

# Career Development *Writing Your Resume*

**ESCI** Emergency Services  
Consulting International  
Providing Expertise and Guidance that Enhances Community Safety

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## Goals

- Learn the “rules” of resume writing
- Understand what should (and should not) be included in a resume
- Learn how to customize your resume
- Learn how to write a cover letter

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## \*Resume Critique

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# Rules of Resume Writing



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## Resume Rule #1

### THE RESUME MUST BE ATTRACTIVE.

- Type in “Times New Roman”
- Leave plenty of white space
- Keep it a reasonable length



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## Resume Rule #2

### THE RESUME MUST BE ERROR-FREE.

- Spelling
- Grammar
- Spacing
- Punctuation
- Capitalization



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## Resume Rule #3

### THE RESUME MUST MAKE YOU LOOK QUALIFIED.

- Meet the minimum qualifications for the position
- Your relevant work history must be clear
- Surpass the competition



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Resume Rule #4

**QUALITY IS MORE IMPORTANT THAN QUANTITY.**

- More is *not* more
- Learn to self edit

Resume Traditional

Summary

Education

Employment History

Skills & Interests

Professional Skills

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Resume Rule #5

**RESUMES SHOULD BE UPDATED FOR EVERY POSITION.**

Resume Traditional

Summary

Education

Employment History

Skills & Interests

Professional Skills

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Resume Rule #6

**A WELL WRITTEN RESUME WILL TAKE TIME TO CREATE.**

- Do NOT wait until you are ready to apply for a job to write your resume

Resume Traditional

Summary

Education

Employment History

Skills & Interests

Professional Skills

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**Getting Started**

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## Where to Start

- Create an “Accomplishment Record”
- A running list that includes
  - Your day-to-day responsibilities
  - Major tasks you completed
  - Projects you were a part of
  - Changes you helped implement (big or small)
  - Challenges you encountered



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## \*Experience Questions

- What skills did you use in the role (technical skills, soft skills)?
- What did you learn in the role?
- What did you enjoy most/least about the role?
- Did you contribute to change or turn things around in some way?
- Did you meet an impossible deadline through extra effort?
- What impact did you have?
- Did you save money or increase productivity?
- Did you conceive, design or (help) launch a new program?
- Did you assume new responsibilities that weren't part of your job?
- How did your work help your team or Department?
- What are you most proud of?
- Did you win awards?

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## Accomplishment Records

- Less pressure
- No format/template
- Will help you articulate what you have done
- Will help prime you to answer interview questions at a later time
- Update it as often as necessary



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## Writing your Resume

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## Writing Your Resume

- Choose a traditional format that is easy to read



**Resume Traditional**

Summary  
Education  
Employment History  
Skills & Interests  
Professional Skills




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## Sections

- Header
- Professional Profile/Summary
- Education
- Professional Certifications
- Professional Experience
- Professional Accomplishments\*
- Skills\*
- Professional Organizations\*




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## Resume Writing

- Header
  - Name
  - Job critical certifications
  - Address
  - Phone number
  - Email address
- Optional
  - Social media links (LinkedIn)




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## Resume Writing

- Create a Professional Profile (the “new” Objective)
  - Emphasis is no longer on what you want to do...but what you can do
  - No more than 3-5 sentences
  - Briefly highlight your skills and abilities rather than using filler adjectives



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## Professional Profile

### **Sample Resume Professional Profile:** Administrative Assistant

*Highly trained administrative professional with 17 years of experience in providing administrative support to Fire Department executives. Successful record of excellence in office administration and customer service. Strong communication skills. Works well in high-pressure settings with minimal supervision.*



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## Professional Profile

### **Sample Resume Professional Profile:** Fire Chief

*As a Fire Executive, responsible for leading, planning, organizing, establishing and modeling the organizational strategy and values while directing all fire department activities. This includes budgeting, human resources, emergency operations, fire prevention, training, emergency medical services, and regional EOC. As Fire Chief, I am required to prepare the annual \$64 million budget. Additionally, I establish the vision, goals, and objectives while maintaining all policies and procedures. As Chief Administrative Officer of a full-service fire department, I am accountable and responsible for all emergency services and programs.*



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## Professional Profile

### **Sample Resume Professional Profile:**

*Transformational leader who establishes a vision so that my employees are self-initiated, motivated and capable of performing to their highest level. Mentor and coach enabling employees to reach their highest potential. Assess administrative and operational situations, determine needs and apply the most appropriate strategy and/or tactics while taking into account policies, rules and regulations and all stakeholders. Willing to change the culture and behavior to establish a 'safety first' mentality which guarantees the service expected by the community.*



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## Resume Writing

### • Experience Section

- List your experience in reverse chronological order
- Identify major job responsibilities for each position or rank
  - Avoid lists - sentences are o.k.
  - Avoid Department specific skills unless the new position is specifically asking for it
  - Utilize action verbs
  - Highlight your transferrable skills



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## Action Verbs = Transferrable Skills

- Coordinated
- Managed
- Supervised
- Developed
- Delivered
- Implemented
- Oversaw
- Presented
- Negotiated
- Established relationships
- Developed partnerships
- Utilized Microsoft Office Suite
- Forecasted
- Researched
- Analyzed
- Engaged in conflict resolution
- Recruited
- Motivated
- Provided feedback
- Created
- Collaborated
- Time Management
- Customer Service
- Guided
- Volunteered

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## Resume Writing

- Experience Section
  - Use the same verb tense for all action verbs
- Prioritize your responsibilities - put the most significant ones at the top
- Ideally, you want to replace an empty list of adjectives (i.e., a Skills Section) with skills and achievements that will get you interviews



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## Resume Writing

- Experience Section
  - Highlight accomplishments and impact
- Impact verbs
  - Achieved
  - Chaired
  - Pioneered
  - Overhauled
  - Surpassed



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## Resume Writing

### Good

- *Answered customer questions and solved customer problems*

### Better

- *Established and maintained positive relationships with customers by answering their questions and assisting them in troubleshooting, resulting in a 97% satisfaction rate*



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## Sections

- Header
- Professional Profile/Summary
- Education
- Professional Certifications
- Professional Experience
- Professional Accomplishments\*
- Skills\*
- Professional Organizations\*

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## Customizing your Resume

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## The Job Posting

All the  
information you  
need



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## Professional Profile

**Sample Resume Professional Profile:** Administrative Assistant  
Highly trained administrative professional with 17 years of experience in providing administrative support to Fire Department executives. Successful record of excellence in office administration and customer service. Strong communication skills. Works well in high-pressure settings with minimal supervision.

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## Professional Profile

**Sample Resume Professional Profile:** Administrative Assistant  
*Highly trained administrative professional with an Associate's Degree in Business Administration and 17 years of experience in providing administrative support to Fire Department executives. Successful record of excellence in office administration, EMS billing, bookkeeping and customer service. Strong communication skills and proven abilities in building relationships across Departments. Works well in high-pressure settings with minimal supervision and with others in a team environment.*

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## The Cover Letter

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## Cover Letters

- Are an introduction to you and your resume
- Are *not* a rehash of your resume
- Should be short
- Should be attractive and error-free
- Should be tailored to the position and Department
- Should be in proper letter format



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## Contents of a Cover Letter

- Opening
  - “Dear Mrs. Jones,”
- First paragraph
  - Here is my resume
  - I am applying for the Administrative Assistant’s position



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## Contents of a Cover Letter

- Second paragraph
  - I am qualified for this position
  - Here is a highlight of my knowledge, skills, abilities, experiences
- Third paragraph
  - Thanks for considering me
  - Here is where I can be reached



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We'd love to hire you, but your spelling mistakes and poor grammar show you're not as "detail-oriented" as you claim.

Sorry.

someecards  
user card



## Proofreading

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## General Proofreading Rules

- Attention to detail is key!
- Be consistent with verb tense
- Be consistent with punctuation
- No spelling mistakes or typos
- Avoid using contractions
- Do not begin sentences with numbers

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## Final Tips

### Sending the Resume

- Use a professional email in your header
- Be aware of formatting changes that may occur from using a Mac versus Windows
- PDF the resume and review it for formatting changes
- Title your saved document with your full name

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