



Résumés That Work

Shasta County Health and Human Services Agency
CalWORKs Employment Services Program



Résumés That Work

“Opportunities are usually disguised by hard work, so most people do not recognize them.” Ann Landers

Résumé Styles Are as Unique as Our Fingerprints....

- Find a style that fits you; everyone has their opinion and no one style is the “right style”
- Remember to also reflect what the employers want to see
- A résumé is a “living document” that should continually be updated and revised

You Must Know Yourself to Market Yourself

- Know: your skills/major accomplishments; needs/values; interests
- Know: what job options are available
- Know: which industries hire for the occupation you want
- Know: which businesses are the ones where you want to work

Résumés Are Like Magazine Advertisements

- The goal is to have the employer stop on your “ad” and invite you to interview
- How does your résumé stand out from other résumés?

You Only Have One Chance to Make a 1st Impression

- Employers may spend as little as 10 seconds reviewing a résumé
- Résumés should LOOK good
- Is it easy to read?
- Is it eye-catching?
- Find the right balance of “white space” - some, but not too much

Job Specific Résumés

- Customize résumé for each job and focus on a specific job target
- The more clearly a goal is specified, the more attainable it becomes
- Determine which skills you have from those listed in the job announcement
- Use the language from the job announcement in your résumé

3 Main Types of Résumés

1. Reverse Chronological

- Traditional
- Good for a solid work history with no gaps
- Should go back about 10 years
- Use when applying for a job that is directly related to work experience

2. Functional

- Skills are listed by subject
- No dates on the résumé at all
- Good for large gaps in the work history and for job hopping
- Can be suspicious to employers if trying to cover up gaps and job hopping

3. Combination

- Highlights skills by subject
- Includes minimized work history WITH dates
- Good when a person has had many of the same types of jobs (same skills)
- Be careful not to be repetitious
- Be careful not to include too much information
- Some employers do not like this style if they have to “put the clues together” to figure out person’s background

6 Résumé Components

1. Name and Contact Information

- Name should be in “bold” and at least 18 pt.
- Legible (large enough); contact info in no less than 12 pt.
- Proportioned to the rest of the résumé (not too much bigger than the rest of résumé)

2. Highlights

- List with bulleted points
- Can be titled in various ways, such as “Summary of Qualifications”, “Skills and Abilities”, “Skills Summary”, “Key Accomplishments”, etc.
- Should include at least 3, but not more than 6, highlights
- Can be work traits such as:
 - Well-organized and proficient
 - Team player
 - Work well under pressure
 - Dependable, etc.

and/or:

- Measurable skills
- Use statements that include proof of quality or asset and experience related to position applied for. For instance:
 - Supervised 7 staff
 - Increased sales by 65%
 - Awarded employee of the quarter 4 times, etc.

3. Work History

- Use concise statements describing your role and use action verbs (see pages 7 and 8, “*Action Words by Skill Category*”)
- Use measurable skills and accomplishments in bulleted form (see above)
- List in reverse chronological order
 - ♦ Most recent employment first
 - ♦ Go back at least 10 years (unless worked longer at most recent employer)

- Account for gaps and job hopping by listing volunteer experience and unpaid work experience
- Write dates with numerical month and year. For example: *01/2009*

4. Education and Training

- Include, if it is relevant to the job
- Write in the same style as work history
- Include high school diploma or its equivalent on résumé if job announcement requests that information or if no other education

5. Certificates or Licenses

- Only list if they are relevant to job
- Avoid religious/political affiliations unless they are relevant to the job

6. Honors or Awards

- Include name of honor or award and name of organization who gave the award
- Only list if relevant to the job applying for

Reference Page

- Have a separate page just for references
- Should have 3 to 5 references (not family)
- Choose references who know how well you work
- Should include the following information:
 - Name
 - Current job title
 - Mailing address (optional)
 - Phone number
 - Email (optional)
 - How they know you (colleague/former employer)

Formatting

- Layout, language, and word usage should be easy to read
- Avoid job or industry specific lingo, jargon, and acronyms
- Best to keep résumé length to one page
 - If two pages, use all space
- Consistent formatting: be consistent with formatting throughout résumé
 - Headings should look the same
 - Dates should look the same (e.g. *June 2005 - June 2006* or *06/2005 to 06/2006*)
 - Fonts are matched and easy to read; use
 - Arial
 - or
 - Times New Roman
 - Font should be no less than 11 pt.
 - Margins should be no less than .7 each
 - Only list city and state with work history (*not whole street address*)
 - Avoid the use of the first person pronouns (I, me, we, etc.)
 - Use action verbs to describe skills and activities
 - Keep verb tense consistent
 - Use past tense to describe previous experience (*Work History*)
 - Use present tense to describe current skills (*Qualifications Summary*)
 - Avoid using individuals' names: "*Caregiver for Private Resident*" instead of "*Jane Doe*"
 - Be careful if adding page borders: sometimes they do not copy or print correctly
- Spelling and Grammar
 - Spell check does not catch everything including names, titles, or typos that are still words, but not what was intended, e.g. "Manager/Manger"
 - Use proper grammar. Avoid using abbreviations (although it's okay to use two letter postal codes for states such as CA, NV, etc.)
 - Proofread CAREFULLY
 - From *right to left*
 - From *bottom to top*
 - Have at least one other person proofread your résumé

Résumé Checklist

Formatting

- Easy to read/eye-catching
- One page
- Balance of “white space” on paper
- Not repetitious
- Customized for each job
- Headings match
- Verb tense is the same
- Proper grammar
- Avoid abbreviations (“CA” is okay)
- Consistent formatting
- Double checked spelling, including names
- Fonts match
 - o Dates formatted the same
 - o No job specific jargon/acronyms

Content

- Contact info is clear and current
- Summary of professional highlights
- Work history starts with most recent
- Gaps/job hopping are accounted for
- No more than 10 years of work history
- City and state with jobs/school
- Education written like work history
- All action verbs
- Saved for later access, either to email, flash drive or online storage
- No first person (I, me, we, etc.)
- Proofread thoroughly
- No personal names of employers, for example:
“*Caregiver for a private resident*” or
“*Childcare Provider for a private family*”
- Skills/accomplishments are listed
 - o Used job announcement language
 - o Quantifiable accomplishments
 - o Interpersonal skills are included

ACTION WORDS BY SKILL CATEGORY

Communication		Creative	Teaching	Helping
Addressed	Interpreted	Acted	Adapted	Adapted
Advertised	Interviewed	Adapted	Advised	Advocated
Arbitrated	Involved	Began	Clarified	Aided
Arranged	Joined	Combined	Coached	Answered
Articulated	Judged	Composed	Communicated	Arranged
Authored	Lectured	Conceptualized	Conducted	Assessed
Clarified	Listened	Condensed	Coordinated	Assisted
Collaborated	Marketed	Created	Critiqued	Clarified
Communicated	Mediated	Customized	Developed	Coached
Composed	Moderated	Designed	Enabled	Collaborated
Condensed	Negotiated	Developed	Encouraged	Contributed
Conferred	Observed	Directed	Evaluated	Cooperated
Consulted	Participated	Displayed	Explained	Counseled
Contacted	Persuaded	Drew	Facilitated	Demonstrated
Conveyed	Presented	Entertained	Focused	Diagnosed
Convinced	Promoted	Established	Guided	Educated
Corresponded	Proposed	Fashioned	Individualized	Encouraged
Debated	Publicized	Formulated	Informed	Ensured
Defined	Reconciled	Founded	Instilled	Expedited
Developed	Recruited	Illustrated	Instructed	Facilitated
Directed	Referred	Initiated	Motivated	Familiarized
Discussed	Reinforced	Instituted	Persuaded	Furthered
Drafted	Reported	Integrated	Simulated	Guided
Edited	Resolved	Introduced	Stimulated	Helped
Elicited	Responded	Invented	Taught	Insured
Enlisted	Solicited	Modeled	Tested	Intervened
Explained	Specified	Modified	Trained	Motivated
Expressed	Spoke	Originated	Transmitted	Prevented
Formulated	Suggested	Performed	Tutored	Provided
Furnished	Summarized	Photographed		Referred
Incorporated	Synthesized	Planned		Rehabilitated
Influenced	Translated	Revised		Represented
Interacted	Wrote	Revitalized		Resolved
		Shaped		Simplified
		Solved		Supplied

Organizational	Research	Technical	Leadership	Financial
Approved	Analyzed	Adapted	Administered	Administered
Arranged	Clarified	Applied	Analyzed	Adjusted
Catalogued	Collected	Assembled	Appointed	Allocated
Categorized	Compared	Built	Approved	Analyzed
Chartered	Conducted	Calculated	Assigned	Appraised
Classified	Critiqued	Computed	Attained	Assessed
Coded	Detected	Conserved	Authorized	Audited
Collected	Determined	Constructed	Chaired	Balanced
Compiled	Diagnosed	Converted	Considered	Budgeted
Corrected	Evaluated	Debugged	Consolidated	Calculated
Corresponded	Examined	Designed	Contracted	Computed
Distributed	Experimented	Determined	Controlled	Conserved
Executed	Explored	Developed	Converted	Corrected
Filed	Extracted	Engineered	Coordinated	Determined
Generated	Formulated	Fabricated	Decided	Developed
Incorporated	Gathered	Fortified	Delegated	Estimated
Inspected	Inspected	Installed	Developed	Forecasted
Logged	Interviewed	Maintained	Directed	Managed
Maintained	Invented	Operated	Eliminated	Marketed
Monitored	Investigated	Overhauled	Emphasized	Measured
Obtained	Located	Printed	Enforced	Netted
Operated	Measured	Programmed	Enhanced	Planned
Ordered	Organized	Rectified	Established	Prepared
Organized	Researched	Regulated	Executed	Programmed
Prepared	Reviewed	Remodeled	Generated	Projected
Processed	Searched	Repaired	Handled	Qualified
Provided	Solved	Replaced	Headed	Reconciled
Purchased	Summarized	Restored	Hired	Reduced
Recorded	Surveyed	Solved	Hosted	Researched
Registered	Systematized	Specialized	Improved	Retrieved
Reserved	Tested	Standardized	Incorporated	
Responded		Studied	Increased	Leadership <i>con't</i>
Reviewed		Upgraded	Initiated	Prioritized
Routed		Utilized	Inspected	Produced
Scheduled			Instituted	Recommended
Screened			Led	Reorganized
Submitted			Managed	Replaced
Supplied			Merged	Restored
Standardized			Motivated	Reviewed
Systematized			Navigated	Scheduled
Updated			Organized	Secured
Validated			Originated	Selected
Verified			Overhauled	Streamlined
			Oversaw	Strengthened
			Planned	Supervised
			Presided	Terminated

Specific Job Skills

RESTAURANT SERVER

- Prepared individual and large group meals
- Operated computerized cash register
- Maintained clean dining room
- Sanitized tables and counters
- Cleaned and polished floors
- Delivered orders to customers
- Maintained cleanliness of equipment and utensils
- Skilled in working with diverse customers
- Competent in following complex directions
- Safely used gas and electric appliances
- Worked flexible schedule
- Performed efficiently as a team player

FAST FOOD MANAGER

- Managed and supervised efficient crew
- Scheduled work crews and individual workers
- Handled money, including safe drops at banks
- Operated electronic cash register
- Balanced cash drawer at the end of the day
- Skilled in all aspects of the operation of restaurant
- Opened and closed restaurant regularly
- Trained staff in proper food handling procedures
- Managed employee relations and discipline

MAINTENANCE WORKER/JANITOR

- Maintained equipment and coordinated its usage
- Assured equipment was safe while in use
- Maintained light fixtures
- Washed, waxed, and buffed floors
- Prepared floor for waxing and polishing
- Cleaned, vacuumed, and shampooed carpets
- Cleaned furniture, walls, and wood trim
- Properly used and stored chemical cleaners
- Safely removed refuse
- Cleaned windows using various methods
- Sanitized restroom facilities

CUSTOMER SERVICE CLERK

- Completed special orders for customers
- Answered and returned phone calls regarding service
- Solicited feedback regarding customer satisfaction
- Collected money due on accounts
- Provided relevant information to meet customers' needs

LANDSCAPE LABORER

- Worked a flexible schedule
- Excellent communication skills with customers
- Skilled with installing and repairing sprinkler systems
- Experienced in lawn maintenance techniques
- Edged and trimmed plants and trees
- Hauled trash and clippings
- Consulted clients in the landscaping design
- Operated a variety of equipment
- Planted flowers in organized rows and designs

LANDSCAPE BUSINESS OWNER/MANAGER

- Marketed small business and managed its finances
- Accurately handled cash and customer records
- Proficient in making estimates on jobs
- Excelled in accounting, billing, and budgeting

HOUSEKEEPER

- Provided prompt, quick, and efficient service
- Lifted and turned mattresses by self
- Properly sanitized guest rooms
- Cleaned and sanitized bathrooms
- Behaved courteously and respectfully to patrons
- Trustworthy and reliable with customers' possessions
- Vacuumed carpets, polished tile floors

BABYSITTER/CHILDCARE PROVIDER

- Knowledge of child development stages
- Experienced with money management
- Planned and prepared nutritious snacks and meals
- Resolved conflicts in a diplomatic manner
- Read stories out loud, directed games and activities
- Utilized stress management skills
- Maintained clean and orderly play and sleeping areas
- Noted behavioral changes in children

HOMEMAKER

- Coordinated schedules and activities
- Utilized interior design skills
- Resolved conflicts successfully
- Supervised children and household activities
- Directed recreational activities
- Managed accounts payable, receivable, and financial planning for household
- Planned and prepared nutritionally balanced meals for individuals and large groups

Sample Chronological Résumé

Anita Jobb

1000 Work Place
Employ City, CA 11999
(530) 111-9675
ajobb@careers.com

- Highlights:**
- Work well in a high pressure environment
 - Proven excellence in customer service
 - Well-organized and efficient
 - Skilled with computer systems and software
 - Professional demeanor

Experience: The Limited Employ City, CA
Retail Manager April 2012 to May 2015

- Supervised 10 employees during various shifts
- Hired and fired employees as needed
- Resolved conflicts and established clear rules and regulations
- Ensured that sales goals were met or exceeded; received awards for highest selling department
- Integrated new register functions
- Placed orders to restock merchandise and handled receiving of products and returns
- Extensive work with visual standards and merchandising high-ticket items
- Managed payroll, scheduling, reports, email, inventory and maintained clientele book and records

Macy's Employ City, CA
Sales Associate July 2011 to April 2012

- Merchandised designer women's wear
- Worked with customers for fittings
- Scheduled private shopping appointments with high-end customers
- Many repeat customers who asked specifically for my services

Tam O'Shanter Employ City, CA
Bartender November 2010 to July 2011

- Provided customer service in fast-paced bar atmosphere
- Maintained and restocked inventory
- Processed hour and tip information for payroll and closing register

Education: Employ City Community College Employ City, CA
Associate Degree in Business 2011

Sample Functional Résumé

Anita Jobb

1000 Work Pl.
Employ City, CA 55555
(530) 111-9675
ajobb@careers.com

Highlights

- Proven excellence in customer service
- Well-organized and efficient
- Skilled with computer systems and software
- Professional demeanor

Summary of Qualifications

Customer Service

- Provided customer service in fast paced retail atmosphere
- Worked with customers for fittings, ensuring that customers' needs and desires were met
- Many repeat customers who asked specifically for me
- Scheduled private shopping appointments with high-end customers

Management

- Supervised 10 employees during various shifts
- Hired and fired employees as needed
- Resolved conflicts and developed solutions to problems on a daily basis
- Ensured that sales goals were met or exceeded; received awards for highest selling department
- Managed payroll, scheduling, reports, email, inventory and maintained records
- Processed hour and tip information for payroll and closing register

Merchandising

- Integrated new register functions
- Placed orders to restock merchandise and handled receiving of products and returns
- Extensive work with visual standards and merchandising high-ticket items
- Merchandised designer women's wear
- Maintained and restocked inventory

Education

Employ City Community College
Associate Degree in Business

Employ City, CA
2011

Sample Combination Résumé

Anita Jobb

1000 Work Pl.
Employ City, CA 5555
(530) 111-9675
ajobb@careers.com

Highlights

- Proven excellence in customer service
- Well-organized and efficient
- Skilled with computer systems and software
- Professional demeanor

Summary of Qualifications

Customer Service

- Provided customer service in fast paced retail atmosphere
- Worked with customers for fittings, ensuring that customers' needs and desires were met
- Many repeat customers who asked specifically for me
- Scheduled private shopping appointments with high-end customers

Management

- Supervised 10 employees during various shifts
- Hired and fired employees as needed
- Resolved conflicts and developed solutions to problems on a daily basis
- Ensured that sales goals were met or exceeded; received awards for highest selling department
- Managed payroll, scheduling, reports, email, inventory and maintained records
- Processed hour and tip information for payroll and closing register

Merchandising

- Integrated new register functions
- Placed orders to restock merchandise and handled receiving of products and returns
- Extensive work with visual standards and merchandising high-ticket items
- Merchandised designer women's wear
- Maintained and restocked inventory

Employment History

2012 to 2015	The Limited	Retail Manager	Employ City, CA
2011 to 2012	Macy's	Sales Associate	Employ City, CA
2010 to 2011	Tam O'Shanter	Bartender	Employ City, CA

Education

Employ City Community College Associate Degree in Business	Employ City, CA 2011
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Résumé Writing Worksheet

The following worksheet will help you construct various sections of your résumé. All categories may not apply to you. If you do not have enough space, use a separate sheet of paper.

HEADING – Personal Information

Name:

Address:

Phone

Email:

(Make sure that your email address is one that you check regularly and that it is appropriately named in a professional, business manner)

HIGHLIGHTS

(Or Summary of Qualifications, Skills and Abilities, Accomplishments, Skills and Qualifications, etc.)

This section is used to grab an employer's attention. Focus on traits that are most relevant to the position applying for and that may distinguish you from other applicants. Examples:

- Languages (Fluent in _____ and _____)
- Proficient in (list computer skills, programs, etc. that may be applicable to the job you are searching for)
- Supervised 7 staff

EXPERIENCE – Work, Internships, Volunteer Work

List your experience, with **most recent information first**. When noting your responsibilities or accomplishments use concise statements describing your role, using action verbs. Please refer to pages 7 - 8, "*Action Words by Skill Category*" and pages 9 – 10, "*Specific Job Skills*".

Company/Agency

Job Title:

City, State

Month/Year began

Month/Year ended

Skills:

Company/Agency

Job Title:

City, State

Month/Year began

Month/Year ended

Skills:

Company/Agency

Job Title:

City, State

Month/Year began

Month/Year ended

Skills:

Company/Agency

Job Title:

City, State

Month/Year began

Month/Year ended

Skills:

Company/Agency

Job Title:

City, State

Month/Year began

Month/Year ended

Skills:

EDUCATION

List all colleges and universities from which you have earned, or will earn, a degree. Do not abbreviate school names. If you are in the process of working toward a degree or license, list “*In Progress*” under “*Year Achieved*” or the number of units you have completed to date. If your highest degree achieved was a high school diploma you may list that as long as it hasn’t been several years ago and also if the job announcement specifically requests that information.

School: _____
Degree: _____
Year Achieved: _____
City, State _____

School: _____
Degree: _____
Year Achieved: _____
City, State _____

CERTIFICATES AND LICENSES

Examples might include CPR/First Aid, Microsoft, Teaching, etc.

Certificate/License: _____
Date Received/Expires: _____
Organization Received From: _____

Certificate/License: _____
Date Received/Expires: _____
Organization Received From: _____

HONORS/AWARDS

Include name of honor/award, date received and name of organization giving award.

Sources

Information contained in this packet was adapted from material found on the following websites:

- *Writing a Super Résumé, Express your qualifications and stand out from the crowd* <http://Eresumes.com> – Résumés & Résumé Samples accessed 03/2015
- *10 factors you should use to evaluate your résumé* http://www.quintcareers.com/printable/resume_critique_worksheet.html accessed 03/2015
- SMART BRC job seeker webpage <http://www.thesmartcenter.biz/index.php/job-seekers> accessed 06/2015
- *Action Words* article from www.ACPeople.com.au accessed 03/2015
- *Action Verbs - By Skills Categories* www.QuintCareers.com accessed 03/2015
- *10 Things to Leave Off Your Resume* <http://money.usnews.com/money/blogs/outside-voices-careers/2012/06/20/10-things-to-leave-off-your-resume> accessed 3/2015