



RÉSUMÉ

WHAT IS IT? It is an organized summary about you, an advertisement of you, and a record of your strengths, abilities and accomplishments. It is positive information that you want the prospective employer to know.

PURPOSE: The purpose of a résumé is to be selected for an interview. It serves as a reference during an interview and as a reminder of you after the interview.

APPEARANCE: There are several general formats to use. Choose a format that best represents you (see examples). A résumé should be:

- Up to date.
- Well organized – easy to read.
- Concise (1 to 2 pages long), with the most important information on the first page. Don't staple!
- Size 12 font is preferable.
- Informative – arouse interest. Be specific.
- Free of grammatical errors and spelling mistakes.
- Neat and attractive – get attention.
- Printed on good quality paper.
- In proper format if sent electronically (plain text, PDF, etc)

CONTENT:

***Personal:** Name, address, phone number, E-mail address (marital status, children, and pets are not appropriate).

Objective: Job title or area in which you are applying. Place it at the beginning of your résumé. State it positively – what you can do for the employer. You may want to develop separate résumés for different objectives. Many job seekers are substituting a Summary of Qualifications in place of Objective.

Summary of Qualifications : A brief list of your most relevant strengths and qualifications that apply to the job. Use broad terms. For example "office technology" rather than "typing skills."

***Educational:** Name of school, location, dates (optional), degrees, or major area of study. List in reverse chronological order – most recent education first. May also include grade point average (if 3.0 or higher), internships, honors, awards, special programs, etc.

***Experience:** Name of company/organization/person, city and state, job title, description of duties, and dates of employment. List in reverse chronological order – most recent experience first. Include volunteer experience, if appropriate. Use action words to describe duties. Include specific accomplishments rather than tasks completed. Include non-paid experience.

Military: Branch of service, dates, and brief description of duties if appropriate.

Special Skills: Skills that may not be included in other information – such as foreign languages, computer knowledge, cardiopulmonary resuscitation (CPR).

Activities: Include memberships in school or community organizations. Indicate leadership positions if appropriate. May include professional memberships and volunteer activities. Church activities should be described in general terms.

Achievements: State if applicable and if not listed in other information.

References: Be sure to ask permission before using anyone (no relatives or friends).

Topics marked with an asterisk (*) are necessary information. Other information may be included if it further explains your skills and abilities or gives information that you want a prospective employer to know. The CSI Foundation has made available a free internet-based tool for resume creation. Ask for more information at the CSI Career Center.



Résumé Writing

Some hints about words

Your résumé should convey the skills you can offer an employer. The words you use to describe your experience, activities, etc., can convey the skills you have developed. These words are crucial to your purpose of obtaining a job interview. Use concrete nouns, positive modifiers, and strong action verbs. Be aware of the tone which the words convey; avoid sounding arrogant or opinionated. Use concise phrasing rather than complete sentences. “Advanced to” rather than “promoted to”; “earned” rather than “was given” indicates a person who does things rather than received them. Try to construct sentences in the first person, minimizing the use of the word “I.” For example, “Planned and implemented a training program for new employees” rather than “I designed a training program.” The tense should make sense. Describe current experience in present tense and past experience in past tense. Be consistent with tense and punctuation.

ACTION VERBS

| | | | |
|--------------|-------------|---------------|-------------|
| accelerated | designed | lectured | reorganized |
| accomplished | effected | maintained | reviewed |
| achieved | eliminated | managed | revised |
| adapted | employed | marketed | scheduled |
| administered | established | mastered | set up |
| advanced to | evaluated | motivated | simplified |
| advises | expanded | obtained | solved |
| analyzed | expedited | ordered | streamlined |
| approved | facilitated | organized | structured |
| arranged | formulated | originated | supervised |
| built | found | participated | supported |
| completed | generated | performed | taught |
| conceived | graduated | planned | trained |
| conducted | implemented | prepared | transferred |
| constructed | improved | proficient in | updated |
| controlled | increased | programmed | utilized |
| converted | influenced | proposed | verified |
| coordinated | initiated | proved | won |
| created | instructed | recommended | wrote |
| delegated | interpreted | reduced | |

CONCRETE NOUNS

ability
resources
Capacity
results
competence
challenge
effectiveness
substantially

POSITIVE MODIFIERS

proficient
qualified
resourceful
vigorous
technical
versatile
competent
actively pertinent



Show off your soft skills

Employers want to know you possess the soft skills necessary to be successful on the job. Soft skills are typically intangible behaviors. Following is a list of some employer desired soft skills.

- Attendance /Promptness
- Dependability
- Appearance/Dress
- Honest/Integrity
- Communication skills
- Problem solve
- Attention to instruction
- Multitask
- Willingness to participate

How do you communicate this information to your potential employer in your résumé and during the interview? Here are some examples.

PROBLEM SOLVER:

Employers want to know the process you use to work through problems. Be prepared for questions like, “Tell me about a time when you faced a tough problem. How did you solve it?” To communicate you have this ability:

- Make a list of at least 10 problems you solved effectively.
 - Note—1) How you solved it, 2) Why you chose to solve it in that way 3) What it reveals about you
- Practice telling the “story” out loud to another person.

COMMUNICATOR:

Your résumé and interview are great opportunities to demonstrate you have the ability to communicate verbally and in writing. To communicate you have this ability:

- Have others review your résumé and cover letter for accuracy. Avoid misspelled words, poor punctuation, and use correct terminology.
- Have a friend ask you interview questions which you answer verbally.
- If you don’t understand a question, don’t panic, just ask the interviewer to elaborate.
- Breathe!!!
- Avoid lazy language like “gonna, wanna, uh, like,” etc.

WILLINGNESS TO PARTICIPATE / TEAM PLAYER:

Show you have the ability to work with others. This is an invaluable selling point during an interview. To communicate you have this ability:

- Show you are willing to do more than your required share of the work.
- Give examples of committee work.
- Show you have leadership ability.
- Share a group conflict you were able to resolve.
- Mention memberships in professional associations.

MULTITASK:

The employer wants to know if you are able to simultaneously perform a variety of separate tasks at the same time. To communicate you have this ability:

- Make a list of complex projects you handled in past jobs or activities. Write down the various tasks that it involved.
- Give specific examples of how you were able to balance several crucial tasks.
- Show willingness to handle all kinds of responsibilities, not just a select one or two.
- Display your enthusiasm.
- Show how you were able to handle the stress.



Chronological Résumé

The chronological résumé is the most widely-used résumé format. It is a good way to highlight a steady work history, particularly if it is related to your next job target. Professional interviewers are most familiar with this form.

ELLEN CHURCHILL

2263 Westwood Avenue
Twin Falls, ID 83301
(208) 734-2468

CAREER OBJECTIVE

Administrative Assistant position with a variety of responsibilities to include data processing and word processing

EDUCATION

College of Southern Idaho, Twin Falls, ID, Anticipated Graduation - Spring 2010

Associate of Applied Science Degree in Administrative Assistant

Keyboarding (120 wpm), filing, office management, office procedures, bookkeeping, business communications, Microsoft Office 2007, Windows XP

Twin Falls High School, Twin Falls, ID, graduate—General Studies

EMPLOYMENT

Karl's Service Station Twin Falls, ID 2004 - Present

Bookkeeper: In charge of internal bookkeeping operations, payroll, inventory, and scheduling appointments for vehicle service; manage office communication including phone and mail processing

College of Southern Idaho Twin Falls, ID 2001 - 2004 (Part-Time)

Office Assistant: Processed student information, maintained student confidentiality, data entry and word processing. Assisted with office communications and prepared instructional materials for instructors

ACHIEVEMENTS

Trustee Tuition Scholarship, Soroptimist Scholarship, Dean's Honor Roll

COMMUNITY ACTIVITIES

American Cancer Society's Relay For Life Event – Planning committee member

REFERENCES

Mr. George Cummings

Instructor

College of Southern Idaho

PO Box 1238

Twin Falls, ID 83303

(208) 732-9554

Mr. Karl Mann

Manager

Karl's Service Station

2001 Addison Ave E

Twin Falls, ID 83301

(208) 733-6220

Ms. Kathleen White

Instructor

Twin Falls High School

1615 Filer Ave E

Twin Falls, ID 83301

(208) 733-6214



Chronological Résumé

FRED M. JENSEN

2240 Lincoln Avenue

Twin Falls, ID 83301

(208) 734-4872

fmj@magicvalley.com

QUALIFICATIONS SUMMARY:

- Communicate in English and Spanish—written and orally
- Four years experience working in construction industry
- Good written and oral communication skills; portfolio available
- Cooperative and dependable; a team player but can work independently as well

EDUCATION:

Aug 2007 - Jul 2009

College of Southern Idaho, Twin Falls, ID

Associate of Applied Science Degree in Drafting Technology

Program included architectural, civil, structural, machine, computer aided drafting (AutoCAD VR2006), and 16 cr. general education core classes, GPA: 3.8

May 2007

Twin Falls High School, Twin Falls, ID, Graduated general studies

EMPLOYMENT:

May 2000 - Aug 2003

Connors Construction Company, Twin Falls, ID

Carpenter: Performed all phases of house construction from framing to completion, including concrete work, dry wall, and interpreting blueprints

Carpenter Assistant: Unloaded trucks, supplied carpenters with material as needed, cleaned up sites and ran errands

May 1999 - Apr 2000

Johnson's Building Supply, Twin Falls, ID

Laborer: Filled customer orders, unloaded trucks to restock inventory, operated forklift and large commercial saw, cleaned and maintained yard and sheds

Oct 1997 - May 1999
(Part-Time)

Miller's Grocery, Twin Falls, ID

Courtesy Clerk: Customer service, operated cash register, stocked inventory

SPECIAL SKILLS:

Personal computer: Microsoft Office 2007, Windows XP, Internet and E-mail, CPR certified, participate in a local computer network

ACTIVITIES:

City league softball, Twin Falls Search and Rescue



Functional Résumé

The functional résumé may be a good format for those who have been self-employed, have had employment gaps, or are changing careers. This format focuses on groupings of skills and competencies which apply to the job.

BOB JONES

3429 Victory Lane
Twin Falls, ID 83301

E-mail: bobjones@gmail.com

Home (208) 736-9018

Cell (208) 454-5041

OBJECTIVE: Cabinet Maker position with XYZ Company

EDUCATION:

College of Southern Idaho Twin Falls, ID Aug 2008 - Jul 2009

Technical Certificate in Cabinetmaking/Woodworking

Vocational Clubs of America (VICA), 1st place state, 3rd place national

SUMMARY OF QUALIFICATIONS:

- Six years working in the construction industry, including: foundation, framing, drywall, finish
- Ability to communicate proficiently orally and in writing
- Personal commitment to quality workmanship

RELEVANT SKILLS:

SUPERVISION:

- Hired and trained new employees
- Maintained records for payroll department
- Organized and supervised work for crewmembers (35 employees)

CONSTRUCTION:

- Framed residential homes and smaller commercial buildings
- Hung drywall, applied wood and steel siding, installed windows and doors
- Designed and installed custom cabinets and furniture

CUSTOMER SERVICE:

- Developed a customer base by creatively solving building / construction problems in a professional manner
- Handled customer complaints and problems in person and over the phone

EMPLOYMENT:

| | | |
|--------------------------------|----------------|---------------------|
| Morgan Building Supply Company | Twin Falls, ID | Nov 2005 – Aug 2010 |
| Sales Associate | | |
| Washington Homes Inc | Meridian, ID | Mar 2003 – Oct 2005 |
| Carpenter | | |
| A B C Construction | Boise, ID | Jan 2001 – Feb 2003 |



Other Résumé formats

Combination Résumé – It capitalizes on the strengths for both the functional and chronological résumé. Usually used when applicant has a long history. Typically longer résumés.

Curriculum Vitae Résumé – Usually used in the scientific, academic, and medical communities. A type of portfolio describing “the course of ones life.”

International Résumé – a type of Curriculum Vitae résumé used internationally. Other countries may require information which is illegal to ask in the United States. Here are a few examples: marital status, date of birth, passport, and health.

E-Résumé – Many larger companies are using computer software to search for applicants who have the required skills and knowledge to meet their needs. Your electronic résumé needs to follow a different format if it is going to be “read” by a computer. This format is also appropriate for Internet and E-mail résumés. Electronic résumés, or E-résumés for short, can follow one of three formats.

- **E-mail or ASCII Résumé** –The ASCII format, a text-only version, contains no frills such as bold, underline, or bullets. ASCII is the universal language that allows computers using any software to read and understand text. An E-mailable résumé should be loaded with keywords that will appear within the first 20 to 25 lines of a computer screen.
- **Scannable Résumé** – A scannable résumé typically starts out as a paper résumé and is then scanned into the employer’s software tracking system, at which point it becomes an E-résumé. If you can, find out if your résumé will be scanned so you can follow the proper formatting procedure. Any resume that will be scanned, whether by man or machine, should contain keywords.
- **Multimedia Résumé** –A multimedia résumé is like having your own Web page. It is a résumé that you create with pictures, graphics, and sound that employers “click” through to review your qualifications.



KEYWORDS

Keywords are a collection of nouns and phrases that describe your knowledge base, software experience, specific responsibilities, and skills. They may also include job titles, technical terms associated with your work, impressive “brand name” companies, degrees, licensure, or affiliations. The keyword summary can be the most important part of an E-résumé.

DOS AND DON'TS FOR WRITING AN E-RÉSUMÉ OR SCANNABLE RÉSUMÉ

Consider the following guidelines for writing an E-résumé or scannable résumé.

- 1) Put your name first, followed by your address, phone number, E-mail address or fax number. Put each on a separate line. Include your name on additional pages.
- 2) Keep text aligned to the left.
- 3) Use a standard font such as Times News Roman, Arial, Courier, or Helvetica in 12 point font size.
- 4) Avoid italics, bold, script, underlines, boxes, shading, columns, graphics or bullets.
- 5) Make section headings in all capital letters. Use white space between sections to differentiate them.
- 6) Print a scannable résumé on 8.5 by 11 inch white paper of average thickness, on one side only. Use a laser or other letter-quality printer.

Don't staple multiple pages and never fold a scannable résumé