laboratory diagnostic tests for dentist
- Ability to recognize dental decay and gum disease
- Spanish fluency

Based upon these career highlights and those detailed in my enclosed resume, you will notice that I fit the bill as the prime candidate for your opening. I would be delighted to speak with you further about the match between my qualifications and the needs of your practice. I will contact you next week to set up an appointment.

Sincerely,

Barbara Timothy

Enc. resume

Example of Uninvited or Cold-Contact Letter

(Use same Name Block as Resume)

William Kramer

123 Southwest Street
Hometown, North Dakota 58555

(701) 555-1234
wkramer@emailexpress.com

October 19, 2007

Ms. Jane Doe
Director of Human Resources
Paul's Paramedics
123 Crest Hill Lane
Hometown, ND 58503

Dear Ms. Doe:

With the rise in medical emergencies in the Hometown area you might need my service in your production department. I am an experienced production-line manager, and I understand how to streamline procedures and motivate employees.

I'd like to discuss with you how I could offer a hand as your full-time production manager, as a consultant, or as a union mediator.

I'll call your office next week to see what your needs are and when we can meet to talk about them.

Sincerely,

William Kramer

Enclosure: Resume

Example of Thank-You Letter

Maxwell Hong
123-D North Circle
Toronto, Canada 44567
(123) 456-7890
mhong@aol.com
www.buildnet.freelance\maxhong

March 13, 2005

Mr. Brent Nababy
Vice President
21st Century Development
5555 Hassau Broadway
Toronto, Canada 44568

Dear Mr. Nababy:

Thank you for the opportunity to interview for a sub-contractor coordinator position. I was impressed with the warmth and efficiency of your staff, and your genuine interest in acquainting me with your company goals.

During our discussion, I told you about my background in sub-contractor coordinating. Although our conversation focused on hiring policies, top contracts, and scheduling strategies, I wanted to underscore our mutual priorities. The latest issue of *Building Issues* brings to my attention a priority we share: "Beating the competition's quality by miles."

I have always strived to reach high quality results by using the most appropriate materials, and by studying the quality of materials used by other companies. Among my favorite suppliers, you may recognize the following names: Namath Re-bar, Drywall by the Mile, and Lionel Fixtures.

Such high standards have been so central in my work that I feel compelled to join such a demanding company as yours. Thanks again for the interview. I look forward to contacting you next week to check the progress of your search.

Sincerely,

Max Hong

Tips for Addressing Salary History

Salary histories and/or requirements are requested to help determine if there is a financial fit. Whether you are responding to a recruitment asking for salary history or to cite your salary expectation, save this information for the interview.

Don't Give it Away

If you ignore the salary request entirely, you are likely to be screened out. However, you also run a risk of being screened out if you provide specific information this early in the process and the salary information is not a close fit. Until you have an offer, the employer holds all the cards. Once you have an offer, you know you have something the employer wants and the dynamics change. You become an equal in negotiating a business proposition.

Listing salary in your cover letter weakens your bargaining position. A salary too low devalues your abilities; a salary too high may give the impression that you're too big for the company. Both scenarios leave you out of luck.

The goal is to obtain an interview to determine if the position is a fit for you and the company; then the salary discussions and negotiations can begin.

Tell Recruiters

The only time you should answer a salary question before you're offered a job is when asked by third-party employment specialists such as executives, technical recruiters and employment consultants. These professionals are paid for their time, just like lawyers and physicians. By providing salary information, you make it easier for them to recommend you. If you make it too difficult for the professionals, they may move on to other clients.

What if You are Required to Provide Salary History?

Even if you have to provide your salary history, you don't have to be specific. State your figures in wide ranges so that you're not excluded from consideration for positions for which you are qualified. Include figures slightly above and below the market value for the position to cover all your bases.

Lines to Help Address the Salary Issue

Here are some suggestions to address the salary issue until the interview. Remember – these statements and others like them will not advance you to the candidate pool unless your cover letter and resume are good. Your self-marketing package must establish you as the right candidate.

- *What I've learned so far about the position suggests that it really fits me, so if you pay a fair market value, I don't foresee any problems with salary. Why don't we arrange an interview, and we can discuss salary then.*
- *Assuming your position is appropriately compensated, we'll surely be able to agree on a figure.*
- *I'll be happy to discuss my salary information when we meet to review my skills and your needs.*
- *Once we discuss some of the successes I've achieved in handling this sort of position, there should be no problem. All I require is a fair market value for the position, and I'm sure that you pay that, so let's meet to discuss the position; salary will take care of itself later.*
- *When we've had a chance to discuss what I can contribute to your position I'm sure that we'll be able to work out appropriate compensation that we both feel good about.*
- *After we've taken a look at how closely my skills and experience fit your needs, I'll be glad to provide complete salary information.*
- *In recent years my total compensation has ranged from (\$) and (\$).*
- *If your compensation is based on performance, we'll find agreement easy when you see the benefits I bring to the job.*

What is Your Market Value?

Knowing your market value is the centerpiece for negotiating the compensation you deserve. Market value is the going rate for people in your industry with skills similar to yours who are doing virtually the same job as you. You can find pay rates by looking up salary studies in publications. Try the library for career books with pay figures, magazines such as *U.S. News & World Report*, *Working Woman*, *Parade*, and trade/occupational related publications. Public employment service offices may have regional or state compensation studies; also watch for recruitment advertisements, newspaper classifieds, and the many resources available on-line.

Check out jobsnd.com for online salary information.

If you don't know the right price, how are you going to ask for it?

Salary Information and the Interview

Once you have secured the interview, be prepared to disclose your salary history when asked. If your salary history differs significantly (higher or lower) than your current expectations, you need to be prepared to address these differences at the same time. Keep in mind you need to consider the total compensation package including benefits.

You may be asked your salary expectations. For example, the employer may ask, "What are you wanting to earn in your next position?" This is different than asking for historical facts like your salary history. You may have a little latitude in answering so you don't give a figure that is too high or too low. Don't let this throw you. You can use a range rather than a specific figure when discussing numbers at this stage. This is not a time to negotiate salary – you are simply answering the employers interview question. When addressed appropriately, a salary discussion can help lay the foundation for negotiating the best salary later.

Example of Salary History

RAYMOND B. THORN

100 Avenue C #6
Bismarck, ND 58501

(701) 555-1234

SALARY HISTORY

Arlington Enterprises
December 1998 – Present
Western Regional Manager

\$48,000 - \$55,000

Medical Products, Inc.
August 1996 – November 1998
Technical Sales Representative

\$40,000 – \$43,000

Lightening Electric, Inc.
October 1990 – July 1996
Financial Analyst

\$35,000 - \$40,000

References

Kennedy, Joyce Lain, Cover Letter For Dummies, IDG Books Worldwide, 1996

Noble, David F., Gallery of Best Resumes, Published by JIST Works, Inc., 1996

WinWay® Corporation, WinWay® Resume

Job Service North Dakota, Job Search Assistance

NDSU Career Services, http://www.ndsu.nodak.edu/career_center

Job Service North Dakota Homepage, <http://www.jobsnd.com>

CareerPerfect.com, <http://www.careerperfect.com>

Job Service North Dakota Customer Service Office Locations

Beulah

119 E Main
Beulah ND 58523
Ph: 701-873-5607
877-268-5437
Fax: 701-873-2166

Bismarck-Mandan

1601 E Century Ave
Bismarck ND 58503
Ph: 701-328-5000
800-247-0981
Fax: 701-328-5050

Devils Lake

301 College Dr S
Devils Lake ND 58301
Ph: 701-662-9300
800-247-0982
Fax: 701-662-9310

Dickinson

66 Osborn Dr
Dickinson ND 58601
Ph: 701-227-3100
800-247-0983
Fax: 701-227-3111

Fargo

1350 32nd St S
Fargo ND 58103
Ph: 701-239-7300
800-247-0985
Fax: 701-239-7350

Grafton

927 12th St W
Grafton ND 58237
Ph: 701-352-4450
800-321-7416
Fax: 701-352-4454

Grand Forks

1501 28th Ave S
Grand Forks ND 58201
Ph: 701-795-3700
800-247-0986
Fax: 701-795-3750

Harvey

119 9th St W
Harvey ND 58341
Ph: 701-324-4552

Jamestown

1307 12th Ave NE Ste 3
Jamestown ND 58402
Ph: 701-253-6200
800-247-0988
Fax: 701-253-6222

Minot

3416 N Broadway
Minot ND 58703
Ph: 701-857-7500
800-482-0017
Fax: 701-857-7550

New Town

204 Main St
New Town ND 58763
Ph: 701-627-4390
Fax: 701-627-4305

Oakes

924 S 7th St
Oakes ND 58474
Ph: 701-742-2546
Fax: 701-742-3152

Rolla

103 E Main Ave
Rolla ND 58367
Ph: 701-477-5631
877-516-0600
Fax: 701-477-6701

Valley City

325 2nd St NW
Valley City ND 58072
Ph: 701-845-8860
800-831-6374
Fax: 701-845-8870

Wahpeton

524 2nd Ave N
Wahpeton ND 58075
Ph: 701-671-1550
888-671-9229
Fax: 701-671-1575

Williston

422 1st Ave W
Williston ND 58801
Ph: 701-774-7900
800-247-0989
Fax: 701-774-7925

TTY Relay ND

Within ND: 711

Outside ND: 800-366-6888



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