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# Resume Writing

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Louisville Free Public Library

# What are we going to cover?

- How to think about your resume
- Resume formats
- How to choose a format
- Resume-writing software
  - Microsoft Word
  - Winway
- Parts of the resume
- Cover Letters

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# Definition of a resume

A brief document providing a summary of an individual's accomplishments, including employment, education, and other professional and biographical information.

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# The format of the resume

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# Chronological resume format

- Step-by-step breakdown of your career by dates
- Highlights the applicant's most recent position and moves backward in a linear time frame
- The most common resume format used
- Sample

# When to use the Chronological resume format?

- You have a steady work history
- To demonstrate upward mobility with one or more companies following a single career path
- You are applying for a job similar to your present or last position

# Functional resume format

- Allows a job applicant to highlight specific skills, responsibilities, and accomplishments
- Shifts the emphasis of the resume away from recent employment
- Sample

# When to use the Functional resume format?

- You are changing careers
- You are returning to the workforce after a long break
- You are student without a lot of experience



# Combination resume format

- Combines the Chronological and the Functional resume formats
- Demonstrates how your skills directly resulted in accomplishments for the company in both the skill sets and work history section
- Sample

# When to use a Combination resume format?

- You have a steady work history and diverse skill sets
- You are changing careers
- You want to include volunteer/internship experience
- Great for consultants because it specifies how they influenced the business's success

# Things to know before writing your resume

- Gather all employment history information.
- Have a way to save resume electronically (flash drive/email/Google Docs or SkyDrive)
- Microsoft Word
  - Resume Templates
  - Saving your work
- WinWay
- Websites for help

# Have a way to save your resume!

- Many employers prefer electronic resumes submitted via email or their websites.
- Saving a copy of your resume allows you to make changes in order to tailor it to specific jobs and employers.
- You can send yourself an email with your resume attached if you have no other way to save it.

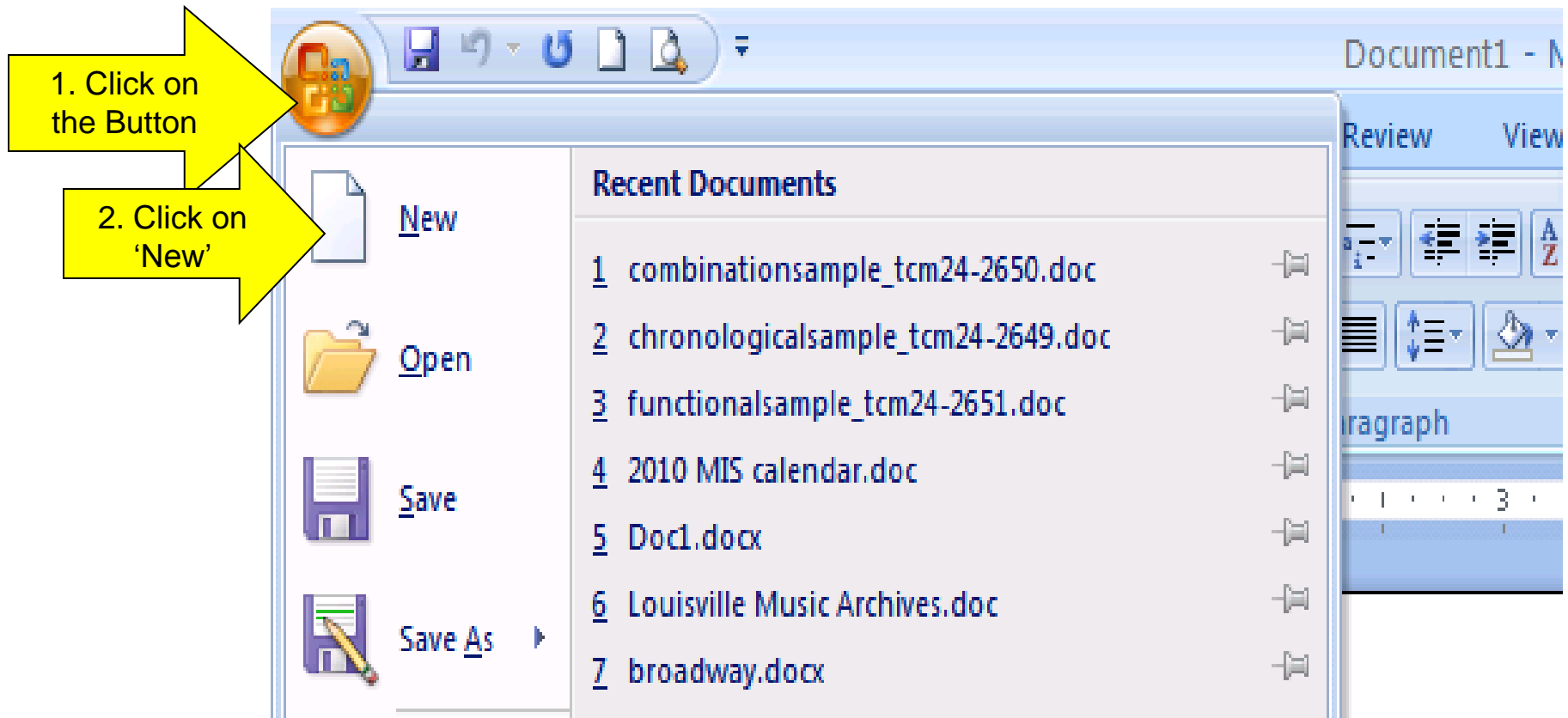
# Saving Your Resume (continued)

- Many online applications require you to cut and paste your resume into a field.
- You may want to save a copy of your resume as a text file (.txt) just for online applications.
- This does not allow for complicated formatting, but it ensures that the formatting will look the same to the person who reads your resume as it does to you.

# Microsoft Word 2007

- Download a resume template
  - You can choose one appropriate to your situation
  - Choose a style you like
- Replace the sample information with your information
- We offer Introduction to Word and Intermediate Word classes to help you learn the program


# How to access Resume tools in MS Word 2007




**New Document**

Search Microsoft Office Online for a template

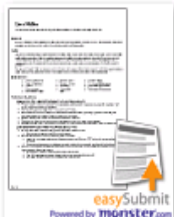
**New resume samples**



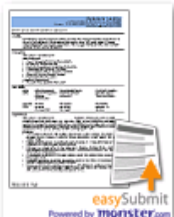
**Nursing Assistant resume**



**Functional resume with page border**



**Functional resume sample**



**Administrative Assistant resume (entry-level)**

**Nursing Assistant resume**

Provided by: **Monster Worldwide, Inc.**

Download size: 87 KB (< 1 min @ 56 Kbps)

Rating: ★★★★★ (113 Votes)

**Susan W. Eaton**  
14 Ivy Street  
Brooklyn, NY 11222  
someone@sample.com  
(718) 555-5555

**OBJECTIVE**

- Dedicated, service-focused professional seeking to transition into healthcare as a nursing assistant.
- Highly motivated to launch nursing career; future goals include education leading to his certification and, ultimately, an RN license.
- Reliable worker with the ability to quickly learn new concepts and skills.
- Backed by a solid work history, reputation as a team player and passion for helping others.
- Background includes experience caring for terminally ill cancer patient.
- Committed to all immunizations (including tuberculosis and hepatitis B).

**WORK EXPERIENCE**

**Webster**

**8/2005 - Present, ABC Restaurant, Brooklyn, New York**

- Received "exceptional" and "exceeds expectations" ratings on all performance reviews.
- Cited for excellence in interpersonal communications, teamwork, customer service, flexibility and reliability.
- Demonstrated the ability to interact with customers from diverse cultures and backgrounds.
- Transformed "difficult" customers into loyal, repeat guests by leveraging strengths in premium service delivery and ability to find win-win resolutions.
- Commended for multitasking abilities; frequently assigned the largest section of restaurant during peak dining hours.
- Recognized for superior performance and dedicated service commitment through four-time awards as "Employee of the Month."

**Primary Care Provider**

**6/2003 - 3/2004, Brooklyn, New York**

- Shared joint responsibility (along with mother) for the care of terminally ill grandparent suffering from cancer.
- Learned the basics of assessing patient vital signs under the tutelage of home healthcare nurse.
- Assisted home nurse and hospice staff with all aspects of daily care, including bathing, feeding and dressing.
- Helped to ensure grandparent's last year was as comfortable, dignified and wrenching as possible.

**AFFILIATIONS**

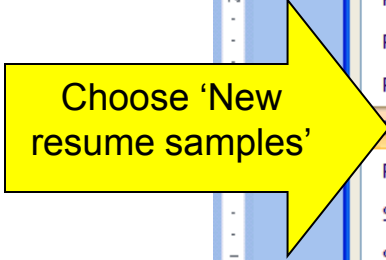
20/2002 (member): Humane Society, Volunteer  
5/3/80 - 1/1/2002: Big Brothers, Big Sisters of Brooklyn and Queens

**SKILLS**

- MS Word
- MS Excel
- MS Outlook
- Activities of Daily Living (ADL)
- Quality Patient Care

**ADDITIONAL INFORMATION**

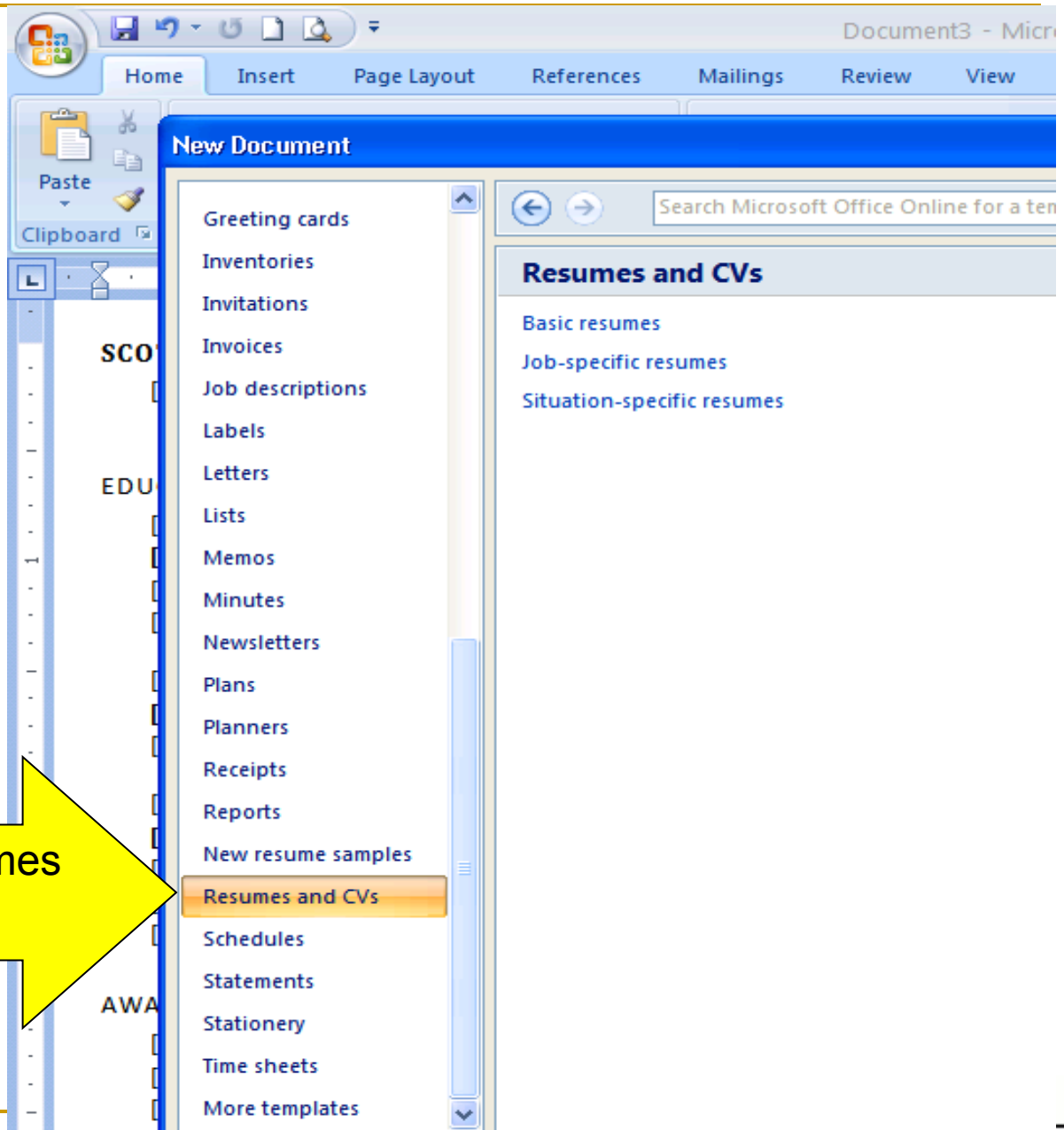
Available for all shifts, extended hours and weekend assignments.



Choose 'New resume samples'







Or choose 'Resumes and CVs'

# How to name your resume file

- Format: Name resume.docx
- Example: Bill Jones resume.docx
- Do not call it resume.docx (a lot of people do)

# Resume Writing Software available in the Job Shop

WinWay – guides you through the process of resume writing.

- You enter the data, WinWay formats it.
- Can be customized for different looks
- Offers complete job descriptions that you can personalize according to your work history
- Allows you to choose a format
- Can be converted to different file formats, such as PDF, RTF, TXT

Your Name  
Your Street

**Resume Wizard**

**Describe the job you are looking for**

Primary job title (e.g. Elementary School Teacher)

Alternate job title (e.g. Class Instructor)

Job-related keywords (e.g. parents children lessons books)

**Resume Wizard**

- Please answer a few questions about your experience and education
- The Wizard will then create a resume outline based on your answers

0% Completed

Help Cancel Back Next

Themes

Tasks



Examples



Auditor



Format



Send

July 1, 2009

Human Resource Manager  
 Target Company  
 Department  
 Street address  
 City, State, ZIP

Dear Human Resource Manager,

In response to your recent advertisement for the position of  
 <name of> position currently available in your organization.

As you can see from my enclosed resume, I possess a wide range of  
 diverse <types of> skills, and I am confident that I can contribute  
 effectively to your organization.

I would appreciate the opportunity to discuss my qualifications with you  
 at a convenient time. Thank you for your consideration.

Respectfully yours,

Your Name

Enclosure: Resume

**Examples**

Sort by:  Profession  Career situation

Step 1 - Select category:  
 Administrative Support

Step 2 - Profession:  
 Admin Assistant  
 Admin Assistant, Brokerage Firm  
 Admin Assistant, Education  
 Admin Assistant, Marketing Department  
 Admin Assistant, Property  
 Admin Assistant, Sales  
 Ambulance Dispatcher  
 Brokerage Clerk

Country: USA

Help OK Cancel

- Topics
- Interview Introduction
- Interest in the organization
- Knowledge of the organization
- Career Field knowledge
- Resume
- Career Search
- Experience -- General
- Experience -- This position
- Management Style reference
- Teamwork
- Education -- College/School
- Education -- General
- Skills and Training
- Goals and Career Objectives
- Job Performance

**Topic** Interview Introduction Close



**Q** Did you have any trouble finding us today?

Hint 2 / 5  AutoPlay CC

# Websites for Resume Help

- Check out the Resume/Cover Letter links on [The Job Shop website](http://www.lfpl.org/jobshop) ([www.lfpl.org/jobshop](http://www.lfpl.org/jobshop))
  - These sites have all been vetted by librarians who found them useful and reliable.

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# Typing the resume

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# Formatting the Resume:

## Make it readable

- Use a standard font – nothing too creative.
  - Use 12 pt if possible – no smaller than 10.
- Single space, with an extra line of space between each section.
- One inch margins are best

# General Tips

- Be truthful
  - Put yourself in the best light, but do not embellish or lie
- Be brief: 1-3 pages
- Target your resume: keep in mind the position and the employer, and what qualities the employer is looking for.
  - Use keywords, terms from the job post, industry buzzwords and standard terminology.
    - [Kentuckiana Occupational Outlook](#)
    - [Career One Stop - Tools](#)

# Write a powerful header

- Type your name on the first line
- Type your street address, city, state, zip code, home phone number and e-mail address right below
  - Use a permanent address, a professional-sounding email address, and make sure your voice mail's outgoing message is neutral.
- Separate each item on the second line using a conservative symbol (circle or blocks)

# Write a strong objective

- Must show that you are applying for THIS job and not just ANY job – mention the job title (or job category), but also mention skills and traits that make you a good candidate for the particular position
- 1 or 2 lines long
- Write the headline LAST! Stronger understanding of your key accomplishments.

# Examples of strong objectives

- To obtain an entry-level office position where my word-processing computer skills and attention to detail may be fully utilized.
- Experienced retail sales professional with strong track record of developing customer loyalty and managing retail sales operations
- Talented finance student with strong management skills and demonstrated record of academic success seeks position in business and finance industry

# Summary of Qualifications

- Especially for those who have long resumes – not everyone needs to do a summary.
- You have **10 seconds** to impress!

## **DON'T BE MODEST!**

- Highlights your professional or academic career and the key achievements, skills and talents that you offer the employer – the ones that apply most to this position.

# What to include in the Summary

- Years of experience and areas of expertise in the field
- Awards or recognition
- Industry-specific certifications or professional training
- “Soft skills” such as communication skills or office administration skills such as multitasking
- Example

# Professional Experience Section

- Title of position
- Name of organization
- Location
- Dates of employment
- Work responsibilities – emphasize skills and accomplishments



# Professional Experience Section

- Showcase areas such as day-to-day responsibilities, special projects, committees, improvements for which you were responsible, people with whom you interacted and supported, and any awards based on performance
- Start every sentence with a verb, and write in the correct tense. Ex: “Manage” versus “Managed,” not “Manages”
- Keep sentences short
- Volunteer/Intern? Include, especially if it’s relevant to the position or if you have little professional experience.
- Highlight the aspects of each job that are most relevant to the position for which you are applying

# Education & Professional Development

- Most employers want to know where you received your education, your major and any degrees obtained.
- List your most recent degree first
- Leave off high school education and associate's degree if you have a bachelor's degree and a strong work history
- GPA should be listed if it is higher than 3.0, and mention honors or awards.
- If you are still in school or are a recent graduate with little or no work history, you can put this section before Professional Experience.
- REMEMBER – your education becomes less important as you move along your career path

# Education

- Write “Degree Expected” if you have not yet graduated; list a date if you know it.
- No college diploma? List high school diploma.
- No high school diploma/no GED? Do not include an education section.
- Show that you have been interested in staying current in your field – list:
  - Night school
  - Continuing Education
  - Seminars
  - GED
  - Library Computer Classes
- Irrelevant information can hurt you!

# Optional Sections

- **Computer Skills** (List programs with which you are proficient. Come to our free classes to gain more skills!)
- **Awards** (ex: *Salesman of the Year*)
- **Languages**
- **Professional Associations**
- **Certifications**

# References

- You do not have to list your references on your resume – write “Available Upon Request”
- Have the names and phone numbers of your references with you at the interview.
- Be sure to ask your references first if it is ok to use them

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# Cover letters

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The resume tells them about YOU...  
now tell them **WHY THEY SHOULD CARE!**

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# Always include a cover letter

A well-written cover letter makes a hiring manager want to read your resume.

# Research needed for cover letter

- ALWAYS research the company before writing the cover letter
  - Find out who is the hiring manager, or who will receive the letter
- Show them you cared to find out about them
- If you know about what they do, you can explain how you can fit in to their goals!
- **Business information here at the library**



# Format of Cover letter

1. Heading: the date, your name, your contact information
2. Greeting: address it to a specific person if possible
3. Opening: Introduce yourself, your reason for writing, how you learned about the position
4. Body: Address your skills and why they make you a match for the position and the company.
5. Closing: Mention that your resume is enclosed, that you desire to meet with the addressee, and that you will follow up on a certain date.

# Cover Letter - Tips

- Target your prospective employer – tactfully show off what you know about the position and the employer by explaining how your skills match the organization’s needs and goals.
- Be brief (1 page), positive, professional, and polite (thank the reader for her time).
- Do not simply recite your resume.

# Need more help?

- **Jefferson Education Center**  
200 W. Broadway, 9th floor  
Louisville, KY 40202  
(502) 213-4520
- **Kentucky Office of Employment & Training**  
6th & Cedar  
Louisville, KY 40202  
(502) 595-0099
  - **Nia Center**  
2900 W. Broadway, Suite 100  
Louisville, KY 40211  
(502) 574-4100
- Please see Kentuckiana Works's website for more sites  
<http://www.kentuckianaworks.com/>

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# The End

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Thank you for coming!  
Good luck with your resume!