Resume Writing

Study Guide

Business
Soft Skills
Career Enhancement

**A Business Soft Skills lesson
for your career enhancement**

**BUSINESS
SoftSkills, Inc.**

Level One / 2.0

"Business SoftSkills Career Enhancement Study Guide"

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"Introduction to Study Guide"

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Lesson #5   "Resume Writing"

["As Spoken" script - not edited for grammar]

You cannot get an interview until you submit a resume. This lesson describes the six rules to successful resume writing and includes an interactive step-by-step resume writing demonstration. Role playing, case studies and resume examples are also used in this lesson. After you view this video, you will be able to create an effective resume that will get you that interview!

Script

OPENING

Hello, my name is Galen Guseman, your virtual mentor, and this is a special soft skills video on Resume Writing.   Everyone will have to create a resume at some time and writing your own resume can be difficult. The only reason for a resume is to get you an interview; and a professional looking and properly written resume will improve your chances in getting that interview. Your resume is really your first professional impression that you'll be giving an employer.

We'll review the six rules to resume writing then go through the six steps in creating a successful resume. We'll also help a person write their resume. After that we'll have a review and quiz and finally close out with a summary.

CHAPTER 1

Let's look at some statistics. Eighty percent of the Fortune 500 companies post their jobs on their own web site and they expect job seekers to send resumes electronically. Human Resource departments report that forty-two percent of resumes received had one or more significant errors; twenty-two percent - TOO MUCH information. A mediocre resume may never allow you the opportunity to get that interview.

Lesson #5 "Resume Writing"

There are three different formats of resumes: chronological, functional and the combination. The most commonly used resume today is the chronological version. For this lesson we're going to use that format.

It presents your experience in reverse order, beginning with the most recent experiences. Business people prefer this style and it's the easiest to write.

CHAPTER 2

Okay. We're now going to learn the six rules to creating an effective resume.

Resume rule number one – Present only relevant and accurate information.

Your resume should only have pertinent information and key facts about your work experiences and education. It should not include personal data other than contact information. You should not make any reference to age, marital status, race, personal interests, political or religious affiliations. HR and recruiters are trying to match your experience with their job descriptions, so they don't need to have irrelevant information cluttering up your resume. Some of this information may be used to eliminate you from the interview. One of the most important parts of this rule is being accurate. Never lie on your resume. You may get away with it for a while, but once you're discovered, you'll probably be fired and end up with a reputation that you don't want!

Resume rule number two – Have an easy to read format.

The first goal of a resume is to get it read. A poorly formatted resume that's difficult to read will be put at the bottom of the stack or be completely ignored. You should not use any graphics or have your photo on the resume. Limit the fonts to just one or two. Don't use colors, just keep it to black. Minimize bolding and underlining. The goal is to keep your resume easy to read so have: good margins, use small paragraphs and bullets.

Here are a couple of examples: Look at this first resume: small margins, large paragraphs, too many fonts.

See resume on screen

Lesson #5   "Resume Writing"

It's a MESS, hard to read, even hard to skim.

Okay, let's look at a better example.

See resume on screen

See how much easier it is on the eye? Note the proper use of white space; how bullets are easier to read instead of large paragraphs? You're ready to read it ,instead of wanting to toss it.

CHAPTER 3

No spelling, grammar or syntax errors, is resume rule number three. Your resume represents you and your work quality. It must be error free. Take time to re-read your resume for both grammatical and syntax problems. Use the spell check and have others read your resume. Remember, you cannot create a good first impression with a resume that has ANY errors in it.

Resume rule number four: Define the position you desire. When Human Resources and recruiters read resumes, they typically look for the position of title first. They will, at times, do a keyword search of all the resumes based on the job title. Because of this, it's important for you to put the position or positions for which you're looking. Some people hope the recruiter will figure out where they'll fit into the organization. Practically no one has the time to do this. It's important for you to know what position you want and go for it. If you've been a manager but will now consider being an individual contributor, add that to your resume.

The fifth resume rule is: Be satisfied with your resume. A good resume is going to take time and effort on your part. You never just want to "throw something together." It's very important that you're satisfied and proud of your resume. If you're NOT, it'll show.

CHAPTER 4

<u>The sixth and final rule is: Use keywords</u>.   Most recruiters will search for your resume using keywords, so it's important to include them in your resume. If you cannot work all of the keywords directly into your resume, it's okay to group them into a paragraph at the bottom. Include all variations of your titles. For example have both RN and Registered Nurse as keywords or CRM and Corporate Risk Manager. There are always different titles for the same job.

Lesson #5   "Resume Writing"

Writing a Resume

Galen: Now, before we get into the actual writing of a resume, let's talk to Sarah. We're going to help her write her resume.

Sarah: Hi Galen, thanks for helping me!

Galen: Glad to do it. Tell us a little about your situation.

Sarah: Well, I'm 24 years old and just got my AA degree in accounting. I'm going to school part time for my Bachelors degree while I work fulltime.

Galen: Very good. Well, I want you to listen to this next chapter and do the assignment that we'll be talking about.

Sarah: Okay, but I've never written a real resume in my life so I'm a little nervous.

Galen: No problem. As your Virtual Mentor, I'll take you step by step through the process. Just don't give up!

Sarah: Thank you!

Galen: Okay now. The first step in resume writing is to gather your employment and education information. Now this is going to take some time, so don't be surprised that you forget some information on the first try. Think about every job you've ever had and write one line bullets as to what you did. You may have performed some activities that were not on your job description such as filling in for your supervisor or someone else in the organization when they were absent. List EVERYTHING you've done at each and every job. Don't start into your resume just yet, only list these responsibilities and experiences. You probably won't be able to do this in one sitting, so take a few days to think and write, as you remember. If you need help, call fellow employees from past jobs and ask them some of the things that you did while working with them.

Galen: Let's see how Sarah has done on this assignment. Sarah, how's it going?

Sarah: Pretty good, but it took longer than I thought.

Galen: Yeah. It usually takes a while to remember ALL your activities. Let's see what you have.

Sarah: I am sending it to you now.

Galen: Did you have any part-time jobs?

Sarah: Well, I worked for my father's company during the summers and had a part time job at Sears while in college. Does that count?

Galen: Sure it does! It's part of your working experience. Did you have any class projects?

Sarah: Yes, we created a mock-up company from start.

Galen: Very good, be sure you add any class projects when you don't have a lot of real life experience.

Sarah: Okay, I'll add those items.

Galen: Great! Now I'll talk about the next step .

The second step in creating our professional resume is the contact information. This will go at the top of your resume.

First, you should have your name - and use the name that you commonly go by. For example, don't use ROBERT if everybody knows you as BOB. Next is your address but only put your city, state and zip code and leave the street off. When your resume is put on the Internet, it can be accessed by ANYBODY, so it's safest to leave it off. Also, leave your phone number off your resume.

The primary method to reach you will be email. Oh, let's talk about email. If you use an email like "i-Party-hardy" or "Rum-girl," these types of email names can give your resume a wrong impression. It's best to get a new email just for your job search. You can get a free hotmail or gmail account. Use your full name, if you can and keep away from that "fancy and cute stuff."

CHAPTER 5

Galen: Now let's see how Sarah is doing with her contact information.

Sarah: I'm sending it now, Galen.

<u>Sarah R Smith</u>

<u>Irvine, California 92766</u>

<u>Email: fun_time_gal@aol.com</u>

Galen: Okay. We have your name, city, state and your email address. Um, do you remember what we said about email addresses? Uh, oh. Better get a new email address.

Sarah: Okay. How about SarahRSmith@gmail.com?

Galen: That would be fine! Now, I'm going to talk about the next step.

Step number three is the objective. The objective is directly below your contact information. Now I know a lot of people that use the objective area to say things like, "I want to work for a progressive company who respects my individualism, etc, etc." We all want these type of things but in OUR objective we're going to get right to the point.

First, you want to list the job title or job titles that you're looking for such as: "Seeking position as administrative assistant or office manager." Then, if you have a preference, you can add the industry or company size that you'd like to work for. Next, you should add a note if you're looking to relocate or have a specific area of the country in which you wish to work. You can list local counties that are acceptable. Make note if you're looking for a full time, part time or consulting position. Finally, a lot of positions may include some level of travel. So, it's a good idea to add a percentage of time that you're available to travel.

Galen: Hey, Sarah. How did you do on your objective?

Sarah: Pretty good. Here it is.

Galen: Okay. Well, let's review your objective. "Seeking full time position as entry level bookkeeper or Accountant III. Prefer, but not limited to, a small company. Not interested in relocating at this time, but will travel up to 50%."

Hey, that's good. But you forgot one thing. Do you know what that is?

Sarah: OH! Yes! I forgot to say WHERE I wanted to work. I should say Orange County, California.

Galen: That's correct. Some independent recruiters may not know where your town is in relationship to the employer.

Okay. Now let's look at the core of the resume, step number four, your experience. It should be listed in reverse chronological order with the latest job listed first. When listing your experiences, be sure to include: the name of the employer, city and state of employment, your title, dates of your employment, and a summary of your responsibilities and/or accomplishments.

Whenever possible, utilize "key action verbs" to describe your experience such as "composed," "created" or "launched." By the way, we have a list of over 80 of these action words in the written study guide that comes with this video. To enhance your written experience descriptions, be sure to consider the following information: What or who was affected, why the task was important, what results were achieved, and what impact did your work have on the people or events.

If you don't have a lot of real life experience, add all your pertinent class projects that you've done. Make sure to list: the objective of the project, what your involvement was, the final outcome, and what you felt you learned from the experience.

Galen: Now, let's see how Sarah is doing on her experience. Sarah?

Sarah: I just got finished, Galen! It looks pretty good. What do you think?

My Experience

- Prepare, monitor, and maintain computerized accounts payables and receivables

- Verify accuracy of purchase orders and invoices and resolve problem areas

- Assisted in implementation of new billing system

- Generated and distributed A/P checks

- Generated income statements, balance sheets, general ledger, checks and reports

- Entered payable vouchers

- Received/deposited checks

- Light typing, filing and other general office duties.

- Performed all payroll activities of 2 different offices

- Set up all invoices to match purchase orders

- Responsible for all data entry

- Assisted with monthly closes

- Worked as sales clerk in children's clothing department

- Assisted customers

- Helped display clothing

- Assisted with inventory

Galen: Excellent job, Sarah. It looks very complete and easy to read. Nicely done!

Lesson #5   "Resume Writing"

The education section is the fifth step to resume creation. List any degree, the name of the educational institution and your major or majors.   It's also to your advantage to list significant courses, special seminars, or certifications that you've achieved or are working on. Remember, all education activities should be listed on your resume. If you're currently attending classes or working toward a degree, put it on your resume.

Galen: Let's take a look at how Sarah's doing.

Sarah: I have just finished the education section. Would you take a look at it?

Galen: Sure! Let's see what you have.

- Mission Viejo High School graduate

- AA Degree for Saddleback Community College 2008

- Currently working toward Bachelor Degree at Fullerton University

Okay, high school, good. AA degree, excellent. Mmmm, good. You have a line informing that you are working on your Bachelor's degree. Super. Now, have you taken any special classes?

Sarah :   Well, I took a two day class on "Using Quicken." Oh, I also took one class in "Special Excel functions for Accounting."

Galen: Very good. Those should be added. They show that you have the drive to get as much education about your industry as possible. Good job!

The sixth and final step is use keywords. Most recruiters will use keywords when searching resume databases. For example, if they're looking for a programmer they may search for keywords such as: Java, C++, or HTML.   So, if you haven't listed all the possible keywords inside your resume, you can always add them in a paragraph at the bottom of your resume called "keywords."

Galen: Now let's see how Sarah is doing on her resume, she should be almost done. Sarah?

Sarah: Hi Galen. I just finished. What do you think?

Resume

Sarah R Smith

Irvine, California 92766

Email: SarahRSmith@gmail.com

Objective:

Seeking position as entry bookkeeper or Accountant III. Prefer but not limited to small company in Orange County, CA. Not interested in relocating at this time but will travel up to 50%.

Experience:

Accountant III   Hartley & Associates   Santa Ana, Ca   June 2006 to present

More than three years accounting experience with extensive computer experience and self-motivated

• Prepare, monitor, and maintain computerized accounts payables and receivables

• Verify accuracy of purchase orders and invoices and Resolve problem areas

• Assisted in implementation of new billing system

• Generated and distributed checks

• Generated income statements, balance sheets, general ledger, checks and reports

• Entered payable vouchers

• Received/deposited checks

Bookkeeper   Carson Marketing Inc   Mission Viejo, Ca   Summers 2004, 2005

Worked at my father's advertising firm during the summer doing the following:

• Light typing, filing and other general office duties.

• Performed all payroll activities of 2 different offices

• Set up all invoices to match purchase orders

• Responsible for all data entry

• Completed monthly closes

Sales (Part Time)   Sears   Costa Mesa, Ca   Jan 2004 to June 2006

Worked as sales clerk in children's clothing department. Assisted customers, helped display clothing and assisted with inventory.

Lesson #5 "Resume Writing"

Education:

- Graduated <u>Mission Viejo High School</u>
- AA Degree from <u>Saddleback Community College</u> 2008
- Currently working toward Bachelor degree at <u>Fullerton University</u>
- Completed <u>"Using Quicken"</u> seminar
- Completed <u>"Special Excel Functions in Accounting"</u>

KEYWORDS
Accounts Receivables, Accounts Payable, Payroll, AR, AP, PR, accountant,

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Galen: Okay, good margins. Nicely laid out. I only see one problem.

Sarah: I think I know. Do I have too many fonts and underlines?

Galen: Yeah, you're correct. Do you see how that takes away from the look and feel? The format looks way too busy.

Sarah: Okay. Let me try to correct it.

Galen: While Sarah is doing that, let's look at a Case Study.

CHAPTER 6

Case Study #125

Phil was a hiring manager for a Fortune 1000 company and was looking to hire a number of new staff members. As an experienced recruiter, he knew how to cull though hundreds of resumes and pull out the best of the bunch. He'd divide the resumes into three stacks: Good Fit, Possible Fit, and No fit.

Kevin had sent in his resume in response to an ad on the Internet and was sure he'd be called in. His experience was a close match to the job description. The only problem with his resume was the format was so bad it was very difficult to read.

Phil's company was one of the statistical 20% of employers that are receiving more resumes this year than last year. Phil is also in the group of the 43% that said they spend a minute or less looking at each resume. When he got to Kevin's resume, he

immediately put it on the "possible fit" stack because it was too hard to read, and he wanted four or five quick matches to conduct phone interviews with immediately.

After the phone interviews, he asked three people to come in for interviews and ended up hiring two of them. Although Kevin had better experience, Phil never even got to his resume, which is now sitting in HR waiting for "Dear John" letters! If Kevin had an easy to read resume, he might have been on the list that got interviewed and eventually hired.

It's time to discuss the subject of references. A lot of people always put "References provided upon request." It's now assumed that you will provide references if the potential employer requests, so don't bother with this line any more.

When you put together your resume, be sure you prepare your references. Don't send your references just have them ready when requested. Most companies will check references before they hire you. As a rule, you should have three or four references, and they should be a mix of your supervisors and peers. Now if you haven't worked before, you can use teachers, supervisors from part time jobs, or volunteer organizations. Just make sure you contact the person BEFORE you add them to your reference list. Ask them if it's okay to use them as a reference, and after that, send them a copy of your new resume.

When you create your references, list the following information: contact name, where you worked with them, the relationship, the company phone number, home phone number, and cell number. And that's all you need. Some companies will ask for your reference list when you come in for your first interview, so make sure you have it with you. Keep your reference list up to date and add to it whenever you get a new job.

A recent study stated that 22% of recruiters and HR departments will use "back door references." This process includes seeking out people who worked at the same company that you did but were not on your reference list. They'll ask their impression of you and your reputation. And, by the way, to understand how your reputation can affect your career, see our Soft Skills video on Workplace Relationships Level 1.

Now recruiters and hiring managers will also research your name on any available social web sites such as: "Facebook" or "MySpace". They'll look for any type of negative information about excessive drinking or drug use. So make sure you don't have any embarrassing photos or stories on your social network. It could keep you from getting that job! At a minimum, limit your social website to "friends" only and keep it closed to the general public.

CHAPTER 7

CASE STUDY 126

Let's look into another case study. Judy was the manager of customer service and was in the process of hiring new Customer Support staff. She ended up interviewing two people, Michael and Jessica. Michael had a great resume and interviewed well, as did Jessica.

Jessica's references checked out okay, but Judy was having a problem reaching the people on Michael's list. Judy decided to look on the Internet for social networking websites to see what else she could find. Jessica's was acceptable, but Michael had some embarrassing photos along with stories about how he liked to get drunk and party.

After that, it was an easy decision for Judy who chose Jessica. Michael's social networking site prevented him from getting the job, and to this day he probably doesn't know anything about it.

Galen: Now let's see how Sarah is doing with that updated resume.

Sarah: Here it I,s Galen. I think it's looking pretty good. Oh, and I was listening to your information on "references," so I included it also. Here let me send it to you.

Resume
Sarah R Smith
Irvine, California 92766
Email: SarahRSmith@gmail.com
Objective:
Seeking position as entry bookkeeper or Accountant III. Prefer but not limited to small company in Orange County, CA. Not interested in relocating at this time, but will travel up to 50%.

Experience:

Accountant III   Hartley & Associates   Santa Ana, Ca   June 2006 to present

More than three years accounting experience with extensive computer experience and self-motivated

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• Assisted in implementation of new billing system

• Generated and distributed checks

• Generated income statements, balance sheets, general ledger, checks and reports

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Bookkeeper   Carson Marketing Inc   Mission Viejo, Ca   Summers 2004, 2005

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Worked as sales clerk in children's clothing department. Assisted customers, helped display clothing and assisted with inventory.

Education:

Graduate Mission Viejo High School

AA Degree from Saddleback Community College 2008

Currently working toward Bachelor degree at Fullerton University

Completed "Using Quicken" seminar

Completed "Special Excel Functions in Accounting"

Keywords:

Accounts Receivables, Accounts Payable, Payroll, AR, AP, PR, accountant,

Galen: Wow, that's super! Easy to read, concise. This is a good looking, professional resume. Excellent!!

Now let's take a look at your reference page.

References for

Sarah R Smith

Email: Sarah RSmith@gmail.com

888-555-1212

Name	Relationship	Contact information
Giles Hartley	Supervisor	Work – 800-555-0101
	Hartley & Associates	Home – 866-555-0151
		Cell – 888-555-160
		Email -
George Carson	Supervisor	Work –800-555-0134
	Carson Marketing Inc,	Home – 888-555-0143
		Cell – N/A
		Email -
Ben Wang	Supervisor	Work – 866-555-0104
	Sears	Home – 888-555-0193
		Cell – 800-555-0187
		Email -
John Owen	Teacher	Work – 800-555-0154
		Home – 866-555-0120
		Cell – 888-555-0120
		Email -

Galen: Good job. Now, remember to take this with you when you go for your interviews. They may want to run your references before they call you back for another interview.

Sarah: I will. And thanks for helping me. Now, I am really proud of my resume!

Galen: Remember. You never want to send out your resume until you are proud of it. Good job!

Lesson #5   "Resume Writing"

Questions are in **BOLD** and answers are <u>underlined</u>

Okay. It's time to get a pencil and a piece of paper. We're going to see a review and have a quiz on the key points of "Resume Writing". Once in a while you'll see a slide come up with a missing word or multiple-choice question. You'll have eight seconds to write down the answer before it appears. Ready? Okay, good luck, and here we go into the Review and Quiz on "Writing Resumes".

- 42% of resumes have one

   or more significant errors

- 22% have too much information

Resume Rule #1

Present Only Relevant and

Accurate Information

Resume Rule #2

Have an

Easy-to-read

format

Lesson #5   "Resume Writing"

Your resume should include:

    A) your political affiliation

    B) Your marital status

    C) <u>Your email</u>

    D) Your age

Resume Rule #3

No spelling, grammar

 or syntax errors

Resume Rule #4

Define the position

you desire

Never have

<u>spelling</u> errors

on your resume

Resume Rule #5

Be satisfied with

your resume

Lesson #5   "Resume Writing"

Resume Rule #6

Use "keywords"

Writing a resume

Step #1

Gather ALL your

employment and

education information

True / <u>False</u>:

Let recruiters figure

out which position

you will fit

Step #2

Establish Contact

Information

Step #3

Create your

Objective

<u>True</u> / False:

Always include

certifications on

your resume

Step #4

Present Your

Experience

Step #5

Relate Your

education

Step #6

Establish "keywords"

Create your references

- Four supervisors and peers

- Get their permission

- List contact information

When establishing your references you should:

    A) Only use people from your last job

    B) Never send a copy of your resume to you reference

    C) Have you references lie for you

    D) <u>None of the above</u>

    E) All of the above

SUMMARY

Everyone that works will need a resume, and your resume will say a lot about you even before you step into your interview. It's important to create a professional and powerful resume but to do that you have to work at it. Just like our Sarah, you probably won't get it on the first try.

Remember the information presented to you in this video was developed BY business people and it works. You just have to apply these rules and tips to your situation. Learn this information and keep writing your resume until you're satisfied with it. Make it easy to read and professional, and you will get the job that you want and have a successful and financially rewarding career.

My name is Galen Guseman, and as your Virtual Mentor, I wish you good luck and good job hunting!

Lesson #5   "Resume Writing"

True or False

1. You can NEVER have too much information on your resume ....T or F

2. It is okay to lie on your resume if you really want the job..............................T or F

3. It is a good idea to create your reference list after you complete your

   resume ....T or F

4. Recruiters use "Social Networking" sites to learn about you ....T or F

5. Between 40-50% of resumes have significant errors.....................................T or F

6. Most jobs do not even use resumes anymore ....T or F

7. It is a good idea to define the position you are seeking ....T or F

8. Keywords will help recruiters find your resume in a database ....T or F

9. If you have a fancy or cute email address, it may hurt your chances of getting a job ....T or F

10. It is okay to indicate you are looking for a part time job on a resume ....T or F

11. Colors on your resume will help to get it read...T or F

12. An easy to read resume gets read quicker ....T or F

13. You don't have to be satisfied with your resume before you send it out ......T or F

14. Almost everyone will need a resume ....T or F

.

15. Your resume is your first impression with any potential employer ....T or F

16. Different companies have different job titles for similar jobs.........................T or F

17. You have to work at creating a good quality resume ....T or F

18. "Objectives" are not needed on most resumes ....T or F

19. Your resume says a lot about you ....T or F

Lesson #5   *"Resume Writing"*

20. Never put your resume on the Internet ....T or F

Lesson #5   "Resume Writing"

1. You can NEVER have too much information on your resume

FALSE

2. It is okay to lie on your resume if you really want the job

FALSE

3. It is a good idea to create your reference list after you complete your resume

TRUE

4. Recruiters use "Social Networking" sites to learn about you

TRUE

5. Between 40-50% of resumes have significant errors

TRUE

6. Most jobs do not even use resumes anymore

FALSE

7. It is a good idea to define the position you are seeking

TRUE

Lesson #5 "*Resume Writing*"

8. Keywords will help recruiters find your resume in a database

TRUE

9. If you have a fancy or cute email address, it may hurt your chances of getting a job

TRUE

10. It is okay to indicate you are looking for a part time job on a resume

TRUE

11. Colors on your resume will help to get it read

FALSE

12. An easy to read resume gets read quicker

TRUE

13. You don't have to be satisfied with your resume before you send it out

FALSE

14. Almost everyone will need a resume

TRUE

15. Your resume is your first impression with any potential employer

TRUE

16. Different companies have different job titles for similar jobs

TRUE

17. You have to work at creating a good quality resume

TRUE

18. "Objectives" are not needed on most resumes

FALSE

19. Your resumes says a lot about you

TRUE

20. Never put your resume on the Internet

FALSE

Lesson #5   "Resume Writing"

Action Words

Use action words to describe your experience and accomplishments. Here are some actions words to use:

Lesson #5   *"Resume Writing"*

* achieved

   * acquired

   * adapted

   * addressed

   * administered

   * analyzed

   * anticipated

   * assembled

   * assisted

   * audited

   * budgeted

   * calculated

   * centralized

   * changed

   * collaborated

   * composed

   * condensed

   * conducted

   * constructed

   * contracted

   * converted

   * coordinated

   * created

* cultivated

* demonstrated

* designed

* developed

* devised

* discovered

* doubled

* drafted

* edited

* eliminated

* enforced

* established

* evaluated

* expanded

* explained

* Focal point

* forecasted

* formed

* founded

* generated

* guided

* hired

* implemented

* improved
* informed

* insured

* interpreted

* interviewed

* launched

* maintained

* managed

* marketed

* minimized

* motivated

* negotiated

* obtained
* operated

* organized

* originated

* oversaw

* performed

* planned

* prevented

* produced

* programmed

* promoted

* provided

Lesson #5 "Resume Writing"

* publicized

* published

* recruited

* reorganized

* reported

* researched

* resolved

* selected

* separated

* set up

* simplified

* solved

* surveyed
* staffed

* supervise

* taught

* tested

* trained

* used

Lesson #5   "Resume Writing"

QUICK REFERENCE CARD

[See next page]

The Quick Reference Cards for this lesson are located on the next two pages. These cards provide the rules and key points of this lesson.

The Quick Reference pages can be printed on a heavy card stock then cut into individual cards for easy access. They can also be printed in the 8 ½ x 11 format and laminated or put into a notebook .

Use them whenever you need a quick referral to key points of this lesson.
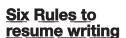
Six Rules to resume writing

1. Present only relevant and accurate information
2. Have an easy to read format
3. Make sure there are no spelling or syntax errors

Six Rules to resume writing

4. Define the position you desire
5. Be satisfied with your resume
6. Use keywords

Six Steps to writing your resume

1. Gather your employment and education information
2. List your contact information at the top using your common name. Protect yourself by using only your city, state, and email address

---

Six Steps to writing your resume

3. Indicate job titles, locations, industries or company sizes that you are interested in, and your travel preferences in your Objective

---

Six Steps to writing your resume

4. List your experience in reverse chronological order with employer, city, state, title(s), dates of employment, and a summary of your work

---

Six Steps to writing your resume

5. List all your education including significant courses, seminars, or certifications. Show the institution name, your major, and degree(s)

Six Steps to writing your resume

6. Use keywords so recruiters can find you in databases and online

---

References

1. Create references when you do your resume
2. Don't send references with your resume but take them with you to interviews

References

3. Use a mix of 3 or 4 supervisors and peers

4. Ask before you put someone on your references list

References

5. Provide the name, where and when you worked together, work relationship, company phone, home phone, and cell number of your references

---

References

6. Keep your personal Facebook, MySpace, etc. information for "friends only"

Helpful Tips

After cutting these apart, use them often.
Keep them in your pocket, wallet, briefcase, or somewhere convenient.
Review these cards and apply what you have learned from this lesson.

Helpful Tips

Be sure to listen to all the different Soft Skills Lessons in the order suggested. These lessons can help you become more successful in business.