



Résumés and Correspondence

Job Hunter
Workshop Series



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Table of Contents

Workshop overview	4
Learning objectives	4
Section one: The cover letter	
Writing the cover letter	5
Cover letter examples	7
Section two: The résumé	
What is a résumé?	10
Types of résumé	11
Chronological résumé	11
Functional/skills-based résumé	12
Combination résumé	14
Résumé examples	15
Section three: Résumé construction	
Name and contact information	18
Objective statement	18
Résumé section headings	19
Summary of qualifications	19
Work history or experience	19
Education	20
Reference	20
Section four: Layout and appearance	
Take time to write the résumé	21
Résumé do's	21
Résumé don'ts	22
Power/action words	23
The electronic résumé	24
Sources for key words	24
Résumé worksheets	26
Chronological résumé worksheet	26
Functional/skills based résumé worksheet	27
Combination résumé worksheet	28



Workshop overview

Résumés are an important step in the job-search journey. They must do their work quickly.

Employers may spend only 10-20 seconds reviewing your résumé. To get someone to look at it longer, your résumé must convey you're capable and competent enough to be worth interviewing. The more you work to improve your résumé now, the more likely someone will read it later. The goal of this workshop is to help you prepare an effective cover letter and résumé. Please take a moment to review the table of contents on the previous page and familiarize yourself with the topics we'll cover during this workshop.

Learning objectives

In this workshop, you will:

- Learn how to create a cover letter.
- Learn about different types of résumés.
- Prepare a résumé worksheet.

Section one: The cover letter

Writing the cover letter

A cover letter is your introduction. It's often referred to as a letter of interest. This is your opportunity to deliver a personalized message to an employer. Always send a cover letter when you mail or email your résumé. Your main purpose is to entice the employer to read your résumé and to demonstrate your written communication skills. The cover letter should be pleasing to the eye, short and direct.

Most cover letters follow a standard outline.

Salutation. Include a formal greeting at the beginning of your cover letter. Include the name of the hiring manager, followed by either a comma or a colon. Be sure to use the person's proper title (Mr., Mrs., Dr., etc.). If you don't know the name of the hiring manager, consider addressing your letter to "Dear hiring manager."

Paragraph 1. State the position you're applying for and where you found out about the job (WorkSource, online job board, etc.). State that your résumé is enclosed or attached. The first paragraph should be only one to two sentences in length.

Paragraph 2. Highlight your skills and qualifications that are relevant to the position for which you are applying. Say why you would be a good fit for the job and what value you would bring to the company. Be specific, brief and convincing about your skills, training and experience.

Paragraph 3. Request an interview and restate your interest and qualifications for the position. Express your appreciation for the time they are taking to review and consider your résumé.



Key concept

Follow the guidelines listed below to write your cover letter:

- Address your letter to a specific person by name and title.
- Use the first 20 words to attract the reader's interest.
- Describe what you can do for the employer.
- Keep it short, concise and powerful.
- Use simple direct language, correct grammar, punctuation and spelling. Type neatly. Proofread. Sign your cover letter above your typed name.
- Include your contact information in the cover letter. If it gets separated from your résumé, they will know how to reach you.

Example cover letter #1

Melanie Anderson
P.O. Box 345
Spokane, WA 99500
509-555-3322

Date

Personnel Director
ABC Manufacturing Inc.
40 North Ridge
Spokane, WA 99500

Dear Personnel Director:

I'm writing to inquire about the possibility of becoming an office administrator for ABC Manufacturing, Inc. As you can see from my enclosed résumé, I worked for the Boeing Company for seven years as an office administrator.

I have kept my hand in the business world by doing word processing, primarily for a small business. In the past year, I have worked an average of 20 hours per week. I'm familiar with Microsoft Word, PowerPoint, PageMaker and type 70 wpm. I particularly enjoy a small office where I can assume a greater variety of responsibilities than in a larger office. My qualifications would be an asset to your company.

I look forward to discussing my qualifications with you in person. My phone number is 509-555-3322. I can be reached at any time during the day and look forward to meeting with you. Thank you for your time.

Sincerely,



Melanie Anderson



Example cover letter #2

Sandy S. Sand
947 Beach Street
Burien, WA 98344
206-555-2309

Date

Mr. Kyle Lansbury, Supervisor
ABCD Electronics
211 Sunset Blvd.
Renton, WA 98221

Dear Mr. Lansbury:

My familiarity with ABCD Electronics and the quality of your products prompted me to submit the enclosed résumé in response to your advertisement in the Tacoma News Tribune for an Electronic Assembler.

The skills and experience I have acquired in electronics and printed circuit-board assembly could benefit your company and offer me an opportunity to continue working in my field of interest. Over the past 10 years, I have demonstrated my assembly skills by producing 100 circuit boards per shift at a 98 percent quality-control standard.

I would like to meet you to discuss how my skills match your needs. I can be reached at 206-554-2309.

Thank you for your time and consideration.

Sincerely,

A handwritten signature in black ink that reads "Sandy S. Sand". The signature is written in a cursive, flowing style.

Sandy S. Sand

Example cover letter #3

Ronald Taft
457 Avalon Street
Bellingham, WA 98226
360-555-7890

Date

Ms. Diane Perry
Personnel Manager
XYZ Delivery and Shipping
1456 Harborview Ave.
Bellingham, WA 98226

Dear Ms. Perry:

Enclosed is my résumé for the driving position you recently advertised in the Bellingham Herald. As you will note, my experience includes:

- More than five years of driving experience in the Whatcom County area.
- An excellent driving and attendance record.
- Making deliveries of up to \$250,000 in cash and high-value merchandise.
- Developing strong working relationships with key accounts, such as IBM, Microsoft and U.S. Bank.

The combination of my driving and customer-service experience makes me well qualified for this position. I look forward to an interview and may be contacted at 360-555-7890. Thank you for your time and consideration.

Sincerely,



Ron Taft



Section two: The résumé

What's a résumé?

A résumé is a brief summary of your abilities, education, experience and skills. Its task is to get employers to contact you. Its purpose is to get you a job interview!

Steps to preparing a résumé

- Gather information (transcripts, past employers, dates, references, etc.).
- Select the type of format that is best for you.
- Highlight your experience and skills to match an employer's needs.
- Consider word choice carefully, and use action words.
- Make the final product presentable.
- Ask other people to review your résumé.

Effective résumés

Here are some guidelines for writing your résumé so it will do its best sales job. Remember, the important thing about your résumé is that it represents **you**.

Effective résumés are those that are:

- **Positive.** Emphasize positive elements in your employment history. Gear the résumé to show what you can do for the employer. Use action verbs, "planned, organized, collected, etc." at the beginning of your qualification statements.
- **Brief and concise.** Keep the résumé to one page, if possible, two at the most. This means you have to prioritize the information and make every word count. If it's too long or complex, the reader may skip parts or all of it.
- **Targeted.** The résumé, whether it's chronological, functional or a combination, should be targeted to a specific job.
- **Relevant.** Make your information meaningful to the employer and related to the position you are applying for. Include volunteer activities, hobbies, organizations and special interests that have given you relevant experience.

- **Readable.** Neatly typed, consistent font, balanced on the page, spelling and correct punctuation all count. Avoid abbreviations of names, dates and titles.
- **Accomplishment-oriented and honest.** Use action words to emphasize what you have done. Be honest, don't exaggerate.

Types of résumés

Before writing a résumé, you need to choose the right format. Consider the type of information you include about yourself and the order in which it appears. There are three basic résumé formats: chronological, functional and combination. All of them answer the same questions:

- Who are you?
- What do you want to do?
- What do you know?
- How are you qualified?

Chronological résumé

This is the most common type of résumé. This style emphasizes your work experience and education in a particular field or industry. Employers like this type of résumé because it's easy to see what jobs you've held and when you worked at them.

This format is best for people if:

- You're planning to stay in the same field.
- You have a steady job history in related jobs, usually showing some advancement.

This style doesn't sell well if:

- You're planning a major career change.
- Your work history is short.
- You have major gaps in employment.

The format includes:

- Your name, address and telephone number.
- Your employment objective.



Résumé and Correspondence

- Your employment history, including your job title, employer, city and state in which you worked, dates of employment (month/year) and a brief description of your accomplishments, skills and responsibilities in the job.
- Your training and/or education.

General rules to follow:

- Start with your present or most recent position. Work backward, with the most space devoted to recent employment.
- Detail only the last four or five positions, or employment covering the last 10 years.
- You don't need to show every major position change with the same employer. List the most recent or current position, plus two or three others to show your progression.
- Within each position listed, stress the major accomplishments and responsibilities that demonstrate your full competency to do the job. Once the most significant aspects of your work are clear, it's generally not necessary to include lesser achievements.
- Keep your job target in mind, emphasizing those accomplishments that are most related to your next move.

Functional/skills based résumé

This style focuses on the strengths, skills and talents you have developed. It highlights selected accomplishments and de-emphasizes job titles, employer names and dates. The purpose of this style of résumé is to increase your chances of getting an interview if your qualifications or experience look weak on a chronological résumé or if you're in the midst of a career change and wish to highlight your transferable skills.

This format is best for people if:

- You're changing careers.
- You have little or no work history.
- You have large gaps in your employment history.
- You have unusual skills that relate to the employment objective or need to be highlighted.

This style doesn't sell well if:

- You can't show detailed knowledge, skills, abilities and accomplishments that relate directly to the employer's job vacancy.
- The employer requires proof of specific years of experience to qualify for the position.

The format includes:

- Your name, address and telephone number.
- Your employment objective.
- Your employment history, including your job title, employer, city and state in which you worked, and dates of employment (month/year).
- Your training and/or education.

General rules to follow:

- Use several headings, each highlighting an area of expertise.
- List the headings in order of importance to your job target, and have them contain slightly more information.
- Stress measurable results or the most powerful abilities.
- You may include any relevant accomplishments without identifying the employer, organization or situation where you achieved the accomplishment, e.g., exceeded fundraising goals while serving as chairperson for an organization to which you belong.
- List actual work and/or volunteer experience at the bottom, giving dates, employer and job title. If you have no work experience or a very short, spotty record, you may leave it out entirely.
- Keep your job target in mind, emphasizing those accomplishments that are most related to your next move.



Combination résumé

The combination résumé combines the chronological and functional/skills based styles. It can be a powerful and flexible tool for you if you have a solid employment background and special skills you want to emphasize. It chronologically lists job history and education, while allowing you to highlight your qualifications. This approach is effective when you have held several jobs with significant responsibility and accomplishments. A combination résumé is a good choice if you are a recent graduate with some job experience, changing careers or a parent returning to the job market.

This format is best for people if:

- You're changing careers.
- You have a diverse work history.
- You wish to include volunteer or internship experience.

This style doesn't sell well if:

- Your employment history is sporadic.
- Your employment history doesn't exhibit how your skills were acquired through each job title and description listed in your document.

The format includes:

- Your name, address and telephone number.
- Your employment objective.
- Your skills and qualifications for the job.
- Your employment history, including your job title, employer, city and state in which you worked, and dates of employment (month/year).
- Your training and/or education.

General rules to follow:

- Combine the formats of both functional and chronological résumés.
- List skills, accomplishments and qualifications targeted to the job opening first.
- Employment history is listed below skills and qualifications and is used as data to support statements made above it.

Chronological résumé example

Robert Smith

roberts@email.net
Home: 360-885-5555
Cell: 360-555-5151

111 First Avenue
Vancouver, Washington 98682

Experienced MIG/TIG welder, fabricator and pipefitter. Organized, able to prioritize, meet deadlines, and work with contractors to guarantee that specifications are met consistently. Able to read blueprints and schematics as well as work from detailed drawings. American Welding Society certified January 2000.

Work History

Welder / Fabricator
Collingsworth Pipelines Ltd.

12/2008 - Present
Portland, Oregon

Design and manufacture welding and fabrication work onsite for pipeline patches, replacement sections, and machinery repair. Prepare machines for large scale, long-term contract in Alaska. Responsible for welding maintenance work on three trenchers from 65 ton to 160 ton. Complete total strip down work and rebuilding of digging sticks and chains under carriages and main chassis.

Welder / Fabricator
Tomline-Harrison Company

6/2003 - 12/2008
Anchorage, Alaska

Heavy plant maintenance welder and pipefitter. Travelled all over Alaska on various contracts for a number of mining, pipeline and environmental corporations: NCD Open Cast Mines, Shand & Fairclough, Amoco, Lock Equipment Operations Ltd., Daniel Pipelines, and Environmental Rescue LLC. Repair work for these firms included:

- Crane jibs
- Derricks and booms
- Chassis
- Pipe patching
- Steel bodies
- Buckets (mechanical and hydraulic fitting)
- Wrought iron work

Designer and Welder
PJMK and Associates

2/1999 – 5/2003
Vancouver, Washington

Heavy plant maintenance welder and pipefitter. Welded and fabricated steel structures up to 10 feet in height. Followed safety rules and regulations for proper structural setup. Projected completed on time and below budget for large bridge reconstruction project over the Columbia River.

Training and Certifications

American Welding Society, Welding Certification
Washington State Safety Council Courses:

- Health and Safety Awareness in Engineering
- Safe Slings Techniques
- Pendant Crane Operation and Drive Safe
- Slinger / Signaler
- Lift Truck Operator



Functional/skill résumé example

Janelle Jackson

123 Elm Avenue • Spokane, Washington 99205 • Cell: 509-555-5551 • Home: 509-556-5777 • jjackson323@email.com

Accounts Receivable – Accounts Payable

Committed to accurate information processing and performance excellence.

Ethical professional offering expert data entry and information processing administration in the accounting field. Performance-driven specialist skilled in effective management of top initiatives for resolution and critical time-sensitive projects. Recognized by prior employers for improving operational systems, functionality, and processes.

Areas of Excellence

- Office administration
- Process improvements
- Information processing
- AP / AR / bookkeeping
- Quality control
- Ledger balancing
- Ten key / typing
- Project / performance management
- Internal audits
- Customer service
- Sage Peachtree Quantum
- QuickBooks Pro 2008
- Microsoft Word, Excel and Access 2007
- Communications

Career Highlights

AP / AR Lead Clerk • ABD Farm Supplies LLC • Spokane Valley, Washington 2009 - Present
Oversee customer service, inventory control, employee training, cash / credit transaction management, charge verifications, discrepancy research, invoice line item resolutions, bookkeeping and reconciliation reports. Managed all store functions during the absence of senior leadership.

- Process 250 or more check, credit and cash transactions daily.
- Reconcile and balance receivable and payable books weekly, monthly, quarterly and annually.
- Completed transition to Sage Peachtree Quantum software with little interference to overall operating systems. Saved company over \$10,000 a quarter by switching to this accounting platform.

AP / AR Specialist • Environmental Balance • Seattle, Washington 2006 - 2009
Managed over \$8 million per month in revenue for environmental design consulting firm. Researched, invoiced and applied wire transfers, checks, and credit card payments. Performed all monthly, quarterly and annual closings. Processed and cleared end-of-month invoices using Quick Books Pro 2008. Prepared daily bank deposits and reconciled bank statements. Contacted vendors and clients as necessary to collect past due payments. Prepared and processed all W-9 requests.

- Improved process for fiscal closing by upskilling clerical staff to complete reporting procedures monthly and quarterly.
- Created spreadsheets, correspondence forms and reports to streamline the development of complex presentations.

AP / AR Administrator • ISC Technical Resources • Olympia, Washington 2005 - 2006
Performed daily accounting, personnel and payroll operations. Processed and sorted 270 weekly payroll checks for contractors. Handled processing of new hire paperwork and enrollment into payroll system. Internal customer service to colleagues throughout the organization.

Education and Training

Sage Peachtree Quantum Certification • SageU • Online via The Sage Group PLC 2010
Microsoft Access, Excel and Word Certification • Microsoft Corporation • Bellevue, Washington 2007
Bachelor of Science in Accounting • University of Puget Sound • Tacoma, Washington 2004

Combination résumé example

Alexa Doleman

555 Dearborne Avenue • Tacoma, WA 98408

Cell: 253-555-5555

alexadoleman@email.com

www.linkedin.com/in/alexad4763

Summary of Qualifications:

Administrative support professional for executive level staff with experience in fast-paced financial environments that demand confidential, ethical, organizational, technical and interpersonal skills. Detail-oriented and deadline focused; able to multi-task effectively.

- Confidential correspondence
- Legal documents
- National travel coordination
- Meeting planning
- Training scheduling
- Board and stakeholder meeting agendas
- Internal and external customer service
- Supervision of administrative team
- Microsoft Office 2010
- Microsoft Project 2010

Experience:

Administrative Support

- Performed administrative support functions for the Chief Executive Officer, Chairman of the Board, and a team of Vice Presidents for a Fortune 500 financial institution.
- Created confidential and legal correspondence for executive leaders including documents for the United States Congress.
- Supervised team of twenty administrative assistants; provided onsite coaching and training to keep workforce at peak performance levels.
- Coordinated all meeting, travel, and training schedules for executive leaders up to two years in advance. Created all agendas, contracts for subject matter experts, and marketing materials.

Management and Supervision

- Oversaw all operations of administrative support team that specialize in targeted needs of executive leadership and board members. Provided coaching, mentorship opportunities, training and incentive programs to help team continuously reach high performance standards. Received award for Excellence in Service from Chairman of the Board for efforts.
- Participated in staff recruitment, hiring and retention.

Employment History:

<i>Executive Administrative Manager, Safe Financial Corporation, Chicago, IL</i>	<i>5 years</i>
<i>Legal Administrative Support, Safe Financial Corporation, Chicago, IL</i>	<i>3 years</i>
<i>Executive Travel Liaison, Capital One, Federal Way, WA</i>	<i>1 year</i>

Education and Training

Business Administration, University of Redlands, Redlands, CA

Certifications in Microsoft Word 2010, Excel 2010, Access 2010, Publisher 2010, Project 2010, and PowerPoint 2010, Microsoft Corporation, Redmond, WA



Section three: Résumé construction

Name and contact information

- Your name should be in bold print and larger than the other size print in your résumé.
- Your address should include your zip code. You may abbreviate the state.
- Your telephone number should include the area code.
- Include your email address and make sure it's appropriate for your job search.

Example

Craig Stewart
772 Elm Drive
Bellingham, WA 98225
360-555-3333
cstewart@gmail.com

Objective statement

The objective statement is the base for the résumé. Everything you write below this statement should support the job objective. Your objective statement should include the title of the position you're seeking and a brief description of the knowledge and skills required for the position. Here are some examples:

- Seeking a responsible, general office position.
- Seeking a management position in the warehouse industry to use my supervisory, problem-solving and organizational skills.
- Pursuing a position as a systems analyst.
- Desire a general-labor position in the building trade or in factory assembly.
- Seeking medical assistant or office assistant position in a physician's office, hospital or other health-service environment.
- Desire a responsible position requiring public-relation skills and writing and/or reporting capabilities.

- Pursuing a career in sales, offering both challenge and growth.
- Desire a position in office management, requiring flexibility, organizational skills and the opportunity to work with people.

Résumé section headings

- Select categories or titles that best describe the skills you're describing to match the employer's request.
- Use underlined, bold faced, enlarged font size or capitalized fonts to easily capture the reader's attention – but don't overuse them.
- The following are sample headings: Administration and Planning, Bookkeeping, Computer Knowledge, Data Management, Program Development, Supervision & Training and Technical Knowledge.

Summary of qualifications

This is used in a functional or combination résumé. The summary of qualification lets an employer know who you are and what you have to offer in one brief glance. It's the invitation to keep reading. The message is that there's something of value here. Here are some things to include when you're writing a summary of qualifications:

- Number of years experience in work relevant to the job objective.
- Credentials, education or training relevant to the objective.
- A key accomplishment that shows you're the best person for the job.
- A strength or characteristic that's relevant to the job and important to you.
- Something else the employer should know; for example, skills, traits or accomplishments.

Work history or experience

The work history or experience section is a specific demonstration of what you have done. It also should show employers what you can do for them. Below are guidelines for writing a work history or experience:

- Describe each job, internship, volunteer work or other life experience that are relevant to your job objective.
- Use bulleted sentences that start with an action word.



Résumé and Correspondence

- Include job title, job description, employer, location, and dates or time spent (optional).
- Make sure each description has the same format.
- Format job descriptions to emphasize most relevant features of your work.

Education

The education section is documentation of education and training you have received. Here are some guidelines for writing the education section:

- Education usually follows work history unless you have little or no experience.
- Include degree or diploma, major course of study, institution, locations and dates (optional).
- Include only the highest education level attained (e.g., leave off high school diploma if you have a college degree).
- Make your education reflect how it prepared you for the work/job.
- Consider not using locations or dates, if not advantageous.
- Try to match the job's requirements.
- If you don't have what's needed, show how you're working toward attaining that skill.

References

References aren't listed on a résumé. Put them on a separate sheet of the same résumé paper to give the employer when asked. You should list three professional and three personal references.

References are usually, but not always, people who have evaluated, supervised or observed your work or performance. It's essential to choose people who will provide positive information to a prospective employer.

Always ask permission before using a person as a reference. Provide your references a copy of your résumé.

Section four: Layout and appearance

Take time to write your résumé

How your résumé looks to the potential employer says a lot about you. An attractive and carefully produced résumé will catch the employer's eye. A recruiter will spend anywhere from six to 10 seconds reviewing your résumé before deciding whether to contact you for an interview. To be successful, be sure your résumé is well written, organized and tailored to the job for which you're applying. Remember that your résumé should emphasize your accomplishments in order to show a potential employer that you're qualified for the work you want. Be sure to use action words.

Here are some helpful hints in designing an attractive résumé.

Résumé do's

1. Keep your résumé to only one page, if possible – no more than two.
2. Use high-quality paper (25 pound rag content, either off-white, cream, light gray or tan). Avoid pastels. Be sure to purchase extra paper for your cover letter and references.
3. Use current, standard fonts, such as Times, Arial, Verdana or Calibri in size 11 or 12. Bold, CAPITALIZE, italicize or underline résumé headings, but use only one style.
4. Use capital, underlining and italic letters sparingly. The purpose in using these options is to make information stand out. If they are overused, nothing will stand out.
5. Match your skills, abilities or qualifications to the key words in the job listing. That's what we call "targeting" a résumé.
6. Use standard paper size (8^{1/2} X 11 inches). If you depart from that size, be sure it will fit in a standard file with ease. If it can't be filed easily, it will be tossed.
7. Type perfectly. Computer processing with a laser printer is the best way to produce your résumé. Professional typesetting is not necessary. Some employers feel these résumés appear too polished and mass produced. When making copies, use a good reproduction method, such as a quality photocopier.



Helpful hint



Résumé and Correspondence

8. Be consistent in your layout and composition. Do not switch from sentences to phrases. Be sure that related headings are consistent in underlining, capitalization, font size and spacing.
9. Use past tense for previous activities, experience or acquired skills. Present tense refers to ongoing or current activities and does not imply successful completion of tasks or duties.
10. Use words that anyone can understand. Use action words like “supervised,” “operated,” or “directed” to describe what you did in a particular job.



Helpful hint

Résumé don'ts

1. **Don't** put in fancy binders or folders. Clear plastic covers are fine.
2. **Don't** list sex, height, weight or other personal information.
3. **Don't** list personal information, such as age, marital status, Social Security number or hobbies.
4. **Don't** include references. List them on a separate page, and don't send them unless requested by the employer.
5. **Don't** use acronyms or military jargon, even if you're a veteran. It could be confusing to civilian employers.
6. **Don't** list religion, race, ethnic origin or political affiliation.
7. **Don't** include salary information.
8. **Don't** use fifth-generation copies. Use only high-quality photocopiers.
9. **Don't** highlight problems.
10. **Don't** use personal pronouns (I, me, my).
11. **Don't** write a biography. Your résumé is not your life story, and employers don't expect (or want) it. Besides, you need to leave something to talk about in the interview!

Power/action words

Power/ action words should be used in both your résumé and cover letter. You want to tell employers what you can do. Use the list below when you write your résumé and cover letter.

Administered	Documented	Presented
Advised	Edited	Produced
Analyze	Established	Programmed
Analyzed	Expanded	Published
Arranged	Function as	Purchased
Assembled	Gathered	Recommended
Assumed	Handled	Recorded
Billed	Hired	Reduced
Built	Implemented	Referred
Carried out	Improved	Represented
Channeled	Inspected	Researched
Collected	Interviewed	Responsible for
Communicated	Introduced	Reviewed
Compiled	Invented	Saved
Completed	Maintained	Screened
Conducted	Managed	Served as
Contacted	Met with	Served on
Contracted	Motivated	Sold
Coordinated	Negotiated	Suggested
Counseled	Operated	Supervised
Created	Orchestrated	Taught
Designed	Ordered	Tested
Determined	Organized	Trained
Developed	Oversaw	Typed
Directed	Performed	Wrote
Dispatched	Planned	
Distributed	Prepared	



The electronic résumé

Many companies now require that you submit a résumé electronically. This is much different from preparing a paper résumé. One of the major differences is the use of key words. Power words used on paper résumés are usually verbs, e.g., “produced,” “directed,” “managed.” Key words used in electronic résumés are nouns, i.e., people, places and things. According to Joyce Lain Kennedy, a national authority on electronic résumés, “key words are essential characteristics required to do the job: education, experience, skills, knowledge and abilities.”

When you submit an electronic résumé, it is scanned by a computer database that has been programmed to look for important key words. Résumés with the most key words are set aside for more consideration; others are thrown out. This makes it extremely important to know what key words are likely to be in the database. For example: key words for a carpenter might be “framing,” “cabinetry,” “roofing.” For an accountant, they might be “cost management,” “taxes,” “bankruptcy.”

Sources for key words:

- Employers’ job descriptions, usually available through personnel departments.
- Internet job listings, such as www.go2worksource.com, www.workforceexplorer.com and other sites.
- WOIS (Washington Occupational Information System) descriptions-available through community colleges, high schools and some WorkSource centers.
- The Occupational Outlook Handbook: <http://www.bls.gov/ooh/>.
- O*NET Online: <http://www.onetonline.org>
- The Adams Jobs Almanac, which includes a review of 40 popular professions. Available at many libraries.

The format for an electronic résumé also is different from a printed résumé. For electronic résumés, use the simplest formatting possible (no tables, paragraph borders or custom fonts). Procedures vary depending on the database being used. Some employers have online forms with detailed instructions. Some use an option called a summary line. **Employers doing a key-word search will read your summary line before** deciding whether to read the entire résumé, so you want to include your most valuable skills and abilities.

There are several advantages to an electronic résumé:

- Many people (including employers) prefer electronic communication.
- It provides a fast and convenient way for employers to contact you.
- It can be emailed to an online database that advertises to several employers.
- It can be emailed to an employer for a specific job.
- It can be emailed to an employer, professional association or other contact for networking purposes.

While most small employers still use traditional paper résumés, job hunters should be aware that the use of electronic résumés continues to grow.



Résumé and Correspondence



Writing activity

Chronological résumé worksheet

(Name, full address, telephone number, email address)

OBJECTIVE:

WORK EXPERIENCE (most recent first):

Job title	Employer name/address	Dates employed
-----------	-----------------------	----------------

Duties/skills used:

Job title	Employer name/address	Dates employed
-----------	-----------------------	----------------

Duties/skills used:

Job title	Employer name/address	Dates employed
-----------	-----------------------	----------------

Duties/skills used:

EDUCATION (most recent first):

School name	Degree/course of study	Dates (optional)
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Functional résumé worksheet

(Name, full address, telephone number, email address)



Writing activity

SUMMARY OF QUALIFICATIONS:

SKILLS AND ABILITIES:

Skills or ability #1

Skills or ability #2

Skills or ability #3

WORK EXPERIENCE (most recent first):

Job title	Employer name/address	Dates employed
-----------	-----------------------	----------------

_____	_____	_____
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Duties/skills used:

EDUCATION (most recent first):

School name	Degree/course of study	Dates (optional)
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_____	_____	_____
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Résumé and Correspondence



Combination résumé worksheet

(Name, full address, telephone number, email address)

Writing activity

EMPLOYMENT OBJECTIVE:

SUMMARY OF QUALIFICATIONS:

WORK EXPERIENCE (most recent first):

Job title	Employer name/address	Dates employed
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Duties/skills used:

Job title	Employer name/address	Dates employed
-----------	-----------------------	----------------

Duties/skills used:

Job title	Employer name/address	Dates employed
-----------	-----------------------	----------------

Duties/skills used:

EDUCATION (most recent first):

School name	Degree/course of study	Dates (optional)
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Notes



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