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How to Write a Great Résumé

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Introduction

"The average employer will initially spend about 15 seconds reviewing your résumé." That statement has been repeated so often on career websites that it has become a cliché. However, it happens to be true in most circumstances, particularly when there are 200 other applicants competing for the same job. Therefore, if you want to create an outstanding résumé, you should strive to make sure you capture the reader's attention as quickly as possible.

Developing a résumé of high quality takes some time, effort, and a little know-how. This section contains the know-how -- general guidelines and basic information about résumé writing -- to get you started. These tips include techniques that professional résumé writers use to write résumés for their clients.

Writing a good résumé is important to the extent that it can give you confidence, bring more job interviews, and job offers your way, but on the other hand, people with horribly written résumés (and cover letters) are offered good jobs everyday. This is because some people have such a vast network of contacts, or have skills in such high demand, that they do not have to worry about the "15 second rule".

What Are Employers Looking For In a Résumé?

The purpose of a résumé is to try and win a job interview, not the job itself. Therefore, make sure your résumé includes the information employers are looking for in when searching for new employees:

Content skills are related to performing a job in a particular field, profession, or occupation and are acquired through reading, specialized training, internships, academic degrees, and on-the-job training. Examples include accounting, programming, typing, and instructing.

Functional skills are characteristic ways of working with people, information (data), or things. These skills are applicable to a wide variety of jobs or situations and may be acquired almost anywhere. Examples include managing, operating, informing, calculating, coordinating, building, and reading.

Self-management skills are those associated with personality and the way an individual's particular life experiences have shaped his ability to adapt to different situations. Examples include being honest and dependable, hard-working, considerate, a team-player, respectful and assertive.

Common Résumé Writing Mistakes

As a professional résumé writing firm, we see the same mistakes repeated over and over by our clients. Below are some general guidelines to avoid making these mistakes:

Tip 1: Don't prepare a résumé more than two pages in length unless you are an executive or manager or you have been in the workforce for at least five years. Remember, the purpose of a résumé is to get the interview, not the job. Think of a résumé as being a sales brochure about you and offer your best selling points and save everything else for the job interview.

Tip 2: Now that you're the president of the company, that job you had flipping burgers 25 years ago is irrelevant and should be omitted from your résumé. Most employers are only interested in what you've been up to the last 15 or 20 years. Use common sense when deciding how much work history to offer. Of course, if you're applying for a job with the government you will have to disclose your entire work history.

Tip 3: Never omit dates of employment in an attempt to hide your age or cover up an unstable work history. The reader knows instantly you're trying to hide something. However, one can leave off jobs held for a very short duration or omit the earliest part of their work history to hide employment gaps and periods of job hopping.

Tip 4: Never mention anything about salary or give a reason for a job termination on your résumé unless you're applying for a position with the federal government. These topics should be left for the job interview.

Tip 5: Avoid unsubstantiated claims and overused clichés. For example, too many people state they have "excellent communication skills", but very few people offer any information on their résumés to back up this claim.

Tip 6: The reader of your résumé is familiar with what a person in your field does on a daily basis, therefore, avoid long, detailed job descriptions offering your daily routine tasks that anyone in that position would perform. For example, everyone knows that a receptionist answers the phone and greets visitors, so it's pointless to put this on a résumé unless the receptionist answered an unusually large number of calls and greeted dozens of visitors each day. For example, a receptionist might write that she "Answered 250 telephone calls on the complex Acme 4576 telephone system and

greeted more than 50 visitors each day". If you don't have any remarkable information to offer about your routine job duties leave them off of your résumé. Instead, offer a brief summary of your job duties and focus on your achievements and skills.

Tip 7: Leave off the ubiquitous "references available upon request" at the bottom of your résumé. Both employers and recruiters consider this phrase to be rather silly since everyone is expected to provide references.

Of course, if your résumé gets you job interviews; don't change a thing about it, even if it violates common rules of résumé writing. Some people have a vast network of contacts and can get a job without a résumé at all or with one that is poorly written.

The Three Basic Résumé Formats

Résumé manuals offer samples of the various formats one can use to write an outstanding résumé; however, the vast majority of employers prefer the standard reverse chronological format. Somewhere on your résumé, you should offer the reader a section outlining your work history in reverse chronological order with dates of employment, name of employer and your job title. You can then jazz up your résumé by offering additional information in a functional format or by adding additional sections to your résumé.

Reverse Chronological Format

The chronological résumé is the most traditional format and focuses on time and continuity. It is easy to organize, write, and read, and it is the most commonly used type of résumé and the one preferred by most employers.

In a chronological résumé, you present your most recent job first, then trace backwards in time (reverse chronological). Your most important job duties and accomplishments are described succinctly under each employer's name and location. This format allows you to emphasize your career growth and progression and, therefore, is most favorable to those whom have worked in one field and have been steadily promoted to higher level positions.

Major drawbacks: It is not advantageous for people with limited or unrelated employment experience, who have job gaps, or a rocky work history.

Functional Format

The functional résumé focuses on professional skills, responsibilities, and accomplishments while it de-emphasizing dates and specific work experiences. The functional résumé is organized by functional titles that explain general areas of expertise. Under each function heading is a brief explanation of accomplishments in that particular area. One can tailor the functional résumé to highlight specific skills. Therefore, this format is often recommended for recent graduates, liberal arts majors, career changers, and people with limited work experience or interrupted careers.

Major drawbacks: Most employers do not care for this type of format because it hides the chronological work history that they want to see when reading a résumé. Employers are not stupid, and the idea that one could fool them by using this format is rather silly. In fact, most employers will immediately realize the applicant is trying to hide something by omitting a chronological work history and toss the résumé out. For this reason, it is recommended that you not use this format unless you have no work history.

Recommended for: Only those who lack a work history, since they have no choice but to use this format.

Numerous résumé writing books and even professional résumé writers continue to suggest the use of the functional format for those in the situations stated above, but human resource professionals urge you not to use this format. Always include dates of employment on your résumé and address any inconsistencies in your work experience at the job interview when asked. If you do have a damaged work history, consider using the combination format discussed below to minimize the damage.

Combination Format

The combination résumé incorporates both the chronological and functional formats. You can tailor the explanation of your job history to fit the types of jobs for which you are applying; you can also show continuity in your job record or history, while highlighting your accomplishments and achievements.

Major drawbacks: There are no major drawbacks associated with this format type; except for the fact that some employers will think you're trying to schmooze them. Of course, that's exactly what you're trying to do.

This format is favored by résumé writers because chronological work dates, as well as skill sets, are highlighted. This format sells the skills and abilities of recent grads, liberal arts majors, career changers, and people with limited work experience or interrupted careers. In fact, it is a great format that everyone can use because it will help your résumé stand out from the crowd. Most of the sample resumes in this booklet use both chronological and functional elements to highlight specific skills and experience.

Regardless of the format you choose, your résumé should contain the content employers are looking for. This is the subject of the next topic.

Components of a Résumé

The following information should always appear on a résumé:

Contact Information: Include your name, permanent address, city, state, zip code, and telephone number with area code. Do not write the word "Résumé" at the top of the page unless your job search is confidential. If this is the case, insert "Confidential Résumé" at the top.

Work Experience: Include information about both paid and unpaid, part and full-time employment and internships in reverse chronological order. Include the following information for each job you have held:

- Job title
- Name of employer
- Location (employer's city and state)
- Dates of employment (beginning and ending month and year)
- Your most important job duties summarized as briefly as possible, followed by your most important accomplishments. Quantify your accomplishments using actual numbers, percentages and other statistics whenever possible.

NOTE: You do not have to offer work history older than 15 or 20 years unless it is logical for you to do so. For example, if you've been out of the workforce raising children for the last 10 years, then you would want to include the work history older than 10 years. However, if you have been a successful business person for many years, then there is really no need to include the jobs you held during college, or that are irrelevant to whom you are now. This type of information is distracting to the reader and bulks up your résumé with needless information.

Higher Education: List, in reverse chronological order, all college, university, and professional degrees that you hold. You do not need to list your high school graduation date unless that is your highest level of education and you graduated less than five years ago. Information you might include:

- Degree awarded
- Name of school, city and state
- Major and minor area of concentration
- Graduation date (month and year)
- Awards and scholarships
- If you are a recent graduate, include your cumulative or major GPA only if it is 3.5 or higher for non-scientific majors, and 3.2 or higher for technical and scientific majors. Always indicate the grading scale, e.g., 3.9/4.0.
- If you're over 50 years of age you may delete the year you graduated from university (and some older work history) to fight back against age discrimination

Optional Résumé Sections: The following is a list of optional sections one can use to flesh out a résumé. Include those sections that best feature your abilities and will help you win the job interview.

- Licenses/Certifications
- Publications/Presentations
- Papers and Research
- Speaking Engagements
- Extracurricular Activities
- Continuing Education Courses
- Seminars and Workshops
- Conferences
- Exhibitions
- Foreign Languages
- College Courses and Projects
- Special Accomplishments
- Miscellaneous Skills
- Volunteer Experience
- Memberships and Associations
- Community Involvement
- Study Abroad
- Presentations

- Academic / Service Awards
- Laboratory Skills
- Technical Skills
- Computer Skills
- Consulting Experience
- Committee Appointments
- Clubs and Organizations
- Other Activities
- Sports Participation
- Travel Experience

Résumé Components: Job Objective

Beginning a résumé with a job objective is almost always unnecessary and is, in fact, frowned upon by most recruiters and employers. Despite this fact, the overwhelming majority of job seekers begin their résumés with a job objective. You can gain an advantage over other candidates by not offering a job objective.

That being said, there are circumstances when it might be a good idea to include a job objective, but they are rare. For example, if you believe the person reading your résumé will not be able to determine the position you're seeking from your work history, then perhaps you should offer a job objective. Only rarely in our résumé writing service do we include a job objective on a résumé written for a client. These clients usually have absolutely no work history or no clear career path.

Common Mistakes Made With Job Objectives

(1) Including a phrase in the job objective that states one is seeking an "entry level position" tells the reader that the applicant doesn't have a high opinion of himself. One should never think of himself as being qualified for only entry level positions, even if he has never held a job. Never admit on a résumé that you are entry level.

(2) Some people make it very obvious that they are more interested in salary, benefits and promotions than being an asset to the employer by offering job objectives that read as follows: "Seeking a high-paying position with lots of opportunity for advancement." Employers want to know what an applicant can do for them, not what they can do for the applicant. Omitting self-serving phrases from job objectives is very important if you want to keep your résumé out of File 13.

(3) Some people narrow their opportunities tremendously by offering a job objective that states they are only interested in a specific position within a specific industry. An employer might read your résumé and think you are the ideal candidate for a certain position within his company, but he doesn't call you for an interview because your job objective tells him you wouldn't be interested.

While the job objective can be omitted from the résumé, a summary section should always be included. A summary section is the way you capture the reader's attention in 15 seconds.

Resume Components: The Summary Section

Although the summary section is classified as an optional résumé component, we believe that is very important that your résumé begin with a summary section in order to catch the reader's attention very quickly. Employers and recruiters, faced with reading dozens of résumés, spend little time evaluating each one thoroughly. Instead, they skim over each résumé very quickly or they put a clerical worker in charge of making the first cuts. Therefore, if your résumé offers a summary section that tells the reader immediately that you are qualified for the job, your résumé is much more likely to make the first few cuts and hopefully wind up in the "call for an interview" pile.

How to Write a Good Summary Section

The first rule to follow when writing your summary section is to avoid fluff language. Fluff language consists of unsubstantiated, over-used phrases that have made employers roll their eyes since the 1950s. Examples of these phrases are "highly-motivated self-starter" or "excellent communication skills". These phrases are so overused that, if your summary section contains them, your résumé is probably going to wind up in the garbage.

Every statement made in your summary section should be backed up with proof somewhere in your résumé. For example, the fact that you are the founder of two highly successful companies and have three degrees makes you a "highly-motivated, self-starter". The fact that you have "ten years experience training new recruits and writing instructional materials" gives you the right to claim you have "excellent oral and written communication skills" in your summary section. If you don't have such experience to back up these overused phrases, then leave them off of your résumé.

The Summary Format

There is not one summary format that works for everyone. Your summary section can be a brief paragraph consisting of a sentence or two, or it could be lengthy and consist of your major selling points organized under 3, 4, or 5 different functional headings with bulleted sentence fragments under each of these headings. How lengthy it is depends on the following factors:

- (1) Are you trying to enter a new field? If so, you will need an expanded summary section to overcome your unrelated work history.
- (2) Do you lack a work history? If so, you have no choice but to offer a lengthy summary section to feature your skills since you don't have a work history to offer.
- (3) Do you seek a promotion in the same field you've successfully worked in for years? If so, you probably don't need a lengthy summary since your work history and past promotions will do most of the selling. Your summary section need only tell the reader that you have a lengthy and successful work history in X field and have excelled at doing A, B, C, D and E.
- (4) Have you been working in the same field for years without a promotion? Then an expanded summary section might help you finally get the promotion you want.
- (4) Does your résumé reveal something negative, like employment gaps or no clear career path? If so, featuring your selling points in an expanded summary section can help de-emphasize the negatives and highlight the positives.

Samples

The first sample is a short and simple summary section in paragraph format that someone who has worked steadily in the same field might use:

"Office manager and supervisor with ten years experience preparing payroll for a medium-sized corporation. Thorough knowledge of payroll procedures and regulations, and highly proficient in popular business spreadsheet and word processing software applications. Graduate, Acme Business College."

You might choose to use bullets in your summary section to better highlight your information. For example:

- Ten years of publishing and information services experience for a major publishing firm
- Extensive background in project management and new product development, including recruiting and motivating authors on diverse projects
- Designed and implemented dozen of innovative and award-winning publications and marketing plans
- Master's degree in Marketing

The above summaries are designed to pique the reader's attention enough so that he will want to read the work history section. It is the work history section that will do most of the selling. Use this type of summary if you have worked steadily in one field and have moved upward.

A general rule of thumb to follow: If you have a very powerful work history section and are seeking employment in the same field, you probably don't need an expanded summary section.

Expanded Summary

An expanded summary section can take up the entire first page of a résumé and consist of four or five functional sets with bulleted information under each subheading. People who offer such summaries generally have a weak or damaged work history and are trying to compensate by offering all of their best selling points in an expanded summary section. Those who might use this type of format are those trying to enter a new field, get promoted, hide employment gaps, or get that first job.

For example, suppose that your work history can be described as "meandering." You even worked for yourself for awhile. You have all sorts of skills and a good bit of experience, but you can't apply it to one field. You are an ideal candidate for the expanded summary.

You can organize all you have to offer under categories called functional sets. Under each function, you will list your top selling points as briefly as possible using sentence fragments set off with bullets. If you decided you have good management, supervisory, and communication skills, then you might organize your summary section as follows:

Highlights of Qualifications

Management Skills

- Accomplishment 1
- Accomplishment 2
- Accomplishment 3

Supervisory Skills

- Accomplishment 1
- Accomplishment 2
- Accomplishment 3

Communication Skills

- Accomplishment 1
- Accomplishment 2
- Accomplishment 3

Offering a well-written summary section can only boost your odds of getting your résumé placed in the "call for an interview" pile, therefore, it is worth spending some time creating a good summary.

Write the Summary Section to Match the Classified Ad

If you want to make your summary section even more powerful, you can match it to the job advertisement. Doing this will make it even easier for the reader to see how well-qualified you are for the job. After all, the skills, experience and traits listed in a job classified ad are the ones the employer believes are most important.

When writing your summary section to match the job classified ad, be careful that you don't parrot or mock the job classified ad by copying exact phrases from it. Instead, make it obvious you meet all or most of the requirements asked for in the classified ad using your own words. If you don't meet a specific requirement, leave it off and highlight the skills and qualifications you do have.

For example, suppose a classified ad reads as follows:

"WANTED: Office manager with experience in construction industry, payroll experience required, knowledge of MS Word, Peachtree, fast typist, dictaphone, shorthand, have supervisory experience, able to work in busy office for six bosses."

To make her résumé stand out from the 200 other applicants who will respond to this ad, an applicant could tailor the summary section to match her skills to those asked for in the classified ad as follows:

Summary of Qualifications

Office Manager with 17 years experience working in the construction industry providing administrative support to management. Highlights include:

- Skilled in all aspects of office procedures, including payroll processing and account management for medium-sized construction firm;
- Experienced user of popular business spreadsheet and word processing software, highly proficient in Peachtree and MS Word;
- Hired, trained and supervised office staff consisting of eight clerks and junior secretaries;
- Ability to work in a fast-paced, hectic environment while effectively providing support for five-member management team;
- Ability to type 80 w.p.m., with superior shorthand skills.

The above summary section makes it easy for the reader to see that this particular applicant has all of the qualifications asked for in the ad and it encourages the reader to keep on reading her résumé with renewed interest. And, if the work history section of her résumé supports the statements offered in her summary section, her odds of getting the opportunity to interview for this job are high.

Resume Components: The Work History Section

Tip 1: Offer Brief Job Descriptions.

The number one complaint employers have about résumés are the long, detailed job duties and descriptions offered by the majority of job seekers. Some of our clients present us with résumés that offer such long and detailed job descriptions that they are five or six pages long!

A good rule of thumb is to summarize three or four of your most important job duties and focus on accomplishments (more on this later). And remember, the person reading your résumé is probably familiar with what job duties a person in your field does on a routine basis. For example, if you are a software engineer, the reader is familiar with the routine job duties that a software engineer performs, and therefore, it is a waste of space to list all the job duties commonly performed by software engineers. Instead, a software engineer should focus on how he made a difference performing his job, e.g., his special achievements and projects.

Tip 2: You Don't Have To Offer Your Entire Work History

Most employers are only interested in the work you've been performing for the last 15 to 20 years, so if you want to leave off older work history, feel free to do so. If you're over fifty and think you might be facing some age discrimination, omitting older work history will make you appear younger on paper and help get your foot in the door.

Tip 3: Use Your Accomplishments to Make Your Résumé Stand Out

As mentioned in Tip 1 above, employers don't want to read a boring, long list of routine job duties. What they really want to find out is what you can do for them, which means telling them how well you performed in past jobs. Therefore, tell them not just what you did, but how well you did it.

Imagine you and another applicant, who happen to have the exact same work history and qualifications, are sitting next to each other being interviewed for the same position. If the interviewer asked you why he should hire you instead of the other person, what would you give as an answer? Since the other person has the exact same work history and skills, you would have to distinguish yourself from the competition in some manner. And the way to do it would be to tell the interviewer how you made a difference. This is the same type of information you should offer on your résumé.

Ask yourself:

- Did you increase sales or revenue and if so, by how much?
- Did you streamline operations that reduced expenses and saved money?
- Did you receive any awards or recognition for outstanding work?
- Did you solve a major problem the company had?
- Did you increase productivity, reduce employee turnover, improve efficiency?
- What projects did you work on? Were they completed on-time and within budget?

Compare the quality of the typical résumé with one that really stands out:

Boring résumés read like this:

Managed staff of 20

Responsible for filing documents

Responsible for risk management

Trained sales staff

Responsible for departmental budget

Outstanding résumés reads like this:

While managing staff of 20, cut absenteeism 20 percent and reduced employee turnover 30 percent

Reorganized filing system so sales representatives could retrieve client files without assistance from clerks

Developed and implemented TQM programs that reduced losses by approximately 33 percent

Gave weekly motivational lectures to sales staff which resulted in a 20 percent increase in sales; wrote sales presentation materials, and routinely trained new sales recruits

Reduced operational budget 5 percent each year for the past three years, saving the company \$270,000 in operational expenses

After reading the above, you might be thinking to yourself, "I don't have any accomplishments like those!" As résumé writers, we are aware that many of you just graduated from college, work in support positions, don't have any work experience, or just lack accomplishments. After all, not everyone is given the opportunity to "increase revenue 500 percent". If this is a good description of you, keep reading for techniques you can use to create a better work history section.

Work History Tips for Low Level Workers and Support Personnel

Although low-level workers and support personnel will never be able to claim that they "increased revenue 500 percent", there is much they can do to make their résumé more powerful. Since these workers are the ones who enable upper and mid-management to do what they do, their résumés should demonstrate that they are highly effective in their support roles.

Low-level workers and support personnel should avoid offering a boring list of job duties that are common to the particular field in which they work. Instead, they should focus more on listing work experience and skills that are most beneficial to the employer, or that are not commonly performed by someone working in that position. For example, everyone knows that a secretary types letters, answers the telephone, makes copies and files documents, therefore, she doesn't need to list this on her résumé. Instead, she should focus on what particular skills she has that another secretary might not have. For example, an employer would want to know about the following skills and experience:

- Has 15 years experience working in the construction industry
- Can type 90 wpm without errors and do the work of two typists
- Is an expert user of the entire suite of Microsoft Office applications
- Has three years of experience supervising and training three junior clerks
- Helped write the new employee personnel manual
- Routinely composes correspondence for three managers
- Makes travel arrangements for 10 sales people
- Is in charge of arranging company meetings and the annual employee picnic
- Does the payroll for a 20 person office
- Completed workshops on payroll processing, employment law and office management
- Selected the new office computer equipment
- Is a notary public
- Has always received an outstanding job performance
- Is a graduate of the Acme Secretarial College

How do your skills and experience help an employer in terms of profit?

If you can, tell the reader how your particular skills and experience benefit an employer in terms of improving efficiency, saving time, reducing expenses, reducing turnover, increasing profit, streamlining operations, etc., and you will produce a much more powerful résumé. Use quantitative data (numbers) whenever possible to jazz up your resume. For example, below are ways one can write job duties more powerfully. Compare the before and after:

Before: Maintain A/R and A/P

After: Manage over 2000 A/R and A/P accounts; used Acme X software to design and implement new recordkeeping system that improved average accounts receivable collections cycle from 30 to 25 days

Before: Responsible for filing

After: Manage and maintain files and filing system; designed and reorganized filing system allowing sales reps to locate files without assistance and significantly reduced number of lost and misplaced files

Before: Answer the telephone

After: Answer more than 300 telephone calls per day for eight pharmaceutical sales reps using the Acme 5000 Deluxe Telephone System

Before: Type 90 wpm

After: Type 90 wpm without errors; routinely do the work of two secretaries, help others complete typing assignments, and substitute for office staff on vacation or maternity leave

Improve your Resume with Power Verbs

The following list of power verbs is to help you think of your skills, experience and achievements. Using "action verbs", as they are often called, will help you create a more powerful résumé. Include these words on your résumé as they will impress the reader. Try not to use the same word over and over. Use a synonym instead.

A, B abridged, absolved, accelerated, accomplished, accounted for, achieved, acquired, acted, adapted, added, addressed, adjusted, administered, advanced, advertised, advised, aided, allocated, altered, analyzed, answered, applied, appointed, appraised, approved, arbitrated, arranged, articulated, assembled, assessed, assigned, assimilated, assisted, attained, attended, audited, augmented, authored, authorized, automated, balanced, began, bid, blended, broadened, budgeted, built

C calculated, calibrated, cared for, carved, categorized, catalogued, chaired, changed, charted, chose, clarified, classified, coached, coded, collaborated, collated, collected, combined, communicated, compared, compiled, completed, composed, compounded, computed, conceived, conceptualized, condensed, conducted, conferred, confirmed, confronted, conserved, considered, consolidated, contracted, constructed, consulted, contacted, contracted, contributed, controlled, converted, conveyed, convinced, cooperated, coordinated, copied, corrected, corresponded, counseled, created, critiqued, customized, cut

D debated, debugged, decided, decreased, defined, delegated, delineated, delivered, demonstrated, derived, described, designated, designed, detected, determined, developed, devised, diagnosed, differentiated, directed, disbursed, discovered, dispatched, dispensed, displayed, disproved, distinguished, distributed, diversified, documented, doubled, drafted, dramatized, drew up

E earned, edited, educated, effected, elaborated, elicited, eliminated, enabled, encouraged, enforced, engineered, enhanced, enlisted, ensured, entertained, established, estimated, evaluated, examined, exceeded, executed, exhibited, expanded, expedited, experimented, explained, explored, expressed, extended, extracted

F fabricated, facilitated, familiarized, fashioned, filed, finalized, fixed, focused, followed, forecasted, formulated, fortified, found, founded, framed, functioned as, furnished, furthered

G, H, I gained, gathered, generated, governed, greeted, guaranteed, guided, halted, halved, handled, headed, helped, hired, hosted, identified, illustrated, implemented, improved, incorporated, increased, individualized, indoctrinated, influenced, informed, initiated, innovated, inspected, installed, instilled, instituted, instructed, insured, integrated, interacted, interpreted, intervened, interviewed, introduced, invented, invested, investigated, involved, isolated, itemized

J, L joined, judged, justified, launched, lectured, led, lessened, listened, litigated, limited, located, logged

M, N, O made, maintained, managed, manipulated, manufactured, marketed, marshaled, mastered, maximized, measured, mediated, memorized, merged, met, modeled, moderated, modified, molded, monitored, motivated, named, narrated, navigated, negotiated, netted, neutralized, nominated, normalized, notified, nurtured, observed, obtained, offered, offset, opened, operated, orchestrated, ordered, organized, originated, outlined, overhauled, oversaw, owned

P, Q participated, perceived, performed, persuaded, photographed, pinpointed, pioneered, planned, predicted, prepared, prescribed, presented, presided, prevented, printed, prioritized, processed, produced, programmed, projected, promoted, proposed, protected, proved, provided, publicized, purchased, qualified, quantified, quoted

R raised, realized, rearranged, received, recommended, reconciled, recorded, recruited, rectified, redesigned, reduced, referred, registered, regulated, rehabilitated, reinforced, related, remodeled, rendered, reorganized, repaired, replaced, replicated, reported, represented, reproduced, researched, reserved, resolved, responded, restored, restructured, retrieved, revamped, reversed, reviewed, revised, revitalized, routed

S saved, scheduled, screened, sculptured, searched, secured, selected, served, serviced, set up, shaped, shortened, signed, simplified, simulated, sketched, smoothed, solicited, sold, solidified, solved, sparked, spearheaded, specialized, specified, speculated, spoke, sponsored, staffed, standardized, started, stimulated, streamlined, strengthened, stretched, structured, studied, submitted, succeeded, suggested, summarized, supervised, supplied, supported, surpassed, surveyed, synthesized, systemized

T tabulated, tallied, tasted, taught, tempered, terminated, tested, testified, traced, tracked, trained, transformed, translated, transmitted, traveled, trimmed, troubleshoot, turned, tutored

U, V, W uncovered, underlined, underscored, undertook, underwrote, unearthed, unified, united, updated, upgraded, used, utilized, validated, vaulted, verified, visualized, volunteered, widened, won, worked, wrote

Distributing Your Resume Online

If you plan to post your resume at career websites and send it in the body of e-mail messages, you need to convert it to text format so you can cut and paste it into forms without it becoming a jumbled mess of text and symbols.

A text résumé (sometimes called an ASCII résumé, e-résumé, Internet résumé) is one stripped of all its formatting so that it can be easily cut and pasted into e-mail messages and online forms. Stripping it of its formatting means removing all boldface, underlining, italics, bullets, and tabbing. All text should appear flush left. If indentation is used, it should be accomplished by using the space bar.

All of the popular word processing programs provide you with the option to convert any document to ASCII or MS-DOS text quite easily. Open your résumé file and "save as" using the following instructions.

Word processing software	Save As
WordPerfect for Windows	ASCII (DOS) Text
Microsoft Word	MS-DOS Text with Line Breaks
Microsoft Works	Text (DOS)

Regardless of what software program you are using, look for the keywords "ASCII, DOS, or text" when deciding how to save your résumé in the proper format. While much of the objectionable formatting will be removed when a document is saved in one of the above formats, sometimes all of it is not, especially tabbing. Use the reveal code option of your word processing program to see if any tabs or other formatting still remains. If it does, remove it. You can use the space bar as a substitution for needed tabs.

Use the following guidelines to create a text résumé:

Rule 1: Do not use boldface, underlining, italics, bullets, tabbing, or special mathematical characters or unusual fonts. Use the >, -, or * keys in place of bullets. All paragraphs should be flush at the left margin. Your résumé should begin with your name on the first line; your street address on the second; your city, state, zip on the third; etc.

Rule 2: Do not use word wrap. Hit the "Enter" key when you are at the end of every line. Each line should be no more than 60 characters in length. (Anything that exceeds 60 characters will be pushed to the next line and make your résumé look sloppy.)

Rule 3: Make sure that industry keywords are inserted into your résumé (see next section). Doing this will increase the number of hits on your résumé when someone searches for a new employee. Avoid abbreviations and acronyms when listing the university you attended, the degree you earned, etc.

Below is a condensed text résumé:

JOHN J. JOBSEEKER
1234 Main Street
Anytown, NY 12345-6789
Telephone: (123) 456-7890
E-mail: jobseeker@e-mail.com

PROFILE

Fifteen years of extensive corporate finance and asset management experience with a background in senior-level executive negotiations, structured transactions, privatizations, mergers, debt restructuring and project management. Strong analytical, quantitative, and written communication abilities.

PROFESSIONAL EXPERIENCE

Senior Analyst
ACME TRUST CORPORATION (1994 to Present)
Anytown, NY

Independently managed high-value loans involving infrastructure development and appraisal and valuation reviews. Full responsibility for evaluating the performance of . . . and so on.

--Set off your selling points with dashes instead of bullets
>Or you could set off your selling points with the arrow key or * key
+Don't use the tab key -- Use the space bar if you want to indent
--Paste your ASCII résumé into the body of an e-mail and send it to yourself so you can see how it looks

EDUCATION

MASTER OF INTERNATIONAL MANAGEMENT (1981)
XYZ University, Anytown, NY

Distributing Your Resume Online: Key Words

Making sure your résumé contains enough of the appropriate keywords before distributing it online is essential. When someone searches a résumé database, they use industry and job-related keywords. These keywords are usually nouns rather than verbs. Make sure your résumé contains enough of them if you want your résumé to be found in a database. Think of keywords that are important in your industry / job and incorporate them in to your résumé.

Below are keywords employers might use to search résumé databases:

Computers

architecture, certified, client-server architecture, computer networking, computer programmer, computer science, consultant, database administration, DDE, designing, FORTRAN, HTML, Internet, LAN Management, Lotus 123, Macintosh, Microsoft Access, Microsoft Business Suite, Microsoft Excel, Microsoft Exchange, Microsoft Quattro Pro, Microsoft Word, Microsoft Works, MS DOS, network administration, network engineer, Novell Netware, object-oriented design, product design, project coordination, project manager, OLE automation, OLE controls, Oracle, Page Mill, Photoshop, prototype, real time, software developer, software design, SQL, SQL server, structured design, Sun, SunOS, Sybase, systems analysis, systems analyst, systems integration, TCP/IP, troubleshooter, troubleshooting, UNIX, Visual Basic, Visual C++, Windows NT, web designer, Windows, Windows 95, Windows 98, Word for Windows, WordPerfect

Management

administrative manager, administrative management, assistant manager, CEO, chief executive officer, chief operating officer, CFO, COO, Director of _____, General manager, management, manager, project manager, regional distribution manager, supervisor

Sales and Marketing

account manager, account management, account penetration, advertising, brand manager, business models, competitive analysis, competitive market analysis, district sales manager, field sales, key accounts, manufacturers representative, market research, market share, marketing business plan, marketing manager, national account manager, new business development, product manager, product positioning, strategic planning, trade show management

Accounting

Accountant, accounts payable, accounts receivable, A/P, A/R, balance sheet, budget analysis, budgeting and forecasting, certified public accountant, chief financial officer, CFO, cost accountant, CPA, financial report, general ledger, gross margin analysis, month end closing, payroll, SEC filings

Legal

American Bar Association, analytical ability, attorney, contract negotiation, counsel, dispute resolution, juris doctor, J.D., legal issues, legal research, legal writing, negotiation, trial advocacy, trial experience, proposal preparation

Law Enforcement

bachelor of arts in criminal justice, community relations, criminal justice, crisis management, law enforcement, police department, police officer, skilled negotiator,

Engineering

aerodynamics, air pollution control, American Association Mechanical Engineer, American Ceramics Society, American Society of Civil Engineers, aperture synthesis, asbestos abatement, ASRS, AutoCAD, automated materials handling, avionic production support, CAPP, ceramic engineering, civil construction, component fatigue test, concept design, concrete design, detailed design, emission compliance, engineering information systems, engineering standards, environmental compliance, Environmental Protection Act, EPA, ESD susceptibility, fluid dynamics, groundwater hydrology, hydrology trans analysis, hydrology transportation, Hazpower, ICBO Certification, IEEE, gyro design, JET, ladderlogic, municipal waste, ParaDyne, preliminary stress analysis, site assessment, Superfund, surf water hydrology, real time process control, shell theory trajectory generation, vendor data review

Construction

building permit, construction schedule, gas pipeline, inspections, job costs, leveling and grading, permits, project management, project specifications, residential development

Hospitality

customer relations, customer service, food service management, front office management, hospitality management, hotel management, marketing, occupancy rate, reservations

Health care

acute care, cancer counseling, catheter care, chart deficiency, chronic dialysis, clinical counseling, community health care development, CPR certification, CPR processing, crisis intervention, disability management, genetic counseling, geriatric, group counseling, health care, healthcare, healthcare administration, health plan bill standards, home health care, infection control, insurance documentation, intensive care, medical office, medical office specialist, medical records specialist, medical secretarial, medical terminology, Medicare, Medicaid, patient statistics, pediatrics, post-op care, preventative care, private practice, quality of care, referral coordinator, medical records, release of information law, state health statistics regulations, suture removal, technical evaluation, X-ray reports

Dental: ADA, amalgam polishing, American Dental Association, charting, EFDA certified, EFODA certified, fixed porcelain restoration, general prophylaxis, nutritional counseling, root planing, treatment planning, scalant application

Banking / Finance

American Banking Association, annual report, ATM, bank reconciliation, credit guidelines, customer conversion, FIFO, financial modeling, Inter American Development Bank, repossessions, bankruptcies, commercial loan operations, RTC, skip tracing, UCC, Uniform Commercial Code

Education

adult education, bilingual, certified teacher, curriculum, education, GED, special education, teacher, instructor, public school teacher

Human Resources

AA/EEO regulations, ADA, affirmative action, Americans with Disabilities Act, anniversary review, applicant tracking, applicant screening, career counseling, career planning, compensation, compensation specialist, defined benefits, downsizing, EEO specialist, EEOC, EEOC regulations, employee development, employee relations manager, employee training, Equal Employment Opportunity Commission, equal employment opportunity specialist, equity review, 401k, HR management, HR specialist, human relations skills, human resource specialist, incentive plan, interviewing, job classification, job fair, job interviewing, merit pay, merit pay program, payroll, pension, performance evaluation, Project Hire, recruiter, recruitment, redeployment, salary structure

Journalism / Writing

copy editing, copywriter, editing, editor, editorial experience, English major, grant writing, journalism, journalist, technical writer

Retail / Purchasing

annual sales projections, buyer, customer relations, increased sales, inventory control, merchandising, procurement, purchasing agent, retail, vendor negotiations, wholesale

Secretary

administrative assistant, answer phones, appointments, calendar management, call screening, clerical, conference scheduling, correspondence, customer relations, dictation, Excel, filing, file management, general office, itineraries, machine transcription, mail sorting, meeting planning, Microsoft Word, office automation, office management, PowerPoint, prepare reports, receptionist, reports, schedule calendar, schedule conferences, screen calls, secretarial, shorthand, sort mail, spreadsheets, staff scheduling, travel arrangements

Transportation

carrier negotiations, Department of Transportation, dispatcher, distribution network, DOT, DOT regulations, fleet management, freight operations, freight operations supervisor, inbound operations, on-time delivery, regional distribution, transportation planning, transportation systems planning, outbound operations

Resume Samples

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John Jobseeker

1234 E. Elm Street Anytown, ST 00000 Home: (123) 456-7890 Office: (555) 111-1111

PROFESSIONAL PROFILE

Proven seventeen year background in financial and business analysis. Solid track record of developing and maximizing new business and marketing strategies. Demonstrated expertise in setting up organizational strategies and optimizing operational efficiency. Excellent communication, leadership, negotiation, trouble-shooting and motivation skills that effectively interact with staff, clients, community leaders, and management

PROFESSIONAL EXPERIENCE

JOHN JOBSEEKER PLANNING GROUP
President and Founder

1984 - Present
Anytown, ST

JJPG serves more than 200 clients by providing business planning, asset management, employee benefits, and business transition services.

Management and Administration

- Coordinate and establish the development of policies, procedures and standards consistent with providing optimum service for 125 client accounts consisting of 5000+ employees
- Oversee the accounting and compliance operations for the XYZ Administration Group
- Communicate and negotiate with the Internal Revenue Service and Department of Labor to ensure compliance with state and federal regulations
- Hire, train, and supervise the work performance of 10 employees

Marketing and Operations

- Market, negotiate, and service investment programs for both local and national employers with 10 to 4000 employees
- Analyze each client's goals and objectives, operational procedures, annual budgets and future projections in order to develop a customized, effective marketing plan
- Evaluate needs, submit recommendations, and implement cost-effective technological solutions to help clients minimize overhead costs and maximize operational efficiency

Key Accomplishments

- Developed one of the top five producing asset management organizations in the nation
- Negotiated and secured investment contracts which have produced over \$60 million in accrued assets
- Recipient of production awards in 1994 and 1997 for increasing growth rate 25 percent over each prior period; named to Acme Hall of Fame in 1998
- Increased revenue 10 percent on the life of existing contracts by offering clients cost-saving incentives
- Reduced overhead 50 percent and increased net revenue 30 percent by adopting new technology that significantly reduced error rate and increased turn around time
- As board member of (Name of magazine), helped develop three new product lines and their marketing materials, one of which became the industry standard

John Jobseeker

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PROFESSIONAL EXPERIENCE *continued*

ABC INDUSTRIES
Manager and Founder

1982 - 1984
Anytown, ST

Prospected and marketed oil and gas equipment to drilling and production companies

XYZ COMPANY
Buyer

1979 - 1982
Othertown, ST

Responsible for domestic and international oil and gas equipment purchases. Developed an expedition program that integrated purchasing with shipping which reduced man hours, improved communications, and eliminated down time in the field

EDUCATION

Bachelor of Science (1979), STATE UNIVERSITY, Anytown, ST
Outstanding Major and Dean's Honor Roll

COMMUNITY / PROFESSIONAL INVOLVEMENT

Founder, Challenger League of Anytown
Volunteer, Special Olympics
Member, Fellowship of Christian Athletes

John Jobseeker

1234 E. Elm Street
Anytown, ST 00000

Home: (123) 456-7890
Cell: (789) 123-4567

PROFILE

HANDS ON PROFESSIONAL with expertise in the areas of occupational safety and health management, construction / emergency management services, safety prevention programs, and worker's compensation claims management. Over 8 years experience as safety manager and training instructor in OSHA, DOT, TOP 15 and EPA compliance. Certified Firefighter, Emergency Medical Technician and Police Officer. Candidate, Associate in Risk Management.

QUALIFICATION SUMMARY

Safety and Risk Management

- Proven ability to design, direct and implement effective safety programs -- designed on-site safety training program subsequently adopted by 166 companies
- Demonstrated experience in monitoring facilities and processes for adherence to OSHA guidelines by overseeing inspections, recommending corrective measures and preparing for OSHA safety audits and investigations -- supervised safety programs of 66 large, heavy manufacturing (construction and steel) companies
- Oversaw managed care operations for workers compensation insurance company (3,000 members, \$12.5 million in premiums) which involved underwriting, claims review, OSHA compliance and training, and loss prevention - supervised 6 loss control consultants and coordinated efforts of 5 field offices

Technical Expertise

- Instructor: OSHA 500 Construction Safety; Forklift Training (Certified); Firefighting; CPR, First-Aid
- Training and Coursework: OSHA Safety for Managers (40 hours); Hazardous Materials Operations; Construction Safety Management; Crane Safety (16 hours); OSHA Scaffold Training; Advanced Ergonomics; Leadership and Effectiveness; Claim Management and Managed Care; Risk Assessment
- Computer skills: Very proficient in Windows, Adobe, AmiPro and dBASE

Communication skills

- Instructor of hundreds of job safety training programs on OSHA safety and compliance, drug free workplace programs, firefighting, and miscellaneous other job safety programs
- Helped develop occupational safety control and loss control manuals for both current and past employers
- Experienced and effective working with people of diverse cultures and backgrounds (ability to speak some Spanish and have experience training Spanish-speaking workers) and interacting with all levels of management and personnel

John Jobseeker

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WORK HISTORY

ACME COMPANY, Anytown, ST
Safety Director

07/00 to Present

- Manage company pre-surveys, perform risk assessment, conduct safety inspections, provide follow-up training, conduct audits, perform loss trending and claims review for clients
- Assist in sales and marketing of worker compensation products (\$330,000 in sales)
- Work with insurance carrier, underwriter and claims office and provide weekly status reviews to ensure proper client selection

XYZ MANAGEMENT SERVICES, INC., Othertown, ST
Senior Loss Control Consultant - Account Executive

11/94 to 10/00

- Oversaw managed care operations for worker's compensation insurance company consisting of 3000 members with premiums totaling \$12.5 million
- Supervised 6 field loss control consultants and coordinated operations of 5 Florida offices
- Responsible for all aspects of OSHA compliance including management, documentation, training, underwriting, and claims processing, OSHA accident investigations and audits
- Assisted clients with development of safety programs; developed on-site training program subsequently used by 116 different companies
- Conducted over 250 safety training and accident prevention classes on various topics regarding worker safety programs in order to control costs; developed company loss control manual and emergency services protocol

ABC MANUFACTURING COMPANY, Anothertown, ST
Safety Manager

03/03 to 11/94

- Responsible for OSHA and EPA compliance, SARA Reporting and workers compensation claims management
- Assisted in OSHA compliance in-house training for 150 employees

OTHER WORK EXPERIENCE

ANYTOWN FIRE DEPARTMENT, Anytown, ST
Firefighter / EMT (12/00 to Present)
Lieutenant / Instructor (08/96 to 12/00)

08/96 to Present

- Lead instructor; trained hundreds of recruits in fire safety / training and structural firefighting
- Identified and corrected weaknesses in occupational safety program

ACME HOME IMPROVEMENT CENTER, Anytown, ST
Safety Director / Operations Manager

01/91 to Present

John Jobseeker

1234 Main Street, Anytown, ST 12345
(123) 456-7890 jjobseeker@email.com

Network Administration ■ Database Administration

- Microsoft Certified Database Administrator and Microsoft Certified Systems Engineer
- Extensive experience installing, maintaining and troubleshooting Windows 9x, NT, 2000, XP, SQL 7.0, SQL 2000, Exchange 5.5, IIS, and Office 97 through XP
- Excellent interpersonal, oral and written communication skills with real-world experience working on team projects and writing procedural / technical manuals

Professional Experience

XYZ CORPORATION.
Network Administrator

12/1999 - Present
Anytown, ST

Maintain 200 computers in a multi-domain cross platform network consisting of Windows, UNIX and LINUX systems. Major duties involve hardware and software integration, server installation and maintenance, and digital phone system maintenance.

- Implemented new technology that handles twice the number of machines, enabling company to reduce IT staff by 50 percent
- Managed project to setup and install computers and e-mail system connecting 53 company stores, allowing employees to access and share information in real-time. Project was completed ahead of schedule and under budget
- Migrated large SQL database from NT Server 4.0 (SQL 7.0) to Windows 2000 (SQL 2000) which significantly increased the performance of accounting software
- Completed a wide scale upgrade of software and hardware from Windows 9x and NT Workstation to Windows 2000 and Windows XP
- Wrote the company manuals regarding the installation and configuration procedures for hardware and software components
- Installed new networks that resolved connectivity problems between the home office and remote warehouses
- Gained considerable SQL troubleshooting experience by correcting problems with inherited technology that had been incorrectly installed
- Created company website that offers immediate access to manuals, reports, forms and bulletins
- Wrote a number of scripting solutions that reduced the time necessary to perform routine administrative tasks
- Have consistently received outstanding performance reviews

ACME COMPANY
Computer Technician

09/1998 - 12/1999
Anothertown, ST

Built and upgraded systems, installed software and performed general troubleshooting and maintenance for business clients and the general public.

- Developed excellent rapport and built relationships with customers through attention to detail in defining needs and providing effective service and solutions
- Ability to evaluate and troubleshoot utilizing problem solving capabilities and accomplish repairs quickly and efficiently

Education, Certifications & Technical Skills

B.S., Computer Science (1998), **University of Anytown**, Anytown, USA

Certifications:

Microsoft Certified Database Administrator (MCDBA), January 2002
Microsoft Certified Systems Engineer (MCSE), NT and 2000, October 1999
Microsoft Certified Professional (MCP+I), June 1999
Comp TIA A+ Certified Technician, March 1999

Hardware:

IBM PC-XT, AT, PS-2; PC clones: Acer, Dell, Gateway, HP NetServer, Compaq
Proliant, Cisco 2501/776/678, Intel 510T switches

Operating systems:

Windows NT/98/2000/XP, SCO-UNIX, OS/2, Linux Redhat

Languages:

ASP.Net, Visual Basic.Net, SQL, VBScript, T/SQL, HTML, PERL, HTTP/1.1

Databases:

SQL Server 7.0 and 2000

Jane Smith

1234 Elm Street Anytown, NY jsmith@email.com Home: 123-456-7890 Cell: 987-654-3210

LICENSED PRACTICAL NURSE

Recent graduate with professional experience in hospital setting. Committed to the medical profession and to quality patient care. Nursing style blends professionalism, capability and compassion to truly integrate patients' medical and emotional care within hospital, facility or private duty environment. Communicate well with doctors, colleagues and patient families, insuring continuity of patient care.

Education, Licensure and Certification

- Diploma in Practical Nursing, (2003), U.S. ARMY ACADEMY OF HEALTH SCIENCES
- 75 credits towards Biology degree, ACME UNIVERSITY, Anytown, ST
- Temporary License, Practical Nursing, State of Texas (expires 05/23/03)
- Licensed Practical Nurse, State of Texas, (expect to receive 07/01/03)
- Emergency Medical Technician Certification (expires February, 2004)
- CPR Certification (expires November, 2003)

Areas of Knowledge and Experience

- | | | |
|---------------------------------------|--------------------------------------|----------------------------------|
| ■ IV pumps | ■ tracheotomy care | ■ cost-efficient use of supplies |
| ■ administer oxygen | ■ artificial airways | ■ private duty nursing |
| ■ injections and immunizations | ■ chest, NG, gastric tubes | ■ pediatric care |
| ■ wound and burn care | ■ cast care, pin care, traction care | ■ oxygen therapy |
| ■ urinalysis, culture and sensitivity | ■ pediatric and geriatric base care | ■ labor and childbirth |
| ■ in-patient basic care | ■ casualty triage | ■ intravenous fluids |
| ■ combat trauma | ■ renal, I&O catheterization | |

Work Experience

UNITED STATES ARMY

Platoon Sergeant

11/01 to 04/03

Licensed Practical Nursing Student

03/02 to 04/03

Supervised and gave orders to 30 soldiers and assisted subordinates with their academics and physical challenges. Performed typical LPN responsibilities including observing, reporting and documenting patient activities; providing physical, emotional and social needs to patients; implementing appropriate nursing interventions; monitoring IVs and collecting specimens; preparing and administering medications and treatments; receiving, recording and transcribing orders; and evaluating results of treatment. Gained considerable experience in post-partum care and teaching patients how to care for infants

ACME INDUSTRIES, Queens, NY

Sales Representative

06/00 to 08/00

Completed more than 40 sales presentations and earned over \$10,000 in sales. Worked extensively with the public.

SMITH AND JOHNSON, New York, NY

Personal Assistant

06/95 to 10/01

Worked summer months and school holidays while in high school and during army training. Performed general office duties -- receptionist, phones, filing, typing, scheduling meetings and making travel arrangements, bookkeeping.

Military Service

UNITED STATES ARMY AND UNITED STATES ARMY RESERVES

01/98 to Present

- Called to active duty (10/01 to 04/03)
- Platoon Sergeant (2001 to 2003)
- Army Band (1998 to 2001)

Judy Jobseeker

123 Main Street, Anytown, ST 00000
Phone: (123) 555-555 E-mail: jjobseeker@yahoo.com

- Career Focus -

To work in a **food service** position for a caterer, restaurant or up-scale food shop in order to pursue my passion for cooking and obtain hands-on experience working in the hospitality / food service management industry

- Qualifications -

Culinary Skills

- Have catered elaborate functions for associates, including a 3-day function for 35 people
- Routinely prepare and host dinners for small gatherings of family and friends
- Ability to design an array of cuisines and specialty dishes
- Three years' experience working as line cook at small restaurants

Communication Skills

- Ability to research and write on various types of projects for diverse audiences
- Proven interpersonal, team-building, leadership and motivational abilities
- Committed to a harmonious working environment
- Work cooperatively with a wide range of personalities

Project Management Skills

- Two years experience as a project planner designing and managing both small and large projects on-time and within budget
- Excellent organizational skills; effective performance under pressure; strong decision-making and multi-tasking capabilities
- Completed courses in time management, team building, conflict management, project management tools and strategies

- Employment -

ACME, INC., Anytown, ST

07/1997 to Date

Associate Project Planner	02/2002 to Present
Assistant Project Planner II	07/2000 to 02/2002
Assistant Scientist II	03/1999 to 07/2000
Assistant Scientist I	07/1997 to 03/1999

Current Duties and Recent Accomplishments:

- Provide project management support to teams involved in drug development, information technology and human resource initiatives
- Write and edit documents for a variety of audiences within Acme
- Develop agendas, draft minutes and provide staff support for a 9-member management team responsible for 400 individuals
- Managed and coordinated intra-departmental communications during a major company reorganization

Judy Jobseeker

Page 2

ACME COLLEGE, Anytown, ST

09/1995 to 05/1997

- Worked as research assistant, teaching assistant and tutor while attending school

RELATED EMPLOYMENT

05/1991 to 08/1994

Line Cook, ABC Restaurant 05/1994 to 08/1994
Line Cook, Luigi's Pizza 02/1991 to 08/1993
Line Cook, XYZ Restaurant 05/1991 to 08/1991

Duties and Accomplishments:

- Prepared American-style breakfast, lunch and dinner orders as needed
- Prepared assortment of baked goods, including pastries, cookies, muffins, and breads
- Performed all associated prep work, including chopping vegetables, mixing sauces, grating cheeses and proofing dough
- Provided efficient customer service and resolved customer complaints
- Managed, trained and scheduled staff; reconciled cash receipts, ordered supplies, and serviced machinery

CATERING EXPERIENCE

- Weekend Getaway in Vermont; 35 guests; 3-day function -- prepared 4 meals (2 elaborate dinners, 2 informal lunches); Thai and American cuisine
- Business Dinner; 15 guests; Spanish cuisine
- Bridal Shower; 25 guests; wine and hors d'oeuvres
- Wedding Luncheon; 40 guests; sandwich luncheon
- Housewarming Party; 30 guests; Mediterranean cuisine

- Education -

Bachelor of Science, Biological Chemistry (1998) *summa cum laude*
ACME COLLEGE, Anytown, ST

John Jobseeker

5678 Main Street
Anytown, ST 00000

Phone: (555) 555-5555
E-mail: seeker@yahoo.com

PROFILE

Highly motivated Software Engineer with an M.S. in Computer Science and seven years experience in software development and programming.

PROFESSIONAL EXPERIENCE

ACME INDUSTRIES
Independent Consultant

01/2001 - Present
Anytown, ST

Independently designed and implemented the Acme 567X, a graphic tool for end users that allows the exploration of target concepts based on pre-defined keyword links and expansion rules. Users can easily jump to a list of publications containing the target concept. It features a unique star-shaped user interface for exploring and expanding the concepts, and a clean separation between the application and the remote database.

XYZ SOFTWARE
Software Engineer

08/1996 - 12/1999
Anytown, ST

Designed and developed products now sold on the world market. Highlights:

- Completed testing and debugging on [Name of system], an OODB system implemented with C++, and running on UNIX workstation. Consists of three modules: the kernel, the programming API MMDCL, and a GUI interface. The system contains more than 400k lines of code.
- Designed and coded LDAP server based on [Name of system] and implemented with JAVA. Provides JNDI services to client software. Programmed using JNDI, JNI, JFC/Swing.
- Designed and coded [Name], a system based on [Name] and implemented with JAVA. Is an advanced information management system that acts as a gateway between LAN users and the Internet, providing flexible, proxy-like services and reducing unnecessary network traffic. Provides user management services in that user requests are managed by the system for future access, including query, sort, composition, etc. Used 3-tier architecture and programmed in AWT, Swing, RMI, JNI and other JAVA technologies.

EDUCATION

M.S., Computer Science, 12/01; ACME TECHNICAL INSTITUTE, Anytown, ST (GPA 3.4)
B.S., Computer Science, 07/96, ABC INSTITUTE OF TECHNOLOGY, Anytown, ST (GPA 3.6)
Winner of the National Mathematics Olympic Competition (4th) and the C Program Competition among Anytown's universities; Entered college ranked in top 1% of students

COMPUTER SKILLS

Certified, Sun JAVA Programming for JAVA 2 Platform
Proficient in Windows NT/2000, UNIX, C, C++, JAVA, PL/SQL, HTML, AWT, Swing, RMI, JNI, JDBC, Servlets, JSP, JNDI, and EJB

John Jobseeker

5678 Main Street Anytown, ST 000000 (555) 555-5555 jobseeker@yahoo.com

PROGRAMMER ANALYST / DATABASE ADMINISTRATOR: Six years consulting experience for major software development corporations, providing systems programming, analysis, and data administration services. Qualified to play an integral role in the field of information technology where talents and experience will contribute to achieving company goals. In-depth knowledge of:

- Oracle
- Sybase
- DBMS
- DB2
- Peoplesoft
- SQL

MAJOR CONSULTING PROJECTS

Systems Software Analyst, ABC CORPORATION, Firsttown, ST	04/00 to 09/00
Systems Software Analyst, XYZ CORPORATION, Secondcity, ST	01/00 to 06/00
Senior Software Engineer, ACME PRODUCTS, Thirddtown, ST	06/99 to 12/99
Member, Technical Staff, ABC CORPORATION, Firsttown, ST	04/98 to 04/99
Member, Technical Staff, ABC CORPORATION, Firsttown, ST	06/95 to 04/98
Member, Technical Staff, XYZ CORPORATION, Secondtown, ST	07/95 to 06/96

DUTIES AND ACCOMPLISHMENTS

Maintain and administer databases:

- Developed and maintained logical schema, physical records, and SQL queries for Oracle applications r11i databases
- Tuned Oracle and Sybase for performance improvement and resolved network configuration and connectivity-related problems
- Located and corrected problems involving file operations, process management, I/O operations, and memory management for pre-compilers, PL/SQL, SQL*Net Modules of Oracle RDBMA on HP Unix, and HP-MPE platforms

Application design, development, and maintenance:

- Modified and updated existing systems and applications
- Developed and tested accounts payable and accounts receivable modules of Oracle Applications Suite
- Designed and tested two-phase commit for distributed transactions and developed pass through feature for Oracle Transparent Gateway
- Developed features for extended character set support between [name of program] and foreign e-mail systems
- Developed XML/XSL schema and graphical user interface for HR modules and GroupWise queries
- Designed and tested project repository data using XML/XSL schema, Java, and API
- Created e-mail based notification system for activities of concurrent managers

System analysis and programming:

- Conducted performance benchmarking comparisons of Oracle, DB2 and Sybase
- Developed and tested XML libraries for Peoplesoft Applications server and integrated with oracle Database Server
- Conducted tests for profiling and performance benchmarking and enhanced execution manager using object-oriented programming in C++/VC++ for SQL

John Jobseeker

Page 2

- Oversaw application design, development and maintenance as team leader of project involving performance benchmarking comparisons of Oracle, DB2 and Sybase
- Experience managing internal/external resources, word products, and project time schedules; always maintained complete documentation of work materials
- Routinely participated in project meetings; accustomed to working with management, co-workers and diverse clients

COMPUTER SKILLS

- **Programming languages and APIs:** C, C++, Visual C++, Oracle PL/SQL Java, JavaScript, Sybase T/SQL, Informix PLS, HTML, PERL< HTML, J2EE, HTTP/1.1, ODBC/JDBC
- **Database:** Sybase, Oracle, SQL Server, DB2
- **Applications:** Oracle Accounts Payable and Accounts Receivable, Oracle Foundation, Oracle Administrative Services, People Tools, PeopleCode, PeopleSoft, Tuxedo, Web Logic, Oracle Transparent Gateway, Oracle RDBMS
- **Operating systems:** Windows NT/98, UNIX, DOS

EDUCATION

B.S., **Computer Science** (1995), UNIVERSITY OF ANYTOWN, Anytown, ST
Summa cum Laude

John Jobseeker

123 Elm Street ■ Anytown, ST 00000
123-456-7890 ■ john_jobseeker@email.com

Profile

Highly motivated new graduate with a Bachelor of Science in Applied Ecology. Excellent foundation and learning ground as Student Researcher in areas of field investigation, laboratory study, and report preparation. Strong biology and physical science background. Good verbal and written communication skills. Excellent laboratory skills. Able to travel.

Professional Experience

Student Researcher

01/02 - Present

Dept. of Biology, University of Anystate at Anytown

- Researched source of fecal contamination in Anytown, State
- Prepared work plans and completed preliminary and technical reports
- Performed sample set-up, processing and analysis: Collected samples in field and compiled data for enumeration of indicator organisms using biological medium plates
- Developed antibiotic resistant profile in laboratory setting

Clerk

08/97 - Present

XYZ Health Food, Anytown, ST

- Responsibilities include personnel training, sales, buying, inventory control, and customer service

Education

Bachelor of Science in Applied Ecology (June, 2002)

University of Anystate, Anytown, ST

GPA 2.76/4.00; Dean's List (one quarter)

Relevant Coursework: Ecology - biochemistry - molecular biology - plant physiology - human physiology - organic chemistry - environmental quality and health - environmental analysis and design - topics in applied ecology - field methods for applied ecology - environmental psychology - environmental ethics - cultural ecology - computer information presentation and representation - argument and research writing - molecular biology lab - physiology lab - experimental biology lab - calculus

Computer Skills: Microsoft Word - Excel - PowerPoint - Internet Explorer

Publications & Presentations

Jobseeker, John. 2002. Application of . . . [Title of paper]. Research paper. Anytown Undergraduate Research Symposium Journal. University of Anystate at Anytown

"[Title of paper]." Presentation - Anytown Undergraduate Research Symposium (2002)

Judy Jobseeker

12345 Elm Street ■ Anytown, ST 00000
(123) 456-7890 ■ judyjobseeker@email.com

Administrative Assistant ■ Office Manager

Significant experience in fast-paced environments requiring a self-starter with effective secretarial, administrative, and technical skills. Strengths include:

- **Secretarial:** Type and proofread correspondence; prepare company and regulatory reports, agreements, minutes, invoices, press releases, and other business materials
- **Support:** Manage calendars, make travel arrangements, plan meetings and special events; arrange conference calls, screen callers and visitors
- **Administration:** New office start-up, file and database management, accounting; financial reports
- **Technical:** Type 80-90 wpm. Highly proficient in MS Word, Excel, PowerPoint, Outlook, Scheduler, Act Database, Netscape, Internet Explorer, Eudora, Quicken, QuickBooks, QuickBooksPro, Peachtree and SBT accounting programs; FrontPage, Composer, FTP, and various Internet and software programs
- **Education:** Completed one year of business management courses at Acme Business College

Professional Experience

XYZ CORPORATION.

11/2000 - Present
Anytown, ST

Executive Assistant to President, CEO & Director of HR Admin.

- Plan and schedule meetings, set-up interviews and conference calls; reduced telephone conferencing costs by more than 50%
- Saved company \$5,000 by persuading A T & T to combine telephone accounts
- Created procedures and documentation systems to accommodate significant increase in workload despite a 25% cutback in staffing; perform volume of work typically handled by three people
- Reduced travel expenses by researching Internet travel sites, planning ahead, comparison shopping, and negotiating net-10 terms with local travel agency;
- Established relationships with vendors and negotiated net-30 terms for computer purchases
- Update investor and shareholder files; prepare board of directors and shareholder written consent minutes; prepare stock option agreements and certificates; gather due diligence information for auditors and accountants
- Maintain employee records; process health enrollment forms; and act as company liaison regarding health benefits; manage customer database consisting of 300 accounts
- Responsible for processing 90% of the accounting functions (accounts payables, cash receipts, accounts receivables); used knowledge gained from previous IRS audit to set-up new accounting system in compliance with IRS regulations sparing company expense of hiring CPA

ABC INDUSTRIES

10/97 to 11/00
Anytown, ST

Executive Assistant to President, CEO and CFO

- Joined company at start-up; created office procedures and documentation systems
- Helped CFO gather and organize information to prepare SEC filings; worked with management, investors, shareholders, CPAs, attorneys and company personnel on

Judy Jobseeker

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ABC INDUSTRIES *continued*

sensitive and confidential policies and procedures regarding stock certificates, restricted stock transactions and gifted shares; prepared press kits and mailings for shareholders

- Performed accounting functions -- payroll and sales tax returns, invoices, A/P and A/R management; balanced check register, kept track of initial investment money
- Maintained appointment calendars, scheduled board meetings and conference calls, prepared minutes for company meetings; made travel arrangements
- Prepared due diligence reports; PPM, subscription and warranty agreements, and personnel-related reports (401K, health, insurance, expense)
- Managed customer and vendor databases

QRS INDUSTRIES.

12/95 to 10/97

Executive Assistant to President, CEO and CFO

Anytown, ST

- Managed executive calendar; scheduled board meetings, investor luncheons, and company functions; made travel arrangements and prepared travel expense reports; performed light bookkeeping functions and maintained confidential company files
- Posted job openings and company information to Internet news groups and sent press releases to media
- Prepared stock warrant agreements, employee stock options, and due diligence reports

LMNOP INDUSTRIES.

03/94 to 08/95

Office Manager / Administrator

Anytown, ST

- Organized new business office -- Designed the filing and accounting systems, developed office procedures and established credit with vendors
- Performed accounting functions -- entered P/O's, A/P, A/R, invoices, cash receipts, made deposits, reconciled check register, prepared payroll and sales tax forms -- for company accountant

TUV INDUSTRIES.

03/93 to 08/94

Executive Assistant to President and CEO

Anytown, ST

- Set-up and maintained office files and procedures, made travel arrangements; scheduled meetings and organized company functions; performed light bookkeeping duties and prepared monthly financial reports

John Jobseeker

123 Main Street ■ Anytown, ST 00000 ■ (123) 555-5555 ■ jjobseeker@yahoo.com

Summary of Qualifications

- Highly effective quality assurance supervisor with seven years experience in the beef processing industry. Expertise in quality inspection / control / management; trained and experienced in HACCP, SSOP, SOP, GMP and humane handling
- Excellent supervisory, communication and interpersonal skills; relate effectively with line workers and supervisors; quickly resolve problems and conflicts in diplomatic, professional manner; team and results-oriented

Professional Experience

ACME BEEF -- Anytown, ST

07/2001 - Present

Quality Assurance Supervisor

- Recruited to oversee kill floor operations, improve efficiency and reduce costs
- Monitor production line for quality, proper handling and compliance with federal laws and regulations
- Routinely meet with USDA and FDA inspectors; wrote employee manual used to train new employees on complying with federal regulations and standards
- Wrote material on improving spray shield program which reduced costs significantly by decreasing water usage
- Improved dressing procedures 20 percent

ZYW BEEF PROCESSORS -- Anothertown, ST

08/1994 - 07/2001

Kill Floor Supervisor (05/99 to 07/00)

Quality Assurance Technician (05/97 to 05/99)

Yard Lead Person (08/94 to 05/97)

- Oversaw byproduct yields; successfully increased yield from \$2.50 to \$4.00 in one year
- Supervised 70 employees; reduced employee turnover rate 20 percent
- Monitored and improved product handling and shipping to ensure compliance with SSOP, SOP, GMP and CCP standards
- Routinely received outstanding performance reviews; promoted ahead of more experienced and tenured co-workers

Judy Jobseeker

123 Main Street ■ Anytown, ST 00000 ■ (123) 555-555 ■ jjobseeker@yahoo.com

- Career Focus -

To work in a food service position for a caterer or restaurant in order to pursue my passion for cooking and obtain hands-on experience in the hospitality / food service management industry

- Qualifications -

- Have catered elaborate functions for associates
- Ability to design an array of cuisines and specialty dishes
- Proven interpersonal, team-building, leadership and motivational abilities
- Work cooperatively with a wide range of personalities
- Twenty years experience managing miscellaneous charity projects
- Excellent organizational and decision-making skills

- Experience -

ANYTOWN GENEALOGICAL SOCIETY, Anytown, ST

07/1982 to Present

President	02/2002 to Present
Vice-President	07/2000 to 02/2002
Treasurer	03/1999 to 07/2000
Secretary	07/1997 to 03/1999

Accomplishments:

- Researched, prepared and presented two grant proposals before the Anytown Cultural Society requesting grants for research activities for years 1998 and 2001; awarded \$800 and \$900 respectively
- Managed and coordinated annual fund raiser, "Anytown Genealogical Society Bake-off" since 1998; donations increased at least 10% each year
- As treasurer, was in charge of all membership records and dues, managed checkbook, general ledger, and paid bills

ANYTOWN WOMENS' LEAGUE, Anytown, ST

09/1988 to Present

Food Worker, Annual Charity Ball (approx. 200 attendees)
Food Worker, Christmas Party (approx. 140 attendees)
Food Worker, July 4th League Picnic (approx. 200 attendees)
Food Worker, Breakfast Breakout (approx. 80 attendees)

Accomplishments:

- Helped prepare and serve breakfast, lunch and dinner menus
- Prepared an assortment of baked goods, including pastries, cookies, muffins, and breads
- Performed all associated prep work, including chopping vegetables, mixing sauces, grating cheeses and proofing dough

PERSONAL CATERING EXPERIENCE

Year 2001

- Weekend Getaway in Anytown; 35 guests; 3-day function; Thai and American cuisine
- Business Dinner; 15 guests; Spanish cuisine
- Bridal Shower; 25 guests; wine and hors d'oeuvres
- Wedding Luncheon; 40 guests; sandwich luncheon
- Housewarming Party; 30 guests; Mediterranean cuisine

John Jobseeker

1234 East Elm Street
Anytown, ST 00000

(123) 456-7890

QUALIFICATION SUMMARY

Proven five year track record utilizing engineering and technical skills while employed with one of the largest providers of communication networks in the United States. Have demonstrated exceptional ability in the following areas:

Maintenance and Troubleshooting:

- Routinely identify and correct mistakes made by major client before they reveal themselves or become a problem
- Have successfully located and resolved problems for clients remotely without dispatching a technician
- Regularly consulted by both clients and technicians requesting assistance in troubleshooting network problems
- Received ACCE Award for excellent customer service (March, 2001; nominated by co-workers and a major client) and received highest rating on recent performance reviews

Project Management:

- Regularly assume position of project manager on important network projects, completing every project on time and to each customer's satisfaction
- Initiated procedures on several projects making the installation process less complicated and more efficient, saving time and money for both employer and client
- Received Certificate of Excellence for outstanding work on the [Name of project] (October, 2000; project involved splitting up the Hewlett-Packard and Agilent networks, DIDs and testing 550 locations worldwide)

CERTIFICATIONS

- Perimeter ACD
- Octel, Version 250/350 (software and hardware)
- Centrex Mate for DMS 100
- Nortel Meridian 1, Options 21-81c, Installation and Maintenance
- Nortel Meridian XII, Basic Data Administration
- In the process of completing Cisco Network Series CCNA course

WORK HISTORY

ACME COMMUNICATIONS SOLUTIONS, Anytown, ST

05/96 to Present

Technical Service Engineer (01/00 to Present)

- Responsible for the remote operation and troubleshooting of 135 Octel sites for Hewlett-Packard and Agilent
- Troubleshoot and repair problems associated with the Nortel/Meridian and Lucent (GV3) systems
- Monitor Octel 250/350 installation programming for proper configuration
- Program scripts to download updates and changes to digital network

John Jobseeker

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ACME COMMUNICATIONS cont'd

- Coordinate with project managers, technicians and clients on new installations and work closely with clients to resolve problems and issues
- Routinely program, maintain and repair 78 Nortel PBX Systems, (Options 11 through 81c), all analog and digital phone units, and all trunks, DID, TIE, routes and T1's on the PBX
- Train employees on proper installation and maintenance of Octel system

Operations Engineer I (11/97 to 01/00)

- Oversaw the addition and deletion of Octel 250/350 mailboxes
- Created new auto attendant and various types of mailboxes
- Installed, programmed and tested networking of new and old sites
- Corrected voice mail technical and configuration problems for both technicians and clients
- Managed customer tracking system to ensure problems resolved to customer's satisfaction
- Collected data and prepared monthly reports for management
- Worked jointly with project managers, technicians, and customers on new installations
- Worked as the On-call Engineer during monthly rotation

System Analyst (06/96 to 11/97)

- Worked directly with large, national client to help select and install equipment, resolve repair issues and contractor disputes
- Researched and documented routine problems with the network
- Verified and recorded the completion of repairs to the customer's satisfaction and within the contractual time frame
- Updated all changes, adds, and moves on current floor plans
- Added profiles for new users and helped customer's with the Meeting Place System
- Routinely used knowledge of DMS 100 Centrex Mate and Meridian Business Set programming to resolve problems with customer centrexes