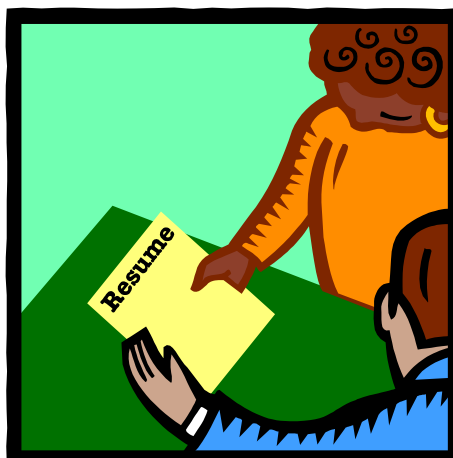


Creating Your Best Resume Module



*Helping people turn their goals into
realities...*

New 
Beginnings

Creating Your Best Resume

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Before You Start ... About Your Resume

Why do employers want a resume from you?

Employers want to see:

1. If you are qualified to work for the position they need to fill, and
2. What your work history has been.

Your resume should answer these questions for the employer:

- ✓ Does this person have the skills needed for the position I am trying to fill?
- ✓ Does this person have the work experience needed for this position?
- ✓ Does this person have a work history?
- ✓ Does this person have the educational level required for this position?
- ✓ Can this person communicate professionally?

It can do this if it:

- ❖ **SELLS YOU** with your best qualifications **in the top 1/3 of the page**
- ❖ **RELATES YOUR SKILLS** to the job
- ❖ **FOCUSES** on the organization you are applying for

Why should you send the employer your best resume?

- ❖ **TO GET YOU AN INTERVIEW!**



About This Module

This module introduces the major sections of a resume to help you choose what sections to include in your resume. The sections of a resume include:

- NAME**
- OBJECTIVE**
- WORK EXPERIENCE / WORK HISTORY**
- EDUCATION**
- SIGNIFICANT COURSES**
- TRAINING**
- SPECIAL PROJECT**
- VOLUNTEER ACTIVITIES / MEMBERSHIPS**
- SKILLS / QUALIFICATIONS**
- REFERENCES**

When an employer asks for a resume, they will expect you to give your name and information about your previous work and education. This information is included in the **NAME, WORK EXPERIENCE / WORK HISTORY and EDUCATION** sections. (These three sections may be considered “required.”) All other information that you choose to include on your resume is meant to highlight your unique experiences and make you a better candidate for the position the employer is trying to fill.

Thought Question

Which sections do you think you should include on your resume to answer the questions from the previous page for the employer?

To begin creating your best resume:

1. Use the **Thought Questions** on the following pages to help you **brainstorm** all of the experiences you have had.
2. Complete the **worksheets** to record your information.

Complete the following pages and you will have written your best resume!

NOTE:

Any resume tips in this, or any other, document should be treated as suggestions to create a resume. Your resume should be written by you to highlight your skills.

If you have any questions about this information, please, as always, feel free to ask any New Beginnings Advisor for help.

Now you know why an employer wants a resume from you, but why do you want to give your resume to an employer? Throughout this module, you should think about the job you are seeking.

Consider the following questions.

Thought Questions

What position do you want?

Why?

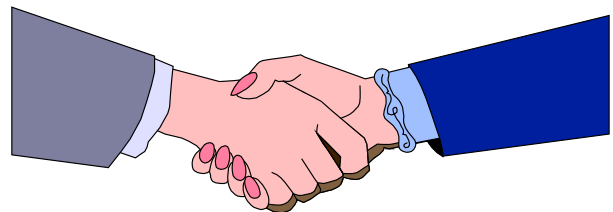
Describe the position. What type of experience and skills might an applicant need to obtain it? (**HINT:** If you are not able to answer this question, look in the help wanted section of your paper for the jobs you want to apply for and use their descriptions.)

Describe the job / company culture. What type of job or company do you want?

Why?

Your answers to the above questions will help you focus on *you*, your *resume*, and your potential *job* and *company*.

This exploration will be helpful throughout your job search, particularly when it comes time to interview.



THE WORK EXPERIENCE SECTION (OR WORK HISTORY SECTION)

For Examples of this section, see pages FS 5 – FS 7.

How should you describe your work?

To start, think about your workday from start to finish.

What do you do first? Then what do you do?

It also helps if you can get an official job description from your employer. If you can't get one, try looking up your position in the book Occupational Outlook Handbook developed by the US Department of Labor. (The book can be found online at <http://www.bls.gov/oco/> .) This can help you describe your position.

Use the Work Experience Charts on pages 9-14 to make a list the things you do throughout your workday. At this time, do not limit yourself to only what you think is important.

You are brainstorming!

NOTE:

How far back should you go? To answer this question, you will need to reflect on your answers to the questions on page 3.

What information from your past work experience should you share with your potential employer that reflects the best of your qualifications?

If you need help, describe your situation to a New Beginnings Advisor, someone within the job field, or even just a friend and discuss your options.

ANOTHER NOTE:

If the information you are presenting in this section is not relevant to the job, field or position you are seeing, look for transferable skills and consider labeling this section "Work History." (See example on page FS 7)



Directions:

To complete the Work Experience Charts (pages 9-14) you are going to:

1. Complete the **Dates** you worked at the job, **Company Name**, **City**, **State** and **Job Title** sections of the table.
2. In the “Things I Do” column, make a list of everything that you do at work, from the beginning of the day to the end. Include, also, some of the things you have done over the course of your employment that were not part of your daily routine

(See the Example of step 1 and 2 on page 7. Notice how the information in the “Things I Do” column is different than the information in the “Action Phrase” column. It is not as descriptive.)

3. In the “Action Phrase” column, describe each task with a phrase that begins with an “action verb.” (See list of action verbs page 6.) *Don’t worry too much about the wording at this point.*
4. In the “Result” column, describe how your actions contributed to the success of the department, company or the level of customer service. It is always helpful if you can quantify your result with numbers. (See the list of Example Result Statements on the bottom of this page.) *Don’t worry if you do not have a result for every action phrase.. (See the Example of this step on page 8.)*
5. **Leave the “Skills” column blank. It will be discussed later...**
6. Complete the worksheet with information about all of your past jobs.

OR

If you have been working at the same company for numerous years, consider each position you held as a separate job and describe it individually.

Examples of Result Statements

For the department / staff team

- ... assuring department wide efficiency*
- ... that improves department activities*
- ... communicating departmental policies to the staff*
- ... that saved the department \$10,000 in overhead costs*

For the company

- ... that increased yearly sales by 10%*
- ... and expose the company to thousands of potential customers each year*
- ... that created a new product line*

For the customer / client

- ... that reduced customer complaints by 5%*
- ... establishing a system to handle the 25% client increase*
- ... implementing the new customer service plan*

Examples of Action Words

NOTE:

What verb tense should you use on your resume? There is no right or wrong answer for this question. Different sources recommend different things, but they all agree to remain consistent. If you are most comfortable writing your past jobs in the past tense, then ALL of your statements should be in the past tense – including your present job. This is more grammatically correct for the reader. Another option is to write using present participles (“ing”). There is, however, a good argument for writing all statements in present tense (as below). **With this tense, you are stating that these tasks are things that you could do today – right now – for the employer.**

accelerate	establish	redesign
administer	evaluate	reorganize
analyze	find	research
automate	head up	reverse
accomplish	implement	revise
achieve	improve	schedule
advance	increase	service
advise	initiate	simplify
approve	institute	sell
author	introduce	spark
budget	identify	staff
build	improvise	streamline
coach	innovate	strengthen
conceptualize	invent	stress
contain	launch	structure
convert	lead	summarize
cut	manage	supervise
complete	motivate	save
conceive	maintain	set up
conduct	negotiate	solve
consolidate	organize	start
contract	operate	stretch
control	organize	succeed
coordinate	perform	systematize
create	plan	teach
delegate	present	terminate
decrease	process	trace
demonstrate	program	track
design	promote	trade
devise	provide	train
direct	publish	trim
deliver	prepare	triple
develop	produce	uncover
double	propose	unearth
eliminate	purchase	unify
expand	reduce	utilize
earn	restructure	vacate
edit	recommend	verify

Work Experience Chart Example Steps 1 and 2:

Dates:	Company Name	City, State	Job Title
1998 – present	New Beginnings	Lowell, MA	Advisor
Things I do:	Action phrase:	Result of Action:	Skills Used:
1. Get my coffee			
2. Check my email	Use electronic mail to communicate to co-workers		
3. Look on the web for research information for seminar	Research information for seminar development		
4. Project time: information for seminar presentation	Create seminar presentations that are informative and engaging		
5. Have a meeting with a student	Advise adults on personal and professional issues		
6. Monitor room	Train adults computers skills and typing		
7. Meet with library	Conduct community outreach		
8. Give a seminar	Present seminars to adults about personal and professional issues		

Work Experience Chart Example Step 3

Dates:	Company Name	City, State	Job Title
1998 – present	New Beginnings	Lowell, MA	Advisor
Things I do:	Action phrase:	Result of Action:	Skills Used:
1. Get my coffee			
2. Check my email	Use electronic mail and communicate to co-workers		
3. Look on the web for research information for seminar	Research primary and secondary sources for seminar information	Developing seminars that utilize the latest techniques and resources	
4. Project time: make a seminar presentation	Create seminar presentations that are informative and engaging	That become the part of the seminar curriculum	
5. Have a meeting with a student about goals	Advise adults on personal and professional issues	Assisting 10 people per year towards reaching their goals	
6. Monitor room	Train adults typing and computer skills	Preparing hundreds of people a year for successful employment and other pursuits	
7. Meeting with library	Conduct community outreach	Collaborate with local non-profit agencies to build a strong community	
8. Give a seminar	Present seminars to adults about personal and professional issues	Giving information that helps hundreds of people each year reach their goal	

Work Experience Chart

Dates:	Company Name	City, State	Job Title
Things I do:	Action phrase:	Result of Action:	Skills Used:
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			

Work Experience Chart

Dates:	Company Name	City, State	Job Title
Things I do:	Action phrase:	Result of Action:	Skills Used:
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			

Work Experience Chart

Dates:	Company Name	City, State	Job Title
Things I do:	Action phrase:	Result of Action:	Skills Used:
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			

Work Experience Worksheet

Dates:	Company Name	City, State	Job Title
Things I do:	Action phrase:	Result of Action:	Skills Used:
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			

Work Experience Worksheet

Dates:	Company Name	City, State	Job Title
Things I do:	Action phrase:	Result of Action:	Skills Used:
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			

Work Experience Worksheet

Dates:	Company Name	City, State	Job Title
Things I do:	Action phrase:	Result of Action:	Skills Used:
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			

THE EDUCATION SECTION

For Examples of this section, see pages FS 5-FS 7.

Thought Questions

What is your most recent formal education?

Have you completed any classes that were offered by an institute of higher education?

NOTE: You do not have to indicate on your resume your High School information if you have ANY college experience. WHY? Because to get into college you have to have gone to high school or received your GED, so it is assumed.

If you have no college level experience, then your most recent education is your high school. You need to indicate this on your resume, but, if it has been over 5 years, do not give a date of attendance.

Example Education Section Chart

Most Recent		
Graduation Yr. or Attendance Dates	College Name	City, State
2001	University of Mass. Lowell	Lowell, MA
	Degree earned, Major/minor, Coursework	GPA (optional)
	BA Business Management	3.5

Complete the following chart:

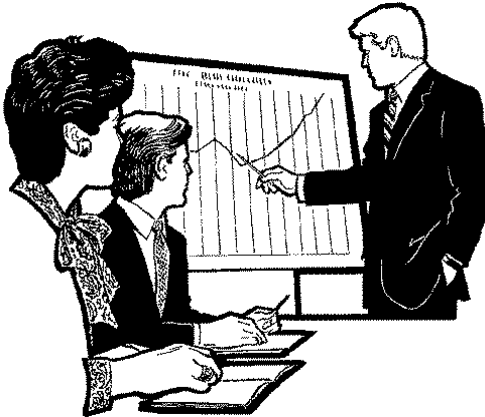
Most Recent		
Graduation Yr. or Attendance Dates	College Name	City, State
	Degree earned, Major/minor, Coursework	GPA (optional)

Other		
Graduation Yr. or Attendance Dates	College Name	City, State
	Degree earned, Major/minor, Coursework	GPA (optional)

High School		
	School Name	City, State

THE SIGNIFICANT COURSES SECTION

If you have information to include in this section, it could make you stand out even more.



Thought Questions

Did you take a college level course where you gained the specific experience you need for the job you are seeking or relevant to the field?

List them here:

Note:

Leave the “Skills Gained” column blank for now. It will be discussed later...

<i>Example Significant Courses Section Chart</i>		
Attendance Date	Course Name	Skills Gained
Fall 1998	Writing for Business	
	College Name	City, State
	Middlesex Community College	Lowell, MA

Most Recent		
Attendance Date	Course Name	Skills Gained
	College Name	City, State

Other		
Attendance Date	Course Name	Skills Gained
	College Name	City, State

THE TRAINING SECTION

For Examples of this section, see pages FS 6.

Thought Questions

Did you attend a training session through your company, or on your own, where you gained the experience you need for the job you are seeking?

Do you have any certifications?

List them here:

Note:

Leave the “Skills Gained” column blank for now. It will be discussed later...

<i>Example Training Section Chart</i>		
Attendance Dates	Session Topic / Certificate Earned	Skills Gained
2001 - present	Microsoft Word 2000	
	Presented By	City, State
	New Beginnings	Lowell, MA

Most Recent		
Attendance Dates	Session Topic / Certificate Earned	Skills Gained
	Presented By	City, State

Other		
Attendance Dates	Session Topic / Certificate Earned	Skills Gained
	Presented By	City, State

Other		
Attendance Dates	Session Topic / Certificate Earned	Skills Gained
	Presented By	City, State

Other		
Attendance Dates	Session Topic / Certificate Earned	Skills Gained
	Presented By	City, State

Note: What is the difference between the “Education” Section and the “Training” Section?

The main difference is **WHO** gave the training. If it was a formal education institution (i.e. College, University, Technical School, Public or Private High School) then it should be listed in the Education Section. In the training you would list where you received your certifications (i.e. CPR) or the training conference that your boss sent you to, or the training you sought on your own to improve your skills (i.e. informal home study). Training is also usually “out-of-house” trainings, not the on the job training that you had to go through to learn how to perform your job.

Training also expires faster than education since it is usually related to a specific skill or task. Review your training and question whether anything that is over 5 years would be considered out dated in your field.

THE SPECIAL PROJECT SECTION

For an Example of this section, see page FS 5. .

Thought Questions

Did you take on a project at work or school where, by completing it, you gained the experience you need for the job you are seeking?

Directions:

1. Complete the **Dates** you worked on the project, **Company Name**, **City**, **State** and **Project Title** sections of the table.
2. In the “Things I Do” column, make a list of everything that you did for that project that was over and above your regular job duties.

(See the Example on the next page. Remember, the information in the “Things I Do” column is different than the information in the “Action Phrase” column. It is not as descriptive.)

3. In the “Action Phrase” column, describe each task with a phrase that begins with an “action verb.” (See the examples of action verbs page 6.) *Don’t worry too much about the wording at this point.*
4. In the “Result” column, describe how the action that you did contributed to the success of the department, company or the level of the customer service. (See list of Example Result Statements bottom of page 5.) *Don’t worry if you do not have a result for every statement.*

5. **Leave the “Skills Used” column blank. It will be discussed later...**
-

Example Special Project Section Chart

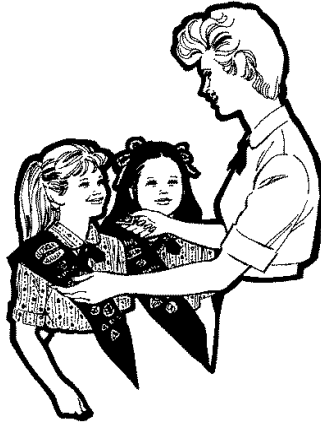
Dates: Jan.-April 2001	Company Name Adaptec Inc.	City, State Lowell, MA	Project Title Acting Supervisor
Things I do:	Action phrase:	Result of Action:	Skills Used:
1. oversee operations	Manage an employee team of 10	and maintain a steady flow of activities	
2. time sheets	Approve and submit employee time sheets to payroll		
3. make schedule	Produce a weekly staffing schedule	that was agreeable to the department members and met its objectives	

Special Project Section Chart

Dates:	Company Name	City, State	Project Title
Things I do:	Action phrase:	Result of Action:	Skills Used:
1.			
2.			
3.			
4.			

THE VOLUNTEER ACTIVITIES (OR OTHER ACTIVITIES) SECTION

Not all work experience is paid experience. You may have done some things as a volunteer that have given you relevant experience beyond your job.



Thought Questions

Are you a member of an organization where, through your activity, you have gained the experience you need for the job you are seeking?
Have you organized a party, or helped with a fundraiser?

Use the following chart to help you think of your activities.

Directions:

1. Complete the **Dates** you worked with the organization, the **Organization Name**, **City**, **State** and your **Title** sections of the table.
 2. In the “Things I Do” column, make a list of everything that you did for that organization in that role.

(See the Example on the next page. Remember, the information in the “Things I Do” column is different than the information in the “Action Phrase” column. It is not as descriptive.)
 3. In the “Action Phrase” column, describe each task with a phrase that begins with an “action verb.” (See examples of action verbs page 6.) *Don’t worry too much about the wording at this point.*
 4. In the “Result” column, describe how the action that you did contributed to the success of the organization. (See list of Example Result Statements bottom of page 5.) *Don’t worry if you do not have a result for every statement.*
 5. **Leave the “Skills Used” column blank. It will be discussed later.**
-

Volunteer Section Example

Dates: 2001 – present	Company Name New Beginnings	City, State Lowell, MA	Title Computer Monitor, Volunteer
Things I do:	Action phrase:	Result of Action:	Skills Used:
1. Monitor room	Train adults typing and computer skills	preparing hundreds of people a year for successful employment and other pursuits	
2. Answer phone	Receive incoming phone calls and answer questions	Promoting the organization's offerings to new participants	
3. Make reservations in Access	Use an Access database to research availability and reserve computer times for participants		
4. Greet people	Greet participants as they arrive and get them set up on the computer	Providing a welcoming and friendly environment conducive to learning	

NOTE:
Notice that this section is set up the same way as the “Work Experience” section. The information in this section can be entitled “Experience” and larger than your “Work Experience” section if it is more relevant to the job you are seeking. Then you would list your employment as “Work History.” (See an example of this section on page FS 7.)

Volunteer Experience Chart

Dates:	Company Name	City, State	Job Title
Things I do:	Action phrase:	Result of Action:	Skills Used:
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			

Volunteer Experience Chart

Dates:	Company Name	City, State	Job Title
Things I do:	Action phrase:	Result of Action:	Skills Used:
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			

THE SKILLS SECTION

For Examples of this section, see pages FS 5-FS 6

What are skills? Skills can be

1. Innate abilities, or
2. Learned through experience or training

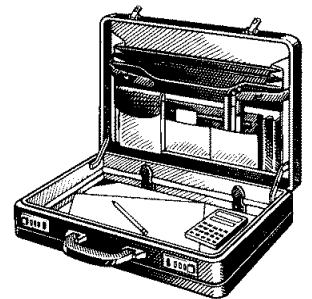
For examples of some skills, see the examples on the top of page 26.

Thought Questions

What are the skills you use everyday to do your job?
 What are the skills you use in other areas of your life?

Directions:

- 1) Go back to the chart on the Work Experience Chart you filled in on pages 9-14. For each action phrase, fill in the skill that is needed to complete that task. *For help, refer to the Example on the next page. (page 25)*
- 2) Continue with the skills charts from:
 Significant Courses Section *page 16*,
 Training Section *page 17*
 Special Project Section *page 19*, and
 Volunteer Activities Section *page 22-23*.
- 3) Review the skills you listed in the skill column of the charts.
 Which are important for the job you are seeking?
 HINT: Review your answers to the questions on *page 3*.



List them here:

- 4) Consider the job you are applying for. In the boxes above, number the your skills in order of importance to the job you are seeking.

Note: If you are listing many innate skills, consider naming this section "Summary."

Dates:	Company Name	City, State	Job Title
1998 – present	New Beginnings	Lowell, MA	Advisor
Things I do:	Action phrase:	Result of Action:	Skills Used:
1. Get my coffee			
2. Check my email	Use electronic mail and communicate to co-workers		Internet
3. Look on the web for research information for seminar	Research primary and secondary sources for seminar information	Developing seminars that utilize the latest techniques and resources	World Wide Web
4. Project time: make a seminar presentation	Create seminar presentations that are informative and engaging	That become the part of the seminar curriculum	Microsoft PowerPoint
5. Have a meeting with a student about goals	Advise adults on personal and professional issues	meeting the organization's mission to help people reach their goals	Counseling, Motivating
6. Monitor room	Train adults typing and computer skills	preparing hundreds of people a year for successful employment and other pursuits	Training, Microsoft Office
7. Meeting with library	Conduct community outreach	Collaborate organizational resources that build a strong community	Marketing
8. Give a seminar	Present seminars to adults about personal and professional issues	giving information that helps hundreds of people each year to reach their goals	Presentation Communication

Some Examples of Skills

analyzing
accounting
inventing
language
conceptualizing
listening
managing
motivating
motivated
composing
leadership
responsible
reliable
energetic
efficient
productive
interpersonal

decision-making
designing
editing
negotiating
performing
problem solving
repairing
researching
selling
studying
customer service
team player
writing
typing
Microsoft Word
Microsoft Excel
Microsoft Access

communicating
organized
management
negotiation
coordinating
technical
planning
professional
detail-orientated
problem solving
Microsoft PowerPoint
Microsoft Office
Internet
World Wide Web
CPR

THE OBJECTIVE SECTION

For Examples of this section, see pages FS 5-FS 7.

The objective statement is often the hardest section of the resume to write.

This statement answers for the potential employer why you are sending them a resume.

It can be written simply by using the information about yourself you have already gathered and answering the following questions.

Thought Questions

Review your answers to the questions on page 3.
How would you answer these questions during an interview?
Rewrite your answers here.

What position do you want?

Why?

What type of job or company do you want to work for?

Why?

Now, review the list of skills you listed on **page 24**.

Name three skills you have to offer to that job?

Use the above information to write a rough objective statement.

Examples

A position as a _____ stressing _____ skills.

A position involving _____ using _____, leading to responsibilities as a _____.



PUTTING IT ALL TOGETHER

Congratulations! You are ready to write your best resume!

Directions:

- 1) Meet with a New Beginnings Advisor or Volunteer, someone within the job field, or even just a friend and discuss your answers to the module questions. Sometimes more can be described through a conversation than can be expressed through writing.
- 2) Transfer the information you gathered throughout the module to the **workbook** (pages WB 1-WB) to organize it and create a rough draft.
 *** Include all of the information that you brainstormed from these pages. ****
- 3) Type the information from your workbook into a word processing software program such as Microsoft Word. Don't worry if it is a lot of information! Use 12 pt fonts because it is easy to read. Use a larger size for headings only. Save this file with the name "Draft." You might consider using New Beginnings Resume Template to help you with this process.
- 4) Choose a format for your resume that emphasizes your best qualifications using the information about resume formatting styles in the "Creating Your Best Resume Formatting Styles" section at the end of this module, pages FS 1-FS 7.
- 5) Find a job description of a position you are interested in applying or look in the Occupational Outlook Handbook for the type of positions you are considering.
- 6) Save a copy of your "Draft" file as the company name or position name.
- 7) Using the qualifications and skills listed in the description, and the formatting style that you chose **Reorganize, Delete and Emphasize** (using **Bolding**, *Italics*, Underline, CAPITALS and different **Font Sizes**) your information so that it demonstrates how your experiences and skills are relevant to this job.
- 8) Save your file and print 3 copies.
- 9) Give your resume to 3 people to review and edit for errors.
- 10) Repeat steps 7- 9 for every different kind of job you are applying for, beginning each resume from your "Draft" file (where you brainstormed EVERYTHING) and renaming it the name of the company. This way, you are focusing on the job and ALL of the things you have to offer the position.

This is your best resume!

And remember, if you have any questions about your job search, please, as always, feel free to ask any New Beginnings Advisor for help.

Creating Your Best Resume Resources

Online Job Listings such as www.jobfind.com, www.monsterboard.com, www.boston.com

Some Adapted from Purdue Online Writing Lab www.purdue.edu:

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Creating Your Best Resume

Workbook

*Helping people turn their goals into
realities...*



NAME _____

ADDRESS _____

CITY, STATE _____

PHONE NUMBER _____

EMAIL ADDRESS _____

OBJECTIVE SECTION

From page 27.

For Examples of this section's formatting, see pages FS 5-FS 7.

SKILLS SECTION

From page 24.

For Examples of this section's formatting, see pages FS 5-FS 6.

- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____

SPECIAL PROJECT SECTION

From page 18.

For an Example of this section's formatting, see page FS 5.

Project Dates:	Company Name:	City, State:
Project Title: _____		
Action phrase:		
•	_____	
•	_____	
•	_____	
•	_____	

WORK EXPERIENCE SECTION

From Work Experience Charts pages 9-14.

For Examples of this section's formatting, see pages FS 5-FS 6.

Dates:	Company Name:	City, State:
Job Title: _____		
Action phrase and Result:		
•	_____	
•	_____	
•	_____	
•	_____	
•	_____	
•	_____	
•	_____	

Dates:	Company Name:	City, State:
Job Title: _____		
Action phrase and Result:		
•	_____	
•	_____	
•	_____	
•	_____	
•	_____	
•	_____	
•	_____	
•	_____	
•	_____	

Dates:	Company Name:	City, State:
Job Title: _____		
Action phrase and Result:		
•	_____	
•	_____	
•	_____	
•	_____	
•	_____	
•	_____	
•	_____	
•	_____	
•	_____	

Dates:	Company Name:	City, State:
Job Title: _____		
Action phrase and Result:		
•	_____	
•	_____	
•	_____	
•	_____	
•	_____	
•	_____	
•	_____	
•	_____	
•	_____	

Dates:	Company Name:	City, State:
Job Title: _____		
Action phrase and Result:		
•	_____	
•	_____	
•	_____	
•	_____	
•	_____	
•	_____	
•	_____	
•	_____	
•	_____	

Dates:	Company Name:	City, State:
Job Title: <hr style="width: 60%; margin: 10px auto;"/>		
Action phrase and Result:		
<ul style="list-style-type: none"> • <hr style="width: 90%; margin-left: 20px;"/> • <hr style="width: 90%; margin-left: 20px;"/> • <hr style="width: 90%; margin-left: 20px;"/> • <hr style="width: 90%; margin-left: 20px;"/> • <hr style="width: 90%; margin-left: 20px;"/> • <hr style="width: 90%; margin-left: 20px;"/> • <hr style="width: 90%; margin-left: 20px;"/> • <hr style="width: 90%; margin-left: 20px;"/> • <hr style="width: 90%; margin-left: 20px;"/> 		

TRAINING SECTION

From page 17.

For Examples of these sections's formatting, see pages FS 6.

Dates	Presented By	City, State
Topic, etc.		

Dates	Presented By	City, State
Topic, etc.		

Dates	Presented By	City, State
Topic, etc.		

Dates	Presented By	City, State
	Topic, etc.	

EDUCATION SECTION

From charts on page 15.

For Examples of this section's formatting, see pages FS 5-FS 7.

Dates	Name	City, State
	Degree etc.	GPA

Dates	Name	City, State
	Degree etc.	GPA

Dates	Name	City, State
	Degree etc.	GPA

SIGNIFICANT COURSES SECTION

From page 16.

Date	Course Name	
	College Name	City, State

Date	Course Name	
	College Name	City, State

VOLUNTEER ACTIVITIES SECTION

From charts on pages 22-23.

Dates:	Company Name:	City, State:
Job Title: _____		
Action phrase and Result:		
•	_____	
•	_____	
•	_____	
•	_____	
•	_____	
•	_____	
•	_____	
•	_____	
•	_____	

Dates:	Company Name:	City, State:
Job Title: _____		
Action phrase and Result:		
•	_____	
•	_____	
•	_____	
•	_____	
•	_____	
•	_____	
•	_____	
•	_____	
•	_____	

Creating Your Best Resume

Formatting Styles



*Helping people turn their goals into
realities...*

New 
Beginnings

ABOUT RESUME FORMATTING

There are many different formatting styles that you can use to organize the information in your resume. Remember, you should choose a style that:

1. **SELLS YOU** with your best qualifications **in the top 1/3 of the page**;
2. **RELATES YOUR SKILLS** to the job;
3. **FOCUSES** on the organization you are applying for and,
4. **GETS YOU AN INTERVIEW!**

This handout

- ❖ Introduces three of the most common resume styles
- ❖ Offers advantages and disadvantages of each style, and
- ❖ Presents *Examples* of each resume style. (pages 23-25)

The most common resume formatting styles are:

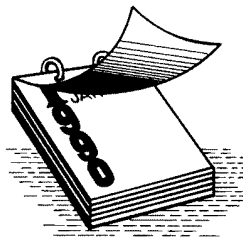
- **Functional**



- **Skills**



- **Chronological**



To choose the best style for you, complete the Resume Style Worksheet **Thought Questions** on the following pages.

Resume Style Worksheet

Thought Question

Answer the following questions to help you choose the best resume style for you.

I. Functional Resume

	YES	NO
Did a previous job, rather than your current job, give you the experience you need for the job you are seeking?		
Do your job titles describe the work you did?		
Do your job titles describe the skills you used?		
Do you have jobs in your work history that do not apply to the job you are seeking?		
Do you have a period of unemployment in your work history?		

II. Skills Resume

	YES	NO
Are you making a significant change in your career?		
Have you gained valuable experience through a number of unrelated jobs?		
Are the skills you've acquired through activities, school, or jobs more impressive than your jobs titles or the companies you worked for?		
Do you have important skills that were not gained from your work, but other sources?		
Is the job you are applying for your first professional job out of school?		

III. Chronological Resume

	YES	NO
Does your current position relate directly to the job you are seeking?		
Is the company or field you are applying for conservative?		
Are your job titles closely related to the job you are seeking?		
Do you have a consistent work history?		
Are the companies you worked for important in the field you are applying?		
Does the name of the companies you worked for describe the field you were in or the job you did?		

Review your answers to the above questions. Consider using on your resume the resume style section that you answered "yes" to the most.

See the advantages and disadvantages of that style on pages FS 3-FS 4.

*See Examples of that style on:
page FS 5 (Functional Style)
page FS 6 (Chronological Style), or
page FS 7 (Skills Style)*

FUNCTIONAL RESUME STYLE*(See Example page 23)*

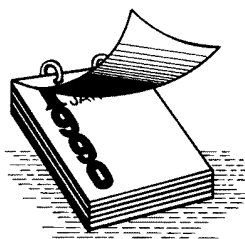
Advantages	Disadvantages
<ul style="list-style-type: none"> • highlights previous jobs that have given you the experience for the job you are seeking 	
<ul style="list-style-type: none"> • emphasizes your job titles 	<ul style="list-style-type: none"> • does not highlight company names
<ul style="list-style-type: none"> • you can skip any jobs that do not apply 	
<ul style="list-style-type: none"> • helps to camouflage a “spotty” employment record because jobs are not in chronological order 	<ul style="list-style-type: none"> • omits work history information which can make employers suspicious - be prepared to explain this at an interview

SKILLS RESUME STYLE*(See Example page 25)*

Advantages	Disadvantages
<ul style="list-style-type: none"> • very appropriate for people who are making a significant change in careers 	
<ul style="list-style-type: none"> • well suited to those who have gained experience through a number of unrelated jobs 	
<ul style="list-style-type: none"> • emphasizes what you can do, not where you have worked 	<ul style="list-style-type: none"> • targeted to a specific job, may not be appropriate for multiple job opportunities
<ul style="list-style-type: none"> • useful when the skills you've acquired through activities, school, or jobs are more impressive than the jobs you've had 	<ul style="list-style-type: none"> • non-traditional format - research the company

CHRONOLOGICAL RESUME STYLE

(See Example page 24)



Advantages	Disadvantages
<ul style="list-style-type: none"> • very conservative, some employers prefer it 	
<ul style="list-style-type: none"> • most useful for people who have work experience in <u>positions</u> which are closely related to their desired employment 	<ul style="list-style-type: none"> • difficult to spotlight skills in action
<ul style="list-style-type: none"> • suited to people who have not had long periods of unemployment time between jobs 	<ul style="list-style-type: none"> • can reveal employment gaps
<ul style="list-style-type: none"> • will highlight your employer's name, good to use if you have worked for an important company, but had an unimpressive job title 	<ul style="list-style-type: none"> • may put emphasis on job areas better minimized

Thought Question

Which section of your resume contains your most important qualifications for the job you are seeking?

Check Here:

Work Experience / Work History
 Education
 Training
 Significant Courses
 Skills
 Volunteer Activities

NOTE: This section should be at the top 1/3 of your resume regardless of the formatting style you choose!

*Functional Resume Style Example***PROFESSIONAL NAME****ADDRESS CITY, STATE (978) 555-3064 e-mail@prodigy.net**

OBJECTIVE To obtain a management position where I interact with the public and utilize my organizational, motivational and communication skills.

SKILLS Managerial
 Communication
 Organizational
 Microsoft Word/Excel
 Internet Research, E-mail

SPECIAL PROJECT

1993 **Reorganization**
Diet Workshop *Burlington, MA*

- Increased attendance 25 to 150 customers and product sales to 66% through personal care, positive attitude and motivational skills.
- Managed 3 different centers to profitability
- Continually delegated duties to motivate staff and create a happy work environment

WORK EXPERIENCE

1992-96 **Manager**
Diet Workshop *Burlington, MA*

- Hire, train, evaluate staff
- Order, organize stock/inventory
- Use electronic mail to communicate to coworkers
- Make care calls, answer phone

1998 - present **NIKKEN Independent Distributor**
Wellness Plus+ *Billerica, MA*

- Assess people's needs
- Conduct cold calls, use electronic mail to follow-up with clients
- Present products and health issues to groups and individuals
- Advise and support the creation of a home based business

1996-98 **Medical Receptionist**
Diet Workshop *Burlington, MA*

- Set-up, follow-up with patient - doctor appointments
- Take blood pressures

TRAINING

July 1999 **Management Skills, Presentation Skills, Nutritional Skill, Massage Therapy**
NIKKEN *New England Area*

EDUCATION:

1995-1998 Middlesex Community College Bedford, MA

Chronological Resume Style Example**PROFESSIONAL NAME****ADDRESS CITY, STATE (978) 555-3064 e-mail@prodigy.net**

OBJECTIVE To obtain a management position where I interact with the public and utilize my organizational, motivational and communication skills.

SKILLS Microsoft Word/Excel
Internet Research, E-mail
Managerial
Communication
Organizational
Motivational

WORK EXPERIENCE

- | | | |
|-------------------|--|------------------|
| 1998 - present | <p>Wellness Plus
<i>NIKKEN Independent Distributor</i></p> <ul style="list-style-type: none"> • Assess people's needs • Conduct cold calls, use electronic mail to follow-up with clients • Present products and health issues to groups and individuals • Advise and support the creation of a home based business • Supervise autonomously | Billerica, MA |
| 1996-98 | <p>Diet Workshop
<i>Medical Receptionist</i></p> <ul style="list-style-type: none"> • Set-up, follow-up with patient - doctor appointments • Take blood pressures • Up-date patient files • Make patients comfortable | Burlington, MA |
| 1992-96 | <p>Weight Watchers
<i>Manager</i></p> <ul style="list-style-type: none"> • Hire, train, evaluate staff • Order, organize stock/inventory • Use electronic mail to communicate to coworkers • Make care calls, answer phone | Bedford, MA |
| TRAINING | | |
| 1999 - present | <p>New Beginnings
<i>Computer Skills</i></p> | Lowell, MA |
| July 1999 | <p>NIKKEN
<i>Management Skills, Presentation Skills, Nutritional Skill, Massage Therapy</i></p> | New England Area |
| EDUCATION: | | |
| 1995-1998 | Middlesex Community College | Bedford, MA |

Skills Resume Style Example

NAME
ADDRESS
CITY, STATE ZIP
EMAIL@EARTHLINK.NET

OBJECTIVE To secure a position in the Information Technology field that will effectively utilize my educational skills.

SKILLS

- | | |
|--------------------|---|
| Technical | <ul style="list-style-type: none"> • Front Page 2000, Dreamweaver, HTML, Java Script Flash • Adobe Photoshop, Adobe Illustrator, Quark Express • MS-DOS, Windows 3.1+, NT, Mac O/S • MS Word, MS Excel, Corel QuatroPro, Appleworks • Internet, World Wide Web |
| Web Design | <ul style="list-style-type: none"> • Create web pages that demonstrate web design techniques and strategies • Manipulate scripts to enhance site for optimal performance • Research web page layout and color principles • Post web sites on the Internet |
| PC Troubleshooting | <ul style="list-style-type: none"> • Configure operating system to recognize new hardware • Install and customize program components • Execute hardware systems diagnostics • Manipulate operating systems and applications for best performance • Perform system upgrades |
| Interpersonal | <ul style="list-style-type: none"> • Proactive, enthusiastic • Resourceful • Networking • Team orientated |

EDUCATION

2/00 – present	A+ PC Service and Support Certificate Program <i>Clark University</i>	Framingham, MA
9/92 – 12/96	Middlesex Community College	Bedford, MA

WORK HISTORY

7/97 - present	Genzyme Corporation <i>Lab Support Assistant</i>	Framingham, MA
2/97 – 7/97	Tech Specialists <i>Temporary Positions</i>	Waltham, MA
2/96 – 2/97	Computer City <i>Sales Associate</i>	Nashua, NH

Creating Your Best Reference Sheet



*Helping people turn their goals into
realities...*

New 
Beginnings

The Reference Sheet

Most often you do not include a references with your resume. You should, however, have one available for phone inquires and to bring with you to the interview.

To *create your best* reference sheet:

1. Think of three people you know different ways. (I.e. personal, professional, educational, organization, hobby, etc.)
2. Ask each person if you can include his or her name on your reference list.
3. Give each person a copy of your resume.
4. Complete the following chart:

Thought Question:
Fill in the following information.

Reference	1	2	3
Person's relationship to you?			
Name?			
Their Company Name? City? State?			
Their Job Title?			
Their Daytime Phone number?			

5. List your references on a separate sheet of paper from your resume in the same style as your resume. (*See Example on the next page.*)
6. Send the people on your list a thank you note, even if you don't get the job.

REFERENCE SHEET EXAMPLE

NAME
ADDRESS
CITY, STATE
(978) 970-5555
EMAIL@WEBSERVER.COM

REFERENCES

EDUCATIONAL

Dr. Franz Kafka
Life Sciences Professor
Indiana University
West Lafayette, IN
(765) 555-1011

PERSONAL

Mr. Elliot Ness
Minister
Faith Baptist Church
Washington, DC
(675) 555-1934

PROFESSIONAL

Ms. Jean O'Neill
Special Project Leader
Digital Equipment Corp.
West Lafayette, IN
(726) 555-1923