



# ***The Resume***

# **A Cochise County Workforce Development Career Center Workshop**

Special recognition goes to Maricopa Workforce Development  
for the creation of this workshop

## **Cochise County Workforce Development locations**

*1843 PASEO SAN LUIS  
SIERRA VISTA, AZ 85635  
PHONE: 520-458-9309  
FAX: 520-417-9910*

*1706 10TH STREET  
DOUGLAS, AZ 85607  
PHONE: 520-364-8906  
FAX: 520-364-8926*

**Hours are from 8am – 5 pm Monday through Friday**

**THE PURPOSE OF THE RESUME IS TO  
OBTAIN AN INTERVIEW!**

**A RESUME IS A SALES DOCUMENT, PLAIN AND  
SIMPLE!**

**JOB ACQUISITION IS THE RESULT OF HOW WELL  
YOU MARKET YOURSELF TO THE EMPLOYER.**

The resume highlights the following areas:

- What you are seeking
- Your "Can-Do's"
- Your accomplishments
- Your work history
- Your education and/or training

The 5 most important factors your resume should contain:

1. Relevant skills
2. Functional experience
3. Employment history
4. Industry experience
5. Measurable accomplishments

## ASSESSING YOUR SKILLS/TRAITS

**A skill** is a developed or acquired ability to do something effectively. **A trait** is a distinguishing characteristic or quality of personality. In assessing the factors that make you a good candidate for a particular position, you must determine what you have to offer in terms of personality traits, transferable skills and additional experience that will make you stand out.



Work tasks can be divided into four main categories:

1. DATA – working with facts, records, files, numbers, systems – activities such as: recording, verifying, organizing data, recordkeeping
2. IDEAS – working with theories, knowledge, ideas – activities such as creating, discovering, problem-solving, brainstorming
3. PEOPLE – working with interpersonal skills – activities such as helping, informing, persuading, directing, serving
4. THINGS – working with materials, tools, machines – activities such as repairing, producing, testing

## RESUME STANDARDS

D o ' s	D O N ' T S
- present yourself accurately and positively	- include salary requirements
- stress accomplishments	- include references
- list most recent (ten years) work history	- use the words I, me, my
- use action verbs	- use jargon, acronyms, abbreviations
- include only relevant information	- assume the reader knows technical terms
- maintain consistency in your formatting	- think of resume as a job description
- make it attractive to the eye	- list reasons for leaving or termination
- use bullets	- use exact dates (month and year are enough)
- have others proofread	- include employer addresses or phone numbers
- keep your resume to no more than 2 pages	- list your high school education
- stimulate interest in meeting you & learning more	- use unprofessional e-mail address or voicemail
- leave off personal info: height, weight, health	- use paragraphs or complete sentences
- leave off hobbies, personal interests	- have someone else write your resume
- target your resume to each company/job	- include clip art, photos, or fancy fonts
- provide your references a copy of your resume	- overcrowd

## FORMATTING

**BOLD** the following areas of your resume:

- **NAME** – as a general rule your name should be 4 points larger than the body of your resume
- **HEADINGS**
- **JOB TITLES** – Employers want to know what you did before where you did it
- **DEGREES**

**FONT** should be simple, easy to read and professional

**FONT SIZE** should be no smaller than 10, no larger than 12 – readability is key

**MARGINS** no smaller than .7 – should be the same all the way around the page

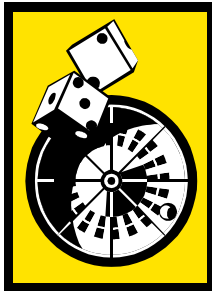
**CONSISTENCY** of margins, indentations, spacing and bullet points – attention to detail

## RESUME ROULETTE:

*By Mary Ann Rosenfeldt Liebert (Working Woman)*

### **Advertisement:**

**PUBLISHING PROMOTION:** Creative promotion person to write special promotions for scientific and medical books in performing arts. Will consider light, if right, experience. Must have initiative and be highly motivated. Knowledge of music and dance a plus; include samples of writing. Box X2104



I was surprised by the response to the ad I ran in a Sunday NEW YORK TIMES. I had expected 25 resumes perhaps – certainly no more than 50. And I had intended to read them all, carefully and analytically, but the first package from the TIMES contained over 300 envelopes. Overwhelmed by the sheer number, I stuffed them into a shopping bag and took them home. That evening I spilled the haul across my bed and began to open the envelopes at random. After reading nearly 30 responses, I was getting snow blind, and I devised a method of preliminary selection: the Liebert Principle of Personnel Recruitment, or envelope discrimination.

Out went those that were handwritten. Next, I ruled out the ones with incomplete addresses or unnecessary abbreviations. Box X2104, NY Times (no city or zip code) never got opened. Neither did Bx X2104, NYC. I was surprised that those even reached me.

Envelopes that bulged with copious writing samples were also put aside (I had enough to read!). Ivory, gray and light blue attracted me simply because they were not white. Good quality bond invited inspection. I was impressed by one response sent special delivery (the sender had initiative and obviously was interested in the job).

Soon it became obvious that there was a surplus of individuals who were highly qualified for the job. It was a real buyer's market.

An additional screening process became desirable, and I moved on to reading the cover letters. Resumes without cover letters were discarded. At least half the salutations began "To whom it may Concern," or "Dear Advertiser." Many letters began with "Dear Sir or Madam" (so outdated), "Dear Box X2104 (awful), or "Gentlepersons" (worse). Then I found one that began "Good Morning", and I felt as though a friend had just walked through the door. "Hello," 50 resumes later had a similar effect.

These cover letters became important because qualifications were in abundance. Enthusiasm and a brief statement emphasizing the qualifications for this particular position made for a strong beginning.

"I am very interested in the position you advertised in the NEW YORK TIMES. My research and writing skills are excellent, and I have a strong academic background in science. I am an avid dance fan and hold subscriptions to both the American Ballet Theatre (spelled correctly) and the New York City Ballet. Early dance training results in my familiarity with dance vocabulary." Negative, self-searching honesty was a turnoff. "I wish to discuss my talents, potentials, knowledge, and failings with you. (I am interested only in success.) I cannot promise that I am substantially different."

I then turn to the resumes. Four page resumes were put aside, as were those that listed every job the applicant ever had held (including a college stint as a busboy in the Catskills). Too many unimportant duties, meticulously detailed (opened mail, sorted correspondence), were boring, sometimes confusing, and provided no clear-cut picture of how much responsibility the applicant could assume.

“Special interests” were sometimes interesting, but mostly not. One candidate listed “music, history, photography, language, interior design, yoga, cooking, politics, golf, swimming, tennis, riding, skating, skiing, baseball”. A woman for all seasons, obviously.

Nor was I interested in where someone went to high school or in height or weight. (I was not looking for a model.)

The five candidates I chose for interviews had much in common. Their resumes arrived within the first two days. Their cover letters expressed enthusiasm and capsulized the experience relating to the job. Writing samples were well chosen and few in number. Envelopes, letters, and resumes were conscientiously prepared and error free. And over and above these considerations, some positive personality traits came through – warmth, spontaneity, and zest – all qualifications I cherish.

Several weeks after the position was filled, I did, in fact, read most of the remaining resumes to decide if my mode of evaluation had worked. Again, I found it impressive to note how many people had the right qualifications and never got to our door. For the most part, the resumes were neatly done and well organized. Surprisingly, not enough attention was paid in the selection of information these resumes contained. The evaluation process re-emphasized for me the underemphasized aspects of how we package our talents and abilities. It starts with the envelope. How accurate are you?

Try the Mary Ann Rosenfeldt Liebert writing skills test. This quiz has been designed to test your spelling, punctuation and general accuracy:

1. He was born on September 9 1929 in Tuson Arizon
2. The material began to ligquify in the bottle
3. For further information please call only sucesful edidtors printers and designers in on the matter.
4. Our of 100 students enroled in class this semester, 63 are men and 38 are women.
5. Many things in life give us cause for thought so many things are definitely a matter of judgement.

## SPECIAL CIRCUMSTANCES

***I'm in my fifties or sixties, and my resume really shows my age. I am afraid that this might turn off potential employers.***

Never forget that the purpose of a resume is to get you interviews. It must clearly and concisely communicate that you are the right person for the job, regardless of your age. Preparing a resume that emphasizes your value and deemphasizes your age is a good first step. You have what younger workers may lack - years of practical experience. Provide examples of how your performance contributed to your employers' goals, mission, and bottom-line results. Keep in mind that many employers prefer older workers, especially at the executive level, because of experience, maturity, leadership skills, and positive work ethic. If you are able to sell potential employers on the value that you bring to the table, your job search will be a success. Only go back ten years in work history so that age will not be evident from your resume. Also, do not list dates of education - this is also a giveaway of age.

***I'm a homemaker. What can I say on my resume if I've spent the last fifteen years raising a family?***

Whether two years, fifteen, or more, time spent rearing children is a positive choice. Many home managing skills and qualities are applicable in the workplace. Highlight work you have done in community, school, or other volunteer projects, listed under a heading of "Relevant Experience". Consider using the combination format to stress abilities and personal qualities that will create value for the employer. As with any resume, make sure you address the needs of the employer in a way that communicates that you are the right person for the job.

***How about "gaps" in my work history – times when I was between jobs or, like now, when I've been looking for a job for an embarrassingly long time?***

Do not make the mistake of including gaps in employment history on your resume. If you can explain the time away from employment and feel that it would be important for a prospective employer to know this information, include it briefly in your cover letter. For example, a returning teacher may include a sentence or two in the cover letter such as: "As you can see on the enclosed resume, I have a Master's Degree in Special Education and have more than 10 years of teaching experience in the XYZ and ABC School Districts. While I have taken a leave from teaching to raise my two daughters, I have recently begun working as a substitute teacher in several local school districts and am anxious to resume a full-time teaching position." The applicant is focusing the Personnel Director's attention on his or her 10 years of relevant teaching experience and is also providing information that he/she is pursuing current experience in the field through substitute teaching.

You can take some liberties with dates. The easiest is to simply round off from months to years, e.g., 1998 to 2003 would not automatically reveal that you left your last job in June 2003. However, when or where you play with the dates, be prepared to explain the gap in the interview. When you fill out a formal application, you will need to give exact months of employment. In anticipation of a gap, you might want to set yourself up in a freelance position or as a consultant. Then you can describe yourself as "self-employed."

***How do I disguise a fragmented work history with lots of short term jobs?***

To minimize a job-hopper image, combine several similar jobs into one "chunk", for example:

1998 – 2000 **Secretary/Receptionist**; Johnson Financial Group, ABC Computers, Ajax Manufacturing

You can drop some of the short-term, less important jobs. However, don't drop a short-term job if you acquired important relevant skills or experience.

***I have held the same type of position for the last 10 years with several different companies, how do I write my resume without sounding redundant?***

Start with a summary or highlights of qualifications, then list your work history by just listing Job Title, Company Name, City/State and Dates for each company. Below this, bullet point the skills, abilities and accomplishments you acquired throughout your career. Be sure to attribute accomplishments to each specific company you worked at.

***On a chronological resume, do all positions listed have to be paid work experience?***

No. You may include volunteer experience or participation in civic, school, or other groups. The important point is that you held a position of responsibility in which you contributed value, produced results, or gained skills that are relevant and transferable to your job target area. List this experience under "Relevant Experience".

***What if I have worked for one company for more than ten years?***

You still should only list the last ten years of your experience. Remember, a resume is a sales document that summarizes your experience for the last ten years. If you list your experience with a company for the last 27 years a few problems may arise:

- Your age will be apparent
- You may seem inflexible to change and only used to one environment or company culture
- It may be assumed that you make too much money and the company can not afford you

Always list all the job titles you have held within the company to show the progression and cross training you received through the years.

***How important is it to include an objective?***

We recommend that you save the objective for the cover letter. By putting it at the top of the resume you run the risk that it is either too vague ("any position that will maximize my skills and experience") or too specific ("landing-gear design"). A targeted resume is the exception.

***Many resumes include "References will be furnished upon request" as the last statement. Don't employers assume that you will give them references if asked?***

Yes, they do. Every inch of space is precious; don't waste it on unnecessary statements. If you were referred to the employer by a mutual friend or business acquaintance, mention this person's name in your cover letter.

***Should I put my education at the beginning of the resume or toward the end?***

Where you list your educational background depends on how important it is in your making a strong impression on a potential employer. If you are seeking a job in which a college degree is an important requirement, or if you are a recent graduate and you lack direct work experience, list education at the beginning of your resume. Otherwise, it can be placed at the end.

***I just graduated from college and don't have a lot of experience. How do I make employers take me seriously?***

Employers will take you seriously if your own knowledge, skills, and experience can create value for others. Consider projects you completed in school, organizations in which you participated or held positions of responsibility, volunteer work, or other non-paid work experience. Use combination format that highlights skills, abilities and accomplishments and downplays past experience. Stress qualitative factors and leadership roles. And don't be afraid to sound self-assured.

# SIXTEEN SKILLS EMPLOYERS REALLY WANT

## **Foundation Skills**

1. Knowing how to learn

## **Competence Skills**

2. Reading
3. Writing
4. Computation (math)

## **Communication Skills**

5. Listening
6. Speaking

## **Adaptability Skills**

7. Creative thinking
8. Problem solving

## **Personal Management Skills**

9. Self-esteem
10. Goal setting/motivation
11. Personal/career development

## **Group Effectiveness Skills**

12. Interpersonal skills
13. Negotiation
14. Teamwork

## **Influence Skills**

15. Organizational effectiveness
16. Leadership

## SKILL/ACTION VOCABULARY

**Communication Skills** – addressed, arbitrated, arranged, authored, collaborated, convinced, corresponded, developed, directed, drafted, edited, enlisted formulated, influenced, interpreted, lectured, mediated, moderated, negotiated, persuaded, promoted, publicized, reconciled, recruited, translated, and wrote.

**Helping Skills** – assessed, assisted, clarified, coached, counseled, demonstrated, diagnosed, educated, expedited, facilitated, familiarized, guided, motivated, referred, rehabilitated, and represented.

**Teaching Skills** – adapted, advised, clarified, coached, communicated, coordinated demystified, developed, enabled, encouraged, evaluated, explained, facilitated, guided, informed, instructed, persuaded, set goals, stimulated, and trained.

**Research Skills** – clarified, collected, critiqued, diagnosed, evaluated, examined, extracted, identified, inspected, interpreted, interviewed, investigated, organized, reviewed, summarized, surveyed, and systematized.

**Management Skills:** administered, analyzed, assigned, attained, chaired, consolidated, contracted, coordinated, delegated, developed, directed, evaluated, executed, improved, increased, organized, oversaw, planned, prioritized, produced, recommended, reviewed, scheduled, strengthened, and supervised.

**Technical Skills:** assembled, built, calculated, computed, designed, devised, engineered, fabricated, maintained, operated, overhauled, programmed, remolded, repaired, solved, and upgraded.

**Financial Skills:** administered, allocated, analyzed, appraised, audited, balanced, budgeted, calculated, computed, developed, forecasted, managed, marketed, planned, projected and researched.

**Creative Skills:** acted, conceptualized, created, customized, designed, developed, directed, established, fashioned, founded, illustrated, initiated, instituted, integrated, introduced, invented, originated, performed, planned, revitalized, and shaped.

**Clerical/Detail Skill:** approved, arranged, catalogued, classified, collected, compiled, dispatched, executed, generated, implemented, inspected, monitored, operated, prepared, processed, purchased, recorded, retrieved, screened, specified, systematized, tabulated, and validated.

**Action Verbs:** achieved, expanded, improved, pioneered, reduced, resolved, restored, spearheaded, and transformed.

## ACTION VERBS FOR ACCOMPLISHMENT STATEMENTS

Accelerated	Invented	Supervised
Accomplished	Launched	Systematized
Achieved	Led	Terminated
Administered	Maintained	Traced
Analyzed	Managed	Tracked
Approved	Motivated	Traded
Budgeted	Negotiated	Trained
Built	Operated	Transferred
Completed	Organized	Transformed
Conceived	Originated	Translated
Conducted	Performed	Trimmed
Consolidated	Planned	Tripled
Controlled	Presented	Uncovered
Converted	Processed	Unearthed
Coordinated	Produced	Unified
Created	Programmed	Unraveled
Cut	Promoted	Utilized
Delegated	Proposed	Vacated
Delivered	Provided	Verified
Demonstrated	Purchased	Widened
Designed	Recommended	Withdrew
Developed	Recruited	Won
Devised	Redesigned	Worked
Directed	Reduced	Wrote
Doubled	Reorganized	
Earned	Researched	
Edited	Revised	
Eliminated	Scheduled	
Established	Serviced	
Evaluated	Set up	
Expanded	Simplified	
Forecast	Sold	
Formulated	Solved	
Founded	Sparked	
Generated	Staffed	
Headed	Started	
Implemented	Streamlined	
Improved	Strengthened	
Improvised	Stressed	
Increased	Stretched	
Innovated	Structured	
Installed	Succeeded	
Instituted	Summarized	
Introduced	Superseded	

## SURVIVING THE TEN SECOND SCAN

Managers receive hundreds – sometimes thousands – of resumes each week. To eliminate the early losers, some managers use the “10 Second Scan”. Here’s how it works: The manager opens her morning mail and looks at the resumes. She gives each resume a ten second glance. Based on this ten-second glance, she’ll toss each resume into one of two piles. The first pile is the “YES” pile. The second pile is the “NO” pile.



To get into the “YES” pile, your resume must show that you can handle the job – and it must say so in ten seconds. The facts must jump from the page and grab the manager’s eye. If the resume looks busy, cluttered, or confusing “Sorry” – she won’t even bother to read it. So, give your resume a simple, clean, and inviting look. Make it a GREAT resume.

### How to make your resume GREAT:

1. A great resume is a **marketing document**. It **highlights the expertise** you have developed throughout your career in terms of **how it will benefit the needs of the employer**. A great resume **communicates a compelling reason** for the employer to want your services.
2. A successful resume **grabs the attention** of the reader in the top third of the resume. Don’t waste this space on a flowery objective that says nothing about you and **your benefits**. Create a Summary or a Highlights of Qualifications section to **summarize the value you bring to the employer**.
3. Weigh your choice of words. Select strong **action verbs**, concrete nouns and positive modifiers for emphasis. Use **concise phrases** and clauses rather than complete sentences.
4. Test your resume for **relevancy**. The information included in your resume should either support your job or career objective directly, or support your character in general. **If you have no definite purpose for including something, leave it out.**
5. **Always send a cover letter** on matching paper with specific reference to the company’s need and your qualifications for the job. A **personal letter is always best**; so make an effort to get the name and title of the individual making the hiring decision.
6. Your resume should be **sharply focused**. Sending out 100 generic resumes will not get you nearly the success as if you send out 10 **targeted** and focused resumes to positions you are well qualified for.
7. **Focus on the benefits** that you have to offer an employer. Your resume **should not read like a job description** or a meticulous list of all the job duties you completed. Instead focus on **key skills and measurable accomplishments**. Avoid the words “responsible for”, “responsibilities included” or “duties”; this is job description language not **results-oriented language that sells**.
8. **Target your resume** to the specific job AND the specific company you are applying for. The company provides **key words** in the job posting, but you can also find out **what is important to the company** through your research.

# THE LANGUAGE OF RESUMES

A successful and effective resume tells the reader the **features** of the potential employee but sells them in terms of the **benefits** that they offer.

- **Features** are the **facts** that make up your personal characteristics and your career - 'This is what I am like', 'This is what I have done'.
- **Benefits** are the advantages you might bring to a company if it employs you. They **show the value or relevance** of your characteristics to a particular job situation - 'This is what I can do for your company.'

#### Instead of:

- Multi-tasker
- Hard worker
- Dependable
- Analytical

#### Try this:

- Ability to juggle multiple priorities with accuracy and attention to details
- Strong work ethic, willing to do what it takes to get the job done right and on time
- Dependable worker with a spotless attendance and punctuality record
- Able to analyze data and transform it into useful information

★ **Every line of your resume should be a strong statement of the benefits an employer would receive if they choose to hire you. Like a strong advertisement, a resume says "If you buy this product (hire me) these are the benefits you will receive".**

In a recent study by Career Masters Institute, what propelled employers to immediately discard resumes included a focus on duties instead of accomplishments, while documented achievements were highly ranked among what employers look for.

Therefore, use expressions sparingly like "Duties included," "Responsibilities included," or "Responsible for." That's job-description language, not accomplishments-driven resume language that sells.

Instead, emphasize the special things you did to set yourself apart and do the job better than anyone else.

Utilize this formula to write strong ACCOMPLISHMENT statements:

**Problem** – the problem or task you conquered

**Action** – the action you took

**Result** – the end result of your actions

Everyone has accomplishments; otherwise you would not have been paid to do a job. Here are some examples:

"Transformed a disorganized, inefficient warehouse into a smooth-running operation by totally redesigning the layout; this saved the company \$25,000 in recovered stock."

"Improved an engineering company's obsolete filing system by developing a simple but sophisticated functional-coding system. This saved time and money by recovering valuable, previously lost, project records."

"Achieved a 30% increase in sales within three months by providing customer service above expectations and targeting the needs of the buyer."

"Dependable worker who did not miss a day of work for 6 years."

# THE BEST USE OF THE TOP THIRD OF YOUR RESUME

## OBJECTIVES

Traditionally, resumes have started with an objective. In today's job market you will be better served to put your objective into your cover letter and use the top third of your resume to grab the reader's attention.

The cases where you may need an objective:

- In networking opportunities in which you may encounter a variety of potential employers
- It is not immediately apparent what job you are seeking
- You are unable to send a cover letter

Whether you decide to use an objective or not - it must be specific, targeted and focused on the needs of the employer – not on your needs.

Objectives such as: "To obtain a challenging position in a growth oriented company where I can utilize my knowledge, education, and strengths to help others achieve goals as well as myself," are far too wordy, are non-specific, and give the employer very little real information.

The following is an example of the kind of objective that can work in today's job market:

Objective: Training Specialist/Maricopa County, Department of Human Services

At general networking groups, the following is appropriate:

Objective: Seeking position in Training and Development.

## SUMMARY OF SKILLS/HIGHLIGHTS OF QUALIFICATIONS

This section is intended to let the reader know right up front "Why should I hire you? It may include:

- A highlight of your years of experience in the profession or industry.
- Identify the areas of expertise you want to emphasize.
- Personal attributes that are important to the company and the position you are applying for.

An example:

- *Journeyman mechanic with over 10 years of flexible and extensive experience repairing all types of engines, trucks, and automobiles.*
- *Specialized education in on-board diagnostics, electrical brakes, rapid-rail, and hydraulics.*
- *Quality oriented, ensure the job is done right with no come-backs by paying attention to detail.*
- *Communicate with customers to build trust and confidence to ensure repeat business and referrals.*

**★ However you decide to start your resume, the most important factor is that you target each resume to the specific job and company that you are applying for.**

## GUIDELINES FOR SCANNED RESUMES

Many large firms are now using scanners to scan resumes for certain key words or phrases that indicate you may possess the skills and abilities needed for a job opening. If your resume doesn't contain the key words/phrases the company is looking for, a human will never even look at it! Below are suggested guidelines to follow so the scanner can accurately read your resume.

- **Refrain from using italics, underlining, bolding, outlining, lines, tables, bullets, or fancy fonts.**
- **Use white paper.**
- **Use no smaller than a 10 point font – (Times New Roman should be no smaller than 11 pts.)**
- **All words should be the same size throughout the resume. (i.e. Don't make heading larger)**
- **Print the resume on a laser or ink jet printer.**
- **Turn in originals (do not use copies).**
- **Use 1" margin all around.**

**Tip:** Get a copy of the job description you are applying for from the human resources department. This may help you identify "Key Words" that are programmed in the scanner for the position in which you are applying.



## **SENDING A RESUME VIA THE INTERNET**

There are several ways to apply via the internet:

- Send your resume as a Word document attachment (not recommended unless specified by the employer)
- Send your resume as a plain text, .txt or ascii attachment
- Cut and paste your resume into the body of an e-mail
- Cut and paste your resume into the company's website

**If you do not know how to send your resume via the internet, you may want to seek assistance at our Computer Lab or attend our workshops.**

**The steps to creating a plain text, .txt or ascii document:**

1. Select File, Save As
2. Under Save As Type, select Plain Text or Text Only
3. Save
4. MS Word gives you a warning that it will be reformatting your document, select OK
5. Exit out of the document and re-open (ensure you are looking in All Files)
6. Clean up any spacing issues
7. Save again
8. MS Word gives you a warning that some items may be incompatible with Plain Text, select YES

**To send your resume via the internet:**

1. Control A – Select All
2. Control C – Copy
3. Go to E-mail or website
4. Control V - Paste

# SCANNABLE RESUME FORMAT

John B. Higgins  
4702 4th Street  
El Mirage, AZ 85755  
623-555-1212

## Highlights of Qualifications:

- \* Persistent worker willing to do whatever it takes to get the job done
- \* Dependable employee with an excellent attendance and punctuality record
- \* Strong work ethic, takes all responsibility very seriously
- \* Able to work unsupervised, takes pride in all work
- \* 7 years of truck driving experience, Commercial Driver's License (CDL), Forklift certified

## Summary of Skills:

### Transportation/Driver

- \* Completed tractor/trailer truck driving training at American Institute of Technology with no grade below the 98% level, obtained a CDL
- \* Extremely skilled driver, confident in the ability to maneuver a truck into and out of any position, and able to handle any situation in a timely manner
- \* Safety conscious driver with knowledge of all safety standards and regulations
- \* Good navigation skills, with an excellent record of arrivals

### Equipment Operation and Maintenance

- \* Forklift, electric pallet jack and picker certified through Xpedx
- \* General knowledge and understanding of mechanical repairs with the ability to troubleshoot and solve basic mechanical problems
- \* Operation of straight trucks, semi tractor trailers, doubles and triples, tankers, limited oversize hauling, end dump and belly dump trucks, and transfer dump trucks
- \* Arc and stick welding experience
- \* General maintenance work including construction clean-up, construction and equipment repair

### Warehouse/Shipping/Receiving

- \* Load and unload trucks quickly and efficiently, with an understanding of how to maximize the space within a truck
- \* Knowledge of chemical interactions to ensure the safe packing of a truck
- \* Ability to lift up to 250 pounds

## Work Experience:

Driver; Certified Driver Services; Litchfield Park, AZ; 9/01 - 11/03  
Driver; Transportation Unlimited Drivers, Inc.; Tempe, AZ; 8/98 - 9/01  
Driver; S & P Express; Phoenix, AZ; 2/94 - 8/98

## Education:

Tractor Trailer Training, CDL  
American Institute of Technology  
Phoenix, AZ 1994

# What Type of Resume is Best For you?

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## **Chronological**

- People who have demonstrated growth in a single profession
- People with extensive years of experience in one job or occupation
- People with little to no gaps in employment

### Typically includes:

- Contact Information
- Highlight or Summary of Qualifications
- Work Experience
- Education

## **Combination**

- People just entering the work force with no track record
- People who are returning to work after an absence
- People who are changing careers
- People with many jobs
- People with redundant jobs
- Military personnel seeking civilian jobs

### Typically includes:

- Contact Information
- Functional Skill Sets
- Work Experience
- Education

## **Functional**

**NOT RECOMMENDED.** This format emphasizes skills, credentials, qualifications, or accomplishments at the beginning of the document, but does not correlate these characteristics to any specific employers. Titles, dates of employment and employment track record are left out. The focus is squarely on what you did, not when or where you did it. This is not the resume of choice for most employers.

# SAMPLE COMBINATION RESUME:

## Richard Mitchell

118 W. Sunnyslope Dr.  
El Mirage, AZ 85338

623.555.1212  
RMITCH@AOL.COM

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**Objective:** Bakery Manager

### Summary of Skills:

#### Customer Service:

- Achieved awards for excellent customer service, going above and beyond expectations with every customer.
- Maintained high standards of customer service, adopting the attitude of "the customer is always right."
- Utilized merchandising, customer service, sales focus and shrink control to increase sales from \$18,000 weekly average to \$22,000.

#### Supervisory Skills:

- Motivated employees to succeed by building strong teams and sharing accountability for the department, this led to winning almost 70% of the contests in the district.
- Organized time and maintained efficiency to run a clean shop and meet all deadlines.
- Dependable supervisor, maintained a record of no lost days in 6 years with a team that rarely called in sick.

#### Shrink Control:

- Reduced shrink levels from 16% to 8% and maintained this low shrink percentage throughout the department.
- Brought the gross profit up from 38.25% to 41.02% by reducing shrink, utilizing end caps, keeping high grossing items full on the tables and reducing items that did not sell.
- Able to recognize areas of improved efficiency to reduce shrink and save the company a minimum of \$80,000 in shrinkage annually.
- Gave the customer the freshest possible product by organization and rotation for maximizing sales.

#### Ordering/Inventory Management:

- Developed ordering skills to keep inventory down while never running out of product. Maintained no back stock, which required more frequent ordering and better tracking.
- Ordered high volume for ads and holidays, returned levels to normal when promotions were over.
- Scheduled the proper employees when receiving loads to maximize rotation and code dating.
- Prepared inventory throughout the department to insure proper counts which created a higher gross.
- Knowledgeable in the use of Telzon gun in ordering and price scanning to prevent pricing errors. Consistently had a record of no errors during Weights and Measures audits.

### Experience:

Fry's Food & Drug

#### Bakery Manager

- Oversaw production and sales of all aspects of the bakery and the employees within. Developed positive employee relations which established team work environment.

Phoenix, AZ

October 1997 to December 2003

Gai's Northwest Bakeries

#### Bakery Supervisor

- Supervised and organized a crew up to 90 employees within 9 departments. Upheld time schedules for employer and customer special orders. Kept time and temperature charts, evaluated employees.

Seattle, WA

July 1993 to June 1995

# RESUME WORKSHEET:

## COMBINATION AND FUNCTIONAL FORMAT WORKSHEET:

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

PHONE \_\_\_\_\_

---

**EMPLOYMENT OBJECTIVE:** \_\_\_\_\_

### SUMMARY OF SKILLS AND/OR EXPERIENCE:

Skill/Experience Category: \_\_\_\_\_

Description: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Skill/Experience: \_\_\_\_\_

Description: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Skill/Experience: \_\_\_\_\_

Description: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Skill/Experience: \_\_\_\_\_

Description: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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**ACCOMPLISHMENTS:**

- 1) \_\_\_\_\_
- 2) \_\_\_\_\_
- 3) \_\_\_\_\_

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**EMPLOYMENT HISTORY:**

Name of Company _____	Job Title _____
Address/Phone _____	Dates of Employment _____
Name of Company _____	Job Title _____
Address/Phone _____	Dates of Employment _____
Name of Company _____	Job Title _____
Address/Phone _____	Dates of Employment _____
Name of Company _____	Job Title _____
Address/Phone _____	Dates of Employment _____

---

**EDUCATION:**

School Name \_\_\_\_\_

City/State \_\_\_\_\_ Dates of Attendance (if recent) \_\_\_\_\_

Major(s) \_\_\_\_\_ Degree/Certificate Earned \_\_\_\_\_

Academic Accomplishments \_\_\_\_\_

Summary of Skills \_\_\_\_\_

**Licenses and Certifications:** \_\_\_\_\_

**Professional Memberships:** \_\_\_\_\_

# SAMPLE CHRONOLOGICAL RESUME:

## Jane Smith

7982 Central Park Avenue, Apt. 8  
Phoenix, AZ 85018

Phone: 602-555-5050  
E-mail: janesmith@syntax.com

### Summary of Qualifications

- 10+ years experience in administrative and clerical work.
- Ability to work independently or in a team setting.
- Proficient in Microsoft WindowsXP, including MS Word, Excel and Outlook.
- Excellent telephone, customer service and people skills.
- Transcription experience with typing skills of 70 wpm.

### Professional Experience

- Administrative Assistant**, Blackwood Systems, Inc., Scottsdale, AZ 12/99-12/03
- Oversaw \$600+ expense budget and used funds for purchasing supplies to reconciling funds to preparing expense report.
  - Stocked and maintained office supplies in order to provide a neat and organized workplace.
  - Maintained front desk and served as company gatekeeper to ensure that employees could work without being disturbed.
  - Accurately and efficiently inventoried, documented and transported confidential information to an off-site storage facility.
- Consultant Assistant**, McDougal Littell, Phoenix, AZ 9/97-12/99
- Used professional phone skills to listen to customers' needs and determine the necessary action.
  - Reviewed and processed expense reports to ensure accuracy before submitting to corporate headquarters.
  - Assisted with the planning and coordination of regional sales meetings.
  - Assisted Consultant Manager by compiling and preparing a detailed monthly report of the attendance records of 23 sales consultants categorized by individual, regional and national spreadsheets.
- Sales Assistant**, The Trane Company, Phoenix, AZ 4/97-7/97
- Supported sales engineers by ordering, tracking and scheduling deliveries of heating and air conditioning equipment in a precise manner.
  - Prepared literature and submitted proposals to customers to describe the equipment and its cost.
  - Determined installation sites for equipment by reading and interpreting plans and blueprints.
- Administrative Assistant**, Professional Career Consultants, Scottsdale, AZ 6/94-4/97
- Greeted customers and referred them to their consultant by answered incoming calls.
  - Handled all customer correspondence for 4 recruiters in a busy office setting.
  - Entered 30+ candidates into database daily, submitting qualified candidates to national recruiting network and retyping resumes when necessary. Prepared and sent invoices to companies that hired our candidates.

### Education

**Mesa Community College, Mesa Arizona – AAS/ Business** 5/94

# RESUME WORKSHEET:

CHRONOLOGICAL FORMAT WORKSHEET:

**YOUR NAME:**

**ADDRESS:**

**CITY:**

**STATE:**

**ZIP CODE:**

**TELEPHONE:**

**E-MAIL ADDRESS:**

---

**BACKGROUND SUMMARY** — This is your opportunity to tell the employer about your talents/accomplishments. Remember, keep it brief.

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**EXPERIENCE** — List in chronological (starting with your most recent position) order the positions you have held. Include employers, locations, titles, brief job descriptions and dates.

Employer:

Location:

Date(s):

Job Title:

Job description:

Employer:

Location:

Date(s):

Job Title:

Job description:

Employer:

Location:

Date(s):

Job Title:

Job description:



# REFERENCES INFORMATION SHEET

## 1. Types of references and their headings:

- Professional references – from former employers, volunteer work
- Character References – from friends (who are employed and/or professionals)  
(References – can contain both professional and character references)

## 2. Important points to remember

- Secure the permission of your references before using their names, addresses, and phone numbers. Make sure the information is updated and correct.
- Send your references a copy of your resume so that they can speak about you the same way you speak of yourself.
- A prospective employer may check your references through phone calls or mail.
- Let your references know the types of position(s) for which you are applying.
- Send them an informal note of thanks after they have given you a letter of recommendation and/or answered a phone reference.
- Let them know when you get the job by sending them a Thank You note. Most likely, they have been part of the process.
- Make sure your reference sheet is written in the same format as your resume; that is, your name and address should have the same type of heading and paper for both.
- Professional references can be someone you have worked for, someone you have worked with or someone who has worked for you.
- Character references should be people you have known for a number of years who can speak of you in terms of your working character.

### **Remember:**

- You may ask for a letter of recommendation when you are leaving a job, provided of course that you are leaving on good terms. You may then photocopy the letter and have it with you when you go on an interview.
- The best reference is someone who you have worked with or for in the past who no longer works for the same company. They have fewer constraints regarding what they can and can't say according to company guidelines.

# SAMPLE REFERENCES SHEET

REFERENCES

for

J. Q. Public

480.001.1000

## TEMPLATE FOR REFERENCES:

**Name (first and last)**

**Job Title**

**Company (if professional reference)**

**(Company) Address**

**City, State Zip Code**

**Phone Number (work)**

**Phone Number (home) if given by reference**

**E-mail address**

Sue Jones

Office Manager

J & J Legal Services, Inc.

59007 West Avenue

Phoenix, Arizona 87987

602.789.4568 (work)

sjones@yahoo.net

Sarah Davis

Office Administrator

Sun Real Estate

234 Cactus Lane

Phoenix, Arizona 89543

602.789.4568 (work)

Mary Smith

Legal Assistant

709 Leaf Street

Phoenix, Arizona 89700

602.123.4567 (home)

mary.smith@cox.com

## COVER LETTER GUIDE

A cover letter should accompany your resume whenever you are mailing your resume to an employer. Therefore, the letter is just as important as your resume. It is a reflection of YOU. Each cover letter must be:

- Individually typed
- Addressed to a particular person with that person's title (whenever possible)
- Signed by you (if using snail mail or fax)

Mass produced general cover letters addressed to "Personnel" or "General Manager" get about as much response as mail you receive addressed to "Occupant".

A cover letter must be brief and to the point. The reader will view it as an example of your written communication skills. Type each cover letter on clean, white bond stationery (or paper which matches your resume paper). Use proper grammar, sentence structure and spelling. Remember to sign your letter.

A successful cover letter:

- Tells the employer what type of position you are seeking.
- Entices the reader to learn more about you by reading your resume.
- Provides or expands your resume objective.
- Serves as a small window into your personality that makes the employer feel he or she simply must get to know you better.
- Gives you a little-used opportunity to impress the prospective employer by showcasing your knowledge about the company and/or its industry.
- Shows how well you express yourself.

A cover letter should not stand on its own. In other words, do not leave information out of your resume simply because it is stated in your cover letter. Your cover letter should make statements about your qualifications for the job – the resume should provide the supporting evidence. The cover letter should never reiterate the resume.

# THE FORMULA FOR A SUCCESSFUL COVER LETTER

**Heading/Date/Address/Salutation:** If you are writing a traditional (not email) letter, select a standard business-letter format such as block style. Your letter's design should match your resume. Be sure to update the date the letter is written. Whenever possible address the letter to a specific person. If you don't have or can't get a name, use:

Attention: Hiring Manager or Attention: Human Resources

**Opening Paragraph** – Attract attention with this paragraph. State why you are writing and what position you are applying for or the type of work you are interested in. Tell the employer how you found out about the position. Hiring managers are busy and do not care to wade through fluff. Your opening paragraph should clearly state the position for which you're applying. Include a reference code if requested and the referral source (i.e. "I am writing in reply to your advertisement for an accounting clerk as advertised in the April 10th edition of the Arizona Republic", or Mr. John Davis suggested I contact you in regard to a position in your accounting department"). Your opening may also include a synopsis of why you are a top candidate for the position:

Your position advertised on Monster is an excellent fit with my qualifications, as the enclosed resume will attest. My background includes 10 years of success managing international sales programs, top-ranked regions and Fortune 500 accounts. I offer particular expertise in the high tech sector, with in-depth knowledge of networking technology.

**Middle Paragraph** – Sell yourself and your skills. Your letter's body contains the sales pitch. This is your chance to outline the top reasons why you're worthy of an interview. When writing the body text, keep in mind that hiring managers want to know what you can do for them, not learn about your life story. Demonstrate how your credentials, motivation and track record would benefit their operation. Review your top five selling factors (the ones you jotted down when doing your company research) and weave them into the body, perhaps as a bulleted list.

Back up achievements with specific examples of how your performance benefited current and former employers. Precede your bulleted list with a statement such as "Highlights of my credentials include:" or "Key strengths I offer include:."

Keep your letter positive and upbeat. This is not the place to write a sob story about your employment situation. Put yourself in the hiring manager's shoes -- would you call yourself in for an interview?

**Final Paragraph** – Close by informing the reader of your next step (i.e. usually arranging for an interview appointment). Express your strong interest in an interview and state that you will follow up soon to confirm your resume was received and discuss the possibility of meeting face-to-face.

**Take the initiative! The employer will appreciate not having to take a specific action in response to your letter or interview request. Letters that require a response are an additional expenditure of time and money for the employer. YOU MAKE IT EASY FOR THEM AND THEY OFTEN WILL GIVE YOU EXTRA CONSIDERATION!**

# COVER LETTER MISTAKES

**Mistake #1: Don't Overuse "I"** - Your cover letter is not your autobiography. The focus should be on how you meet an employer's needs, not on your life story. Demonstrate that you are a team player by minimizing your use of the word "I," especially at the beginning of your sentences.

**Mistake #2: Don't Use a Weak Opening** - Job seekers frequently struggle with how to begin a cover letter. This often results in a feeble introduction lacking punch and failing to grab the reader's interest. Consider this example:

- **Weak:** Please consider me for your sales representative opening.
- **Better:** Your need for a top-performing sales representative is an excellent match to my three-year history as a #1-ranked, multimillion-dollar producer.

**Mistake #3: Don't Omit Your Top Selling Points** - A cover letter is a sales tool that sells you as a candidate. Just like the resume, it should be compelling and give the main reasons why you should be called for an interview. Winning cover letter strategies include emphasizing your top accomplishments or creating subheadings pulled from the job posting. For example:

**Your Ad Specifies:** Communication skills

**I Offer:** Five years of public speaking experience and an extensive background in executive-level report.

**Your Ad Specifies:** The need for a strong computer background.

**I Offer:** Proficiency in all MS Office applications with additional expertise in Web site development and design.

**Mistake #4: Don't Make It Too Long** - If your cover letter exceeds one page, you may be putting readers to sleep. Keep it concise but compelling, and be respectful of readers' time.

**Mistake #5: Don't Repeat Your Resume Word for Word** - Your cover letter shouldn't regurgitate what's on your resume. Reword your cover letter statements to avoid dulling your resume's impact.

**Mistake #6: Don't Be Vague** - If you're replying to an advertised opening, reference the specific job title in your cover letter. The person reading your letter may be reviewing hundreds of letters for dozens of different jobs. Make sure all the content in your letter supports how you will meet the employer's specific needs.

**Mistake #7: Don't Forget to Customize** - If you're applying to a number of similar positions, chances are you're tweaking one letter and using it for multiple openings. That's fine, as long as you are customizing each one. Don't forget to update the company, job and contact information -- if Mr. Jones is addressed as Mrs. Smith, he won't be impressed.

**Mistake #8: Don't End on a Passive Note** - When possible, put your future in your own hands with a promise to follow up. Instead of asking readers to call you, try a statement like this: I will follow up with you in a few days to answer any preliminary questions you may have. In the meantime, you may reach me at (555) 555-5555.

**Mistake #9: Don't Be Rude** - Your cover letter should thank the reader for his time and consideration.

**Mistake #10: Don't Forget to Sign the Letter** - It is proper business etiquette (and shows attention to detail) to sign your letter. However, if you are sending your cover letter and resume via email or the Web, a signature isn't necessary.

**Mistake #11: Don't Be Arrogant** - Telling a prospective employer the skills and benefits we offer is not bragging, it is simply stating facts. It is when we allude to the fact that the employer can not live without us, or that we are the "best ever" that we become arrogant. A bit of humility goes a long way.

## Sample Cover Letter – responding to internet posting – no contact info

**Jane Doe**  
000 North Street  
Glendale, AZ  
623.555.4444  
janedoe@info.net

September 16, 2004

Attention Human Resources:

***First paragraph illustrates why the position desired fits your interests.***

Your posting on CareerBuilder.com for a Senior Administrative Assistant is of special interest to me because it calls for qualifications which match my background and skills. My 7 years of experience in a professional business environment preparing documents, organizing and prioritizing work and greeting customers will allow me to hit the ground running in this position.

***Middle paragraph highlights what you can offer to the company.***

You will note from my enclosed resume that I have expertise in Microsoft Office applications, including the ability to prepare and edit spreadsheets and presentations. In my previous position, I managed a 20-line phone system in an extremely busy environment which required me to screen, evaluate, and route incoming calls. My initiative and organizational skills can be demonstrated by the filing system I developed at Blue Cross. This filing system allowed the company to process highly confidential information in a timelier manner, saving as much as 5 hours per week in filing time.

***Last paragraph explains how/when you will contact or follow up or expresses the next step.***

I look forward to the opportunity to meet with you to further discuss how my skills will benefit your organization. I thank you for taking the time to consider my qualifications.

Sincerely,

Jane Doe

Enclosure(s)

***Make sure your telephone number is on the cover letter either under your name or as part of the letterhead with your name on it.***

## Sample Cover Letter – responding to newspaper posting – w/contact info

### Richard Mitchell

118 W. Sunnyslope Dr.  
El Mirage, AZ 85338

623.555.1212  
RMITCH@AOL.COM

---

October 15, 2005

Debra Jones, Human Resources  
Bureau of Workers' Compensation  
1656 Central Ave.  
Phoenix, AZ 85555  
602.555.6666

Dear Ms. Jones,

Enclosed is a copy of my resume in response to your advertisement for a claims manager in the October 14, 2005 edition of the Arizona Republic. With more than 10 years of experience in insurance claims and a proven record of accomplishments, I believe I am qualified for this position.

In the past three years, as the Director of Claims at the Nationwide Insurance Company, I have honed my communication and teamwork skills. In that position, I have helped develop company-wide policy and procedures for worker claim payments, durable goods procurement and service agreement purchasing. I also am responsible for a staff of 15, and have worked with several key departments in the company.

My experience includes:

- Staff training and development
- Contract negotiations, supplies and equipment
- Durable equipment evaluation and purchasing
- Expertise in computerized management of materials, spreadsheets, databases, word processing and other projects
- Health care management and systems consulting

I look forward to discussing my background and accomplishments with you and learning more about your needs. I will call in the next two weeks to follow-up and explore the opportunity to meet face to face. If you need to reach me before then please feel free to call me at 602.555.1212 or (cell) 602.555.3692. Thank you for your consideration.

Sincerely,

Richard Mitchell

Enclosure: resume

## SAMPLE-TARGETED COVER LETTER

Herman J Hunter  
305 E. Main Street  
Mesa, AZ #200  
480.555.3333

March 13, 2004

Company Name  
Company Address  
City, State, Zip code

(Insert person's name here):

Enclosed is my resume for the position (insert position here) at (insert name of company here) that I found advertised in the East Valley Tribune on (insert date here). I am confident that you will find that your requirements and my qualifications are the perfect match:

### Your Requirements

1. Three years working with public
2. Associates Degree in Business
3. Ms Word, Excel, and PowerPoint
4. Ability to read blueprints
5. Handle budgets and supervision

### My Qualifications

1. Five plus years working with public
2. Bachelors Degree in Business
3. Ms Word, Excel, PowerPoint, Access
4. 3 years experience reading blueprints
5. Responsibility for budgets, financial strategies and supervision of up to 10

In addition, my knowledge of the financial service industry will ensure that your customers receive accurate and timely information and service above and beyond their expectations. In my last position, I was able to increase customer retention by over 20% and achieved a referral rate that far exceeded the company's standards.

I appreciate the time you are investing to find a cost effective employee. I will call you in the next two weeks to discuss the opportunity of being a contributing team member with (insert Company name).

Sincerely,

Herman J. Hunter  
Enclosure