



RESUME BOOKLET

Tips on how to write a resume!

**Vista Adult Education
2008-2009**

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INTRODUCTION

You only get one chance to make a first impression! Often your first contact with a prospective employer will be when he or she reads your resume. Remember, first impressions are lasting – so think of your resume as an extension of you. Never forget that the goal of submitting a resume is to obtain a job interview.

The purpose of this resume writing booklet is to provide general instruction and tips on how to create a resume that best markets your experience and skills to a prospective employer. There is no “right” or “wrong” way to create a resume. You know your resume is working if employers are calling you!

WHAT IS A RESUME?

1. A resume is your personal information sheet that tells an employer:
 - Who you are – name, address, phone or cell number, e-mail
 - Your skills, education, experience and interests
2. A resume easily highlights why you are the best candidate for the position.
3. A resume clearly identifies the job you want.
4. A resume presents you as an organized and motivated person; it makes you look serious about finding a job.
5. Just like the application, your resume becomes an extension of you. Therefore, you must present a good first impression by creating a dynamite resume.
6. Remember that the job of the resume is to land you an interview!

BASIC RESUME GUIDELINES

- A resume should be one page – unless you have an extensive work history, technical skills, or education that is related to the job.
- It should look neat, concise, and be easy to read.
- It should clearly point out your skills and strengths as an employee.
- It should contain information about your work, education, military, and volunteer experiences.
- It should list your employment objective.
- Most importantly, you should feel good about the way your resume looks!
- If you want to have a professional looking resume, use conservatively colored bond paper: White, off-white, light tan, or light gray.
- You can either print each individual resume or make copies on a good quality photocopy machine.
- In essence, you will want your resume to look conservatively attractive, professional and easy to read.

- As resumes are often faxed, be sure to have one copy on plain white paper as it is easier to read.
- If you email a resume, be sure you have used the correct software program (i.e. Word 2003 vs. Word 2007; Mac vs. PC).

DETAILS OF WRITING A RESUME

1. Paper

The paper you use should be 8½” x 11” with a color of either ivory, tan/beige, or white. The paper should be 20 pound stock with a 25% rag content.

2. Margins

There should be a 1” margin on either side and 1½” margins on the top and bottom. This creates a nice border as well as provides space for the reader to take notes.

3. Typeface (Font)

Use a font that will produce clean looking words such as Times New Roman or Arial. Remember – the employer needs to be able to easily read your resume! Don’t start using some of the fancy font options to make it look “pretty.”

4. Spacing

Spacing is very important in a resume. You do not want to create a resume that has too much “white spaces” or one that is too cluttered with no white spaces whatsoever. The best rule to follow is to use the entire page or close to it. Use double space between sections and single space when describing jobs.

5. Headings

Section headings are either centered or placed on the left margin. They can be capitalized, underlined, bolded, etc. to ensure they stand out. Whatever you choose – just be consistent!

The order of your headings may vary depending on the job you want and your skills and experience. Your employment objective should be the first heading so the prospective employer knows what job you want. The rest of your headings should be organized by your strongest selling point.

Examples:

- If you have extensive related work experience, that heading should be the highest.
- If you have higher education that is related to the job, that heading should be the highest.

6. Dates

Dates are used to indicate when you received your training certificate, completed a degree, or when you held jobs. They should show the month and year: 06/00 or June 2000. Dates are either placed on the left margin or integrated into the descriptions you write. Again – whatever you choose, just be consistent.

TYPES OF RESUMES

There are three types of resumes:

1. Chronological
2. Functional
3. Hybrid

NOTE: It's important note that resumes vary in design, layout, and wording. Following is a general overview of what information should be placed in a resume. However, you make the decision on what to call your heading, how you want your resume to be displayed, and the vocabulary you want to use!

Chronological Resume

- The chronological resume emphasizes your specific past work experiences and dates of employment.
- If you are applying for the same type of job that you have done before, the chronological resume is the best choice. It highlights your most important strength – related experience!
- If you have little or no experience, the functional resume or hybrid resume is a better choice.

Functional Resume

- A functional resume focuses on your work skills, abilities and training /education.
- It helps you show the employer how your current skills can be “transferred” into the job that you are applying for – basically highlighting your transferable skills.
- A functional resume works well for people who are changing careers into a new job area that is different from past employment or who have little or no work experience.
- This style of resume answers the employer’s question about whether or not you have the skills to do the job before he/she even asks it.

Hybrid Resume

- The hybrid resume is now the most popular way to create a resume. The reason is it allows you to combine both the chronological and functional resume style into one.
- The hybrid resume retains the same chronological order but there is a lot more emphasis on skills and achievements.
- This style of resume works well if you have some experience that you want to highlight, but not enough to put it in a chronological resume.

CREATING A CHRONOLOGICAL RESUME

Identifying Information:

- No matter what style of resume, you need to have your identifying information placed at the top of your resume: Name, address, telephone and/or cell number, and email address.
- Whatever number you put on your resume, the employer should have the option of leaving a message! If you have young children or individuals in the household who cannot take a message, don't list your home phone number - use a cell phone or voice message number instead.

Employment Objective

- No matter what style of resume, you should have an employment objective listed under your identifying information.
- The reason an employment objective is so important is that it clearly tells the employer what job position you want. Employers don't have time to investigate what job you want and they are not going to read your resume and make the decision for you.
- Remember, employers receive hundreds of resumes – they only look at a resume briefly. If an employer doesn't know what you want, your resume will probably be placed in the “don't call” pile.

- Your employment objective should be one sentence or can be emphasized by using bold, borders, capitalization, etc. so that it is highlighted at the top of your resume.
- You may have to change the employment objective with each application to make it fit that particular job.

Employment History

- Your most recent job should be listed first, followed by the second most recent, and so on. Cite your employment back to finishing high school, but go no further than 10-20 years unless you want to draw attention to your age.
- Each job listing should start include job title, company name, city, state, and the years of employment. Write 4 or 5 descriptive statements about your job duties.
- Write the description of your job duties in past tense. The only time you use present tense is if you are still working in that position.
- Be sure that all your information is accurate and matches what you write on the application.

NOTE: *Be sure to account for any gaps in your work history. If you are unable to explain these in your resume, be prepared to explain any gaps in the interview.*

Other Headings

- *Professional Profile or Summary of Qualifications:* This is a brief, 2 – 3 sentence summary of your career experiences and achievements. Usually it's placed under the employment objective and allows the employers to quickly learn a general overview of your job experiences.
- *Education / Training / Credentials:* List your education - most recent first - by the Name of the School, City, State and Course completed. In most cases, do not list grade schools - start with high school. If you graduated more than 20 years ago, simply state "Received Diploma" or "Received _____ Degree" and omit the date. This method avoids advertising your age if you are over 40.
- *Professional Development:* List the workshops, training seminars, or courses that you have taken that have enhanced your skills. Usually you would only list professional developments that are related to the job you are applying for currently. Write the name of the workshop or course, city, state and month/year of when you took it.
- *Professional Affiliations:* If you are a member of any organization that is related to your profession or hobby, add this heading to your resume. Write the name of the organization and year that you became a member.
- *Hobbies/Volunteer:* If space permits, you can list any volunteering that you have performed or hobbies/interests that you have. These are personal information that can provide some insight as to your character. However, they are not as important as the other headings so only add this section to fill space.

- *References:* “References Available Upon Request” is no longer needed on a resume. It is assumed that you will provide a separate Reference list upon the interview.

Melody L. Smith
305 E. Bobier Drive
Vista, CA 92084
(760) 758-7122
msmith@hottjobs.com

Medical Office Manager

PROFESSIONAL SUMMARY

Enthusiastic, dependable Medical Office Manager with 8 years of experience in medical settings. Received superior ratings by employer for attendance, dependability, work ethic, and availability to assist as needed. Winner of customer service award. Excellent computer skills.

EMPLOYMENT HISTORY

Metland Group, San Diego, CA 2004 - 2008

Office Manager

- Managed office duties for a physical therapy clinic, housing 5 physical therapists.
- Handled training of new clerical support staff, creating work schedules, and ensuring that all supplies and materials were ordered and available upon need.
- Processed and followed-up on insurance claims, provided customer service to patients, and ensured that every patient was comfortable and provided personal care.

Oceanside Dermatology Clinic, Oceanside, CA 2002 - 2004

Office Manager

- Managed office duties for a dermatology clinic, housing 7 physicians.
- Resolved customer service issues, managed clinic operations, and supervised a clerical support staff consisting of five employees.
- Handled Human Resource duties including hiring and training of new clerical staff, setting up benefits and reviewing all new employee paperwork, and evaluating employee performance.
- Created an employee handbook for all new hires.

San Diego Hospital, San Diego, CA 1998 – 2002

Administrative Assistant

- Greeted and checked in patients, answered phones, and scheduled appointments.
- Processed and followed-up on insurance claims.
- Increased accuracy of patient files by designing and implementing new patient update sheet

EDUCATION

Medical Front Office Certificate

Vista Adult Education, Vista, CA 1998

BETTY SUE SMITH

305 E. Bobier Drive
Vista, CA 92084

(760) 758-7122
bssmith@yahoo.com

HIGH SCHOOL COUNSELOR

EDUCATION

Pupil Personnel Services Credential, University of San Diego
Master of Science Degree, Counseling, San Diego State University
Bachelor of Science Degree, Psychology, San Diego State University

PROFESSIONAL EXPERIENCE

Vista Adult School, Vista, CA 08/99 – Present

Counselor

- Provides counseling to all students in the vocational and high school diploma programs regarding academic and career training choices.
- Specializes in counseling students with disabilities in career exploration and class choices.
- Handles student complaints and provides mediation to students to resolve conflicts.
- Conducts resume and interview workshops for both students and the community.
- Interacts with local businesses in order to promote classes and connect students with potential employers.
- Creates career exploration and job search curriculum that is user friendly for all teachers.
- Co-teaches the work assessment class that focuses on helping students explore careers, search for jobs, and create resumes.
- Administers and analyzes standardized tests for students including: TABE, ABLE, COPES SYSTEM, Progressive Matrices (RAVEN), and CHOICES.
- Conducts orientations for the high school diploma and healthcare academy in order to inform and register students into appropriate classes.

Career Counseling Inc., San Diego, CA 10/95 – 10/99

Rehabilitation Counselor

- Facilitated the development and case management of vocational rehabilitation plans.
- Researched occupational trends and led job seeking skill workshops.
- Performed job analysis and work site assessments.
- Conducted labor market surveys, vocational exploration, and assessed transferable skills.

PROFESSIONAL ASSOCIATIONS

ASCA – American School Counseling Association, 1999

CREATING A FUNCTIONAL RESUME

Functional resumes can look very different. The order of your headings is going to depend on the job requirements and your strengths. You always put your strongest selling point at the top of your resume. So you may need to rearrange your functional resume for different jobs!

Identifying Information:

- No matter what style of resume, you need to have your identifying information placed at the top of your resume: Name, address, telephone and/or cell number, and email address.
- Whatever number you put on your resume, the employer should have the option of leaving a message! If you have young children or individuals in the household who cannot take a message, don't list your home phone number - use a cell phone or voice message number instead.

Employment Objective

- No matter what style of resume, you should have an employment objective listed under your identifying information.
- The reason an employment objective is so important is that it clearly tells the employer what job position you want. Employers don't have time to investigate what job you want and they are not going to read your resume and make the decision for you.

- Remember, employers receive hundreds of resumes – they only look at a resume briefly. If an employer doesn't know what you want, your resume will probably be placed in the “don't call” pile.
- Your employment objective should be one sentence or can be emphasized by using bold, borders, capitalization, etc. so that it is highlighted at the top of your resume.
- You may have to change the employment objective with each application to make it fit that particular job.

Summary of Skills

- This heading can be called many different things: Skills Summary, Professional Strengths, Selected Accomplishments, Technical Skills and Qualifications.
- The point of this section is to highlight all your skills that are related to the job you are pursuing.
- Skills can include:
 - use of technology or equipment
 - achievements such as creating reports, analyzing reports, managing large projects or a number of personnel, creating a new system that saves money or increases productivity, etc.
 - personal characteristics such as dependable, hard working, team player, etc.
- You are highlighting your skills rather than your work experience. However, you need to show the employer that although you might not have “hands-on” experience, you have the skills to get the job done.
- Be sure to list your most important skills first!

Employment History

- Your most recent job should be listed first, followed by the second most recent, and so on. Cite your employment back to finishing high school, but go no further than 10-20 years unless you want to draw attention to your age.
- Each job listing should start include job title, company name, city, state, and the years of employment.
- You do not have to write any description of your previous jobs – unless they are relevant. If you are entering a new field or just don't have a lot of work history, there is no point to describe in detail your previous job duties.
- Be sure that all your information is accurate and matches what you write on the application.

NOTE: *Be sure to account for any gaps in your work history. If you are unable to explain these in your resume, be prepared to explain any gaps in the interview.*

Education:

- Again, the order of this heading will depend on your strengths in this area and the job requirements:
 - List the name of the school, city, and state.
 - List the degree or certificate that you have received.
 - List any professional or trade association seminars that you have attended.
 - List any type of special award or recognition that you received while in school.

Other Headings

- *Professional Profile or Summary of Qualifications:* This is a brief, 2 – 3 sentence summary of your career experiences and achievements. Usually it's placed under the employment objective and allows the employers to quickly learn a general overview of your job experiences.
- *Professional Development:* List the workshops, training seminars, or courses that you have taken that have enhanced your skills. Usually you would only list professional developments that are related to the job you are applying for currently. Write the name of the workshop or course, city, state and month/year of when you took it.
- *Professional Affiliations:* If you are a member of any organization that is related to your profession or hobby, add this heading to your resume. Write the name of the organization and year that you became a member.
- *Hobbies/Volunteer:* If space permits, you can list any volunteering that you have performed or hobbies/interests that you have. These are personal information that can provide some insight as to your character. However, they are not as important as the other headings so only add this section to fill space.
- *References:* “References Available Upon Request” is no longer needed on a resume. It is assumed that you will provide a separate Reference list upon the interview.

Tammy Smith

305 E. Bobier Drive
Vista, CA 92084

760-758-7122
tsmith@yahoo.com

Employment Objective: *SALES SUPERVISOR*

Summary of Marketing Skills

Sales	Customer Service	Product Promotions
Cash Accountability	Displays	Inventory Control
Vendor Contracts	Order Processing	Problem Solving

Key Strengths:

Long Distance Service

- Achieve 85% of sales goals on a continual basis.
- Demonstrate winning sales techniques to client's corporate personnel.
- Negotiate and close sales for long distance services and miscellaneous packages.

Cellular Sales

- Generated sales of \$.5 million annually in cellular products and services.
- Trained sales staff on current and changing technology.
- Worked with vendors to select products.
- Achieved high closing ratio by adjusting presentations to resolve customer concerns.
- Managed customer satisfaction by addressing customer complaints and solving problems.

Furniture Sales

- Generated annual sales of \$300,000.
- Achieved a 50% ratio of repeat and referred customer database.

Employment History:

Sales Associate, Telecom Inc., San Diego, CA, 2001 – present
Sales Representative, Jolly Communications, Vista, CA, 1998 – 2001
Sales Consultant, Harold's Furniture, Oceanside, CA, 1996 – 1998

Education:

Microsoft Office Essentials Certificate, Vista Adult Education, Vista, CA, 2000
Microsoft Office Word, Excel, Access, PowerPoint, Internet, Email

SHIRLEY DOWELL

987 Green Street
Bay City, Louisiana 71100

Home: 760/758-7122
Cell: 760/758-2532

MEDICAL ASSISTANT

A compassionate individual with 20 years of experience working in the medical field who possesses skills necessary to provide quality patient care and confidentiality to patients in all types of medical facility settings.

AREAS OF EXPERTISE

- Knowledge of medical terminology, pharmacology, medical law and ethics.
- Clinically trained to handle specimens, take vital signs, administer injections and laboratory procedures.
- Able to assist physicians with minor treatments, diagnostic testing, and patient preparation.
- Sensitive to patient confidentiality.
- Extensive administrative and medical billing experience.
- Strong computer skills including Microsoft Office 2007.
- Able to handle multiple responsibilities, set priorities and clearly communicate with others.

EDUCATION

- Medical Assistant Certificate (2008)
-Vista Adult Education, Vista, CA
- Microsoft Office (2005, 2008)
-Vista Adult Education, Vista, CA
- CPR Certified (2008)
-Vista Adult Education, Vista, CA

WORK EXPERIENCE

Medical Secretary, RB Clinic, Oceanside, CA, 2000-2008

Medical Records Clerk, San Diego Clinic, San Diego, CA, 1995-2000

CREATING A HYBRID RESUME

Just like functional resumes, hybrid resumes can look very different. The order of your headings is going to depend on the job requirements and your strengths. You always put your strongest selling point at the top of your resume. So you may need to rearrange your functional resume for different jobs!

Caution: It is very easy for a hybrid resume to turn into a 2 or 3 page resume! You would only need to have a long resume if all the information is relevant to the job you are seeking. Many times if you have been in the same industry for 15 plus years, you might have a two page resume. Otherwise, keep your resume to one page!

Identifying Information:

- No matter what style of resume, you need to have your identifying information placed at the top of your resume: Name, address, telephone and/or cell number, and email address.
- Whatever number you put on your resume, the employer should have the option of leaving a message! If you have young children or individuals in the household who cannot take a message, don't list your home phone number - use a cell phone or voice message number instead.

Employment Objective

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- The point of this section is to highlight all your skills that are related to the job you are pursuing.
- Skills can include:
 - use of technology or equipment

- achievements such as creating reports, analyzing reports, managing large projects or a number of personnel, creating a new system that saves money or increases productivity, etc.
- personal characteristics such as dependable, hard working, team player, etc.
- You are highlighting your skills rather than your work experience. However, you need to show the employer that although you might not have “hands-on” experience, you have the skills to get the job done.
- Be sure to list your most important skills first!

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- Your most recent job should be listed first, followed by the second most recent, and so on. Cite your employment back to finishing high school, but go no further than 10-20 years unless you want to draw attention to your age.
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- Write the description of your job duties in past tense. The only time you use present tense is if you are still working in that position.
- Be sure that all your information is accurate and matches what you write on the application.

NOTE: *Be sure to account for any gaps in your work history. If you are unable to explain these in your resume, be prepared to explain any gaps in the interview.*

Education:

- Again, the order of this heading will depend on your strengths in this area and the job requirements:
 - List the name of the school, city, and state.
 - List the degree or certificate that you have received.
 - List any professional or trade association seminars that you have attended.
 - List any type of special award or recognition that you received while in school.

Other Headings

- *Professional Profile or Summary of Qualifications:* This is a brief, 2 – 3 sentence summary of your career experiences and achievements. Usually it's placed under the employment objective and allows the employers to quickly learn a general overview of your job experiences.
- *Professional Development:* List the workshops, training seminars, or courses that you have taken that have enhanced your skills. Usually you would only list professional developments that are related to the job you are applying for currently. Write the name of the workshop or course, city, state and month/year of when you took it.
- *Professional Affiliations:* If you are a member of any organization that is related to your profession or hobby, add this heading to your resume. Write the name of the organization and year that you became a member.
- *Hobbies/Volunteer:* If space permits, you can list any volunteering that you have performed or hobbies/interests that you have.

These are personal information that can provide some insight as to your character. However, they are not as important as the other headings so only add this section to fill space.

- *References:* “References Available Upon Request” is no longer needed on a resume. It is assumed that you will provide a separate Reference list upon the interview.

GRANT SMITH

305 E. Bobier Drive
San Diego, CA 92127

(760) 758-7122
gsmith@play.com

HIGH SCHOOL COUNSELOR

EDUCATION

Pupil Personnel Services Credential, University of San Diego
Master of Science Degree, Rehabilitation Counseling, San Diego State University
Bachelor of Science Degree, Psychology, San Diego State University

HIGHLIGHTS OF QUALIFICATIONS

- 10 years of counseling experience in the public and private sectors.
- Highly trained in counseling skills, facilitating groups, and classroom presentations.
- Teaching experience at the high school and college level including classroom management and curriculum development.
- Expertise in using various technology including Naviance, AERIES, and SASSY.
- Knowledge of current job trends, occupations on the rise, and college and vocational training programs.
- Maintain sound judgment and presence of mind in highly stressful situations.
- Perceptive and insightful, an attentive listener.
- Team player who is organized, able to maintain student records and meet deadlines.

PROFESSIONAL EXPERIENCE

Vista Adult School, Vista, CA

06/05 – present

Counselor

- Provides counseling to all students in the vocational and high school diploma programs regarding academic and career training choices.
- Specializes in counseling students with disabilities in career exploration and class choices.
- Handles student complaints and provided mediation to students and teachers to resolve conflicts.
- Conducts resume and interview workshops for both students and the community.
- Interacted with local businesses in order to promote classes and connect students with potential employers.
- Creates career exploration and job search curriculum that is user friendly for all teachers.

- Co-teaches the work assessment class that focuses on helping students explore careers, search for jobs, and create resumes.
- Administers and analyzed standardized tests for students including: TABE, ABLE, COPES SYSTEM, Progressive Matrices (RAVEN), and CHOICES.
- Conducts orientations for the high school diploma and healthcare academy in order to inform and register students into appropriate classes.
- Promotes and marketed new classes and programs to current students and community.
- Assists teachers in maintaining and retaining students.
- Regularly creates and published a school newsletter, three times per year, to keep students informed about school activities, events, and general information.

Mountain Community College, San Diego, CA

11/02 – 05/05

Adjunct Instructor

- Taught semester classes to disabled college students: Effective Sentence Writing and Paragraph Writing.
- Developed curriculum and class syllabi.
- Incorporated a variety of teaching strategies in order to accommodate student needs.

Rancho Buena Vista High School, Vista, CA

01/00 – 10/02

Counselor

- Counselor to 9th – 12th graders at a comprehensive high school consisting of 1200 students.
- Counseled students on class schedules, career/education choices, credit contracts, and grades.

Counseling Inc., San Diego, CA

10/95 – 10/00

Rehabilitation Counselor

- Facilitated the development and case management of vocational rehabilitation plans.
- Researched occupational trends and led job seeking skill workshops.
- Performed job analysis and work site assessments.
- Conducted labor market surveys, vocational exploration, and assessed transferable skills.

PROFESSIONAL ASSOCIATIONS

ASCA – American School Counseling Association

Elizabeth Smith
305 E. Bobier Drive
Vista, CA 92084
(000) 000-0000
elizabethsmith@yahoo.com

MEDICAL OFFICE MANAGER

Professional Summary

Enthusiastic, dependable Medical Office Manager with 10 years of administrative experience in medical settings. Received superior ratings by employer for attendance, dependability, and performance. Recognized as an excellent communicator. Computer literate. Demonstrated skill in providing customer service to patients.

Endorsements

"Outstanding customer service on phone and in-person." Former Supervisor, RB Clinic
"We wish we had more employees like Elizabeth!" Former Supervisor, Vision Eye Clinic
"Excellent customer service and administrative skills." Former Supervisor, Memorial Hospital

Professional Experience

RB Clinic, San Diego, CA 2004-2008

Office Specialist

Managed office duties for a medium size medical clinic. Answered phones, took messages, and scheduled appointments. Handled front desk reception and patient check-in. Ordered supplies. Billed insurances and provided follow-up on missing claims.

- Acknowledged by management for creating a new filing system for patient charts.
- Won "Best Employee" award.

Vision Eye Clinic, San Diego, CA 2001-2004

Receptionist

Handled front desk reception and patient check-in. Answered phone, took messages, and scheduled appointments. Trained patients in contact lens insertion and removal. Ordered and received contact lenses and solutions.

Memorial Hospital, Oceanside, CA 1998-2001

Unit Clerk

Handled general office duties including answering phones, taking messages, and scheduling appointments.

DESCRIPTIVE PHRASES

Sometimes it's difficult trying to think of what word or phrase to use in your resume. Below are some helpful phrases that may assist you!

- | | |
|--|--|
| _____strong sense of responsibility | _____good organizational skills |
| _____flexible – enjoy a variety of tasks | _____willing to do extra work |
| _____neat, efficient, thorough | _____ability to learn quickly |
| _____strong managerial skills | _____open-minded and imaginative |
| _____able to prioritize heavy work loads | _____reliable and prompt |
| _____get along well with others | _____cheerful outlook, positive attitude |
| _____excellent communication skills | _____accurate in spelling and grammar |
| _____strong motivation and dedication | _____able to work well under pressure |
| _____able to work well unsupervised | _____outstanding leadership skills |
| _____resourceful problem solver | _____dedicated to quality standards |
| _____take pride in a job well done | _____enthusiastic team member |
| _____committed to completing a job | _____good with numbers |
| _____attentive to time schedules | _____enjoy a challenge |
| _____well organized | _____able to meet deadlines |

_____able to make important decisions

_____team player

_____energetic, driven and passionate

_____demonstrates outstanding leadership

_____highly skilled in

_____team player

_____flexible to changing priorities

_____noteworthy interpersonal skills

ACTION VERBS

ACCOUNTING SKILLS

administered
computed
allocated
analyzed
appraised
audited
balanced
budgeted
calculated
developed
forecast
managed
marketed
planned
projected
researched

ARTISTIC SKILLS

acted
conceptualized
created
designed
developed
directed
established
fashioned
illustrated
instituted
integrated
introduced
invented
originated
performed
planned
revitalized

MECHANICAL SKILLS

assembled
built
calculated
designed
devised
engineered
fabricated
maintained
operated
overhauled
programmed
remodeled
repaired
solved
trained
upgraded

OFFICE SKILLS

approved
arranged
catalogued
classified
collected
compiled
dispatched
executed
generated
inspected
monitored
operated
organized
prepared
processed
purchased
recorded

VERBAL SKILLS

addressed
arbitrated
arranged
authored
corresponded
developed
directed
drafted
edited
enlisted
formulated
influenced
interpreted
lectured
motivated
recruited

RESEARCH SKILLS

clarified
collected
critiqued
diagnosed
evaluated
examined
extracted
identified
inspected
interpreted
interviewed
investigated
reviewed
summarized
surveyed
systematized

**PEOPLE
SKILLS**

adapted
advised
assessed
assisted
clarified
coached
communicated
coordinated
counseled
demonstrated
developed
diagnosed
educated
enabled
encouraged
evaluated
expedited
explained
facilitated
familiarized
guided
informed
initiated
instructed
persuaded
referred
rehabilitated
represented
set goals
stimulated

**SUPERVISORY
SKILLS**

administered
analyzed
assigned
attained
chaired
contacted
consolidated
coordinated
delegated
developed
directed
executed
increased
organized
oversaw
planned
prioritized
produced
recommended
reviewed
strengthened
supervised

MORE ACTION VERBS

achieved	entertained	maintained	reproduced
advertised	estimated	managed	researched
anticipated	expanded	marketed	resolved
applied	experimented	measured	responded
assembled	expressed	mediated	restored
authored		mentored	revised
	figured	merchandized	retrieved
bargained	filed	modified	
bought	fine-tuned	molded	scanned
built	forecasted	monitored	scheduled
	formulated	moved	selected

cared for			served
carried	gathered	navigated	serviced
cataloged	generated	negotiated	simplified
catered	governed	nurtured	sold
charted	grew		solved
cleaned	guided	observed	staffed
climbed		obtained	stimulated
coached	handled	originated	studied
collaborated	harvested	ordered	summarized
composed	helped		supported
computed	hired	painted	
connected	hosted	participated	taught
cooked		performed	tracked
crafted	illustrated	placed	trained
cultivated	implemented	presented	transferred
	improved	prioritized	translated
danced	improvised	problem solved	traveled
debated	increased	processed	treated
decided	innovated	produced	turned
delegated	inspired	promoted	
designated	installed	proofread	uncovered
detected	instructed	publicized	updated
devised	invented	published	utilized
discussed		purchased	
drafted	judged		vacated
drilled		raised	visualized
drove	learned	reasoned	volunteered
	lectured	reconciled	
edited	led	recruited	waged
encouraged	listened	reduced	widened
enforced	loaded	reinforced	withdrew
enlisted	lobbied	represented	worked

TRANSFERABLE SKILLS

- Transferable skills are the skills you've gathered through various jobs, volunteer work, hobbies, sports, or other life experiences that can be used in your next job or new career.
- Highlighting your transferable skills is very important if you have no direct experience. You want to show the employer that although you may be new to this type of job, you have collected skills through other activities that you can use in this new job.
- In order to discover your transferable skills, you must conduct a thorough analysis of your current skills:
 - **Step 1:** List all job titles and a detailed description of job duties
 - **Step 2:** List all technical skills (computer, tools, machinery, etc.) that you know how to use
- Once you have identified all of your skills, circle the ones that relate or apply to the job you are seeking. These are the skills you want to highlight to the employer!
 - **Step 3:** Make a list of the skills the new job requires.
 - **Step 4:** Match any of your transferable skills to the job skills listed in the job announcement.

- Transferable skills play an important role for anyone who is starting over in a new career; has large gaps in employment; or who has no work experience at all.

EXAMPLE: Identifying Transferable Skills

Lisa Testa has been working as a Customer Service Clerk and Chiropractic Assistant for the past 10 years. Her job duties have been the following:

Customer Service Clerk Job:

1. Provided customer service to customers
2. Prepared food
3. Handled cash transactions
4. Responsible for inventory
5. Supervisor of five clerks

Chiropractic Assistant Job:

1. Scheduled appointments for patients
2. Maintained and update medical records
3. Provided information to patients
4. Set up examination room for patients
5. Assisted Chiropractor when needed
6. Verified current insurance
7. Typed memos and letters.
8. Computer skills including Word, Excel and Windows

Lisa Testa wants to change careers and work as a **Medical Office Biller**. The job announcement requires the following for Medical Office Biller:

- ➔ Knowledge of CPT, ICD-9CM, HCPCS coding.
- ➔ Knowledge of insurance including MediCare, HMO, MediCal, CHAMPUS.
- ➔ Medical Terminology
- ➔ Computer Skills
- ➔ General Office Skills
- ➔ Detailed-Oriented
- ➔ Excellent Communication Skills

Lisa Testa's transferable skills are:

1. Provide customer service, provided information to patients (communication skills)
2. Responsible for Inventory (detail-oriented)
3. Scheduled appointments, maintained files, typed memos and letters (general office skills)
4. Verified current insurance (knowledge of insurance)
5. Computer Skills: Word, Excel and Windows (computer skills)

RESUME TEMPLATES

The next few pages are templates that may assist you in analyzing your transferable skills or creating a resumes.

TRANSFERABLE SKILLS ANALYSIS WORKSHEET

Job Title:	
Duties:	1.
	2.
	3.
	4.
	5.
	6.
	7.
	8.
	9.
	10.
Technical Skills:	1.
	2.
	3.
	4.
	5.

Job Title:	
Duties:	1.
	2.
	3.
	4.
	5.
	6.
	7.
	8.
	9.
	10.
Technical Skills:	1.
	2.
	3.
	4.
	5.

Title of New Job:	
Job Requirements:	1.
	2.
	3.
	4.
	5.
	6.
	7.
	8.
	9.
	10.
Required Technical Skills:	1.
	2.
	3.
	4.
	5.

Transferable Skills:	
	1.
	2.
	3.
	4.
	5.
	6.
	7.
	8.
	9.
	10.

RESUME WORKSHEET

HEADER:

Give name, full address, telephone number, and email address

Name:	
Address:	
Telephone Number:	
Email Address:	

OBJECTIVE:

In one line, state what job or position you want

QUALIFICATIONS / SKILLS:

List accomplishments that show you can handle this job and are qualified for this job.

- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____

WORK EXPERIENCE:

Provide years, job title, employer’s name, and city, state location.

Job Title	Employer Name	City & State	Dates

JOB DUTIES (For Chronological Resume / Hybrid Resume)

Job Title	Duties
	1.
	2.
	3.
	4.
	5.
	6.

Job Title	Duties
	1.
	2.
	3.
	4.
	5.
	6.

Job Title	Duties
	1.
	2.
	3.
	4.
	5.
	6.

EDUCATION:

Give the year of competition, award, school's name and city, state location

Type of Degree / Certificate / License	School's Name	City, State	Date of Completion

RESUME CHECKLIST

Check over these key points with your finished resume. It should:

- _____ Be typed or duplicated on quality bond paper in order to make a very positive first impression.
- _____ Be easy to read with no grammatical or spelling errors.
- _____ Clearly point out skills, training and other qualifications applicable to your job goal.
- _____ Cite areas of achievement, professional memberships, and other interests and accomplishments.
- _____ Be no more than two pages in length – most employers prefer one page.
- _____ Avoid the use of personal pronouns such as “I,” “My,” and “Our.”
- _____ Use skill and action words in past tense to begin descriptive statements unless describing current skills.
- _____ Use bold type or underlining to emphasize your strongest selling points.
- _____ Mention military experience, volunteer, and community work, if applicable.
- _____ Job objective is at the top and clearly identified.
- _____ All information NOT relevant to the job you are applying for has been removed!