

**TIPS FOR RESUME
AND COVER LETTER
THAT WILL GET YOU**

HIRED

Created by Open Door Group

Visit Our WorkBC Centres across BC

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Vancouver, BC V6A 1N9
604-872-0770

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Kamloops, BC V2B 3J3
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Kamloops, BC V2C 1X8
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Gibsons, BC V0N 1V8
604-886-7729

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WorkBC Centre
639B Main Street
Lillooet, BC V0K 1V0
250-256-7758

What is a Resume?

A resume is a typed document that outlines your relevant skills, knowledge, experience, abilities, training, and work history in a way that is easy to read and understand. It is used to show a potential employer what skills and abilities you have to offer and why you should be considered for employment. A great resume is a tool that can help you get invited to an interview.



A great resume not only tells the employer what you have done, but it also does the following:

- . Convinces the employer that you have what it takes to be successful in this new position or career
- . Is pleasing to the eye – the reader is enticed to pick it up and read it more closely
- . Stimulates interest in meeting you and learning more about you
- . Inspires the prospective employer to pick up the phone and ask you to come in for an interview
- . Most employers not only expect one, they also want to see one that is specifically written for the position that you hope to obtain (or, for the employer's type of business if you are not applying for a specific position or replying to a specific job posting).

Information to Include on Your Resume:

- Research the organization and USE the info you learn
 - Use exact keywords from the job posting when describing your skills/experience
 - Match skills you have to what they are looking for; use their wording
 - TARGET your resume for each specific job
- Use a professional email address (Gmail recommended)
- Volunteer experience, awards, acknowledgments, and other education should be included only if relevant
- Add interests and hobbies that demonstrate skill development **relevant to the position**

HOW IT SHOULD LOOK:

- Ensure the important key information stands out immediately
- Maximum resume length is 2 pages
- Keep your format clean and simple, fancy resumes can't be read by 'resume robots' receiving online applications
- Use Arial font size 12
- Create white space on the page to prevent the resume from looking crowded (no narrow margins)
- Use standard headings, i.e. 'Skills', 'Experience', 'Education'
- Bolded titles and standard bullets are acceptable to use
- Always include employment dates (month and year format is best)
- Dates should be justified to the right, the "Tab Stop" feature in Word is ideal for this

FINAL RESUME TIPS:

- Proofread your resume for spelling and grammatical errors
- Have someone else with a fresh set of eyes read it over
- A good trick is to read the resume backwards; this prevents your brain from automatically correcting minor errors
- PDF format is generally the best to use, except when specified otherwise
- Ensure the your voicemail message is appropriate and ready to receive calls from employers

REFERENCES

- Mention that references are **available upon request**, bring references on separate page to the interview
- Contact your references to go over what qualifications you want them to discuss with potential employers
- It is fine to use character references if work references are unavailable

Youth Resume Example

Paige Turner
123 Sesame Street
Kamloops, BC VXX XXX
250-555-5555
my.email.address@gmail.ca

Skills and Abilities

Summary

- Reliable, hardworking and creative
- Strong communicator, well organized, and able to follow directions

Computer Skills

- Proficient in Microsoft Office programs such as Word, Outlook, and Excel
- Comfortable using both 'Microsoft' and 'Mac' computer platforms

Leadership Skills

- Elected as Grade 9 representative for Beautiful BC Secondary School Students' Council
- Planned and organized school dances, band fundraiser, and 'Relay for Life' event
- Selected to participate in city-wide leadership program

Marketing and Promotional Skills

- Started my own babysitting business in 2014; created flyers and promotional materials which attracted 42 new clients from local community
- Designed posters and banner for Beautiful BC Secondary School semi-formal dance
- Contacted local businesses to purchase advertising space in Beautiful BC Secondary School yearbook and won award for highest sales for the year

Work Experience

Babysitting 2014–2017
Paige and Jamie's Babysitting Service, Kamloops BC

Pet Care 2012–2013
Paige Turner's Animal Spa, Kamloops BC

Volunteer Experience

- Students' Council
- Yearbook Committee
- Grade 9 Concert Band
- Relay for Life organizing committee

Education

Beautiful British Columbia Secondary School 2016–Present
Kamloops, BC

Reference available upon request

Combination Resume Example

Your Name

Home Address
City, Province Postal Code
Phone/Text: 555-555-5555
Email: your.name@email.ca

PROFESSIONAL PROFILE

- Administrative Assistant with over 10 years' experience; successful in project management and systems administration
- Highly productive managing projects; a creative problem-solver who rapidly adapts to changing demands
- Successful supervision of office, administrative, or customer service employees to ensure adherence to quality standards, deadlines, and proper procedures, correcting errors or problems
- Effective analyzing financial activities of departments and provide input into budget planning and preparation processes

SKILLS

- WPM: 85
- Proficient with MS Office Suite including Word, Excel, PowerPoint and Access
- Familiar with ICM database
- Comfortable using a variety of statistics

PROFESSIONAL EXPERIENCE

Administrative Assistant in Marketing Clines Company, Vancouver BC 2012-2014

Project Coordination

- Creating marketing materials for the nation's largest developer of healthcare facilities
- Performing marketing research on products, services and companies to formulate design and content of marketing materials
- Handling production and timely distribution marketing materials and reports

Office Administration & Support

- Utilizing database and accounting programs to organize and maintain company records
- Planning installation of new Windows network; overseeing network consultant
- Maintaining a network of eight computers and three printers
- Troubleshooting and solving system problems; training personnel on programs

Office Manager LBJ Law Inc., Vancouver BC 2009-2012

Management

- Providing employees with guidance in handling difficult or complex problems or in resolving escalated complaints or disputes
- Reviewing records or reports pertaining to activities such as production, payroll, or shipping to verify details, monitor work activities, or evaluate performance
- Discussing job performance problems with employees to identify causes and issues and to work on resolving problems

Temporary Office Worker Temp-to-Hire, Toronto ON 2007-2009

Customer Service Representative Royal Bank, Windsor ON 2004-2007

Purchasing Agent Bracco Corp., Windsor ON 1999-2004

Data Entry Clerk Wynford Group, Toronto ON 1991-1999

EDUCATION

Business Administration Diploma Suffolk Community College, Toronto, ON 1989

REFERENCES

References - If references are requested at time of application put them in full:

First and Last Name, Job Title

Company Name (use 'formerly of' if person has moved companies)

Phone:

Email:

First and Last Name, Job Title

Company Name

Phone:

Email:

If references are not requested use the following sentence:

Printed list of references available upon interview.

John Doe

1234 Sesame Street, Kamloops BC

johnlikestopartyHARD@unprofessionalemail.com

555-555-555

I want to be successful and move up in my career to make a lot of money \$\$\$! I'm only able to work 4 days a week at the moment but that might change in the future. I like to have a good time at work and am known for my MAGNETIC personality. ;) I'm a super hard worker and always stay til the end of my shifts.

My Work Experience

Salesperson, TV Depot, Kam, BC

- Hired and managed employees
 - Managed inventory
 - Did customer service
 - answered phones
- online orders- filled for customers
 - organized paperwork
 - 2015-2017

My Education

- TRU
- 2016
- Kamloops, british columbia
- Bachelor **Degree** (only need a few more courses for grad)
- GPA 2.0
- River High, Kamloops BC
- Class of 2012
- High school *Diploma*

Hobbies

- ❖ Skiing, soccer, xBox, traveling, sky diving & parkour

First/Last Name

999 Williams Street
Kamloops, BC, V2B 3Z6
555-555-5555

Email Address

Date (ex. May 29, 2018)

Hiring Manager's Name

Hiring Manager's Job Title

Company Name

Company Address

Company City, Province, Postal Code

Dear Hiring Manager: (Replace with name)

1st Paragraph

- Why you are writing
- Why you wish to work for them
- What is the specific the position that you are applying for
- Where you learned of the job opening
- What hours you wish to work (full or part-time)
- Your availability to start work (immediately!)

2nd Paragraph

- Highlight skills & work experience (include relevant information to the employer ONLY)
 - Ex. A 'food prep' position would mention previous restaurant/kitchen employment experiences and the skills developed there including any supporting certificates you have such as Serving it Right, and Food Safe.

3rd Paragraph

- Highlight soft skills that while not immediately obvious, are still relevant
 - For example: Being flexible, dependable, computer skills & relevant volunteer work etc.

4th (and final) Paragraph

- Politely ask for an interview
- Restate contact information
- Provide a date that you plan to follow up with them directly

Thank you for your considering and time reviewing my application.

Sincerely,

First/ Last Name

Tips:

- Keep to **one page**.
- Avoid words like "I may", "I feel", or "I believe".
- Use words like "I am", "I will", "I know", "I can".
- Be confident, list the skills you have, not the skills you don't have.
- Make sure to research the company and the hiring manager, especially the spelling /pronunciation of their name!

Transferable Skills

When creating a resume and cover letter it can be helpful to have a list of your skills available. There are skills that are important **no matter what kind of work you want to do**. These are usually called TRANSFERABLE or ESSENTIAL skills and they are REALLY important to getting and keeping a job. Job Seekers often underestimate and undervalue the importance of their transferable skills.

Before job searching, it can be useful to do an inventory of your transferable skills – they will help you succeed while you are job searching, if you are weak in some areas, you'll want to find ways to strengthen these skills.



Check off as many transferable skills that you have.

.... And remember, don't be modest!

Transferable Skills			
Key Skills: I can...			
Meet deadlines		Organize & manage projects	
Supervise others		Speak in public	
Solve problems		Accept responsibility	
Teach others & give clear instructions		Plan daily work or special events	
Manage people		Be open to learn and improve	
Hands-on Skills: I can...			
Assemble kits		Use complex equipment	
Build or repair things		Drive or operate vehicles	
Work well with my hands		Inspect and maintain	
Operate tools, machinery		Mixing products	
Handling things with precision and/or speed		Opening and or cutting material, products, or food	
Lift and move material			
Data / Information Skills: I can...			
Make a budget, manage money		Locate answers, gather information	
Record facts, classify information by date		Calculate or compute	
Analyze data, audit, and maintain records		Evaluate	
Check information for accuracy		Take inventory	
Pay attention to details		Keep financial records	
Investigate and clarify results		Research and write report	
Measure		Sort alphabetically or numerically	
People Skills: I can...			
Help and care for others		Negotiate	
Manage conflicts, resolve issues		Be outgoing	
Counsel people		Show patience	
Be tactful and diplomatic		Be pleasant and sociable	
Interview people		Supervise, teach	

Transferable Skills			
Be kind and understanding		Be tough when necessary	
Be a good listener		Trust people, my instincts	
Sell or market products		Teach others	
Verbal/Communication Skills: I can...			
Clearly express myself		Be logical	
Talk easily with others		Speak in public	
Create and talk about new ideas		Write clear and concise reports	
Design presentations		Work well with others	
Conduct research in a library or on the internet		Set up my own network of experts, or helpers	
Be inventive		Edit documents	
Creative/Artistic Skills: I can...			
Be artistic		Present artistic ideas	
Write short stories or articles		Dance, create body movement	
Draw or create other art		Use computers to create presentations	
Express myself through music, poetry or art		Design and layout web pages	
Perform and act		Achieve high scores in video games	
Design posters, draw cartoons & illustrations			
Leadership Skills: I can...			
Arrange meetings or social functions		Motivate people	
Be competitive when necessary		Settle disagreements	
Make decisions		Plan activities and put them into action	
Direct the work of others		Take risks when necessary	
Help set goals for my team		Organize and chair a meeting	
Explain things to others		Show self-confidence	
Solve problems		Coordinate and delegate activities	
Other Skills: I can...			

Now it's time to identify your most important Transferable Skills – the ones you want to continue to use in your next job. These will be the skills you want to highlight in your résumé and in your professional pitch.



Look back over the transferable skills you checked off. Decide which ones you think are your strongest and which ones are your favorites (i.e. you enjoy using the most). Sometimes these will be the same, but not always.

List your top 5 strongest and your top five favorite transferable skills

5 Strongest Transferable Skills	5 Favorite Transferable Skills

Personality / Attributes

One of the most important factors that influence how well you are matched to a specific career is your personality.



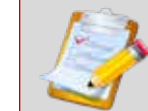
Evaluate who you really are now, not the person you think you would like to be. Be honest when you judge your thoughts and feelings, your attitudes and behaviors.

Put a check mark (✓) beside each personality trait and self-management skill that *especially* applies to you.

Personal Skills: I am...			
<input type="checkbox"/> Able to concentrate	<input type="checkbox"/> Consistent	<input type="checkbox"/> Honest	<input type="checkbox"/> Positive
<input type="checkbox"/> Accurate	<input type="checkbox"/> Constructive	<input type="checkbox"/> Humorous	<input type="checkbox"/> Practical
<input type="checkbox"/> Adaptable	<input type="checkbox"/> Cool-headed	<input type="checkbox"/> Imaginative	<input type="checkbox"/> Productive
<input type="checkbox"/> Adventurous	<input type="checkbox"/> Cooperative	<input type="checkbox"/> Independent	<input type="checkbox"/> Professional
<input type="checkbox"/> Alert	<input type="checkbox"/> Courteous	<input type="checkbox"/> Industrious	<input type="checkbox"/> Progressive
<input type="checkbox"/> Ambitious	<input type="checkbox"/> Creative	<input type="checkbox"/> Innovative	<input type="checkbox"/> Prudent
<input type="checkbox"/> Amiable	<input type="checkbox"/> Curious	<input type="checkbox"/> Introspective	<input type="checkbox"/> Punctual
<input type="checkbox"/> Analytical	<input type="checkbox"/> Decisive	<input type="checkbox"/> Logical	<input type="checkbox"/> Quick
<input type="checkbox"/> Articulate	<input type="checkbox"/> Dedicated	<input type="checkbox"/> Loyal	<input type="checkbox"/> Realistic
<input type="checkbox"/> Assertive	<input type="checkbox"/> Dependable	<input type="checkbox"/> Mature	<input type="checkbox"/> Reliable

Personal Skills: I am...			
<input type="checkbox"/> Broadminded	<input type="checkbox"/> Determined	<input type="checkbox"/> Meticulous	<input type="checkbox"/> Resourceful
<input type="checkbox"/> Calm	<input type="checkbox"/> Disciplined	<input type="checkbox"/> Motivating	<input type="checkbox"/> Responsible
<input type="checkbox"/> Capable	<input type="checkbox"/> Discreet	<input type="checkbox"/> Objective	<input type="checkbox"/> Sincere
<input type="checkbox"/> Careful	<input type="checkbox"/> Easy-going	<input type="checkbox"/> Obliging	<input type="checkbox"/> Sociable
<input type="checkbox"/> Cautious	<input type="checkbox"/> Efficient	<input type="checkbox"/> Open-minded	<input type="checkbox"/> Spontaneous
<input type="checkbox"/> Charitable	<input type="checkbox"/> Energetic	<input type="checkbox"/> Optimistic	<input type="checkbox"/> Stable
<input type="checkbox"/> Cheerful	<input type="checkbox"/> Enterprising	<input type="checkbox"/> Original	<input type="checkbox"/> Steady
<input type="checkbox"/> Compassionate	<input type="checkbox"/> Flexible	<input type="checkbox"/> Organized	<input type="checkbox"/> Supportive
<input type="checkbox"/> Competent	<input type="checkbox"/> Forceful	<input type="checkbox"/> Outgoing	<input type="checkbox"/> Systematic
<input type="checkbox"/> Competitive	<input type="checkbox"/> Friendly	<input type="checkbox"/> Patient	<input type="checkbox"/> Tactful
<input type="checkbox"/> Confident	<input type="checkbox"/> Generous	<input type="checkbox"/> People-oriented	<input type="checkbox"/> Thoughtful
<input type="checkbox"/> Conscientious	<input type="checkbox"/> Hard-working	<input type="checkbox"/> Persistent	<input type="checkbox"/> Tolerant
<input type="checkbox"/> Considerate	<input type="checkbox"/> Helpful	<input type="checkbox"/> Perceptive	<input type="checkbox"/> Trustworthy

Other Personality Skills / Attributes			



Review your list of personality traits and then select your top **5 traits** and give an example of when or where you have used each trait.

See examples below to assist you!

Top 5 Personality Strengths	Why is this your strongest personality trait and where have you used it.
Punctual	In the last position had a 100% record for punctuality
Organized	Assisted with organizing a household of 5 on all their daily, weekly, and monthly activities

How to target your resume

Employers want you to be able to show them that you understand their business. Take the time to research their organization. Tailor each point of your resume and cover letter to qualities that they are looking for.

Tips for targeting

Address your cover letter to a specific person. Don't use 'Dear Sir or Madam', or 'To whom it may concern'. Always call and find out who does the hiring; all it takes 15 seconds. Just say **"I will be submitting a resume to your company, can you tell me who I should direct it to?"** As a last resort, use 'Dear Hiring Manager'.

Always spell their name accurately. Spelling someone's name incorrectly may mean the difference between impressing them and offending them. So, when given their name on the phone ask, **"Can you tell me how to spell that?"**

Tailor and adjust the content of each cover letter and resume to the position you are applying for.

Focus on the employer's needs. You should be discussing what you plan to bring to your position, not what you plan to gain from the position.

Avoid the clichés. There are many phrases in resumes and cover letters that are overused, such as 'team player', 'reliable', and 'trustworthy'. You are *expected* to be on time, work hard and be ethical, these are not extra special skills.

Proofread! If the employer comes across spelling and grammatical errors there is a good chance your resumes will be tossed. Remember, most programs spell check in US English, not Canadian English. Always proofread your resume and cover letter. Then, do it again...and again...and again. Once your documents are complete, have others proofread the documents. Generally, you will have a hard time seeing your own mistakes.

If the organization has a job description online or in a job ad then write your cover letter responding only to the skills and qualifications they are looking for. If they took the time to put it in writing, it must be important to them.



Power words for your resume and cover letter

By using action-oriented and other descriptive words in your resume and cover letter, you create a sense of enthusiasm and a "can do" attitude. Use the following as "statement starters" when describing the work that you have done. Select the words that exactly define the thought(s) you wish to express, and use them to start your sentence or bulleted item. This list is only a sample of the many action words that you can use. Make sure you review all the lists, as some words can apply to more than one skill set.

Personal Characteristics List

Accurate	Achievement oriented	Appreciative	Adaptable
Adept	Adventuresome	Alert	Assertive
Astute	Authoritative	Calm	Cautious
Charismatic	Competent	Cooperative	Courageous
Creative	Decisive	Dedicated	Deliberate
Dependable	Diligent	Discreet	Driven
Dynamic	Effective	Energetic	Enthusiastic
Exceptional	Exhaustive	Experienced	Expert
Fair	Firm	Flexible	Humanistic
Impulsive	Independent	Innovative	Knowledgeable
Loyal	Methodical	Objective	Open-minded
Outgoing	Outstanding	Patient	Persevering
Persistent	Pleasant	Pioneering	Practical
Professional	Punctual	Quick	Rational
Realistic	Reliable	Resourceful	Responsible
Responsive	Safeguarding	Self-motivating	Self-reliant
Sensitive	Sharp	Sophisticated	Strong
Successful	Supportive	Tactful	Tenacious
Thorough	Unique	Unusual	Versatile
Well-organized			

Research Skills

Analyzed	Clarified	Collected	Compared
Conducted	Critiqued	Detected	Determined
Diagnosed	Evaluated	Examined	Experimented
Explored	Extracted	Formulated	Gathered
Inspected	Interpreted	Interviewed	Invented
Investigated	Located	Measured	Organized
Predicted	Read	Researched	Reviewed
Searched	Solved	Summarized	Surveyed
Systematized	Tested		

Communication Skills

Addressed	Arbitrated	Arranged	Articulated
Authored	Clarified	Collaborated	Communicated
Composed	Consulted	Contacted	Corresponded
Debated	Delivered	Developed	Directed
Discussed	Drafted	Edited	Explained
Influenced	Interacted	Interpreted	Interviewed
Lectured	Listened	Mediated	Moderated
Motivated	Negotiated	Observed	Persuaded
Promoted	Proofed	Publicized	Reconciled
Recruited	Reported	Resolved	Spoke
Suggested	Synthesized	Translated	Wrote
Verbalized			

**Data/Financial Skills**

Administered	Accounted	Adjusted	Allocated
Analyzed	Appraised	Assessed	Audited
Balanced	Budgeted	Calculated	Charted
Compiled	Computed	Conserved	Corrected
Determined	Developed	Estimated	Financed
Forecasted	Managed	Marketed	Measured
Netted	Planned	Prepared	Programmed
Projected	Qualified	Reconciled	Reduced
Researched	Retrieved		

Management/Leadership Skills

Administered	Analyzed	Appointed	Approved
Assigned	Attained	Authorized	Chaired
Considered	Consolidated	Contracted	Controlled
Converted	Coordinated	Decided	Delegated
Designated	Developed	Directed	Eliminated
Emphasized	Enforced	Enhanced	Established
Executed	Founded	Generated	Handled
Headed	Hired	Hosted	Implemented
Improved	Incorporated	Increased	Initiated
Inspected	Instituted	Led	Organized
Originated	Oriented	Overhauled	Oversaw
Planned	Predicted	Presided	Prioritized
Produced	Recommended	Reorganized	Replaced
Responsible	Restored	Reviewed	Scheduled
Secured	Selected	Streamlined	Strengthened
Supervised	Terminated	Verified	

Helping Skills

Adapted	Advocated	Aided	Answered
Arranged	Assessed	Assisted	Cared
Clarified	Coached	Collaborated	Contributed
Cooperated	Counselled	Demonstrated	Diagnosed
Educated	Encouraged	Ensured	Expedited
Facilitated	Familiarized	Furthered	Guided
Helped	Insured	Intervened	Listened
Motivated	Prevented	Provided	Referred
Rehabilitated	Represented	Resolved	Saved
Served	Simplified	Supplied	Supported
Tended	Volunteered		

Organizational/Clerical Skills

Accomplished	Approved	Arranged	Catalogued
Categorized	Charted	Classified	Coded
Collected	Compiled	Completed	Corrected
Corresponded	Distributed	Executed	Filed
Generated	Incorporated	Inspected	Inventoried
Logged	Maintained	Monitored	Obtained
Operated	Ordered	Organized	Oriented
Planned	Prepared	Processed	Provided
Purchased	Recorded	Registered	Reserved
Responded	Reviewed	Routed	Standardized
Started	Systemized	Updated	Validated
Verified			

Creative Skills

Acted	Adapted	Began	Combined
Composed	Conceptualized	Conducted	Created
Customized	Designed	Developed	Directed
Displayed	Drafted	Entertained	Established
Fashioned	Formulated	Founded	Illustrated
Improvised	Initiated	Innovated	Instituted
Integrated	Introduced	Invented	Modeled
Modified	Originated	Performed	Photographed
Planned	Published	Revised	Revitalized
Shaped	Solved		

Teaching Skills

Adapted	Advised	Assigned	Clarified
Coached	Communicated	Conducted	Coordinated
Counselled	Critiqued	Demonstrated	Developed
Enabled	Encouraged	Evaluated	Explained
Facilitated	Focused	Graded	Guided
Improvised	Individualized	Informed	Instilled
Instructed	Lectured	Mentored	Motivated
Persuaded	Simulated	Stimulated	Taught
Tested	Trained	Transmitted	Tutored

Technical/Manual Skills

Adapted	Applied	Assembled	Built
Calculated	Charted	Computed	Conserved
Constructed	Converted	Debugged	Delivered
Designed	Determined	Developed	Drove
Dug	Engineered	Equipped	Estimated
Fabricated	Fortified	Hammered	Installed
Maintained	Manufactured	Operated	Optimized
Overhauled	Picked	Planted	Plowed
Poured	Printed	Programmed	Rectified
Regulated	Remodeled	Repaired	Replaced
Restored	Solved	Specialized	Standardized
Studied	Upgraded	Utilized	



Resume Readiness Checklist

It is easy to make mistakes on your resume and potentially difficult to repair the damage once an employer receives it. Prevention is critical, especially if you have never written a resume before.

Does your resume... **Have typos or other errors?** The number one complaint that employers have with resumes is errors. Employers do not want to see typos, spelling errors, grammar or punctuation errors.

- Have a consistent content layout?** Ensure uniformity and consistency in the use of *italics*, CAPITAL LETTERS, bullets, boldface, and underlining. For example, if one section heading is bolded, bold all headings; if abbreviating B.C. with periods between the letters, make sure all abbreviations are done the same way.
- Include your full name**, address, phone number, and your e-mail address at the top of the first page. Note: Make sure that your e-mail address is not in poor taste or unprofessional. Do not list personal information (Social Insurance Number, age, weight, and number of children).
- Target your current career goal** with a specific job objective or personal profile statement? Employers want to see a resume that is created specifically for them. You should be clear about your job goal or ideal position (i.e. Job Objective) if you are targeting a specific job, or make a brief statement about your ambitions and the type of work you are seeking (Personal Profile Statement) if your not targeting a specific job but instead targeting any kind of work with that employer. You should decide what key skills and areas of expertise the employer will be looking for.
- Describe your experiences** by outlining a combination of job responsibilities, accomplishments and/or measurable outcomes for each position or skill set?
- Use power words** to start the description of your past accomplishments and job responsibilities? For every skill, accomplishment, or job described, use the most active, impressive word you can think of that is also accurate.
- Incorporate industry buzzwords** that you know apply to your career goal? These can be found by reviewing a number of job ads to see if there are any frequently used terms.
- Provide dates** of your employment and/or volunteer experience?
- Mention references** are available upon request? Be prepared to provide reference names and contact information if shortlisted for an interview and the employer requests them.
- Have an easy to read layout?** Create a resume that is easy to read, symmetrical, balanced, and not crowded. A resume that is visually busy with wall-to-wall text and many different font styles becomes hard to read. It is amazing what a little "white space" can do for a resume!
- Look professional?** Ensure that the resume is free from coffee or food stains, scents, folded corners, or fingerprints and smudges. Use a good quality printer to produce a high quality result. How can you expect an employer to take you seriously for the job if you are not serious about the appearance of your resume?



Stop by a **WorkBC Employment Services Centre** for assistance in person.

WorkBC Employment Services Centres provide a staffed resource area for using job search tools and information that include:

- computer workstations
- public telephones
- photocopy services
- internet access
- fax machines
- informational materials

All British Columbians can use the WorkBC Employment Services Centre resource area.