

RESUME PACKET

By

Workforce Boulder County Staff



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What is a Resume?

The short and simple answer to the question “What is a Resume?” is: a resume is a paper to help you secure an interview. The Career Center at DePaul University in Illinois states “The purpose of a resume is to market yourself to employers, by succinctly summarizing your education, experience, and skills, ultimately aiming to convince employers to invite you to interview” (DePaul University).

Overall, a resume is a tool that you need to have in order to compete in today’s competitive workforce.

Resume Tips & Tricks

- Prioritize the content of your resume to fit the position you are applying for
- Use a 1” margin on top and sides and keep it to 1-2 pages
- Keep your formatting style consistent (i.e. use periods at the end of every line, or don’t use them at all)
- 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)
- Use bullet points for phrases
- Start each phrase with a past-tense action verb (unless current, then use present tense action verb)
- Write from a 3rd person perspective. Do not use the word “I”.
- Focus on accomplishments and measurable results: Dollar amounts, units of production, percentages, benefit to the employer
- Include recent education; Include HS Diploma if that is highest level; Include B.A.; Include Masters only if relevant to job
- Layout should be pleasing to the eye; keep the ratio of white space to text balanced
- Fix typos and grammatical errors: Use spell check, proofread from a hard copy, have others proofread, then proofread again out loud before sending

Parts of a Resume

There is not one right way to do a resume. In fact, you will want to tailor every resume you create to the position you are applying for. This means that a resume you submit for one job, might look a little different than another resume you submit for a different job. Here are some common resume parts that you might want to consider adding to your resume. Please remember that there are many more possibilities for resume sections. These are just some examples.

Header

- Every resume needs to have your First and Last Name, Your Current Address, a Professional Email Address and a Phone Number

Objective Statement

- The objective statement tells employers *why* you are taking time to write a resume. If you include an objective statement on your resume, you need to tailor it specifically to every single job you apply for.
- An objective is usually 1 to 3 lines of text. Make it easy to read and demonstrate that you are a good fit for the position you are applying for.

Personal Profile/Personal Summary

- A Personal Profile is a more detailed and lengthy version of an objective. A Personal Profile is typically best for someone with 5+ years of work experience.
- A Personal Profile typically contains the title of your profession, years of experience in an industry and a summary of your skills and abilities related to the position you are applying for.

Skills/Strengths

- Skills sections help set you apart from other candidates. Skills don't have to be skills you have developed at the workplace. Skills or strengths come from all areas of our lives.
- What are you good at? Are you fluent in another language? Are you always organized and on time? These are the skills and strengths that you might consider listing on your resume.

Work History/Internship History/Work Experience

- The Work History section is one of the most important parts of your resume. The information you will want to include in this section are:
 - Your Job Title and the Company or Organization You Worked For
 - Dates You Worked at that specific Company or Organization
 - What you did or accomplished at that organization (Bullet Points)

Volunteer Work/Community Involvement

- The Volunteer Work section is a great place to demonstrate experience you have gained by volunteering.
- If you do not have a lot of work history, but have volunteer experience, consider listing your volunteer work, much like you would for work history. Describe which organization you volunteered for, the dates you volunteered and what you did for that organization.

Education

- The education section should include your highest degree accomplished and relevant classes if applicable.

Types of Resumes

There are two common types or styles of resumes in today's workplace. The first common type or style is the Chronological Resume. The second common type is the Functional Resume. You will want to choose the style of resume that best fits your career situation and the job you are applying for.

Both resume styles will have some resume parts in common. Both styles need to include

Chronological Resume

The Chronological Resume presents your work experience in *reverse* chronological order. You will list your most current position at the top of your work history section and work your way down to the least current position you have held.

Chronological Resumes are great for job seekers who are applying for entry level positions or job seekers who are searching for positions in the field they currently work in or have past experience in.

Functional Resume

The Functional Resume frames a resume towards core competencies or areas of expertise a job seeker has.

Functional Resumes are a good option for job seekers who are looking to change career fields or have gaps in employment.

Chronological Resume Examples

Gail Garcia

525 Longmont Avenue
Longmont, CO 80503
(720) 555-5555 • gail.garcia@gmail.com

Objective

Customer service position utilizing my positive attitude, organizational and helping skills to provide quality service to both patrons and business

Skills and Languages

- Fluent in English and Spanish
- Strong communication skills with a focus on customer service
- Excellent team player

Work Experience

YMCA, Lafayette, CO

Day Camp Support Specialist

6/2014 – 12/2015

- Assisted with morning check-in and on-site registration and supervised children
- Communicated essential information to parents/guardians, ensured all camp policies and procedures were being adhered to
- Filed, managed, and organized data

Community College of Denver, Denver, CO

Receptionist, Office of Student Life

8/2013 – 5/2014

- Ran school food bank and Lending Library; verified eligibility, provided policy rules, and distributed materials, entered and filed confidential data
- Assisted students with finding reading material and directed students to departments on campus
- Answered an average of 20 incoming calls on a multi-line phone and transferred calls
- Operated printer/copier/fax machine; opened and closed Student Life office following department policies
- Assisted students with finding reading material in Lending Library and called to inform students of overdue library books; delivered campus mail to school departments

Volunteer Work

Chapter Leader, InterVarsity Christian Fellowship, Auraria Campus, Denver, CO

6/2014 – present

Retail Associate, Birds of Prey Foundation, Louisville, CO

5/2013 – present

Kids Ministry Leader, Flatirons Community Church, Lafayette, CO

7/2013 – present

Education

Associate of Arts, Business Designation (3.57 GPA)

Anticipated Graduation: May 2016

Community College of Denver, Denver, CO

Courses Completed: Introduction to Business, Public Speaking, English Composition 1 & 2, College Algebra, Music Appreciation, Introduction to Philosophy, Introduction to Psychology, and Introduction to Criminal Justice

MARIE CLARK

987 Boulder Boulevard
Boulder, CO 80304
860-555-5555
mclark@gmail.com

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

2008-2015

- 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

2004-2008

- 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

Functional Resume Samples

Susie Sample

123 Main Street Longmont, CO 80501
303-111-1111 • ssample@gmail.com

OBJECTIVE

Obtain a position utilizing strong customer service and strategic thinking to contribute to the company's growth and success

PROFESSIONAL SKILLS

Customer Service Skills

- Effectively dealt with customers concerns and complaints, both in person and by phone
- Worked with a diverse customer population
- Committed to excellent service and customer satisfaction

Computer Skills

- Knowledge of Microsoft Word, Excel and PowerPoint
- Entered the confidential information of 500 job fair applicants into Workforce Boulder County's Connecting Colorado data system
- Proficient in graphic design Adobe programs and applications: Photoshop CS2, Illustrator CS2 and Design CS2

Cash Handling

- Operated a computerized cash register, accepting cash/credit/debit and travelers checks
- Processed store and vendor coupons; performed transaction voids, refunds and exchanges
- Reconciled cash and receipts to register totals at end of shift

Related Skills

- Well organized and highly efficient
- Reliable, excellent attendance record
- Attention to detail, ensure tasks are completed correctly and on time

EDUCATION

Criminal Justice Associates, Front Range Community College
Longmont, CO

Anticipated Graduation Spring 2016

High School Diploma, Arapahoe Ridge High School
Boulder, CO

May 2009

CERTIFICATES

Boulder Technical Education Center, Boulder, CO

- Multimedia – 1 year certificate
- Graphic Communications – 1 semester certificate

WORK HISTORY

Receiver, Macy's Department Store, Boulder, CO

June 2011 – current

House Cleaning, Independent Contractor, Boulder, CO

February 2013- current

Data Entry, Internship, Workforce Boulder County, Boulder, CO

Summer 2012- 2013

Chris Smith

3535 Job Lane Lafayette, CO 80026
303-555-1212 • csmith@gmail.com

OBJECTIVE

Warehouse position for a highly motivated quick learner with a strong work ethic utilizing extensive computer skills and abilities to problem solve independently and multi-task effectively.

PROFESSIONAL SKILLS

Warehouse Skills

- Operated labeling machine and ensured the proper placement of each bottle entering labeler.
- Hand labeled merchandise for foreign export.
- Sorted and organized incoming products according to specification on spreadsheet.
- Read and fulfilled orders to be shipped.
- Packaged product and boxed for shipment.
- Operated manual and electric pallet jacks.

Customer Service

- Covered front desk duties at Computer Common at IT offices; answered phones, responded to emails, reset student login passwords, and assisted students with questions.
- Assisted students with computer related issues.
- Communicated effectively with teammates, facility members and distributors.
- Kept detailed daily logs of actions, requests, and repairs taken.

Computer Skills

- Proficient in software programs: Microsoft Word, Excel, Access, and PowerPoint 2007 and 2010.
- Skilled in operating systems: Windows XP / 7, Linux, and Macintosh
- Evaluated, diagnosed and repaired computer failures.
- Optimized outdated computers: installed updated hardware, installed Operating Systems and Drivers following hardware specifications, and increased overall operation efficiency.
- Performed routine preventative maintenance.
- Researched, purchased and assembled tower computer from scratch.

EDUCATION

General Education Diploma, Workforce Boulder County, Boulder, CO
Home School Diploma, Boulder, CO

CERTIFICATES

Computer Hardware A+, Front Range Community College, Longmont, CO Dec. 2014
Networking+, Front Range Community College, Longmont, CO May 2013

WORK HISTORY

Student Technician, Front Range Community College, Longmont, CO Feb. 2013 – Present
Warehouse Special Projects, Avery Brewery, Boulder, CO 2011 - 2013

VOLUNTEER

Community Service: 300 hours, Boy Scouts of America Troop #78, Boulder, CO 2004-2012

CLUBS

Tabletop Club, Front Range Community College, Longmont, CO
FIRST Robotics Club, Fairview High School, Boulder, CO
Math, Science, and Computer Clubs, NICHE Home School Group, Boulder, CO
Boulder County 4-H, Longmont, CO

Creating Bullet Points

Bullet points are the format used in most resumes to describe what you have done for an organization or company.

When creating bullet points, keep the following tips in mind:

- Use strong Action Verbs
- Keep bullet points descriptive and concise.
- Utilize past tense, unless you are currently working somewhere.
- Do not repeat bullet points in multiple jobs

ACTION VERBS

ADMINISTRATIVE SKILLS

Administered
Coordinated
Dealt
Designed
Enlisted
Established
Evaluated
Intercepted
Interviewed
Managed
Mediated
Negotiated
Ordered
Organized
Participated
Prepared
Planned
Provided
Reviewed
Selected
Supervised
Updated

CLERICAL SKILLS

Approved
Arranged
Catalogued
Classified
Collected
Compiled
Dispatched
Executed
Filed
Generated
Implemented
Inspected
Monitored
Operated
Prepared
Processed
Purchased
Recorded
Retrieved
Screened
Specified
Systematized
Tabulated
Typed
Validated

COMMUNICATION SKILLS

Addressed
Arranged
Authored
Contracted
Consulted
Corresponded
Created
Developed
Directed
Drafted
Edited
Enlisted
Formulated
Handled
Helped
Influenced
Interpreted
Interviewed
Led
Lectured
Manipulated
Mediated
Merged
Motivated
Negotiated
Obtained
Persuaded
Reasoned
Reconciled
Recruited
Sold
Spoke
Wrote
Read

COUNSELING SKILLS

Assessed
Clarified
Coached
Counseled
Demonstrated
Diagnosed
Educated
Encouraged
Expedited
Facilitated
Familiarized
Guided
Interpreted
Motivated
Observed
Referred
Rehabilitated
Represented
Stimulated

CREATIVE SKILLS

Abstracted
Acted
Adapted
Conceived
Conceptualized
Created
Designed
Developed
Directed
Established
Expanded
Fashioned
Founded
Generated
Illustrated
Imagined
Implemented
Initiated
Innovated
Instituted
Integrated
Introduced

Invented
Launched
Opened
Originated
Painted
Perceived
Performed
Planned
Promoted
Produced
Revitalized
Set Up
Shaped
Shared
Synthesized
Visualized
Wrote

FINANCIAL SKILLS

Administered
Allocated
Analyzed
Appraised
Audited
Budgeted
Calculated
Compared
Computed
Detailed
Developed
Estimated
Forecasted
Kept records
Kept books
Managed
Planned
Researched
Recorded
Reconciled
Solved

ACTION VERBS (continued)

DETAIL SKILLS

Approved
Arranged
Classified
Collated
Compared
Copied
Collected
Compiled
Defined
Dispatched
Enforced
Executed
Facilitated
Followed through
Gathered
Implemented
Inspected
Investigated
Judged
Managed time
Met deadlines
Operated
Organized
Pinpointed
Processed
Purchased
Recorded
Responded
Researched
Retained
Retrieved
Selected
Structured
Systematized
Tabulated
Validated

DEVELOPMENT SKILLS

Analyzed
Applied
Catalogued
Compiled
Conceived
Coordinated
Created
Designed
Developed
Effectuated
Engaged
Established
Formulated
Founded
Gathered
Influenced
Implemented
Initiated
Instituted
Maintained
Prepared
Researched
Selected
Structured
Supported
Surveyed
Updated

HELPING SKILLS

Adjusted
Advised
Assisted
Attended
Brought
Cared for
Carried out
Consulted
Directed
Enlisted
Guided
Let
Listened
Monitored
Notified
Observed
Performed
Referred
Related
Rendered
Served
Spoke
Supported
Understood

MANAGEMENT SKILLS

Administered
Analyzed
Assigned
Conducted
Contracted
Controlled
Coordinated
Demonstrated
Delegated
Developed
Directed
Effectuated
Evaluated
Executed
Fired
Guided
Hired
Instructed
Led
Managed
Monitored
Ordered
Organized
Oversaw
Participated
Persuaded
Planned
Prioritized
Produced
Projected
Promoted
Proposed
Provided
Recommended
Reviewed
Scheduled
Strategized
Supervised
Trained

MANUAL SKILLS

Assembled
Bent
Bound
Built
Controlled
Cut
Drilled
Drove
Fed
Ground
Handled
Inspected
Lifted
Maintained
Moved
Operated
Prepared
Pulled
Punched
Set-up
Shipped
Tended

RESEARCH SKILLS

Clarified
Collected
Critiqued
Decided
Diagnosed
Examined
Extracted
Extrapolated
Evaluated
Gathered
Inspected
Interpreted
Interviewed
Investigated
Organized
Perceived
Reviewed
Surveyed
Synthesized
Wrote

ACTION VERBS (continued)

TEACHING SKILLS

Adapted
Adopted
Advised
Briefed
Clarified
Coached
Communicated
Coordinated
Decided
Developed
Enabled
Encouraged
Engaged
Enlightened
Expressed enthusiasm
Explained
Facilitated
Guided
Influenced
Informed
Initiated
Instructed
Invented
Persuaded
Set Goals
Stimulated

RESULTS WORDS

Accelerated
Applied
Attained
Completed
Conducted
Cut
Effected
Eliminated
Expanded
Exhibited
Expedited
Illustrated
Improved
Increased
Mastered
Modeled
Negotiated
Performed
Presented
Produced
Proved
Proposed
Recommended
Reconciled
Reduced
Reinforced
Revamped
Revised
Showed
Solved

Work Experience

List all organizations that you have volunteered with. Develop bullet points to explain what you did and the impact you had. Remember to use strong verbs.

Title _____, Company _____, City, _____, State _____ From _____ To _____

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