

**REZOOM YOUR RESUME**  
Revised 1-3-18

**By**

**Workforce Boulder County Staff**



**Workforce  
Boulder County**



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# RESUME TYPES

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## STANDARD RESUME TYPES

### CHRONOLOGICAL RESUMES

A resume arranged with the last 10 years of work history, beginning with the most recent job first.

Advantages: Highlights a progressive work history.

Disadvantages: May not reflect the skills more relevant to current job target. Can reveal gaps in the work history. May also highlight age.

### FUNCTIONAL RESUMES

A resume arranged by skills, aptitudes, and talents, which does not emphasize dates or positions that you held. This format should be used by people experiencing a career change or by those with a limited or inconsistent job history.

Advantages: Highlights skills most relevant to current job target. Demonstrates skills and abilities for people who have limited work experience or gaps in their work history.

Disadvantages: May be viewed as an attempt to cover up undesirable information.

### COMBINATION RESUMES

A resume that lists skills and experience first, followed by employment history in chronological order within categories

Advantages: Highlights the skills that are relevant to the job being applied for and provides the chronological work history that employers prefer

Disadvantages: Repetitive if similar skills apply to different positions

**All types of resumes will include your relevant training and education arranged in reverse chronological order (most recent listed first).**

# CHRONOLOGICAL RESUME OUTLINE

**NAME**  
City, State  
Area Code Phone Number  
Email

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Put the career, job objective, or Title here but do not label it as that

## WORK EXPERIENCE

**JOB TITLE**, Company Name, City, State 2015-2018

- Job accomplishment starting with action verbs, including details such as numbers, amounts, timelines met and other results. **Show how it benefited the employer.**
- Job accomplishment ...
- Job accomplishment ...

**JOB TITLE**, Company Name, City, State 2013-2014

- Job accomplishment starting with action verbs, including details such as numbers, amounts, timelines met and other results. **Show how it benefited the employer.**
- Job accomplishment ...
- Job accomplishment ...

**JOB TITLE**, Company Name, City, State 2008-2013

- Job accomplishment starting with action verbs, including details such as numbers, amounts, timelines met and other results. **Show how it benefited the employer.**
- Job accomplishment ...
- Job accomplishment ...

## EDUCATION/TRAINING

Certificate (or Degree), Name of School, City, State

Certificate (or Degree), Name of School, City, State

# FUNCTIONAL RESUME OUTLINE

**NAME**  
City, State  
Area Code Phone Number  
Email

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Put the career, job objective, or Title here but do not label it as that

**COMPUTER SKILLS:** (optional section)

## PROFESSIONAL SKILLS

**MOST IMPORTANT SKILL SET** (*from the list you created on page 3*)

- Job accomplishment starting with action verbs, including details such as numbers, amounts, timelines met and other results. **Show how it benefited the employer.**
- Job accomplishment ...
- Job accomplishment ...

**SECOND MOST IMPORTANT SKILL SET** (*from the list you created on page 3*)

- Job accomplishment starting with action verbs, including details such as numbers, amounts, timelines met and other results. **Show how it benefited the employer.**
- Job accomplishment ...
- Job accomplishment ...

## WORK EXPERIENCE

JOB TITLE, Company Name, City, State	2015-2018
JOB TITLE, Company Name, City, State	2012-2015
JOB TITLE, Company Name, City, State	2009-2012

## EDUCATION/TRAINING

Certificate (or Degree), Name of School, City, State  
Certificate (or Degree), Name of School, City, State

# COMBINATION RESUME OUTLINE

**NAME**  
City, State  
Area Code Phone Number  
Email

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Put the career, job objective, or Title here but do not label it as that

## RELEVANT EXPERIENCE or PERSONAL SUMMARY or SUMMARY OF QUALIFICATIONS

- Job accomplishment starting with action verbs, including details such as numbers, amounts, timelines met and other results. **Show how it benefited the employer. USE JOB DESCRIPTION AS YOUR GUIDE!**
- Job accomplishment ...
- Job accomplishment ...

## RELATED EXPERIENCE

**JOB TITLE**, Company Name, City, State

- Job accomplishment starting with action verbs, including details such as numbers, amounts, timelines met and other results. **Show how it benefited the employer.**
- Job accomplishment ...
- Job accomplishment ...

## ADDITIONAL EXPERIENCE

**JOB TITLE**, Company Name, City, State

2015-2018

- Job accomplishment starting with action verbs, including details such as numbers, amounts, timelines met and other results. **Show how it benefited the employer.**
- Job accomplishment ...
- Job accomplishment ...

## EDUCATION/TRAINING

Certificate (or Degree), Name of School, City, State

Certificate (or Degree), Name of School, City, State

## Organizing Your Skill Sets to Focus Your Targeted Resume

Resumes targeted to a specific position get attention. Tailor your resume to fit the job and the employer. When you do this your chances of being invited in for an interview are greatly improved. Start by identifying keywords.

**Keywords** are specific words or phrases that are used in a particular industry. Many companies today are using applicant tracking software, which scans resumes for keywords relating to experience, job titles, skills, training and degrees. The more keywords or "hits" the software finds in the resume, the more likely the document will be selected for further consideration. Keywords can be found in job postings and on company or professional association websites.

**Step 1:** Study the job description. Highlight keywords that are clear priorities for the employer.

**Step 2:** Look at the job description again and note the words you highlighted. Ask yourself, "If I had to name the top three things that would make someone in this position WILDLY successful, what would those things be?" These "things" are not so much qualities like dependable or friendly, but rather broad skill sets like customer service, mechanical understanding, food preparation, etc.

Position you want to apply for: \_\_\_\_\_

To assist you in this process, it may be helpful to use the columns below to group similar skills, then name the skill set.

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

List the top 3 skill sets for this job.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

# RESUME TIPS



## Follow these tips when preparing your resume

- Prioritize the content of your resume to best fit the position you are applying for
- Use a 1" margin on top and sides
- Keep your formatting consistent
- Use an easy to read font such as Times New Roman, Ariel, or Calibri; 11-12 point
- Put your name in bold first, by itself
- Use a professional email address that includes your name (jane.doe@gmail.com)
- Organize your resume leading with your most job-related experience and/or education
- Use bullet points for phrases
- Start each phrase with a past-tense action verb
- Use job-related keywords toward the top, close to the left (where the eye scans)
- **Repeat keywords from the job description**
- Focus on accomplishments and measurable results: Dollar amounts, units of production, percentages, benefit to the employer
- If your job title is strange or unfamiliar, list the better known title
- Include recent education; Include HS Diploma if that is highest level; Include B.A. (if major not relevant but leave it off); Include Masters only if relevant to job
- Layout should be pleasing to the eye; keep the ratio of white space to text balanced
- Keep it to 1-2 pages
- Fix typos and grammatical errors: Use spell check, proofread from a hard copy, have others proofread, then proofread again out loud before sending

## What to avoid on your resume

- Fancy fonts, colored ink, photos/pictures
- First-person pronouns (I, me, my, myself)
- Parenthesis around phone numbers
- Do not include any details regarding the following protected classes: age, race, gender, religion, national origin, sexual orientation, or disability status
- Abbreviations and acronyms, unless they are commonly recognized
- Paragraphs to describe job duties (use bullets)
- The phrase: Responsibilities included: and a list of everything you did
- Listing job titles that go back more than ten years
- Dates of education unless recent
- Your GPA (unless currently in school or just graduated)
- List of your references-this belongs on a separate page
- The phrase "References available upon request"

# Jennifer Crabtree

720-555-1212 ♦ jenn.crabtree@gmail.com ♦ Longmont, CO

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## Administrative Support Professional

### Qualifications

More than 12 years' experience in the insurance industry

- ♦ Demonstrated ability to multi-task, organize, prioritize, and accomplish routine duties and special projects
- ♦ Capable and practiced at working independently under minimal supervision and in a group dynamic
- ♦ Quickly learns new skills and applies them to create maximum results

### Competencies

- ♦ Proficient in MS Word, Excel, PowerPoint, Outlook and industry software
- ♦ Keyboarding 50+ words per minute; data entry 8000 kph
- ♦ Basic accounting; Accounts payable / Accounts receivable

### Professional Experience

Serial Insurance Inc., Ft. Lupton, CO

2006-2018

#### **Administrative Assistant / Receptionist 2007- 2018**

- ♦ Provided comprehensive administrative support for 15 insurance representatives with an account base of approximately 1200 homeowners.
- ♦ Praised by staff and clients for professionally representing the company as the first point of contact; remembered the names of clients after their first visit.
- ♦ Prepared multi-media sales and educational presentations; suggested creative changes to management that were included in presentation materials.
- ♦ Redesigned claim tracking system to help reps retrieve information quickly, reducing client response time from 10 minutes to 30 seconds.

#### **Claims Clerk 2006 – 2007**

- ♦ Top producing claims clerk after 6 months on the job. Sought out by peers to assist with most complex claims.
- ♦ Processed premium payments and assisted in resolving customer inquiries regarding insurance coverage.
- ♦ Systemized travel arrangements including air, hotel, and car rental for staff saving the company 10% annually in travel costs.
- ♦ Prepared Fraud Stat Reports to support investigator unit in tracking fraudulent claims.

### Education

**Administrative Assistant Certificate**, Arapahoe Community College, Denver, CO

**General Education Coursework**, Front Range Community College, Longmont, CO

# MARIE CLARK

Greater Denver Metro Area

860-555-5555

mclark@gmail.com

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## CUSTOMER SERVICE REPRESENTATIVE

Polished, professional customer service representative offering:

- Eight years of experience providing customer support in busy call center environments
- An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty
- Strategic relationship-building skills including listening attentively, solving problems creatively, and using tact and diplomacy to find common ground to achieve win-win outcomes

## EXPERIENCE

### Customer Service Representative

ABC Utility Company, Boulder, CO

2011-2018

- Calmed angry callers, repaired trust, located resources for problem resolution and designed best-option solutions. Resolved an average of 550 inquiries in any given week and consistently met performance benchmarks in all areas (speed, accuracy, volume)
- Interfaced daily with internal partners in accounting, field services, new business, operations and consumer affairs divisions.
- Managed a high-volume workload including customer inquiries, complaints, and billing questions within a deadline-driven environment.
- Became the lead "go-to" person for particularly challenging calls as one of the company's primary mentors/trainers of both new and established employees.
- Helped company attain the highest customer service ratings as determined by external auditor. Earned 100% marks in all categories including communication skills, listening skills, problem resolution and politeness.
- Completed voluntary customer service training to learn ways to enhance customer satisfaction and improve productivity.

### Customer Service Agent

DEF Insurance Company, Hartford, CT

2007-2011

- Used consultative selling techniques to provide leads for telesales personnel that improved improving lead-generation and sales-tracking techniques and resulted an 8% sales increase.
- Provided quotes and executed online policy changes for auto, home and excess liability.
- Handled incoming calls from policyholders, responded to inquiries, and resolved problems.
- Recognized as "#1 Customer Service Rep" (out of 20 reps in division) in fall 2007. Ranking was based on accuracy, customer service, duration of calls and availability.
- Co-developed on-the-job training program that reduced training time from eight weeks to five.

## EDUCATION

Diploma, XYZ High School, Hartford, CT

# Sam Weston

Erie, CO

303 993-1234

sam.weston@gmail.com

[www.linkedin.com/in/samweston](http://www.linkedin.com/in/samweston)

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Seeking a senior project manager position utilizing system planning experience, strong problem solving skills, and the ability to develop effective software solutions

## Selected Accomplishments

- Successfully led operations of an information system serving 1200 geographically distributed users with a budget of \$4 million.
- Managed and coordinated a 25-person software development and support team.
- Served as subject matter expert for system's three-tier architecture.
- Currently working towards Project Management Professional (PMP) certification.

## Technical Skills

**Languages:** C, C++, ASP.net (C#), SQL, PHP 1, VBScript, JavaScript, XML, HTML

**Operating Systems:** Windows, Mac OS X

**Applications:** MS Visual Studio, Crystal Reports, IIS, Photoshop, MS Office

## Professional Skills

### System Planning

- Estimated project cost of \$150K for taking single customer system to scalable customer system.
- Coordinated 15 people in 6 teams to implement the scalable customer system code.
- Led 3 teams implementing scalable system code for the common code libraries, online file repository and Google powered search.
- Marketed system products and features resulting in first new customer since project inception.
- Produced monthly process for server patch management and system security compliance and reporting.

### Problem Solving

- Created a plan to solve operational problems with third party certificate revocation list checking software once technical support was no longer able to help.
- Provided continuity during employee turnover by learning complex system procedures for hybrid Windows/Linux environment.
- Standardized server configurations and processes resulting in a stable environment.
- Created and conducted end user training packages for first time users of the scalable customer system features.

### **Application Development \ Maintenance**

- Oversaw user authentication code overhaul for suite of 30 applications.
- Notified system stakeholders on a weekly basis to inform them of status and impending downtime associated with the software release.
- Created a code library for an online file repository functions for use by other systems resulting in a standardized and more maintainable interface.
- Established guidelines and processes for software configuration management and code release.
- Conceptualized and coded visual validation methods for web forms giving users a client-like feel.

### **Documentation**

- Coordinated the development of the nearly 500 page System Security Authorization Agreement required by federal law for information system existence.
- Directed the creation of a server room procedures and disaster recovery document to mitigate any future problems with employee continuity in that functional area.
- Authored daily morning operations checklist resulting in faster problem identification and minimal end user impact due to overnight issues.
- Authored front-end code sections of online file repository technical specification.
- Generated requirements documents for a dynamic portal content subscriptions and email module, and reported products based on extensive data already resident on the system.
- Reviewed system requirements documents, test plans, and design specifications for completeness and accuracy.

### **Related Work Experience**

<b>New Natural Undersea Center, Long Beach, CA</b>	2009 to 2018
Technical Project Manager	2014 to 2018
Project Lead	2012 to 2014
Programmer	2011 to 2012
Software Intern	2009 to 2011

### **Additional Work Experience**

**Boulder Valley School District (BVSD), Boulder, CO**  
Math Teacher

### **Education**

**Bachelor of Science in Computer Engineering, University of Rhode Island, Kingston, RI**

### **Community Involvement**

<b>Mentor/Coach, YMCA, Long Beach, CA and Boulder, CO</b>	2011 – Present
<b>Volunteer, Golden State Humane Society, Long Beach, CA</b>	2009 – 2014
<b>Board Member/Student Member, IEEE, University of Rhode Island</b>	2007 - 2009

# RACHEL JONES

303-123-4567  
rachel.jones@comcast.net

Boulder, CO

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## International Trade - New Business Manager

A management position in the international trade/new business development field, utilizing effective management, communications, and problem-solving skills

### PROFESSIONAL SKILLS

#### Management

- Managed international conferences from 100 to 1400 attendees in 30 trade shows annually.
- Managed a team for “new process development” and increased the number of new products introduced 20% per year.
- Forecasted to 94% accuracy for a Fortune 500 company with \$110 million in sales.
- Managed a “discontinued product process,” which allowed marketing divisions to delete 144 under-performing products.

#### Communication

- Trained and motivated four marketing divisions in new product development process.
- Conducted a public relations campaign for an organization, which increased membership in the local chapter by 50%.
- Developed a 60-page training manual for a Fortune 500 company.
- Trained a food broker network of 95 employees, resulting in reduced product waste by 11%.

#### Problem Solving

- Reduced time to market for new products from 25 weeks to eight weeks using a new procedure.
- Improved basic infrastructure and enhanced employee communications for an entrepreneurial company.
- Doubled label conversion output by instituting new processes.
- Developed procedure to assess problems, which reduced turn-around time for problem solution from five to three weeks.
- Instituted multiple purchases of product labels and saved \$1000 per fiscal period.

### PROFESSIONAL WORK EXPERIENCE

<b>Operations/Marketing Logistics Manager</b> , Trade Winds International, Denver, CO	2014-2018
<b>Office Manager</b> , Aspen Realty, Inc., Boulder, CO	2011-2014
<b>Conference Manager</b> , Centennial Conferences, Boulder, CO	2008-2010
<b>Sales and Marketing Program Administrator</b> , Longmont Foods, Longmont, CO	2005-2008

### EDUCATION

**Bachelor of Science in Marketing**; Minor: Communications/Economics, Regis University, Denver, CO  
**Applied International Marketing Management Certificate**, Front Range Community College, Westminster, CO  
**Certificate, French Language Study**, Alliance Francaise, Boulder, CO

**JASON ALMAY**  
Longmont, CO  
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jason.almay@gmail.com

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## **OUTSIDE SALES PROFESSIONAL**

### **SALES**

- Increased annual sales from \$ 500,000 to \$ 3,500,000 in three years by developing and making presentations to current customers expanding the variety of products supplied.
- Negotiated agreements with customers for better pricing in return for commitments to guaranteed business volume.
- Directed efforts to manufacturing, industrial plants, construction industry, energy companies and municipalities.

### **BUSINESS DEVELOPMENT**

- Generated new business by compiling leads from customer referrals, business publications and newspaper articles, introducing customers to our services and meeting expectations.
- Evaluated top 100 accounts based on sales, organized into classifications and prioritized contacts to increase business with current customers and develop new business.
- Honest and straightforward approach which earned the respect and trust of customers.
- Helped develop the annual introduction of new products into the marketplace.

### **CUSTOMER SERVICE**

- Recognized by company for outstanding customer relations and retention.
- Maintained close relationships with 35 distributors & manufacturers, 15 factory representatives and 200 customers by phone, technology and personal visits.
- Coordinated special purchasing terms to increase profits 15%.
- Participated in the planning of special promotions based on knowledge of customer's upcoming needs and priorities.

### **WORK EXPERIENCE**

<b>Sales Manager</b> , Norgren Supply, Loveland, CO	2016 - 2018
<b>Outside Sales</b> , Tool & Anchor Supply, Greeley, CO	2013 - 2016
<b>Director of Internet Sales</b> , Alain Inc., Denver, CO	2007 - 2010
<b>Manager</b> , Outdoor Power Equipment, Boulder, CO	2005 - 2006

### **EDUCATION**

**Bachelor Of Science**, Mesa State College, Grand Junction, CO  
**Certificates:** Microsoft 2010 Word, Excel, Outlook, PowerPoint, Access,  
Workforce Boulder County, Longmont, CO

## PREPARING MASTER LISTS

A Master List is a list of everything you have done in every job you have had. This can also include relevant volunteer experience or recent course work. It is from this list that you pull skills, abilities, and accomplishments to build your resume.

1. Write the name of the last place you worked. You can include part-time and unpaid work, as well as volunteer positions.

Example: Colorado Women’s Shelter

2. Write your job title.

Example: Office Assistant –volunteer, part-time

3. Write a List of **everything you did** in that position (i.e. Opened the office, made coffee, picked up my messages). **BE SPECIFIC!**

- What did YOU do?
- If you wrote “managed sales force” - underneath that write everything you did to manage the sales force. **Everything!**
- Write one activity on each line beginning with a past-tense action verb. Nothing is too insignificant to write down. If you start to censure it, you will stifle the memory. Keep writing until you cannot think of another thing you did.

4. Look over your descriptions and add as much information as you can remember.

<b>ADD DETAILS</b>	<b>ADD NUMBERS</b>
With what equipment? What software? By what method? With what materials? Object(s) worked on? Goods and services produced?	Number Supervised? What was the deadline? Size of the budget? Speed? Accuracy? Volume?

Additional questions to ask include: **What did I accomplish? What was the result?**

### Examples

- Compiled community information into a 300-page resource notebook.
- Scheduled client appointments for seven counselors.
- Organized, updated and maintained over 280 client files using an Excel spreadsheet.
- Worked with mechanical design engineers defining serviceable parts for products.
- Evaluated department’s internal operation, highlighting 3 areas requiring immediate customer service development.
- Created and managed a \$1.2 million budget for the customer service division.

5. Continue this process, going back to all the jobs you held even if you do not plan to use it on your resume. Include volunteer work and classes you have attended.

6. Keep your pen or pencil handy as you will think of things while you go about your activities. When you think of something else, write it down immediately. Continue this process, going back to all the jobs you held even if you do not plan to use it on your resume.



## ACTION WORDS

**Type Of Experience:** Broad, Complete, Comprehensive, Consistent, Diversified, Extensive, Intensive, Scope, Solid, Specific, Successful, Varied

**Accomplishment:** Achieved, Designed, Elected To, Established, Expanded, Improved, Pioneered, Reduced (losses), Resolved, Restored, Transformed, Executed, Generated, Implemented, Optimized, Handled

**Administrative Skills:** Administered, Coordinated, Designed, Established, Evaluated, Interpreted, Interviewed, Managed, Mediated, Negotiated, Organized, Oversaw, Prepared, Planned, Purchased, Supervised

**Time Management Skills:** Administered, Developed, Directed, Generated, Improved, Initiated, Increased, Promoted, Reduced, Consolidated

**Counseling/Helping Skills:** Accompanied, Adopted, Advocated, Aided, Assessed, Assisted, Assumed, Clarified, Coached, Collaborated, Combined, Counseled, Demonstrated, Devoted, Diagnosed, Disclosed, Educated, Affected, Enlarged, Ensured, Executed, Expanded, Expedited, Facilitated, Familiarized, Fortified, Guided, Helped, Increased, Involved, Maintained, Modified, Motivated, Offered, Participated, Protected, Provided, Reduced, Referred, Rehabilitated, Reinforced, Represented, Retained, Reviewed, Revised, Sampled, Served, Set up, Shared, Suggested, Supplied

**Creative Skills:** Acted, Anticipated, Appeared, Conceptualized, Created, Customized, Decorated, Designed, Developed, Directed, Displayed, Drew, Edited, Entertained, Established, Fashioned, Filmed, Founded, Illustrated, Initiated, Innovated, Instituted, Integrated, Introduced, Invented, Originated, Performed, Planned, Revitalized

**Communication Skills:** Addressed, Advertised, Arbitrated, Arranged, Articulated, Attended, Authored, Collaborated, Committed, Convinced, Corresponded, Demonstrated, Described, Developed, Directed, Discussed, Diverted, Drafted, Drew, Edited, Elicited, Empathized, Enlisted, Entertained, Expressed, Facilitated, Formulated, Handled, Harmonized, Influenced, Informed, Inquired, Interacted, Interpreted, Interviewed, Invited, Justified, Lectured, Listened, Manipulated, Marketed, Mediated, Moderated, Motivated, Negotiated, Networked, Perceived, Persuaded, Presented, Promoted, Proposed, Publicized, Recommended, Reconciled, Recruited, Rated, Reported, Represented, Settled, Showed, Signaled, Solicited, Specified, Spoke, Telephoned, Testified, Translated, Wrote

**Financial Skills:** Administered, Allocated, Analyzed, Appraised, Assessed, Audited, Balanced, Bargained, , Budgeted, Calculated, Computed, Developed, Exchanged, Forecasted, Insured, Managed, Marketed, Planned, Prepared, Procured, Purchased, Researched, Sold

## Action Words (Cont.)

**Function/Task:** Approved, Arranged, Catalogued, Charted, Classified, Collected, Compiled, Delivered, Dispatched, Distributed, Drafted, Edited, Executed, Filed, Generated, Hosted, Implemented, Inspected, Memorized, Monitored, Operated, Organized, Outlined, Prepared, Processed, Purchased, Recorded, Registered, Relayed, Reorganized, Reproduced, Retrieved, Scanned, Screened, Separated, Simplified, Specified, Systematized, Tabulated, Transferred, Updated

**Organizational Skills:** Analyzed, Applied, Approved, Arranged, Coordinated, Catalogued, Classified, Collected, Compiled, Dispatched, Developed, Expedited, Facilitated, Generated, Handled, Implemented, Initiated, Inspected, Monitored, Organized, Planned, Prepared, Processed, Purchased, Recorded, Retrieved, Screened, Specified, Systematized, Tabulated, Validated

**Management Skills:** Administered, Allotted, Analyzed, Assigned, Attained, Broadened, Called for, Chaired, Changed, Consolidated, Contacted, Contracted, Coordinated, Decided, Defined, Delegated, Developed, Devised, Directed, Eliminated, Enforced, Established, Evaluated, Executed, Focused, Handled, Headed, Hired, Implemented, Improved, Incorporated, Increased, Instituted, Integrated, Judged, Led, Managed, Mediated, Mobilized, Motivated, Organized, Overhauled, Oversaw, Planned, Prioritized, Produced, Provided, Recommended, Regulated, Resolved, Restored, Reviewed, Scheduled, Screened, Scrutinized, Selected, Shaped, Solved, Sought, Specialized, Strengthened, Structured, Supervised, Terminated, Verified

**Research Skills:** Analyzed, Applied, Checked, Cited, Clarified, Collected, Compared, Critiqued, Deducted, Determined, Diagnosed, Discovered, Dissected, Estimated, Evaluated, Examined, Explored, Extracted, Forecasted, Formulated, Found, Gathered, Graphed, Identified, Inspected, Interpreted, Interviewed, Investigated, Isolated, Located, Observed, Predicted, Read, Researched, Reviewed, Studied, Summarized, Surveyed, Systematized

**Technical Skills:** Adjusted, Advanced, Altered, Amplified, Assembled, Built, Calculated, Computed, Designed, Devised, Developed, Engineered, Excavated, Extrapolated, Fabricated, Installed, Interpreted, Maintained, Mapped, Measured, Mediated, Moderated, Motivated, Negotiated, Obtained, Operated, Overhauled, Persuaded, Plotted, Produced, Programmed, Promoted, Publicized, Reconciled, Recruited, Remodeled, Renovated, Repaired, Restored, Rotated, Solved, Synthesized, Translated, Upgraded, Wrote

**Power Adjectives:** Attentive, Confident, Conscientious, Consistent, Diligent, Dynamic, Efficient, Effective, Energetic, Enterprising, Enthusiastic, Excellent, Exceptional, Hands-on, Hard-working, Industrious, Innovative, Methodical, Outstanding, Passionate, Productive, Professional, Progressive, Qualified, Recognized, Reliable, Self-starter, Significant, Skillful, Strategic, Superior, Team-player, Through, Trustworthy

## CREATE TARGETED BULLET POINTS

### Revise Master List Phrases to Match the Job Description - and Show Results!

Employers want to know what you did in your previous work history that relates to their job description, and what the *results* were. Show the value you brought to the company or organization in your bullet points. Follow the steps below.

1. Study the **Job Description** example below and highlight the keywords.
2. On your **Master List**, highlight the skills you have that match or are similar to what is stated in the job description.
3. Craft **Bullet Points** that address what you did and how it benefited the company (or client, customer, co-worker, manager, etc.). Use the job description's terminology and keywords.

#### 1. Job Description example

- Answer phones and direct callers to the appropriate person
- Greet and assist guests
- Data entry, prepare correspondence, scheduling, filing and file maintenance
- Provide excellent customer service
- Solid ability to work in a fast paced environment with competing tasks
- Demonstrate initiative and be a self-starter
- Strong organizational skills

#### 2. Master List example

- Answered phones
- Worked Front desk - Multi-task- set appointments, drafted correspondence, greeted customers
- Created the filing system
- Organized annual company picnic
- Drafted emails for my boss

#### 3. Bullet Point examples

- Answered 4 incoming phone lines with 20 extensions and directed callers to appropriate staff.
- Managed competing tasks in a fast-paced environment while providing excellent customer service to guests and staff.
- Initiated and developed a 300 client filing system which enabled staff quick and easy access to client information.
- Scheduled client appointments; made reminder calls for 7 counselors which reduced the number of missed appointments by 20%.
- Organized annual company picnic for 60 employees; reserved site, rented equipment, created activities, and engaged caterer.
- Prepared email correspondence and edited contracts for the Director; became the "go-to" editor for all staff.

## **A REVIEW OF ELECTRONIC RESUMES**

### **RESUME EMAILED AS AN ATTACHMENT**

When sending your resumes as an email attachment be sure to follow the instructions given in the job description as to what format is required. **If you send your resume as a Word attachment, make sure it is compatible with Microsoft Word 97-2003** (i.e. resume.doc, not resume.docx). Be sure your name, the word “resume”, and the job title (and job number if applicable) appear in the subject line.

### **UPLOADING A RESUME TO AN ONLINE APPLICATION**

Many online applications allow you to attach your resume. There is typically a “Browse” option, which allows you to upload your resume from wherever you have it saved. Again, follow the instructions given on the application as to what format is acceptable to upload. Microsoft Word and PDF are generally acceptable formats.

### **PASTING A RESUME INTO AN ONLINE APPLICATION**

If you are asked to paste your resume into a text box when filling out an online application, it is best to convert your resume into a plain text file (.txt). Resumes pasted into an application are generally scanned into the employer’s applicant tracking software. Plain text files ensure the information on your resume is readable by any software.

#### **To convert your MS Word document to a plain text (.txt) file**

1. Click on “Save As” while your resume document is open.
2. Rename the file (i.e. Resume plain text) and select “.txt” from the drop down menu, then save.
3. A dialogue box will pop up. Change nothing, click on “OK”.
4. Close the document.
5. Open your newly created .txt file. Most re-formatting will be in place but check to make sure your document follows the steps below.
6. Your name should be the first line on a resume, with your contact information on the following lines. Never put it all on one line.
7. Use a traditional resume structure.
8. Left justify all text.
9. Use all caps for headings to separate the resume into sections.
10. Use the space bar only; remove any tabs or columns.
11. Use asterisks (\*) or hyphens (-) instead of bullets.
12. Remove any left over formatting language.

## REFERENCE SHEET TIPS



- Maintain the same format as your resume.
- Copy the heading of your resume and paste it into a new document. This can be used not only for references but also for cover letters and thank you emails.
- Professional references are the preferred type of reference. Professional references can be former bosses, co-workers, vendors, and customers.
- Have a minimum of three professional references that relate to the work history you have listed on your resume.
- Have your list of references available at the interview, but don't offer the list until the potential employer requests it.
- When creating your list of references, call all your references to get their permission to be on the list. Tell them the name of the job you are applying for and suggest a few top skills they may want to talk about.

## Creating and Utilizing a Strong Reference List

We've all heard the saying, "It takes a village." While most often applied to building community and raising children, this adage can be widely applicable to many other life endeavors including the job search process. You probably already seek at least a little guidance during a search, and there are probably a few people in whom you confide either your progress or your concerns. In doing so, you are already creating a village even if you've not looked at it that way.

Go big on this concept, and put support in place for all aspects of your search. Not to be glossed over is the attention you give to creating your reference list. Your references are the part of your support team willing to sing praises about your professional experience and personal characteristics to a potential employer. You not only want that; you need it!

Of course, there are some do's and don'ts for both the creation and utilization of your references. Lindsay Olson's article, "[10 Common \(and Corrosive\) Job Reference Mistakes](#)" provides key considerations. Olson suggests aiming to compile a list of three to five people. After identifying those whom you'd like in that role, consider the following guidelines:

**It is your job to make sure the references are prepared.** After choosing those who can speak well and specifically to your job experience, ask their permission to be used as a reference. No matter how strong your relationship or how great of an employee/coworker you are, it is important to ensure those whom you want as references are comfortable with the role. You want references eager to help and speak to what you can offer the next position. You do not want someone who will do no more than verify you are/were an employee at the company.

**Educate your references about the role, or roles, for which you are applying.** Fill them in on what skills and duties are required so they can prepare and make the connections as to why you are a good fit for that job. Also, keep them updated as you apply for positions. Confusing your references or catching them off guard will reflect poorly on your candidacy.

**When compiling your references, consider supervisors, colleagues, employees and clients.** Have different kinds of references prepared so you can provide the kind the potential employee finds most useful. Use those with whom you most recently worked. Details about your work can easily be lost as time goes on. And, if the majority of your references are not current colleagues or supervisors, your potential employer might question why this is the case. A previous supervisor with whom you have kept in consistent touch and can speak to your abilities and characteristic as they are in the present is acceptable among a list of current references.

**Ensure all contact information is up to date.** This is an easy endeavor if you follow the previous advice to ask permission to use someone as a reference. Asking permission not only provides an opportunity to verify the information you have, but it also gives references the opportunity to give the contact information *they* want used, perhaps a personal phone number rather than an office line.

**Do not use valuable space on your resume to state, "References available upon request."** Both providing and receiving them should be assumed. Do make sure you have your list ready should it be requested at an interview, but do not offer or send it to your potential employer unless someone asks for it. No matter how it feels, you are not alone in your job search! Strong references are a key part to building your job search village, so give it the time and consideration it deserves to best support your efforts!

Olson, Lindsay. "10 Common (and Corrosive) Job Reference Mistakes." *U.S. News & World Report*. U.S. News & World Report LP. 2016. Web. (15 April 2016)

Nancy Stoker is a Senior Client Services Representative and Research Associate with [ExecSearches.com](#). [ExecSearches provides various recruitment and executive search services for nonprofits](#) including its [nonprofit job board](#).

## REFERENCE SHEET SAMPLE

**LILLIAN SMITH**

Boulder, CO

303-444-5555

[lsmith@thecompany.com](mailto:lsmith@thecompany.com)

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### PROFESSIONAL REFERENCES

Regina Jones (former supervisor)  
Director of Services  
Women's Center of Colorado  
375 14<sup>th</sup> Street, Boulder, CO 80303  
303-456-7899  
regina.jones@gmail.com

Michael Simons (former supervisor)  
Division Manager  
Colorado Department of Human Services  
123 West 8<sup>th</sup> Street, Denver, CO 80543  
720-123-1123  
m.simons@yahoo.com

Rachel Givens (former co-worker)  
Program Specialist  
Boulder County Health and Human Services  
456 Pine Street, Boulder, CO 80303  
303-444-5678  
rachel.givens@hotmail.com

## COVER LETTER OUTLINE AND CHECKLIST

### YOUR NAME

City, State  
Area Code and Phone Number  
E-mail Address

Today's Date

Hiring Person  
Job Title  
Company/Organization  
Address  
City, State, Zip Code

Dear \_\_\_\_\_: OR (If no name is available) RE: \_\_\_\_\_

First paragraph

- \_\_\_ 1. Explain the reason for the letter and/or identify the position you are seeking.
- \_\_\_ 2. Mention how you learned of the position (friend, contact, website).
- \_\_\_ 3. Tell the employer something you learned about the company based on research.  
(Tell me why you care. Tell me about the award you read about.)

Second paragraph

- \_\_\_ 4. Address your ability to contribute to the employer's needs. Give examples of your relevant qualifications, accomplishments, and skills.

Third paragraph

- \_\_\_ 5. The closing paragraph should end with an action statement. **BE PROACTIVE!**  
Mention that you look forward to the opportunity to talk with them in person and that you will contact them.
- \_\_\_ 6. Remember to express your thanks.

Sincerely,

Your signature

Your name typed

**THINK: It's like a love letter: 1) Why I love you (employer) 2) Why you (employer) should love me 3) Why we are a perfect fit!**

## COVER LETTER SAMPLE

**JAYNE M. SUMMERS**

Boulder, CO

303-123-4567

jsummers@thecompany.com

January 3, 2018

Chris Lamb  
Program Director  
Colorado Commission for Women  
1100 Downtown Street  
Denver, CO 80221

Dear Chris Lamb:

Sarah Smith, a former colleague of mine at the Colorado Women's Shelter, told me an administrative assistant position is open at your organization. Congratulations on receiving the Outstanding Community Service Award from the Colorado Non-Profit Association last month. I appreciate an organization focused on community service and would like to be a part of the staff doing this great work.

I would certainly bring an emphasis on customer service to the position at your agency. After three years as an Administrative Assistant at the Colorado Women's Shelter, I have experience in fundraising, event planning, and working with all levels of administration. I would enjoy using these skills to benefit the Colorado Commission for Women.

Thank you for your time and consideration and I look forward to meeting you.

Sincerely,

Jayne Summers