



# NYS Department of Labor/Ulster Career Center

Resume?

important steps in the  
process to tell your story.

that sums up your

prospective employers

showing your career  
skills and accomplishments  
professional summary,  
work history and education.

“  
TELL YOUR  
STORY.TODAY  
”

# What is a resume?

- One of the most important steps in the job seeking process to tell your story.
- A marketing tool that sums up your qualifications.
- The first thing prospective employers learn about you.
- A document showing your career background, skills and accomplishments as well as your professional summary, work history and education.

# Customize your resume...

...to a specific job opening to fit a particular position

...using the same job title as the job description

...by including 1–3 skills they really want

...by adding 2-3 of your greatest accomplishments that prove you own those skills

...and hit all the essential responsibilities and qualities listed on the job description



# Review their job description, highlight keywords.

Boutique Hotel looking for a Full-Time Front Desk Receptionist.

## RESPONSIBILITIES:

- Welcome guests and give tours of the hotel
- Give sightseeing recommendations
- **Plan a trip route** if desired; offer excursions to guests
- Perform **concierge duties** - making restaurant reservations
- Offer excursions to guests
- It is crucial to **be on time** and to be dressed elegantly

## QUALIFICATIONS:

- BA in Hospitality or **3 years of related experience**
- Extensive knowledge of **boutique hotels**
- Easy-going, friendly and with a great **attention to detail**
- Willing to make an extra effort and leave a great impression
- Previous concierge and **sales** experience is a plus

# SAMPLE JOB DESCRIPTION

<https://www.velvetjobs.com/resume/tailor-your-resume>

## RELEVANT EXPERIENCE

### Front Desk Receptionist

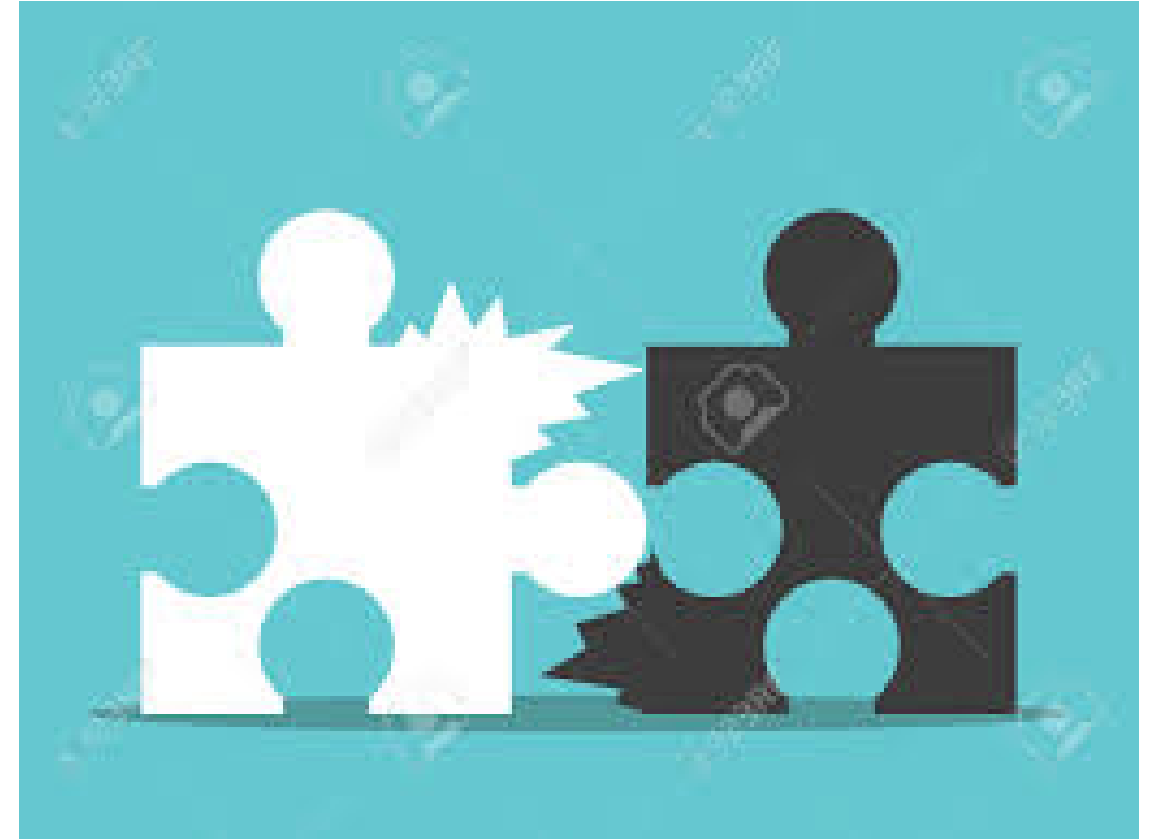
Hotel Sunshine

2010 to Present

- **Planned custom trip** routes for guests upon request
- Acted as a **concierge** in addition to basic receptionist duties
- Never missed a deadline and was **always punctual**
- Worked with **boutique hotels** exclusively for **three years** and gained a deep understanding of the unique challenges they face
- Performed highly **detail-oriented** tasks such as credit card authorizations, passport processing, room assignment and arrival coordination for large international groups
- Successfully acted as a **sales** liaison between local tour companies and hotel guests

# SAMPLE TAILORED RESUME

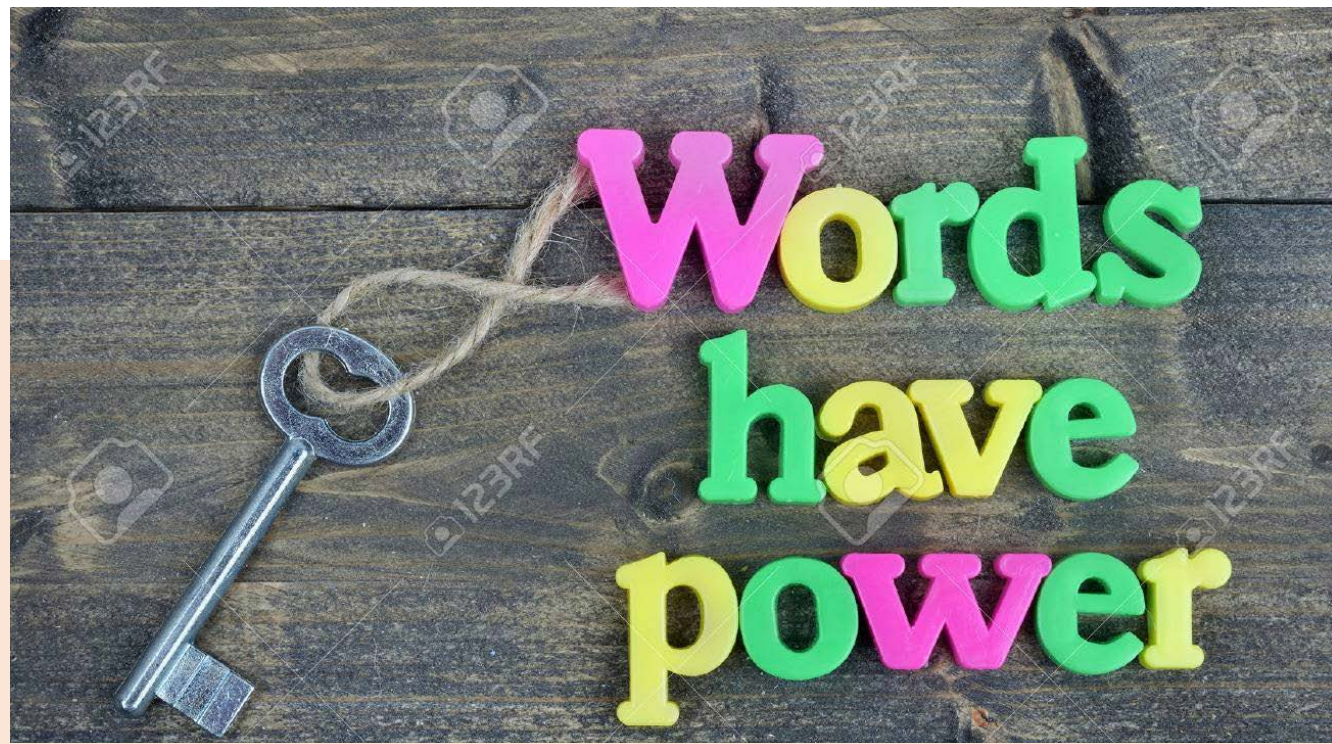
The MORE your qualifications and experience match the job posting, the MORE likely you are going to generate interest and a potential interview.



Alternatively, the LESS your resume is a match, the LESS likely you will have success.

# Sample power words...

- Led or managed – Use delegated, directed, inspired, mentored, oversaw...
- Communicated – Use briefed, collaborated, composed, persuaded, prepared...
- Increased – Use achieved, delivered, expanded, generated, improved, maximized...
- Hit your goal – Use accomplished, achieved, demonstrated, earned, reached, succeeded...
- Created – Use built, designed, developed, formulated, launched, spearheaded...



# What to avoid on your resume...

- Grammatical errors
- Inconsistent fonts
- Listing too many tasks
- Military abbreviations that no one understands
- Missing education, profile or clear objective

- No accomplishments listed
- No power words
- Same bullet for every job
- Sloppy design
- Too many pages
- Typos/spelling errors
- Wording doesn't match job description



# Translate military skills to civilian...

If you're having problems translating your skills and experience, review the military crosswalks site to learn civilian titles that equate to what you did in the military.

Go to <https://www.onetonline.org/crosswalk>, enter your branch of service and job title, click "GO" and review equivalent occupations.



## O\*NET OnLine

[Help](#)[Find Occupations](#)[Advanced Search](#)[Crosswalks](#)

### Crosswalk Search

#### Military

Search codes or titles from the Military Occupational Classification (MOC).

Select a branch: ▼

Go

Examples: 0963, radio chief

# Sample for Navy Electronic Technician...

ADD ELECTRONIC TECHNICIAN HERE



- Read job descriptions thoroughly!
- Highlight keywords!
- Customize your resume to fit the job description!
- Include all keywords somewhere on your resume!
- Review for errors!
- Ask friends to proofread or visit a local Career Center!

[www.onetonline.org/crosswalks](http://www.onetonline.org/crosswalks) -  
Translate your military skills and  
experience into civilian job titles



[www.servicelocator.org](http://www.servicelocator.org) –  
Find your nearest Career  
Center for workshops,  
job search tips, resume  
review, employment  
counseling, mock  
interviewing, and veteran  
outreach staff

Getting it done



VS



Doing it right