



Guidelines for a Positive, Professional Resume

1. Your resume should focus on a specific job target. Without a clear vision of your career direction, your resume will not do a good job “selling” you to potential employers. Use the language and key words of the business you are targeting.
2. Make sure your resume is easy to read. Employers spend as little as 10 seconds deciding whether to read a resume from top to bottom. Make sure the information at the top grabs the attention of the reader!
3. Your resume should be clear and concise. All your related experience, accomplishments, and skills should be clearly stated, and presented, in a one-page document. (If you are a job seeker with a great deal of *relevant* experience, your resume *may* extend to two pages.)
4. Begin accomplishment statements with action verbs:

achieved	composed	guided	repaired
added	evaluated	managed	reviewed
assessed	generated	performed	simplified

There are many other action words you can use to describe your accomplishments and the value you added to the work site (be it paid or volunteer!).

5. Make sure your resume is error-free and has a professional look. Have at least one other person proofread your resume to check for spelling and grammatical errors, basic sentence structure, and logical presentation of information. Use quality resume paper. Overall, does it present YOU in the best light possible?

Writing the Job Objective

Funded by the Upper Rio Grande Workforce Development Board.
Upper Rio Grande @ Work Career Center is an equal Opportunity Employer/Program.
Auxiliary aids available upon request to individuals with disabilities.

You may decide to call your Job Objective any number of things. Some examples are listed below:

Position Desired	Target
Job Goal	Career Goal
Job Objective	Career Objective
Employment Goal	Employment Target

Your actual objective/goal/target should be specific. It should let an employer know what position you are interested in. See some examples below, and use these ideas to help you write your own specific job objective.

- A position as a fitness coach/trainer working with adults or youth in a corporate setting.
- A position as an elementary school paraprofessional where I can help create a nurturing and stimulating learning environment to help children achieve their potential.
- To obtain a position as a customer service representative in a dynamic retail setting.
- Seeking a professional sales position within the audiovisual equipment/system industry.
- Seeking a position in a construction company where I can use my knowledge and experience to help construct quality projects.
- Seeking a position as a home health aide.
- Looking for a position as office assistant. Will contribute strong organizational and communication skills, along with my ability to work on a team.
- Seeking supervisory position in housekeeping and/or maintenance department of leading hotel franchise.
- A position as a Systems Programmer.
- Mid-level Chemical Engineering position utilizing my experience in process improvement and technical support.

Job Objective

1. To find an opportunity that will allow me to demonstrate that I am a hard working individual who is anxious to increase my knowledge, thereby becoming an asset to the company.
2. To acquire a position with a well-established firm where I can apply my work experience and be an asset to the company.
3. To find an opportunity with a company that will allow me to utilize my ability and to acquire a challenging and rewarding position.
4. To find a position in a company where I can apply my past work experience and be an asset to the company as well as to attain personal satisfaction from being in a position that I know I want as a career.
5. To obtain employment with a company that will provide an opportunity for advancement, where I can utilize my work experience towards a rewarding career.
6. To work for a company by doing the best I can to increase my knowledge, thereby increasing the productivity and efficiency of the program.
7. To be associated with a company where I can establish a career, and to bring benefits to the company by being a skilled and dedicated worker.
8. To work for an employer that recognizes a good job performance from an employee who will work hard and responsibly.
9. To have an opportunity where I can use my training to be the type of worker that any company would be proud to employ.
10. To obtain a position where I will be able to use my skills towards achieving a rewarding career.
11. To find full-time position that will allow me to utilize my top skills, conscientious service, and overall expertise.
12. To work for a company that can use a reliable, dedicated and skilled individual who wants to work full-time.
13. To obtain employment that is challenging to me and to benefit my employer through the effective use of my skills and cooperative nature.
14. To acquire a full-time position which will utilize my knowledge of clerical and secretarial work.
15. To be employed full-time with a company that recognizes a job well done and is responsive to an employee who is proud of his/ her job performance.
16. To prove my job skills and be able to succeed in life with an opportunity to establish my career in a company with which I can grow.
17. To work in a hospital or clinic where I know that my skills and responsibility would be needed.

Resume Mistakes to Avoid

- False information. Many employers verify applicant information. Most will immediately terminate any person who supplies false information.
- Personal data such as age, date of birth, weight, height, race, religion, marital or family status or dependent's names.
- Your social security number.
- A photograph of yourself.
- Language with no meaning outside your own industry.
- A statement that implies that you will take any job available.
- Any shortcomings, weak areas or any difficulties you have experienced in certain jobs. Also, do not mention legal difficulties.
- Past Salary, wages or salary requirements.
- Reasons for leaving a previous job.
- Your lack of a job.
- First person singular (I, me, my, mine). It is not necessary to use the first person singular unless the text does not make sense without it. Since you are writing about yourself, verbs will imply the "I" as the subject of your sentences.
- Listing personal references (Have them Available). The statement "References available upon request" should suffice. Have a separate sheet listing names, titles, business addresses and phone numbers of three to five references. This can be mailed under separate cover or brought to the interview, if requested.
- Copying from another person's resume.
- Printing on both sides of the paper.
- Repetition. This can be avoided by choosing a resume format that allows emphasis of accomplishments without redundancy.
- Flashy colored paper or odd size paper.
- Any information not relevant or current. For example, if you have graduated from High School or college, list that accomplishment and do not list prior schooling.
- Stretching the truth! Do not exaggerate (or lie about) experience or accomplishments. It will come back to haunt you!

RESUME ACTION VERBS

Management Skills

Administered
Analyzed
Approved
Assigned
Attained
Authorized
Chaired
Considered
Consolidated
Contracted
Coordinated
Delegated
Developed
Directed
Eliminated
Enforced
Enhanced
Established
Executed
Generated
Hired
Improved
Incorporated
Increased
Initiated
Instituted
Led
Managed
Motivated
Organized
Oversaw
Planned
Prioritized
Produced
Recommended
Reorganized
Reviewed
Scheduled
Secured
Selected
Streamlined
Strengthened
Supervised
Terminated

Communication Skills

Addressed
Advertised
Arbitrated
Arranged
Authored
Clarified
Communicated
Composed
Consulted
Contacted
Corresponded
Defined
Developed
Directed
Discussed
Drafted
Edited
Enlisted
Explained
Expressed
Formulated
Incorporated
Influenced
Interpreted
Lectured
Listened
Marketed
Mediated
Moderated
Negotiated
Observed
Participated
Persuaded
Presented
Promoted
Proposed
Publicized
Reconciled
Recruited
Referred
Reported
Resolved
Responded
Solicited
Spoke
Suggested
Translated

Clerical or detailed Skills

Approved
Arranged
Catalogued
Categorized
Charted
Classified
Coded
Collected
Compiled
Corrected
Corresponded
Distributed
Executed
Filed
Generated
Incorporated
Inspected
Logged
Maintained
Monitored
Obtained
Operated
Ordered
Organized
Prepared
Processed
Provided
Purchased
Recorded
Registered
Reserved
Responded
Reviewed
Routed
Scheduled
Screened
Submitted
Supplied
Standardized
Systematized
Updated
Validated
Verified

Research Skills

Analyzed
 Clarified
 Collected
 Compared
 Critiqued
 Determined
 Diagnosed
 Evaluated
 Examined
 Experimented
 Explored
 Extracted
 Formulated
 Gathered
 Inspected
 Interviewed
 Invented
 Investigated
 Located
 Measured
 Organized
 Researched
 Reviewed
 Searched
 Solved
 Summarized
 Surveyed
 Systematized
 Tested

Technical Skills

Adapted
 Assembled
 Built
 Calculated
 Computed
 Constructed
 Converted
 Designed
 Determined
 Developed
 Engineered
 Fabricated
 Fortified
 Installed
 Maintained
 Operated
 Overhauled
 Printed
 Programmed
 Regulated
 Remodeled
 Repaired
 Restored
 Solved
 Standardized
 Upgraded

Teaching Skills

Adapted
 Advised
 Clarified
 Coached
 Communicated
 Conducted
 Coordinated
 Developed
 Enabled
 Encouraged
 Evaluated
 Explained
 Facilitated
 Focused
 Guided
 Individualized
 Informed
 Instilled
 Instructed
 Motivated
 Persuaded
 Simulated
 Stimulated
 Taught
 Tested
 Trained
 Tutored

Financial Skills

Administered
 Allocated
 Analyzed
 Appraised
 Audited
 Balanced
 Budgeted
 Calculated
 Computed
 Developed
 Estimated
 Forecasted
 Managed
 Marketed
 Planned
 Projected
 Researched

Creative Skills

Acted
 Adapted
 Conceptualized
 Created
 Designed
 Developed
 Directed
 Established
 Fashioned
 Formulated
 Founded
 Illustrated
 Instituted
 Integrated
 Introduced
 Invented
 Originated
 Performed
 Planned
 Revitalized
 Shaped

Helping Skills

Aided
 Answered
 Assessed
 Assisted
 Clarified
 Coached
 Counseled
 Demonstrated
 Diagnosed
 Educated
 Encouraged
 Expedited
 Facilitated
 Familiarized
 Guided
 Helped
 Motivated
 Provided
 Referred
 Rehabilitated
 Represented



A Desk Aid for Job Seekers

Creating a Resume in workintexas.com tells the employer more about your work history and other skills you have.

- Step 1:** Log in to workintexas.com
- Step 2:** Click on “My Portfolio”
- Step 3:** Scroll down and click the “Resume Wizard” hyperlink to begin the four step process:
- Enter a Career Objective. If you need help, click on the career Objective Examples.
 - Add Work History and References
 - ✓ Click “Add New Work History” hyperlink to add work history
 - ✓ Click “Add New Reference” hyperlink to add a reference
 - Add Education, Training and Occupational License/Certification
 - ✓ Click “Add New Education”
 - ✓ Click “Add New Training”
 - ✓ Click “Add New Occupational License/Certification” if applicable
 - Enter Summary of Qualifications
 - ✓ Tell the employer more about what you can do
 - ✓ Cover information not covered on the other areas of the registration
 - ✓ Use active verbs
- Step 4:** Click “Save”
- Step 5:** “View/Print”
- Step 6:** When you print (optional) eliminate Occupational Experience, References, Occupational Skills, Driver License, and Occupational License/Certification
- Step 7:** Print and Log Off Completely

Sample Resume

612 Meadow Oaks Drive
Roaring Springs, RUN 55112

Phone (612) 858-4929
E-mail ljelemek@highspeed.com

LYNDY JELEMEK

Objective Seeking a position as a call center supervisor in a company that offers challenging and energetic work environment.

Summary of Qualifications Inside Sales Representative
Business to Business Inbound Call Center Representative
Business to Consumer Outbound Call Center Team Leader
Microsoft Word, Excel, Contact Management Program(s)
Management and Supervisory Experience

Work Experience

2001 - 2002 Import Specialty Group, Roseville, MN
Business machine supplier

Inbound Call Center Representative

- Resolved client issues
- Maintained an 80% client retention on service contracts
- Closed highest percentage of sales of entire team

2000-2001 Apex Health Care System, St. Paul, MN
Employer Sales Division

Outbound Call Center Team Leader

- Managed call team to prospect small business owners in the North West Territory of the United States by phone.
- Prepare scripts and sales presentations for representatives to increase policy sales.
- Participate in marketing programs designed to increase sales.
- Team received a 102% Quota Achievement Award

1997-2000 COMMEMORATIVE BRANDS Savage, MN

Inside Sales Representative

- Research, qualify and set appointments for Outside Sales Executives in a variety of market verticals.
- Interview prospective new outside sales associates.
- Average weekly appointments set exceeded 30 qualified leads.

Education

BA, Concordia University, St. Paul, RUN 1997

Sample Resume

Christopher Revelen

14385 Park Avenue
New York NY 10010
Home: (202)989-8088 Cell: (202) 415-7877
E-mail: crevelen@bpm.com

TRANSPORTATION SYSTEMS PROFESSIONAL

Professional with extensive experience and proven ability in domestic and international logistics planning. Consistent track record of excellent customer satisfaction.

PROFESSIONAL EXPERIENCE

New York, New York

Congress Transportation Corporation
Logistics Planning Representative
November 2001 - Present

Responsible for assisting both large and small business clients with logistics planning and inventory control systems.

Key Accomplishments

- Ranked in the Top 4% Overall for overall customer satisfaction
- Averaged of 99% on-time rate for shipments domestically and internationally.
- Helped customers achieve an average 10-20% reduction of shipping expenses.

New York Central Wholesale

New York, New York

Shipping Supervisor
September 1995 - November 2001

Key Accomplishments

- Responsible for domestic and international freight shipping and receiving in a warehouse operation.
- Supervised 38 employees on 3 shifts.

EDUCATION

BBA, Syracuse University, Marketing. 1995

Sample Resume

Linda Smith

70 Vffla Canyon #490
New York, NY 64890

999-421-0000
Isnnt@chaite.com

Skills Summary

I am a fast learner with a proven ability to prioritize and complete multiple tasks. I am highly motivated, work well on a team, and complete assignments with little supervision. My enthusiasm, along with my ability to adapt quickly to challenges, will be a benefit to your company.

Employment History

M & J Telemarketing

New York, NY

Sales Representative

January 2002 - present

- Preserve confidentiality of M&J customers and employees.
- Market products to customers by telephone. Result: increased sales volume by 16% during last fiscal quarter.
- Knowledgeable about products and able to answer customer questions.
- Maintain positive attitude in busy and demanding environment.

Safe Center

New York, NY

Volunteer

May 1999 - June 2001

- Assessed clients for assistance and shelter.
- Contributed articles to monthly newsletter.
- Organized and inventoried donated items.
- Referred clients to community resources.
- Coordinated and set up informational booths at community events.
- Provided emotional support to clients.

Langley Filters

New York, NY

Production

August 1998 - April 1999

- Assembled air filters.
- Adapted quickly to daily assignments.
- Operated steel cutting press and paper pleating machine.
- Read and interpreted customer orders.
- Followed all safety procedures and OSHA requirements.

Education

Associate of Science Degree, May 2003
Central Community College, Trenton, NJ



Texas Workforce Center of El Paso

RESUME WORKSHEET

www.urgwdb.org

NAME			
ADDRESS			
CITY, STATE, ZIP		TELEPHONE NO. () -	
<u>JOB OBJECTIVE:</u>			
<u>SPECIAL SKILLS</u> (List any special skills and/or qualifications that you have) For example, Typing, Current Texas Commercial Driver's License, current Food Handler's Card, ability to operate acetylene welding equipment, ability to read, write, and speak English, Spanish, etc. fluently			
1.	4.		
2.	5.		
3.	6.		
EDUCATION:			
Do you have a GED ? if yes name of school. _____			
City, State _____ Dates: MM/YY _____			
Name of High School: _____			
City, State _____			
Month or Years Attended _____ to _____ Did you graduate? _____			
Name of College/University/ Trade Business School _____			
City, State _____			
Month or Years Attended _____ to _____ Did you graduate? _____			
Name of College/University/ Trade Business School _____			
City, State _____			
Month or Years Attended _____ to _____ Did you graduate? _____			

Name _____

Employment History (start with most recent)			
1) Name of Company _____	_____	Title /Position _____	_____
City, State _____	Start Date _____	End Date _____	_____
Description of Duties _____			
2) Name of Company _____	_____	Title /Position _____	_____
City, State _____	Start Date _____	End Date _____	_____
Description of Duties _____			
3) Name of Company _____	_____	Title /Position _____	_____
City, State _____	Start Date _____	End Date _____	_____
Description of Duties _____			
Other:			

Writing a Successful Cover Letter

1. Address the letter to a specific person by name and title.

If you are responding to an ad, call the company and ask for the name of the person hiring (unless the ad specifies "no phone calls").

2. Organize the body of the letter:

Paragraph #1 – Your opening paragraph should capture the reader's attention, describe the specific job you are applying for, and tell how you learned of it. This paragraph should introduce you and make the employer want to keep reading.

Paragraph #2 - The middle paragraph should answer the question, "Why should I hire you?" It should communicate your key qualifications, matching your experience to the company's requirements, and highlighting skills that will be important to succeeding in this job. Use **Green Flag Statements** to truly sell your "strengths."

Paragraph #3 - The closing paragraph should neatly wrap up your letter with a polite, yet assertive closing statement that reiterates your interest in the position and asks for an interview. It may also tell how and when to get in contact with you.

3. Include your return address.

Write your name, address, telephone number, and email address either at the top of the page above the date, or at the bottom of the page, below your signature.

4. Additional guidelines:

Type (or word process) the letter. Single space, except between paragraphs. Check spelling, grammar, and punctuation carefully. Avoid starting each sentence with the word "I." Use a natural, simple writing style. Show your interest and enthusiasm about the job. If you make your letter easy - and interesting - to read, you greatly increase the chances it will be read.

Sample Cover Letter

August 14, 2003

Ms. Ruth Campbell, Administrator
Charity Nursing Home
309 Fourth Avenue
Green Hills, NE 68000

Dear Ms. Campbell:

Your advertisement for a qualified nursing assistant, which appeared in last Saturday's newspaper, is exciting news to me. For seven years I have devoted my time to caring for my ill mother and my two young children. During this time I discovered that I love the challenge and the rewards of caring for children, the ill, and the elderly.

Now that my mother and children no longer need me on a full-time basis, I am eager to pursue a career in the care-giving field. Although I have little formal training, my life experiences have prepared me for the hard work and compassion this position requires. For example, I have learned the proper procedures for dispensing medications, taking and charting vital signs, administering oxygen therapy, applying dressings, and much more. My on-the-job training has prepared me to work for you!

Your nursing home has a fine reputation and it would be a privilege for me to contribute to its services. Enclosed, please find my resume, which further explains my experience and qualifications for the position of nursing assistant. I look forward to meeting you, and will call next week to set up an appointment at your convenience.

Sincerely,

Tamara Jones

Tamara Jones
1111 South Street
Green Hills, NE 68000
(300) 123-0000
tmjones@heartland.com

Cover Letter Outline

Date

(4 spaces)

Employer's Name and Title

Name of Company

Address

City/State/Zip

(2 spaces)

Dear:

(2 spaces)

What job are you applying for and how did you learn of it?

(2 spaces)

Why would you be a good person for this job?

(2 spaces)

Restate your interest in the position and ask for an interview.

(2 spaces)

Sincerely,

Signature *(Leave 4 spaces and sign your name)*

Your name typed or printed

Address

City, State Zip

Phone Number

Email address