Path Forward

Returner Toolkit: Revamping Your Resume

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Path Forward Return to Work Resources

- [Weekly Newsletter](#): Jobs, Advice, Curated News

- [Career Advice](#) (Have a question? [Ask now](#)!)

- [Success Stories](#): Get inspired!

- [Monthly Webinars](#)

Success Stories in Finance, Operations, and Human Resources

Bridget Kelly — Manager of Change Management, SendGrid (Twilio)
Jody Hanson — Senior Vice President, Talent Integration and Enablement, Wells Fargo
Cathy Kawamoto — Director of Tax, Volta
Michelle Hopkins — Financial Analyst, Amazon
Beth Frasco — Senior Business Analyst, NBCUniversal

Featured Return to Work Opportunities

COMCAST
Technical Recruiter (Virtual, PA) *NEW*
Reporting Analyst (Philadelphia) *NEW*
Learn more here.

NBCUniversal
Data Engineer (Multiple Locations)
Business Analyst (CA)
Service Delivery/Tech Line Analyst (Multiple Locations)
View all open roles here.

twilio
Technical Support Engineer (Multiple locations + openings)

Lattice
Software Engineer (SF)
Learn more here.

T.RowePrice
Intermediary Sales Consultant (SF, CO Springs, Baltimore)

blend
Prod. Mgr, Mortgage Svs (SF) **NEW**
Prod. Mgr, Cons. Banking (SF) **NEW**
Prod. Mgr, Lender Mobile (SF)
Product Analyst (SF/NYC/Virtual) **NEW**
Customer Success Mgr (SF/NYC/Virtual)
Learn more here.

amazon
Accountant (Boston) **NEW**
Business Intelligence Engineer (Seattle)
Data Engineer (Seattle)
Financial Analyst (Seattle)
View all open roles here.

MOTOROLA SOLUTIONS
Project Manager (Virtual)
View all open roles here.

CLOUDFLARE
Sr. Systems Analyst (Austin)
Learn more here.

Path Forward
Home   For Returners   Events

Use Path Forward's Resource Roundup to Return to Work in 2021
February 5, 2021   Anna Khomina

If you're starting 2021 with the goal of returning to work, you're in luck – because we've got all the resources and opportunities you need.

Path Forward posts new returnships all throughout the year. View our current opportunities here, and make sure you're signed up for our newsletter to learn about new roles as soon as they open.

To help you hit the ground running, we've collected all of our most valuable tips and advice on returning to work into one definitive guide. No matter where you are in your job hunt, explore our trove of advice on everything from strategizing for your return to following up after a job interview:

Prepare for your career return:
Finding Your Why
Rethinking Your Career Path After Your Break
Salary Expectations When Returning to Work
How to Showcase Your Skills and Stand Out On Your Job Application
Countering Ageism and The 'Overqualified' Label

Build a strong network, on LinkedIn and beyond:
How To Reach Out to Old Colleagues
How To Ask For Recommendations on LinkedIn
5 Ways to Connect and Grow Your Network Virtually
What To Do When LinkedIn Requests Aren't Successful
How To Network Without Feeling 'Icky'

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Upcoming Path Forward Events

Join us for any (or all!) of the following:

May 27: [Returner Toolkit – Leveraging Your LinkedIn](#)

June 3: [Employer Spotlight on VMware](#) (engineering focus)

June 10: [Employer Roundtable with Campbell Soup and Trimble](#) (for returners in Marketing, HR, Project Management, Tech)

June 16: Returner Toolkit - Preparing for Technical Interviews *(registration opening soon)*

Support Our Mission to Empower Caregivers

"I have benefited from Path Forward webinars throughout 2020 – and what a year to have you helping returnees! Looking forward to what you bring in 2021."

– Sandra C., Newsletter Subscriber and Donor

❤ Donate

Revamping Your Resume

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Shannon Hilmar
Founder, Career Designer
AUDACITY Career Coaching

Path Forward

Objective

Learn how to create a resume that powerfully communicates your skills and experience to compel recruiters and hiring managers to learn more about your fit for the role.

AUDACITY
Career Coaching

Agenda

❖ Where to begin?

❖ Format and organization

❖ Compelling career story

7.4 seconds

Average length of time a recruiter scans your resume on the first pass

Ladders, Inc. 2018 Eye-Tracking Study

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Where to begin?

Resume Purpose

→ Acts as primary professional **marketing tool**

→ Communicates **professional impact**

→ Connects reader to **potential contributions** in the target role

Using a Job Description for Cover Letter

Technical Recruiter

Who You Are:

1. We're looking for people who have a partner and customer-oriented approach and want to create a fantastic experience for every applicant.
2. Someone who is a skilled communicator is key! This person will have an eagerness to articulate why Company is a phenomenal place to work
3. A strategic and inventive mindset will be successful in this role. We're constantly looking for new ways to attract top talent and enjoy sharing best practices among our team
4. People who are detail-oriented, able to organize and handle multiple projects at a given time will find success on this team.
5. Someone who has the ability to form relationships and trust quickly with business leaders is important

Shannon Hilmar
COVER LETTER CONTENT

- Use this section to create a human connection with your reader.

- Describe specifically (use examples) how you embody these traits in your professional capacity.

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Using a Job Description for Resume Content

What You Will Do:

- Support Software Engineering and development, Engineering Operations, Network Engineering, Network and Software architecture, and more.
- Lead all aspects of the technology full lifecycle recruitment process including job requisition design, sourcing, screening, pre-employment background investigation checks, compliance, offers of employment, and onboarding.
- Work with senior management to develop strategies across all business units.
- Build a candidate pipeline through targeted advertising, direct sourcing, employee referrals, networking, and recruitment events.
- Cultivate relationships with businesses, government and community service agencies, colleges, employment agencies and search firms, and other recruiters.
- Make public presentations at job fairs, schools, technology events, and organizations regarding the Company and its employment opportunities.
- Oversee pre-screening, in-person interviews, and pre-employment assessments. Screen and refer candidates for additional interviews.
- Assist leadership team with developing recruitment budgets, budgeting goals and objectives, and key financial and operational metrics. Tracks and reports on hiring costs, turnover, diversity, and other activity areas.

Shannon Hilmar
RESUME CONTENT

- Use this section to customize each bullet point in the Professional Experience section of your resume.

- Be specific in the description of your skills and experience relevant to the listed duties.

- Don't just document what you did. Document the specific value-add of your accomplishments in these areas.

Shannon Hilmar
Example bullet:

Led full-cycle recruitment of an average 20-25 technology requisitions simultaneously, including sourcing, screening, offer negotiation, pre-employment checks, and onboarding.

Shannon Hilmar
Example bullet:

Built 25-person candidate pipeline for networking engineering positions in 6-week timeframe through direct sourcing, networking, and recruitment events.

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Using a Job Description for Resume Content

Basic Qualifications:

- <mark>5 years of experience recruiting</mark> in a fast-paced, dynamic environment <mark>responding to multiple open job requirements across a wide spectrum of technology-related positions</mark> including but not limited to Software Engineering, Product Management, Cybersecurity, Design, Development, and Architecture.
- Ability to <mark>gather market intelligence on sourcing methods</mark> and feedback as appropriate to the wider teams
- Ability to <mark>develop reporting metrics and track progress against open roles</mark>
- Experience utilizing <mark>social media tools to support recruitment efforts</mark> and have strong MS Office skills (<mark>Excel and PowerPoint</mark>) is highly valued

SH **Shannon Hilmar**
PROFESSIONAL SUMMARY & SKILL SECTION CONTENT

- Incorporate these qualifications into your professional summary (located at the top of your resume) and skills section (right below professional summary).

- NEVER COPY & PASTE. Include your specific skills and experience relevant to the listed qualifications.

Resumes are NOT for…

❖ Documenting your complete work history

❖ Listing every single job duty and responsibility for a particular role

❖ Sharing personal narratives of ***irrelevant*** life experiences

Don't Start from Scratch!

- ❖ Most recent resume

- ❖ Performance evaluations

- ❖ Collect peer feedback

- ❖ Target role job descriptions

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Format and Organization

Minding the Gap

➔ **Customize approach** to target audience

➔ Identify **transferable and marketable skills** during break

➔ Chronological **vs.** Hybrid-Functional

WHEN YOU WANT A NEW JOB

BUT HAVEN'T UPDATED YOUR RESUME IN 5 YEARS

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Before

CANDIDATE NAME

CITY, ST
PHONE
EMAIL
LINKEDIN URL

SUMMARY

- IT Professional with 16 years of experience in Agile Project Management, Software Design and Development, Test Management
- Possess excellent written and verbal communication skills, have a passion for problem solving and is a team player with exceptional people management skills
- Experienced in Stakeholder Engagement, Project Planning and Execution, Milestone tracking and Metrics analysis, Risk Assessment and Customer Satisfaction
- Have a Can-do attitude and focused on completing projects within budget and schedule
- Worked with **airline and financial organizations** in their core application systems which provide high-volume transaction processing of complex business logic and information
- Possess knowledge of **SQL** and have worked in **Agile** and waterfall environments

PROFESSIONAL SUMMARY

2000 to 2006 – Senior Systems Engineer at ABC Company
2006 to 2011 – Asst Consultant at XYZ Services
2011 to 2016 – Project Manager at XYZ Company
2016 to 2020 – Took a career break to care for my family
2020 to Present – Technical Project Manager, XYZ Nonprofit

PROFESSIONAL CERTIFICATION

Certified Scrum Master (CSM), Scrum Alliance
Entry level Certification in Business Analysis (ECBA), International Institute of Business Analysis (IIBA)

RELEVANT PROFESSIONAL EXPERIENCE

Technical Project Manager   Dec 2020 – Present
Company: XYZ Nonprofit

As **Technical Project Manager** for an app for daily assistive living activities. Responsibilities include helping the team to define the product vision, the product goal and the product architecture, establishing cadence by conducting the sprint ceremonies within each sprint, acting as primary liaison to various stakeholders and evaluating project progress and adapting at the end of every iteration.

1

After

CANDIDATE NAME CSM, ECBA
Phone | Email | LinkedIn URL

SCRUM MASTER | TECHNICAL PROJECT MANAGER

Diligent and focused Certified ScrumMaster with expertise in agile and waterfall project management for global organizations in the financial services and airline industries. Excel at innovating and facilitating solutions to challenges involving core application systems and high-volume transaction processing of complex business logic and information. Excel at building and organizing high-performing technical teams to consistently deliver projects on time and budget. **Key skills include:**

- Agile Project Management
- Stakeholder Engagement
- Software Design & Development
- Jira
- Project Planning & Execution
- Metrics Analysis
- Test Management
- SQL
- Milestone Tracking
- Risk Assessment
- SAFe framework
- Rally

PROFESSIONAL EXPERIENCE

SCRUM MASTER   12/2020 - Present
ABC Nonprofit, USA | City, ST
Leading project team through vision, architecture, development, and iteration of an assisted-living app while fostering an environment of innovation, continuous improvement, and positive reinforcement.

- Ensure technical feasibility of new product by developing project scope and objectives and engaging all relevant stakeholders (executive team, developers, and customer base).
- Developed cohesive scrum team of 10 with 5 additional cross-functional support members organizing the group into product owner, development, and scrum master.
- Execute consistent and effective project cadence by conducting regular scrum meetings, sprint planning, review, retrospective and backlog grooming sessions.
- Enable team to articulate Definition of Done and ensure acceptance criteria is defined and met for all items in the sprint backlog.
- Collaborate with product owner on customer interviews and gathering requirements.
- Measure project performance in GitHub including tracking product backlog and analyzing task completion by sprint.
- Coordinate with management to ensure legal compliance, cost budgeting, and product patent and registration.
- Execute risk management program including development of mitigation and avoidances plans for all identified risks.

CAREER BREAK   2/2016 – 12/2020

TECHNICAL PROJECT MANAGER   8/2011 - 2/2016
ABC Company | City, ST
Led two teams totally 15 members in project execution ensuring quality, conducting risk management, removing impediments and executing people management for a team that provides services to more than #M customers and processes ~#B credit card transactions annually.

- Planned and led project execution of multi-pronged efforts ensuring on-time/on-budget delivery of a 5-year, $700K annual budget project.
- Conducted stakeholder engagement, project planning, technical design, monitoring, and controlling of project progress.

Non-Returnship

CANDIDATE NAME CSM, ECBA
Phone | Email | LinkedIn URL

SCRUM MASTER | TECHNICAL PROJECT MANAGER

Diligent and focused Certified ScrumMaster with expertise in agile and waterfall project management for global organizations in the financial services and airline industries. Excel at innovating and facilitating solutions to challenges involving core application systems and high-volume transaction processing of complex business logic and information. Excel at building and organizing high-performing technical teams to consistently deliver projects on time and budget. **Key skills include:**

- Agile Project Management
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- Risk Assessment
- SAFe framework
- Rally

PROFESSIONAL EXPERIENCE

SCRUM MASTER   12/2020 - Present
ABC Nonprofit, USA | City, ST
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- Conducted stakeholder engagement, project planning, technical design, monitoring, and controlling of project progress.

Returnship

CANDIDATE NAME CSM, ECBA
Phone | Email | LinkedIn URL

SCRUM MASTER | TECHNICAL PROJECT MANAGER

Diligent and focused Certified ScrumMaster planning a return to professional work after a 5-year career break. Expertise in agile and waterfall project management for global organizations in the financial services and airline industries. Excel at innovating and facilitating solutions to complex challenges involving core application systems and high-volume transaction processing of complex business logic and information. Excel at building and organizing high-performing technical teams to consistently deliver projects on time and budget. **Key skills include:**

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PROFESSIONAL EXPERIENCE

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TECHNICAL PROJECT MANAGER   8/2011 - 2/2016
ABC Company | City, ST
Led two teams totally 15 members in project execution ensuring quality, conducting risk management, removing impediments and executing people management for a team that provides services to more than ##M customers and processes ~#B credit card transactions annually.
- Planned and led project execution of multi-pronged efforts ensuring on-time/on-budget delivery of a 5-year, $700K annual budget project.
- Conducted stakeholder engagement, project planning, technical design, monitoring, and controlling of project progress.
- Implemented solution-oriented business process changes by interviewing users to understand root cause and ultimately resolve issues.
- Delivered subject matter expertise in parallel processing and inquiry and maintenance pipelines, and produced technical designs and process models.
- Enabled business to embrace change by demonstrating benefit of throttling mechanism implementation allowing control message volume between old and new systems.
- Led coordination of testing effort among 8 teams (backend, front end, batch, messaging, and vendors) totaling 30 participants to accomplish end-to-end testing (~10K test scenarios and 100K users), resolve issues, and maintain project schedule.
- Managed offshore development team in estimates preparation, project schedule and progress tracking, ensuring high-quality deliverables, milestone achievement, and conducting risk assessment, change management, and employee management (onboarding, training, timesheet management and performance appraisals).
- Credit card services expertise: card authorizations, parallel processing, card maintenance and inquiry, logging, pipeline processing, encryption, card activations, transaction history, file maintenance, tape handling, and database administration.

Common Formatting Mistakes

- ❖ Wasting "prime real estate"
- ❖ Using poor organization
- ❖ Not including enough white space
- ❖ Using distracting templates, fonts, and/or visuals
- ❖ Using pronouns, incorrect tense, and/or ineffective sentence structure

Resume Structure (Section Order)

- ❖ Contact Information
- ❖ Professional Summary
- ❖ Key Skills
- ❖ Professional Experience
- ❖ Volunteer Experience
- ❖ Education
- ❖ Training/Certifications
- ❖ Professional Affiliations and/or Awards

Sentence Structure

Training was developed for instructor-led and web-paced programs to meet individual needs depending on the stages of the learning journey.

vs.

Developed instructor-led and self-paced training to meet needs at all stages of the learning journey.

Sentence Structure

I taught over 30 training classes for the technical sales team and the team saw a 10% increase in new client growth.

vs.

Delivered over 30 technical sales trainings resulting in the team growing new client base by 10%.
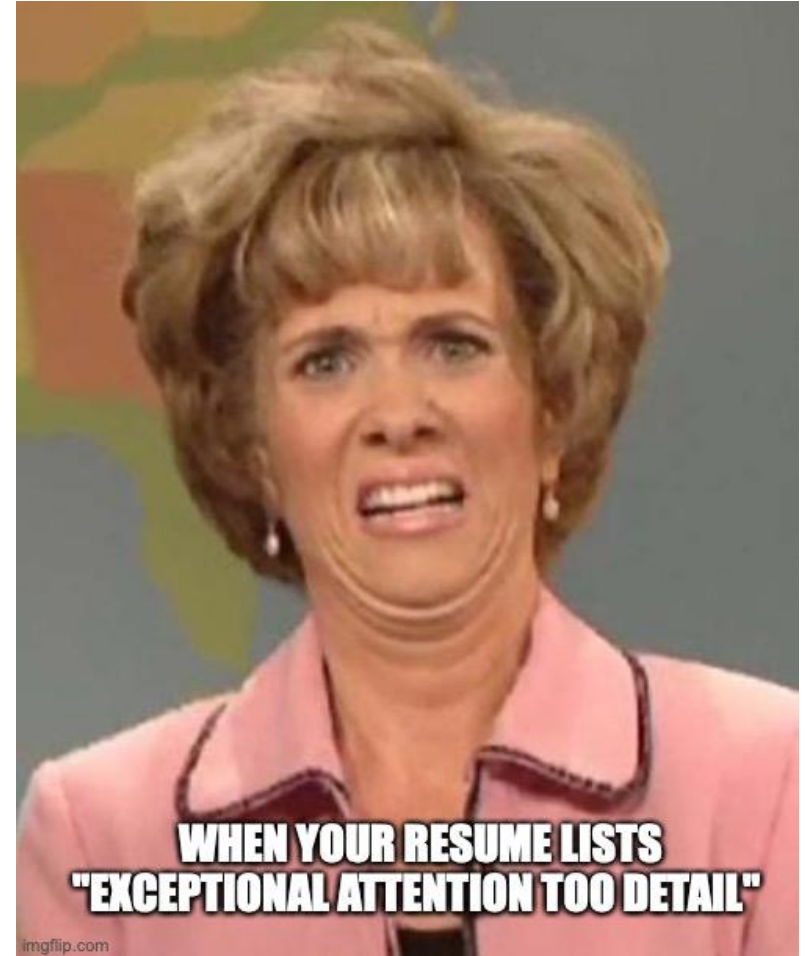
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Compelling
Career Story

Results-oriented Language

→ Focuses on **actions** you took and **results** you achieved

→ Increases your **credibility**

→ Compels reader to **envision you** executing the actual work

WHEN YOUR RESUME LISTS "EXCEPTIONAL ATTENTION TOO DETAIL"

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Task →

Responsible for business management and human resources training using various delivery methods and media to include webcast, webinars, video, and classroom instruction.

Result

Drive business management and human resources training for 500 employees using a variety of delivery methods to increase user access and ensure 100% participation.

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Task

Result

Manage training team specialists responsible for creating training plans and objectives, delivering training, and achieving learning outcomes.

Lead team of 15 in the successful design, development, delivery, and measurement of training; achieving an 80% average score on learning outcome surveys.

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Q & A

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How to Engage Shannon

Site:
Audacity Career Coaching

LinkedIn:
https://www.linkedin.com/in/shannonhilmar/

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Questions?
hello@pathforward.org

Follow us on social media:
LinkedIn: Path Forward.ORG
Facebook, Twitter, Instagram: @PathFWD

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