

1 Information About Resumes

Why Write a Resume

Resumes continue to be the most important deciding factor in determining whether or not the job seeker gets the sought for interview with the employer. A good resume gets a "foot in the door." Think of your resume as a sales tool. Just how well can you "sell" yourself. You are the product and the employer is the buyer. Your resume must interest the employer who is buying what you have to offer: your skills, knowledge and experience. Why should the employer invest time and money in you? What do you have to offer that is unique?

You may learn of an opening in a specific company through a friend, a classified ad or even through an agency. Or you may wish to get an interview with certain companies without knowing whether they have any openings at this moment. But in all these situations you need a good resume. You must remember that most employers are deluged with resumes. It is not surprising, then, that resumes are used as screening devices to determine whom they are interested in interviewing.

A resume is a highly personal and individual summary of a person's background, experience, training and skills. These factors will influence the final form of your own resume. Likewise, a good resume will vary depending on the type of job for which you are applying. Also, your own occupational group may be a factor needing special consideration. For example, if you are a liberal arts graduate, you can direct your resume toward any number of areas. Your education has taught you how to communicate, lead others, be persuasive, solve problems, and plan. All of these are excellent skills for a management-trainee position. The point is, you are selling your own unique combination of skills, and depending upon the job requirements, you should present your work experience, skills, and education to best reflect your qualifications for a particular job.

It takes time to prepare a good resume. Complete your resume before you begin your job search campaign. You will need to have it to send to prospective employers and also to leave with persons you contact when seeking information

Resume Writing Made Easy

within a company. The contact person may be in a position to pass it along to someone who has need for a person with your qualifications. In the event that you are given an interview unexpectedly, a resume also serves well as a guide for the interviewer as well as an information source for you.

Every person, regardless of the present stage of his or her career, needs a good resume readily at hand. This is obvious if you are now actively seeking a job or a career change. However, all too often you may need a current resume to capitalize on an unexpected job opportunity. Once you have worked up a good basic resume, be sure you keep it updated. It should always reflect your newly acquired skills and experience.

Parts of a Resume

A resume must contain a certain amount of essential information. This information may vary from person to person depending on experience and qualifications. The following is a list of categories that could be included:

1. Heading (which could be the name of the individual)
2. Your name, address, city, state and phone numbers where you can be reached
3. An objective statement that clearly describes the type of position you hope to obtain
4. Summary of qualifications
5. A detailed record of your employment history
6. A detailed record of your education
7. A record of your military service
8. Knowledge of foreign languages
9. Licenses and accreditations
10. Professional affiliations
11. Special considerations (this can include anything you have published if this is pertinent to the job objective)
12. A statement to the effect that your references and, if applicable, samples of your work are available upon request

Very few people will elect to use all these categories. It is the combination of facts that are relevant to the position for which you are applying that will make your resume unique.

Heading

The term most commonly used for headings is the French word *RÉSUMÉ*, which means "a summary," "a condensed statement," or "a short history." (It has become accepted practice to write "resume" without the accent mark.) However, your name, prominently placed on the page, is also an effective heading to use. The word "confidential" may be necessary in some cases, especially in business and industry. However, most prospective employers may best be advised of the need for confidentiality in the cover letter.

**Name, Address,
Telephone Numbers**

Your name (if not used in the heading), address, city, state, and phone numbers may appear too obvious to mention; however, it is essential that this information be included and that it be correct. You should avoid the use of nicknames in a resume. Also, the use of surnames such as "Junior," "Senior," "II," etc., should be dropped. Be sure to spell out all words in the address and use the zip code. List a telephone number where you can easily be reached and a second number, such as a home telephone to serve as a message number.

**The Career or
Job Objective**

Most resumes need an objective statement of some type. This could be as simple as a one or two-word description of what you are seeking — staff accountant, computer programmer or nurse. The job objective is the "topic" of your resume and should be given first and foremost consideration. The job objective says what you want to do and it should say it as clearly and concisely as possible. In any event, avoid the "all purpose" type of objective.

You cannot sell a product successfully unless you are specific about its advantages to the buyer. Emphasize what you can do for the employer, not how you hope to benefit from the position. Be cautious about using overly ambitious statements such as "hope to advance to position of personnel manager." Your statement might be interpreted negatively. This might be best left unsaid until the interview when you have an opportunity for two-way communication. In some instances where the individual has access to the job specification, an objective statement can be written so as to match the interests and needs of the employer.

**Typical Career
Objective Statements
for Selected Positions**

Accountant Seeking an accounting position in an aggressive organization. Long term plans are to advance into a major management responsibility within the financial function of the firm.

Biological Technician Seeking a position in a biochemical laboratory assisting biochemists in the chemical analysis of blood and other body fluids. Am interested in working on environmental protection and control of air and water pollution.

Computer Programmer Seeking a career in data processing by beginning as a programmer using COBOL, BASIC, or FORTRAN languages. Have a special interest in marketing and finance applications. Long range goal is to manage a large management information systems installation.

Electronics Technician Seeking a position in a medium-sized manufacturing company testing, adjusting and repairing electronic equipment.

Engineer To obtain a position as an engineer in the field of structural engineering, stress analysis, or civil engineering.

Interior Design Want to join the design staff of a large furniture store, home furnishings section of a large department store, or an interior design firm.

Management A position with manufacturing management responsibility offering potential advancement as well as immediate challenge. Long-range goals include: Plant Manager, Manufacturing/Operations Manager or Director of Manufacturing Operations

Marketing A position as assistant in product marketing, development or general research.

Office Manager A challenging position as office manager which will give me an opportunity to use my previous secretarial skills.

Personnel A position as personnel assistant in the personnel department of a public service organization that would permit me an opportunity to utilize my knowledge of wage administration, grievance procedures, benefit programs publications, safety labor relations and employment.

Secretary A position as executive secretary for a large sales organization.

Supervisor A technical or supervisory position where skills in quality control, management and manufacturing would be an asset.

These are merely sample statements of objectives and goals you can use as a guideline in preparing your individual and unique objective statements. Your objective should reflect "YOU." Try to make it comprehensive enough to be applicable to a number of employers yet not so general that it is meaningless.

Summary of Qualifications

Consider the use of a Summary of Qualifications category if your work experience has been varied and spread out over a number of years. By providing a summary you are giving the employer an overall picture of your qualifications before reading further for details. This section allows creative job seekers to present their personal traits in a positive manner.

Here is one example of a Summary of Qualifications:

Have the ability to carry out programs under established policies and command the respect of staff. Problem solving, leadership and communication skills are some of the qualities developed from being an administrator, supervisor, teacher and customer relations representative.

Employment History

The employment history comes after the job objective unless you feel that education is your most qualifying feature for

the job. This is true for associate's, bachelor's and master's degree candidates applying for entry-level positions. It is also true for the fields of teaching, engineering, law, etc. But, as your education becomes less immediate with time, it also diminishes as a factor in your current qualifications.

There are several ways to list employment history, depending on the style of resume you choose. If you elect to use the chronological format, list employment in reverse chronological order (your present or last job first, etc.). The important point here is to show what you can do that will be valuable to an employer. Most employers want dates of employment. Even if a functional or analytical approach is used, there should be some indication as to the length of experience. This does not necessarily mean using dates. This is the section that can be dealt with most creatively. Think of this section as writing an advertising piece for yourself. This category allows you the unique option to create a dynamic resume that expresses what skills you possess. It should paint a portrait of yourself for the employer. The total employment history should reflect what skills you possess and leave an impact on the employer. In order to do this you must use Action Verbs and Skills Verbs. (More discussion about these is found in Chapter Two). In this section, these two kinds of verbs are used to begin a sentence to leave a positive impression. Consider the following examples of descriptions of past work experiences:

Organized, computed and maintained confidential sales compensation records.

Participated in feasibility study and planning of computerized commission accounting system.

Performed all functions necessary for the preparation of manual and computer processed payables.

Developed improved mailing system for company accounts.

Reduced manufacturing work force by 15 percent while exceeding average production volume by over 29 percent.

Cut the outage time of several important communications circuits in half, which resulted in a saving of over \$22,000 over the two year period.

Try to incorporate as many action verbs as possible. They are dynamic and forceful and tend to create an impact on the reader as well as portray the person in a positive light. See the list of action verbs on page 24 for more examples. If you are having difficulty choosing the right word to describe your qualifications, experience and accomplishments, refer to the list of skill verbs on page 24. Study the list of personal traits on page 25 for adjectives that best describe "you."

Keep these traits firmly planted in your mind as you write your descriptions; you should be implying that you are in fact creative, logical, reliable, etc.

Education

The education section usually follows the employment history unless it is your most qualifying experience, in which case, it follows the objective statement. The education component can contain both formal and nonformal education, depending upon your situation.

Begin with the highest level of educational achievement. If you have completed 25 units toward your Associate of Arts Degree, state it; but don't add that you did not graduate. State that your objective is working toward a higher degree, if that is the case. Generally, if you have attended college, drop any reference to high school unless there is some aspect of your experience that supports your objective. The following information concerning formal education should be included:

Degree, Diploma, or Certificate. Your evidence of having completed formal education is a degree, diploma or certificate. This is not the place to be creative; list your degree as it was awarded by the institution.

Name of Institution. Include the name of the institution or organization where the learning occurred. Again, avoid the use of abbreviations and be certain to include the entire name.

Location of Institution. List only the city and state of the institution.

Date of Degree, Diploma, or Certificate. The date of degree, diploma or certificate should be included in the education section. If the degree is not recent (within the last five years) it is suggested that the date be placed at the end of the paragraph. You want to accent *what* you learned rather than *when* you learned it. This is especially true for persons who feel their age might have a negative impact on the employer. Finally, if you worked your way through college, state it. For example:

Earned 75 percent of college expenses.

Major Area(s) of Study. This section is particularly important if it directly relates to the career objective. For example, a mathematics major applying for a computer programming position should list the programming languages studied. If you have an exceptionally high grade point average (3.5 or better) you may want to state it, along with any honors you may have received.

If your educational background is weak or dated, you may want to list all your current experiences that reflect continued educational growth. This can include on-the-job training activities, seminars, workshops, correspondence courses, confer-

Discreet in holding confidences of young people I worked with in Boy Scout Troop.

Instrumental in P.T.A. campaign to introduce extra-curricular "Parents Day" at Central High School.

Tactful when dealing with patients as a hospital volunteer.

Patient with detail work of audit of church bazaar.

Remember, your closing statement will come at the precise time when your prospective employer is deciding whether to put your resume in the "to-be-interviewed" pile or the "discard" pile.

References Since most employers prefer to seek out their own sources for references, it is not necessary to devote space to listing them on a resume. Simply stating "References will be furnished upon request" should be sufficient. If requested, a special page entitled "References" may be enclosed.

FLORENCE GOLDBERG

3809 Miller Road, Lansing, Michigan 48910

(313)344-6310

JOB OBJECTIVE:

A challenging position as an Office Manager which will provide an opportunity to use my previous secretarial skills.

WORK EXPERIENCE:

1981-1984

Allied Supermarkets (Food Distributor)
Detroit, Michigan

POSITION:

Keyline Artist - Advertising Department

DUTIES:

Created, set type and composed a four-page handbill. Also managed and ran the entire advertising department when my boss was on vacation. Left the company to raise a family.

1975-1981

Allied Supermarkets (Food Distributor)
Detroit, Michigan

POSITION:

Secretary - Advertising Department

DUTIES:

In addition to routine secretarial duties, I worked directly with our customers. Ordered material for their stores and made sure they received their handbills on time. After doing this job for several years, was promoted to a keyline artist.

1972-1975

Murphy & Murphy, Inc. (Furniture Restorers)
Detroit, Michigan

POSITION:

Girl Friday

DUTIES:

Did the payroll, accounts receivable, accounts payable and bank deposits. Also took orders from insurance agents.

EDUCATION:

Sept. 1982 to
Present

Am presently working toward my A.A. Degree at Lansing Community College with a goal of transferring and obtaining a B.A. Degree in Business Administration at Michigan State University, East Lansing.

Trevor S. Hardy
1611 Springdale Street
Atlanta, Georgia 30306
(404) 451-5340

OBJECTIVE:

Personnel Management/Director

SUMMARY

Five years personnel generalist/management experience, with specific emphasis on recruitment/employment of management, technical, and clerical personnel; employee/labor relations; E.E.O./A.A.; training; and wage/salary administration.

EXPERIENCE

- * Solely responsible for recruitment, interviewing, hiring and employee relations for 60 Southeastern restaurants while lowering turnover three years consecutively.
- * Administered personnel and policies and practices including affirmative action goals, while administering the regional unemployment insurance program; responding to, and attending all labor relations hearings.
- * Responsible for administering personal, reserve and regional office budgets totalling \$195,000, arriving 11 percent under budget for fiscal year end.
- * Developed and taught college courses in speech communications for Georgia State University, Atlanta.
- * Other responsibilities include: training and manpower development; management consultant for a wholly retained executive and professional search firm.

Employment:

11/79 to present Southeastern Regional Personnel Manager
 Restaurant Corporation, Atlanta, Georgia

11/78 to 11/79 Staff Associate
 Wright Horton and Associates, Atlanta, Georgia

1976 to 1978 Lecturer P/T
 Georgia State University, Atlanta, Georgia

EDUCATION

Georgia State University, Atlanta - 21 post-graduate units
Georgia State University, Atlanta - B.A. Speech Communication, 1976
Peachtree Community College, Atlanta - A.A. degree, 1972

MARY JO HANNIGAN
1411 Bradford Place
Columbus, Ohio 43230
(614) 389-1745

OBJECTIVE:

Primary goal is to join an organization in need of a challenge-oriented individual with entry-level skills in Public Relations, Advertising and Marketing.

EDUCATION:

Bachelor of Science, Communication, May 1982.
Antioch College, Yellow Springs, Ohio

Columbus Technical Institute, Columbus, Ohio

Major studies:

- | | | |
|--------------------------|--------------------|----------------------|
| * Media | * Copy and Layout | * Campaigns |
| * Advertising Management | * Public Relations | * Marketing Concepts |

EXPERIENCE:

Big Brothers of America, Inc., 15709 Charloma Avenue,
Columbus, Ohio

1981-1982

Internship. Responsible to Regional Manager for press releases, mailings, campaigns and public service announcements for television.

Created and launched an annual celebrity ball. I was responsible for all mailings, donor connections, catering arrangements and ticket sales.

John Roberts Powers Modeling School

Coordinator. Started as office manager, then asked to be coordinator at fashion shows, consultant and analyst.

1982-1983

Quality Home Insulation, Columbus, Ohio

Canvassing Manager with all administration responsibilities.

ACTIVITIES
AND

ACHIEVEMENTS:

Student Council Activities Director

Yearbook staff member four years

Newspaper Associated Editor

Magazine Production Writer

DAVID R. BLACKWELL

536 Palm Court

(415) 535-7603

Berkeley, California 94705

OBJECTIVE

Employment in Music Field
as musical consultant or manager
of music publications or instruments.

EDUCATION

College of Marin, 1981-1983, A.A. Degree in Commercial Music. Additional two years of training in Classical Theory and Practice.

Three years of study on Classical Guitar with Peter Gunn; (head of Guitar department at California State University, San Francisco).

One year of formal study on Violin and a year and a half performance in Community College Orchestras at College of Marin and City College of San Francisco.

One year of formal study on Viola, and one year of performance in String Ensemble. Presently performing on Viola in Orchestra.

Two years of performance on Early Music instruments with Medieval and Renaissance Consorts. Public performances on Lute, Records, Krumhorn, and Rebec.*

EXPERIENCE AND RELATED ACCOMPLISHMENTS

1982-1984 - Orchestra State Manager and Assistant Librarian for College of Marin Community Orchestra.
Arranged seating and music for performers.
Coordinated stage production of Orchestra and worked closely with Director, Librarian, and Stage Crew.
Played percussion as well as violin with this Orchestra.

Teacher - Classical and Electric Guitar; taught professionally to private students. I have fifteen years of experience in Folk and electric guitar styles. I have also studied Jazz formally as well as Arranging and Composition for small Combo and Orchestra.

1983-1984 - Writer of articles on Early Music; (before 1650) for the Crown Prints and the Glydenholt Press (local newsletters for a national organization interested in historical recreation; the Crown Prints reaches national circulation as well).

*Builder of Early instruments - have also done personal research papers on same instruments: Rebecs, Krumhorns, and Racketts.

Presently studying musical instrument repair for Orchestral and Band instruments.