

**Frontenac
Employment
Resource
Centre**

RR#1, 2779 Rutledge Road
Sydenham, Ontario
K0H2T0
Phone (613) 376-6592



Resume Tips



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RESUME POINTERS

Did you Know...

“Most resumes are initially read for 15 seconds or less”

(Cited from www.adm.uwaterloo.ca)

A good resume will open doors for you. When creating your resume factor in the following: intention, style, content and neatness.

Intent:

- to answer the employer’s question, “What can you do for me”
- to convince the reader that you are the excellent candidate to be interviewed
- to present a snapshot of your relevant experience points that match the position applied for
- to summarize your accomplishments or any significant contribution you have made in the past that you may bring to this position
- to qualify your work experience
- to reveal honesty, integrity and excellent work ethics.

Style:

- every position contains a “work culture”. Create a resume that reflects or mirrors the type of position applied for. (E.g. A Graphics Artist’s resume will look different than that of a Computer Programmer’s resume).
- decide whether to use a Chronological, Functional or Chrono-Functional resume. What best suits you?
- target or tailor your resume in a concise fashion. Develop a resume that is clutter-free and easy to read.
- present a clean, concise, clearly written and error-free resume
- use action words to describe your experience (i.e. Created, developed, managed).

Content:

- should include at the beginning of the resume, a short-list of your experiences, qualifications, skills etc., under such headings as Summary of Experience, Highlights, Career Profile etc.
- should reveal who you are, your achievements, accomplishments, experience, education, awards/certificates and other related experience.
- should be up-to-date
- should have your work experience in order with the most current first
- should be brief and get right at the heart of the matter
- should be written in a tone that reveals to the reader your enthusiasm, energy, commitment, innovation and motivation.

Neatness:

- a neat, clean and orderly resume speaks many words.
- avoid an excess of different font styles, bold, underline etc.
- word-process your resume unless otherwise directed.
- have someone review your resume before submitting it to the employer.
- ensure your resume is computer friendly.

RESUME STRENGTHS AND WEAKNESSES

Resume Strengths:

- 👍 Do make sure your resume is easy to read – use concise unambiguous points.
- 👍 Do stress your past accomplishments, achievements and experience.
- 👍 Do target or tailor your resume to meet the requirements.
- 👍 Do be honest and truthful.
- 👍 Do make sure your resume is neat, clean and orderly, preferably word-processed, unless otherwise indicated.
- 👍 Do keep the overall length of the resume reasonable; no more than two pages in most cases.
- 👍 Do keep your resume up-to-date.
- 👍 Do have someone proofread your resume to make sure it is absolutely error free.
- 👍 Do submit an original to the employer. Keep copies for yourself.

Resume Weaknesses:

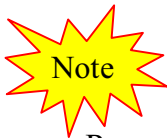
- 👎 Don't print your resume on inexpensive copy paper, use quality paper.
- 👎 Don't copy the job description for the position you are seeking.
- 👎 Don't include information not related to the job you are applying for.
- 👎 Don't include personal information in your resume.
- 👎 Don't list every job you have had. (However, don't discount relevant experience; put it under the subtitle of Other Related Experience.)
- 👎 Don't state the reasons why you left each job on your resume.
- 👎 Don't apply for positions you are not qualified for.
- 👎 Don't include references. (Only provide references when requested.)

***What goes into your resume has to be very compelling.
A good resume will open doors for you.***

THE CHRONOLOGICAL RESUME

The chronological resume is actually a reverse chronological resume—items are listed in reverse chronological order, with your most recent schooling or job first. Names, dates, and places of employment are listed, and education and work experience are grouped separately.

This is the most common and readily accepted resume format. You should use a chronological resume if you have no large gaps in your work history and if your previous jobs relate to your current job objective. This format is a good choice for professionals moving up the career ladder.



Note

Resumes are unique to the individual. Each resume, in this case, then will reflect the individual's experience, skills, qualifications, achievements, relevant to the position applied for. For example, a recent graduate, will most likely list Education first, as this may be the focus point for applying on a specific position. (ie. An advertisement requesting a recent graduate with a Computing Science Engineering Degree will expect to see this at the beginning of the resume.)

THE FUNCTIONAL RESUME

Far less common is the functional resume. The functional resume focuses on the skills and talents you have developed and de-emphasizes job titles, employer names, and dates. It groups your skills and employment under certain headings – for example Office Administration, computer Skills, Customer Service Skills or Communications. The main purpose of a functional resume is to better the chances of candidates whose job related experience might look somewhat inconsistent on a chronological resume or who are in the midst of a career change. It deflects the attention from recent employment experience.

THE CHRONO-FUNCTIONAL RESUME

The chrono-functional resume can be a powerful and flexible tool for the job seeker with a solid employment background and special skills he/she wants to emphasize. Like the chronological resume, it chronologically lists job history and education, while allowing the job seeker to highlight what makes his/her qualifications especially marketable.

This type of resume is a good choice for recent graduates with some job experience, career changers, and at-home parents returning to the job market.

SAMPLE CHRONOLOGICAL RESUME

SUE SMITH

P.O. Box 78
Big Lake, ON K9L 1V6

(903) 143-4957

HIGHLIGHTS

Experienced telemarketing sales representative
Strong voice and exceptional telephone manner
Outstanding computer skills (Windows, MS Word, Internet)
Good typing skills (35 wpm, 98% accuracy)
Ability to follow directions correctly and professionally
Team worker with the ability to work independently
Eager and willing to learn new skills quickly
Dedicated, Initiative, Goal-oriented, Accurate

ACCOMPLISHMENTS

- Recognized by management as above average in attitude, punctuality, teamworker and initiative
- Exceeded sales goals by 18% and contributed to the company's annual sales by acquiring a significant increased number of memberships

WORK EXPERIENCE

2001-present Miscellaneous Inc. Toronto, ON

Telemarketing Sales Representative

- Operate computer-headphone system to contact potential customers
- Communicate effectively with customers in professional manner
- Identify customer's interests and promote products and cross offers
- Manipulate specific computer programs for data entry
- Verify data for accuracy and completeness
- Keep calm dealing with people in difficult situations
- Refer customers to customer service for enquiries and concerns
- Accurately follow procedures and policies
- Exceed company's standards and sales goals

EDUCATION

Big Lake High School Big Lake, ON
Ontario Secondary School Diploma

INTERESTS

Reading, Art and Crafts

SAMPLE FUNCTIONAL RESUME

Jack Green

280 Sand Hill
Sandhurst, ON, K0W 2P1
(613) 345-9385
jackgreen@yahoo.com

OBJECTIVE (Optional)

To acquire gainful employment that would enable me to utilize my skills, expertise and knowledge in meeting new challenges.

HIGHLIGHTS

- **Graduated from Business & Office Practices, Hunter Business School**
- **Over ten year's management experience in various retail settings**
- **Computer competency in Windows XP, MS-Word 2000, WordPerfect 8.0 and Excel**
- **Bilingual in English and Spanish (read, write, speak)**
- **Excellent interpersonal skills**
- **Able to work independently and also as part of a team**

RELEVANT SKILLS AND EXPERIENCE

ACCOUNTING SKILLS - *Seven years experience*

Accounts payable, accounts receivable, postings, cash receipts, collections, payroll, reconciliation's returns and allowances, vendor contacts, end of month closing and all fourth quarter preparations.

MANAGEMENT SKILLS - *Eleven years experience*

End of day closeout, daily reports, research, inventory, ordering, retail sales, scheduling, bank deposits, customer service, payroll figures, scheduling shifts, job duties, problem solving, processing payroll figures.

SALES REPRESENTATIVE SKILLS - *Twelve years experience*

Account contacts, bringing in new accounts, current account communication, pacing orders (computerized and manual), customer service, telemarketing, direct sales, credit checks, loan acquisitions.

WAREHOUSE SUPERVISORY SKILLS - *Three years experience*

Ensured proper procedures were followed, delivery and shipping approvals, overseer of loading and unloading hazardous materials, organization and placement of shipments, proper placement and rotation of beverage ingredients.

WORK HISTORY

Oct 02-present	Light Duty Cleaner (part-time nights)	MODERN BUILDING CLEANING INC, Ottawa, ON
Nov 98-Sept 02	Manager	CUMBERLAND FARMS, Gloversville, NY
Sept 96-Nov 98	Office Manager/Bookkeeper	IMPERIAL POOLS OF LONG ISLAND, Deerpark, NY
Oct 95-June 96	Accounting Clerk/Sales Representative	ONE STOP FOOD SUPPLY, Locust Valley, NY
Dec 94-Sept 95	Assistant Supervisor	UTOG CHARGE & TRAVEL LIMOUSINE, Long Island, NY
Dec 93-Nov 94	Manager	FARGO ELECTRONICS, Ozone Park, NY

EDUCATION

Hunter Business School

Courses: Computerized Accounting, One Write Payroll System, Business Management, Business Math, Sales Analysis, Simply Accounting, MS Office 2000 (Word and Excel), and Office Machines

References will be provided upon request

SAMPLE CHRONO-FUNCTIONAL RESUME

JOHN LANARK

187 Pine Street
Toronto, Ontario
M6J 9B2
(416) 931-2390

SKILLS

- 10 Years of shipping and receiving experience
- Unloaded and loaded trailers
- Operated forklift and front end loader
- Ability to deal effectively with customer inquiries and concerns
- Possess valid class AZ Drivers Licence
- Excellent problem solving abilities

WORK EXPERIENCE

1994-200_ **Sneider Truck Lines** Toronto, Ontario.
(seasonal) **Truck Driver**

- Dealt with personnel in warehouses and shipping/receiving departments
- Followed scheduled route
- Completed driving log of routes for submission to office
- Trained six new drivers on policy procedures

1993-1994 **Competition Brick & Stone** Cornwall, Ontario.

Inside sales/Shipper/Receiver

- Sold building materials including bricks, cement blocks, lumber, interlocking brick.
- Operated forklift and computerized scales
- Packaged materials to be delivered to customers

1992-1993 **Canadian Tire Limited** Cornwall, Ontario.

Salesperson/Stock Clerk

- Assisted customers with purchases
- Resolved customer complaints
- Carried large purchases to customers' vehicles
- Stocked shelves with merchandise
- Arranged displays of sale merchandise

EDUCATION

Riverview High School Cornwall, Ontario.

Ontario Secondary School Graduation Diploma

INTERESTS

Mountain climbing, reading, camping, cooking, fishing, watercolour painting.

REFERENCES AVAILABLE UPON REQUEST

ACTION VERBS FOR RELEVANT SKILLS

Management Skills	edited	calculated	Financial Skills	Helping Skills
administered	enlisted	designed	administered	assisted
analyzed	formulated	devised	allocated	clarified
approved	influenced	engineered	appraised	coached
attained	interpreted	fabricated	audited	demonstrated
chaired	lectured	maintained	balanced	diagnosed
consolidated	mediated	operated	budgeted	expedited
contracted	moderated	overhauled	calculated	facilitated
coordinated	negotiated	programmed	computed	familiarized
delegated	persuaded	produced	forecasted	guided
developed	promoted	remodeled	managed	motivated
directed	publicized	repaired	marketed	referred
evaluated	reconciled	solved	planned	rehabilitated
executed	recruited	upgraded	projected	represented
improved	spoke		researched	solved
increased	translated	Teaching Skills		Clerical or Detail Skills
organized	wrote	adapted	Creative Skills	approved
oversaw	Research Skills	advised	acted	arranged
planned	clarified	assessed	conceptualized	catalogued
prioritized	collected	clarified	created	classified
produced	critiqued	coached	customized	collected
recommended	diagnosed	communicated	designed	compiled
reviewed	evaluated	coordinated	developed	dispatched
scheduled	examined	counselled	directed	executed
strengthened	extracted	demonstrated	established	generated
supervised	identified	demystified	fashioned	implemented
trained	inspected	developed	founded	inspected
Communication Skills	interpreted	educated	illustrated	monitored
addressed	interviewed	enabled	initiated	operated
arbitrated	investigated	encouraged	instituted	organized
arranged	organized	evaluated	integrated	prepared
authored	reviewed	explained	introduced	processed
channeled	summarized	facilitated	invented	purchased
collaborated	surveyed	guided	originated	recorded
convinced	systematized	informed	performed	retrieved
corresponded	Technical Skills	instructed	planned	screened
developed	assembled	persuaded	revitalized	specified
directed	built	set goals	shaped	systematized
drafted		stimulated		tabulated
		taught		validated
		trained		