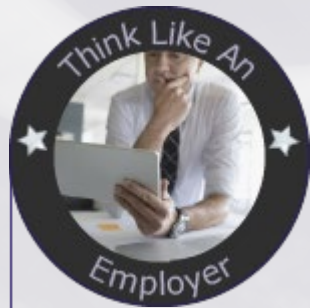


Module Summary



Think like an employer to understand factors that make their organizations successful.



Identify your skills that can contribute to the success of the business and individual hiring decision makers.



Lesson 1 Summary: Inventory Your Skills

Skills Inventory

Create a skills inventory that includes soft and hard skills.

Soft Skills	Hard Skills
Analyzing	Budgeting
Building relationships	Installing plumbing
Collaborating	Preparing food
Following directions	Protecting property
Managing time	Repairing equipment
Mentoring	Scheduling
Taking initiative	Maintaining records

Transferable Skills



STAR Statements

Write achievement statements for your resume using the STAR method.



Lesson 2 Summary: Match Your Skills to Job Postings

Resumes		
A resume is a marketing tool that summarizes and features your qualifications to get you an interview.	Master	A complete collection of jobs and accomplishments.
	Targeted	Targets a specific job posting or company.

Applicant Tracking Systems

Software that filters job applications based on criteria for a job position.

To pass your application through an ATS, match your skills to the job posting requirements.



Employer's Needs

Connect your skills and abilities with the employer's needs by matching your skills and qualifications to the job posting and the culture of the company.




Lesson 3 Summary: Build Your Resume

Resume Styles

- Chronological 
- Functional **SKILLS**
- Combination  **SKILLS**

Technical Formatting

-  Use .docx file format.
a b c 123
- Use text-only in document.

Resume Writing Tips

Cover Letter

- Keep to one page.
- Customize for each job.
- Do not repeat resume information.


Resume

- Format your resume professionally; align margins and use consistent font and type.
- Review your resume carefully; use grammar and spell checks.

References

- Have 4-6 references ready.
- Use managers, colleagues, and direct reports.
- Ask permission from each reference.

Resume Sections

- 1. Contact Information**  Keep contact details updated.
- 2. Objective Statement (Optional)**
 Tie objective and summary of qualifications to the job posting.
- 3. Summary of Qualifications**
- 4. Experience**  Use relative experience and action verbs to write STAR statements.
- 5. Education and Training**  Include formal education and relevant training and certifications.

Principle 2-Identify Your Skills

Web Links

Lesson 1: Inventory Your Skills

Job Postings

- [CareerOneStop](#)

Massive Open Online Course (MOOC)

- [EdX](#)
- [Coursera](#)
- [LinkedIn Learning](#) (LinkedIn provides Service Members and Spouses one year of free access to Premium and LinkedIn Learning.)

Apprenticeships

- [Registered Apprenticeship Program](#)
- [Army Career Skills Program](#)
- [SkillBridge](#)
- [USMAP](#)

Lesson 2: Match Your Skills to Job Postings

No links

Lesson 3: Build Your Resume

No links

Skills Inventory

Rate your skills on a scale of 1-4 based on the chart. Leave the space blank if you do not have that skill.

Add your additional skills to the bottom with your rating for each. Enter your answers in the spaces below.

<u>Rating</u>	<u>Skill Level</u>
1	Basic
2	Intermediate
3	Advanced
4	Expert

Soft Skills	Rating	Hard Skills	Rating
Accepting feedback		Arranging events	
Adapting		Arranging meetings	
Analyzing		Assembling equipment	
Anticipating		Auditing financial records/ accounts payable	
Being a team player		Budgeting/controlling costs	
Being coachable		Coaching team members	
Being dependable		Coding	
Being detail oriented		Constructing buildings/ roads	
Being emotionally intelligent		Creating social media content	
Being empathetic		Creating data systems	
Being flexible		Creating new programs	

Soft Skills	Rating	Hard Skills	Rating
Being imaginative		Creating websites	
Being inclusive		Dispensing information	
Being influential		Dispensing medication	
Being patient		Editing sound/video	
Being persistent		Establishing objectives	
Being professional		Establishing guidelines/ policies	
Being resourceful		Evaluating instructors	
Building rapport		Evaluating peers	
Building relationships		Evaluating programs	
Brainstorming		Evaluating students	
Collaborating		Handling detailed work	
Cooperating		Illustrating storyboards/ concepts	
Communicating with others/ groups		Implementing registration systems/new programs	
Confronting people/difficult issues/ conflict management		Improving maintenance systems	
Counseling employees/ colleagues		Initiating production/ changes/improvements	
Decision-making		Installing electrical systems/parts	
Delegating		Installing plumbing	
Demonstrating candor		Installing software	
Dependability		Interpreting codes	

Soft Skills	Rating	Hard Skills	Rating
Displaying strong work ethic		Interpreting languages	
Exercising diplomacy		Interpreting laws	
Focusing		Interpreting codes	
Following directions		Investigating problems/ violations/fraud	
Handling complaints		Maintaining transportation fleets/aircrafts/diesel engines	
Having positive attitude		Managing administrative tasks	
Improvising action		Managing content	
Innovating		Managing digital media/ social media	
Inspiring others		Managing mail rooms	
Interviewing		Managing organizations	
Listening		Managing projects	
Making sound decisions		Managing retail stores	
Managing time		Marketing products/ services/programs	
Managing resources		Marketing social media	
Mediating		Nursing/healing	
Mentoring		Operating vehicles	
Negotiating		Operating equipment	
Nurturing		Organizing training programs	

Soft Skills	Rating	Hard Skills	Rating
Observing critically		Persuading others/ customers	
Persuading		Planning agendas/ conferences	
Presenting ideas/solutions		Preparing food	
Prioritizing		Preparing presentations	
Reasoning logically		Preparing reports	
Remaining calm		Presenting/speaking	
Self-managing		Programming computers	
Self-motivating		Programming software	
Setting expectations		Protecting property/people	
Setting goals		Purchasing equipment/ supplies/services	
Solving problems		Repairing equipment/ mechanical devices	
Speaking publicly		Scheduling	
Taking directions		Setting goals/objectives	
Taking initiative		Speaking foreign languages	
Thinking creatively		Supervising others	
Thinking critically		Training others	
Trusting		Writing/developing training materials	
Understanding cultural norms		Writing or editing proposals	
Understanding team dynamics		Writing or editing technical documents/publications	

Job Posting Skills

Categorize and list the soft and hard skills from the job posting.

Soft Skills	Hard Skills

Soft Skills	Hard Skills

Job Posting Outline

Review the job posting and answer the following questions.

Objective	What is the job title?	
Summary	What experience and skills are preferred or required?	
Experience	What are the roles, responsibilities, or duties?	
Education	What education or training is preferred or required?	

Military Terminology to Civilian Terms

Help employers understand your military experience by substituting military terms, titles, ranks, and acronyms for their civilian equivalents.

Terms and Acronyms

Military	Civilian Equivalents
NCOIC, Watch Captain, Petty Officer of the Watch	Supervisor, Manager, Coordinator, Shift Supervisor
Commander, Chief	Division Head, Director, Senior Manager
Executive Officer (XO)	Deputy Director, Assistant Manager
Action Officer (AO)	Analyst (or Senior Analyst, if applicable)
TDY/TAD	Business travel
PCS	Relocation
OER/NCOER/Fit Rep/Evaluation	Performance appraisal, evaluation
MOS/MOC/AFSC/Rate	Career field, career specialty
Commanded	Supervised, directed
Battalion, Unit, Platoon, Squad, Wing	Organization, agency, department, team

Terms and Acronyms

Military	Civilian Equivalents
Mission	Responsibility, task, objective, job
Combat/war	Hazardous conditions, conflict
Headquarters	Headquarters, corporate office
Subordinates	Employees, coworkers
Service members	Employees, coworkers, colleagues, personnel, individuals
Military Personnel Office (MILPO) & Personnel Action Center (PAC)	Personnel office
Regulations	Guidance, policy, instructions, guidelines
Reconnaissance	Data collection, survey, analysis
Cyber warfare	Information security
Aides, Yeoman, Personnel Specialist	Administrative Assistant, Secretary
Logistic Specialist, Quartermaster	Supply Chain Administrator
Recruiter, Personnel Services Specialist, Career Info Program Specialist	Human Resources

Terms and Acronyms

Military	Civilian Equivalents
Billet	Role or job
Materiel	Equipment
Underway replenishment	Resupply
Seabees	Construction workers
Surface Warfare Officer	Ship operator

Job Titles

Military	Civilian Equivalents
Senior Field Grade Officer (O5-O7)	Director, Chief Operating Officer (COO), Chief Executive Officer (CEO), Deputy Chief Administrator
Field Grade Officer (O4)	Executive Officer, Deputy Director, Assistant to the Director, Operations Manager
Company Grade Officer (O1-O3)	Operations Officer, Program Administrator, Supervisor
Warrant Officer (W1-W5)	Technical Manager, Specialist, Department Manager
Senior NCOs (E7-E9)	First-line Supervisor
Sergeant Major, Master Chief Petty Officer, Master Gunnery Sergeant, Chief Master Sergeant (E-9)	Senior Advisor
First Sergeant, Senior Chief Petty Officer, First Master Sergeant, First Sergeant (E-8)	Personnel Supervisor
Squad Leader	Team Leader, Team Chief
Supply Sergeant	Supply Manager, Logistics Manager
Operations NCO	Operations Supervisor

Job Titles

Military	Civilian Equivalents
Platoon Sergeant	Supervisor, Instructor, Trainer
Action Officer	Analyst
Aide-de-camp	Executive Assistant
Aviator	Pilot
Executive Officer	Chief of Staff
Corpsman	Nurse
Gunnery Sergeant	Organization Supervisor
Platoon	Team
Platoon Leader	Team Leader
Platoon Sergeant	Team Supervisor
Judge Advocate General (JAG) Lawyers or legal advisors	Lawyer, Attorney, or Legal Advisor
Naval Flight Officer	Aviation Specialist
Naval Aviator	Navy Pilot

Education

Military	Civilian Equivalents
Basic Training	Basic Skills Course
Advanced Individual Training (AIT), MOS, MOC courses	Advanced Skills Course (mention career field)
Warrior Leader Course (WLC)	Basic Leadership Development Course
Advanced Leader Course (ALC)	Advanced Leadership and Management Development Course
Senior Leader Course (SLC)	Senior-level Leadership, Technical, and Management Development Course
Officer Career Course	Junior Officer Training Course
Combined Arms Staff College	Senior Managerial Leadership School
Command and Staff College	Senior Leaders Program
War College	Executive Leadership School
Advanced Course, Advanced Non-Commissioned Officers' Course (ANCOC)	Advanced Course, Advanced Leadership Course
Basic Course, Basic Non-Commissioned Officers' Course (BNCOC)	Basic Course, Basic Leadership Course

Education

Military	Civilian Equivalents
Ranger school	Elite leadership course
Prospective Nuclear Engineering Officer Course (PNEO)	Nuclear reactor leadership certification course

Chronological Resume Example Layout

First Name Last Name

(123) 555 7890 | Your.Name@email.com | www.linkedin.com/in/your.name

Objective

Start with a strong trait, add one or two skills, describe your career goals, and say what you can do for the company.

Summary of Qualifications

Summarize your soft and hard skills and highlight experience and achievements that match the qualifications of the job position.

Experience

Job Title Month and Year Start Date – Month and Year End Date

Company, City, State Location

- List your job skills and accomplishments for this position. Use STAR Statements.
- List your job skills and accomplishments for this position. Use STAR Statements.
- List your job skills and accomplishments for this position. Use STAR Statements.

Job Title Month and Year Start Date – Month and Year End Date

Company, City, State Location

- List your job skills and accomplishments for this position. Use STAR Statements.
- List your job skills and accomplishments for this position. Use STAR Statements.
- List your job skills and accomplishments for this position. Use STAR Statements.

Job Title Month and Year Start Date – Month and Year End Date

Company, City, State Location

- List your job skills and accomplishments for this position. Use STAR Statements.
- List your job skills and accomplishments for this position. Use STAR Statements.
- List your job skills and accomplishments for this position. Use STAR Statements.

Education and Training

- Degree, major, university name, city, state, and date (optional), honors or GPA (optional)
- Course (explanation if necessary), institution, dates/hours
- Certification, certifying organization, date completed/expires

Functional Resume Example Layout

Your Name

Telephone | Email | LinkedIn

Summary of Qualifications

Summarize your soft and hard skills and highlight experience and achievements that match the qualifications of the job position.

Education and Training

- Degree, major, university name, city, state, and date (optional), honors or GPA (optional)
- Course (explanation if necessary), institution, dates/hours
- Certification, certifying organization, date completed/expires

Skills & Abilities

MANAGEMENT

- List your job skills and accomplishments. Use STAR Statements.
- List your job skills and accomplishments. Use STAR Statements.
- List your job skills and accomplishments. Use STAR Statements.

SALES

- List your job skills and accomplishments. Use STAR Statements.
- List your job skills and accomplishments. Use STAR Statements.
- List your job skills and accomplishments. Use STAR Statements.

COMMUNICATION

- List your job skills and accomplishments. Use STAR Statements.
- List your job skills and accomplishments. Use STAR Statements.
- List your job skills and accomplishments. Use STAR Statements.

LEADERSHIP

- List your job skills and accomplishments. Use STAR Statements.
- List your job skills and accomplishments. Use STAR Statements.
- List your job skills and accomplishments. Use STAR Statements.

Experience

JOB TITLE 1 | COMPANY | DATES FROM - TO

- List your job skills and accomplishments for this position. Use STAR Statements.
- List your job skills and accomplishments for this position. Use STAR Statements.

JOB TITLE 1 | COMPANY | DATES FROM - TO

- List your job skills and accomplishments for this position. Use STAR Statements.
- List your job skills and accomplishments for this position. Use STAR Statements.

Combination Resume Example Layout

First Name Last Name

(123) 555 7890 | Your.Name@email.com | www.linkedin.com/in/your.name

Summary of Qualifications

Summarizing your soft and hard skills and highlight experience and achievements that match the qualifications of the job position.

Additional Skills

- List your skills and accomplishments. Use STAR Statements.
- List your skills and accomplishments. Use STAR Statements.
- List your skills and accomplishments. Use STAR Statements.
- List your skills and accomplishments. Use STAR Statements.
- List your skills and accomplishments. Use STAR Statements.

Experience

Job Title Month and Year Start Date – Month and Year End Date
Company, City, State Location

- List your job skills and accomplishments for this position. Use STAR Statements.
- List your job skills and accomplishments for this position. Use STAR Statements.

Job Title Month and Year Start Date – Month and Year End Date
Company, City, State Location

- List your job skills and accomplishments for this position. Use STAR Statements.
- List your job skills and accomplishments for this position. Use STAR Statements.

Job Title Month and Year Start Date – Month and Year End Date
Company, City, State Location

- List your job skills and accomplishments for this position. Use STAR Statements.
- List your job skills and accomplishments for this position. Use STAR Statements.

Education and Training

- Degree, major, university name, city, state, and date (optional), honors or GPA (optional)
- Course (explanation if necessary), institution, dates/hours
- Certification, certifying organization, date completed/expires

First Name Last Name

(123) 555 7890 | Your.Name@email.com | www.linkedin.com/in/your.name

Objective

Start with a strong trait, add one or two skills, describe your career goals, and say what you can do for the company.

Summary of Qualifications

Summarize your soft and hard skills and highlight experience and achievements that match the qualifications of the job position.

Experience

Job Title Month and Year Start Date – Month and Year End Date

Company, City, State Location

- List your job skills and accomplishments for this position. Use STAR Statements.
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Job Title Month and Year Start Date – Month and Year End Date

Company, City, State Location

- List your job skills and accomplishments for this position. Use STAR Statements.
- List your job skills and accomplishments for this position. Use STAR Statements.
- List your job skills and accomplishments for this position. Use STAR Statements.

Education and Training

- Degree, major, university name, city, state, and date (optional), honors or GPA (optional)
- Course (explanation if necessary), institution, dates/hours
- Certification, certifying organization, date completed/expires

Objective

Summary of Qualifications

Experience

Education and Training

Objective Statement

Read the examples of targeted career objective statements below. The last example shows how to use a job announcement number if the organization requests it.

- Seeking to use effective leadership and communication skills as a Team Leader at Skyware Global.
- Experienced administrator seeking the position of Office Manager at Caliphon, Inc.
- Detail-oriented IT Support Specialist with over four years of experience, seeking the position of IT Specialist at Cisco to utilize exceptional problem-solving skills to assist with sales and customer loyalty.
- Veteran and experienced Medical Assistant seeking the position of Medical Assistant II (345-USVA2019) at Durham VA Hospital to leverage proven skills in patient care, EHR, and inventory management.

Summary of Qualifications

Write a brief list of skills to showcase your talent, a short introductory paragraph, or combine the two. The following examples demonstrate the three ways to write your summary of qualifications.

Example 1: Bulleted List

Summary of Qualifications for a Project Manager role:

- PMP Certified Project Manager with 10+ years of proven experience overseeing application development, vendor management, and implementation strategies supporting business and financial objectives.
- Respected leader with excellent communication skills and experience building highly motivated teams focused on achieving project goals.
- Diligent Project Manager with a proven record of success working with Microsoft Project Server.
- MS Office Suite (Project, Excel, Word, PowerPoint) and Visio proficient.
- Bachelor's degree in Project Management.

Example 2: Paragraph

Summary of Qualifications for an IT Professional role:

Highly motivated Information Technology Specialist and military Veteran with top secret security clearance and 10 years of proven experience in the United States Army. Accomplished measurable results while monitoring and managing 300+ person teams performing help desk operations, Local and Wide Area Network (LAN/WAN) configurations, and maintenance during Department of Defense (DoD) domestic and global operations in Germany, Kuwait, and Norway. Highly experienced in working with Cisco Systems and Java.

Example 3: Combined

Summary of Qualifications for a Law Enforcement Professional role:

Law Enforcement Professional with a degree in criminal justice and over 15 years of experience providing protective services for over \$10M in assets during state, federal, and global security operations. Key skills:

- Patrol procedures
- Search and rescue
- Surveillance
- Testifying in court
- Conducting investigations
- Interrogation

Work History Format

The experience section provides the hiring manager with a list of the companies you have worked for, dates of employment, and the position titles you held.

Work history format:

Job Title Month and Year Start Date – Month and Year End Date

Company, City, State Location

- List your job skills and accomplishments for this position. Use STAR Statements.
- List your job skills and accomplishments for this position. Use STAR Statements.
- List your job skills and accomplishments for this position. Use STAR Statements.

Multiple Jobs format:

Stacking

The stacking format draws attention to progressive responsibilities, achievements, and dedication to the company. Include the overall date range at the top and list dates for each position next to the title. Place job descriptions and bulleted key achievements directly below each position.

Company Name, City, State, Start Date – End Date

Position 1 Start Date – End Date

- List your job skills and accomplishments for this position. Use STAR Statements.

Position 2 Start Date – End Date

- List your job skills and accomplishments for this position. Use STAR Statements.

Separate Listing

The separate listing format draws attention to your achievement history according to the position and time frame. List each position separately as if they are positions at different companies.

Company A's Name, City, State Start Date – End Date

Position Title 1

- List your job skills and accomplishments for this position. Use STAR Statements.

Company A's Name, City, State Start Date – End Date

Position Title 2

- List your job skills and accomplishments for this position. Use STAR Statements.

Achievement Statements

To make achievement statements effective, write targeted and results-oriented statements. Use the STAR method to create achievement statements. Every bullet does not need to be a STAR statement.

Achievement Statement Examples:

Personnel

- Organized, maintained, retrieved, and reviewed 75 automated personnel records, including pay documents, improving record accuracy by 20%.
- Prepared and provided current information about personnel programs and procedures to employees and administrators, decreasing personnel complaints/issues by 30%.
- Supported personnel in records maintenance and benefits counseling for 40 embassy officials, consistently operating under the \$1.2M budget.
- Successfully managed the daily operations of a fleet of 24 military aircraft with an annual flying hour program of 4000 accident free flying hours and over 100 aviation crewmember personnel.
- Improved the operational readiness rate on 24 aircraft which exceeded the Army National Guard average, receiving the Department of the Army Readiness Award for the first time.
- Conducted both team-based and individual training. Instructed groups ranging from 4 to 200 on the proper use and maintenance of heavy equipment.

Engineer

- Conducted job analysis and provided suggestions for improvement, saving the company \$300,000 over two years and five man-hours each week.
- Directed daily operations for a large engineering department, including supervision of four administrative personnel, receiving the department award for internal customer service.
- Coordinated and organized effective instructional programs with various organizations resulting in senior management recognition for obtaining a 100% training proficiency rating.
- Directed design, installation, and testing of equipment, ensuring satisfactory and timely completion of tasks on time and on budget.

Facilities

- Designed and maintained fiscal data and internal information files, improving accuracy in retrieving files by 99%.
- Coordinated with multiple officials for aircraft over-flight, landing, and maritime visits with zero safety violations.
- Completed assigned tasks, accounted for, and secured equipment in the amount of \$750K, maintained 100% safety record, and adhered to hazardous material storage and maintenance guidelines.

Aircraft/Powerplant

- Assisted in the maintenance and movement of aircraft and support equipment, saving over \$1 million in a five-year period.
- Operated sophisticated aircraft communication radar equipment and hoist lifts with a 95% safety record.

Vehicle Maintenance

- Conducted quality assurance of maintenance work performed, increasing production by 26%.
- Determined the number of mechanics needed and spare parts required to maintain equipment in safe operating order 100% of the time.
- Reviewed 45 vehicles' service needs and scheduled maintenance resulting in zero loss in operations down-time.
- Performed thorough preventive maintenance on assigned operating systems maintaining a 100% vehicle operational readiness.
- Maintained four heavy equipment transporters and four 70-ton semi-trailers valued more than \$900K.

Administration

- Prepared data processing plans and budgets for an organization of 150 personnel with 98% accuracy.
- Designed and maintained computer software and databases; translated specific objectives and needs into computer systems requirements, improving efficiency by 12%.
- Planned and supervised the installation of new office equipment, surpassing previously set efficiency records by 30%.
- Managed a \$5.8M annual operating budget with 100% accountability.
- Accounted for over \$110M worth of organizational equipment and facilities utilizing comprehensive quality control and assurance and checks and balances.
- Conducted detailed audit trails leading to the recovery of thousands of dollars in returned credits to the U.S. government.

Medical

- Organized and led emergency response drills for 25 personnel, decreasing response time by seven minutes, and was recognized as the most efficient and timely response team.
- Assisted and supervised multiple medical related missions, supporting over 10,000 personnel annually, providing emergency medical coverage for field training exercises, and on weapon ranges.
- Ordered diagnostic X-ray and laboratory procedures, wrote patient consultations to specialty clinics, and prescribed courses of treatment and medication to a client base of 3,500.
- Consistently recognized by clients for outstanding customer service.
- Taught and trained medical technicians, and performed as a medical supervisor for up to 125 personnel; rated 4.8 on a 5.0 scale by peer.
- Received recognition for converting a cargo vehicle into a field ambulance capable of safely transporting 2-litter ambulatory patients saving the government more than \$60,000.

Machinery Technician

- Operated, maintained, and repaired internal combustion engines, boilers, and main propulsion power transmission equipment with zero operational complaints.
- Performed functions such as documenting inventory, ordering supplies, and completing required reports.

Travel

- Maneuvered tanks weighing over 62 tons into loading or unloading positions, following signals from ground crew, and operated and maintained 62-ton main battle tank.
- Determined efficient routes, confirmed arrival dates, and verified cargo types, resulting in a 20% increase in on-time arrivals.
- Ensured vehicles were properly loaded, meeting required safety standards 100% of the time.
- Checked engine oil, fuel, fluid levels, and tire pressure for a 100% vehicle safety inspection pass rate.
- Secure cargo for transport using straps, chains, and binders, maneuvered trucks weighing over 70,000 pounds into loading or unloading positions, following signals from ground crew while checking that proper placement and securement of load.
- Recognized for driving over 8,000 accident-free miles over extremely challenging and hazardous terrain while successfully transporting approximately 974 pieces of equipment.
- While in Kuwait completed 150 short haul missions, amassing 6,100 accident free miles.

Security

- Monitored conduct of up to 264 inmates in housing unit, and up to 1,056 inmates during work or recreational activities, according to established policies, regulations, and procedures, to prevent escapes, riots, fights, or gang-related activity.
- Planned, coordinated, directed, and updated law enforcement procedures for assigned jurisdiction of 220 personnel, saving over 180 man-hours annually.
- Authorized to carry a weapon in accordance with military regulations and policy, annually qualified in usage of side-arms* (.38 Revolver, Glock 23 Gen4 .40 Pistol, Remington 870 shotgun, Mini-14 rifle and PR24 baton, carried OC (Fox) aerosol irritant).
- Directed and supervised the administration and operation of correctional facilities** for a large military installation; recognized as “excellent” by the Correctional Review Board.

*List weapons if applicable to the position.

**You can substitute jail, prison, holding area, military place of incarceration, etc. Also, you should translate military terminology, such as “Brigg, Guardhouse, or Stockade” if the civilian employer may not understand.

Action Verbs

Describe achievements with action verbs to demonstrate you acted and produced results. Avoid writing in the passive voice with phrases such as “skills included” or “responsible for.”

Action Verbs			
Accelerate	Assemble	Coach	Consult
Accomplish	Assess	Collect	Continue
Achieve	Assist	Collaborate	Contract
Acquire	Author	Command	Convert
Adapt	Authorize	Communicate	Coordinate
Address	Brief	Compare	Correct
Advance	Budget	Compel	Counsel
Advise	Build	Compile	Craft
Advocate	Calculate	Complete	Create
Analyze	Capture	Compute	Critique
Apply	Catalog	Conceive	Decrease
Appoint	Champion	Conclude	Define
Arbitrate	Chart	Conduct	Delegate
Architect	Clarify	Conserve	Deliver
Arrange	Classify	Consolidate	Demonstrate
Ascertain	Close	Construct	Deploy

Action Verbs			
Design	Eliminate	Facilitate	Improvise
Detail	Emphasize	Finalize	Increase
Detect	Enact	Finance	Influence
Determine	Encourage	Forge	Inform
Develop	Endure	Formalize	Initiate
Devise	Energize	Formulate	Innovate
Direct	Enforce	Form	Inspect
Discover	Engineer	Generate	Inspire
Dispense	Enhance	Govern	Install
Display	Enlist	Graduate	Institute
Distribute	Ensure	Guide	Instruct
Diversify	Establish	Halt	Integrate
Divert	Estimate	Head	Intensify
Document	Evaluate	Hire	Interpret
Double	Examine	Honor	Interview
Draft	Exceed	Hypothesize	Introduce
Drive	Execute	Identify	Invent
Earn	Exhibit	Illustrate	Inventory
Edit	Expand	Imagine	Investigate
Educate	Expedite	Implement	Judge
Effect	Experiment	Import	Justify
Elect	Export	Improve	Launch

Action Verbs			
Lead	Normalize	Position	Recapture
Lecture	Observe	Predict	Receive
License	Obtain	Prepare	Recognize
Listen	Offer	Prescribe	Recommend
Locate	Officiate	Present	Reconcile
Maintain	Operate	Preside	Record
Manage	Orchestrate	Process	Recruit
Manipulate	Organize	Procure	Redesign
Manufacture	Orient	Program	Reduce
Map	Originate	Progress	Reengineer
Market	Outsource	Project	Regain
Mastermind	Overcome	Promote	Regulate
Measure	Oversee	Propose	Rehabilitate
Mediate	Participate	Prospect	Reinforce
Mentor	Perceive	Provide	Rejuvenate
Model	Perfect	Publicize	Render
Modify	Perform	Purchase	Renegotiate
Monitor	Persuade	Qualify	Reorganize
Motivate	Pilot	Question	Report
Navigate	Pinpoint	Rate	Reposition
Negotiate	Pioneer	Realign	Represent
Nominate	Plan	Rebuild	Research

Action Verbs			
Resolve	Simplify	Supply	Transform
Respond	Sold	Support	Transition
Restore	Solidify	Surpass	Translate
Restructure	Solve	Synthesize	Troubleshoot
Retrieve	Specify	Systematize	Unify
Review	Speak	Tabulate	Unite
Revise	Standardize	Target	Update
Revitalize	Stimulate	Teach	Upgrade
Satisfy	Streamline	Terminate	Use
Schedule	Structure	Test	Utilize
Secure	Succeed	Thwart	Verbalize
Select	Suggest	Train	Verify
Separate	Summarize	Transcribe	Win
Serve	Supervise	Transfer	Write

STAR Achievement Statement

Answer the questions and write your achievement statement.

	<p>What were the specific circumstances when you used this skill? What was the general context of the situation?</p>
	<p>What were your responsibilities? What challenges or obstacles did you overcome?</p>
	<p>What skills and resources did you use? What actions did you take to complete the task?</p>
	<p>What was the outcome and how did it benefit or improve the organization?</p>
<p>Achievement Statement</p>	

Education and Training

Include formal education on your resume. To position yourself as the best candidate, list additional education relevant to the job description including certifications, specialized training, licenses, course work, and military schools.

Completed degrees:

Degree, major, university name, city, state, and date (optional), honors or GPA (optional)

Example:

- Master of Arts in Educational Leadership, University of Arizona, Tucson, AZ, June 2020
- Bachelor of Arts, Political Science, Emory University, Atlanta, GA, Summa Cum Laude
- Associate of Science in Human Resources Management, Georgia State University, Atlanta, GA, May 2016, GPA: 3.6

Degree in progress:

Example 1:

- Master of Arts in Educational Leadership, University of Arizona, Tucson, AZ, 24/36 semester hours completed

Example 2:

- Bachelor of Arts, Political Science, Emory University, Atlanta, GA, expected graduation May 20XX.

Example 3:

- Associate of Science in Human Resources Management, Georgia State University, Atlanta, GA, in progress—16 credit hours completed

Military or other specialized training:

Course (explanation if necessary), institution, dates/hours

- Senior Leadership Development Course, U.S. Navy War College, Dec 20XX – Jan 20XX

Certification or license:

Certification, certifying organization, date completed/expires

- Senior Professional of Human Resources (SPHR), HR Certification Institute, December 2018/December 2021

Cover Letter Template

Your Name

Your website or LinkedIn

Email

Phone

Date of Letter

Employer's Name

Employer's Title

Company Name

Street Address

City, State, Zip Code

Dear [Employer's Name]:

INTRODUCTORY PARAGRAPH: You want to tell the reader why you are writing as well as list the name of the position or department for which you are applying. Mention how you heard about the organization or the opening.

BODY: Build a connection between your background and the company's needs. Name someone you know in the company (if they have agreed to be a reference for you). Show that you have done some research on the company by talking about new projects the company has taken on, mentioning the management philosophy they use, or citing something you have read about them. If you have any directly related experience or education, summarize it here so the reader can look for it in your resume. If you have relevant skills or accomplishments related to the job, mention them here.

CONCLUSION: Indicate your interest in the job. State that you look forward to being able to discuss your background in an interview. Thank the reader for his/her time and consideration.

Sincerely,

Your signature

Your name typed

Cover Letter Example

James Donaldson
www.james.donaldson.com
james@email.com
555-123-4567

July 12, 20XX

Ms. Mary O'Hara
Personnel Director
Accounting Software International
5678 East Doral Street, Suite #1200
Lockridge, Tennessee 77777

Dear Ms. O'Hara,

I am drawn to Accounting Software International because of my interest in accounting software and the opportunity to use my skill sets in a more specialized career. I am applying for your Accounting Software Business Consultant position, which was posted on SimplyHired.

My research on your website and through an acquaintance, Donald Brown, who works in the sales department, has demonstrated that ASI has a commitment to its customers and a culture of excellence that aligns perfectly with my own convictions.

I have spent the past 12 years working with clients around the globe, helping them to improve operations and maximize profits by utilizing all the features of their existing software programs. I can quickly and accurately understand organizational needs, and I have a proven track record of meeting those needs. I am confident that I will be a valuable addition to your team.

I'll call you next week to discuss this opportunity. Thank you for your time and consideration.

Sincerely,

James Donaldson

James Donaldson

Reference Check Questions

1. What was the nature and length of your relationship with the candidate?
2. In what capacity did you work with the candidate (peer, colleague, supervisor)?
3. Could you give me a brief description of the duties the candidate performed?
4. What were the candidate's strengths?
5. What were the candidate's weaknesses or areas where the candidate could improve?
6. Would you recommend the candidate for this position? Why or why not?
7. How would you describe the candidate's relationships with coworkers, employees, and management?

Reference Example

PROFESSIONAL REFERENCES:

Janey Jones - Content Manager at XYZ Productions

Contact: 555-525-7777 - janey.jones@xyz.com

Steve Stevenson - Marketing Manager at ABC Corporation

Contact: 555-630-2214 - sstevenson@abccorporation.com

Barry Barrett - Marketing Specialist at ABC Corporation

Contact: 555-773-7810 - bbarrett@abccorporation.com

References

Brainstorm potential professional and personal references. Record names, title, organization, phone number, and email if you have the information now. If not, type names and add the information later.

Reference	Contact Information
Reference 1 Name	
Title/Position	
Organization	
Phone/Email	
Reference 2 Name	
Title/Position	
Organization	
Phone/Email	
Reference 3 Name	
Title/Position	
Organization	
Phone/Email	

Reference	Contact Information
Reference 4 Name	
Title/Position	
Organization	
Phone/Email	
Reference 5 Name	
Title/Position	
Organization	
Phone/Email	
Reference 6 Name	
Title/Position	
Organization	
Phone/Email	
Reference 7 Name	
Title/Position	
Organization	
Phone/Email	