



Report Writing



Section-3-

Agenda

- ▶ What is a CV.
- ▶ What information to include in a resume.
- ▶ How to choose the most appropriate categories
- ▶ How to format your resume
- ▶ Answers to commonly asked questions
- ▶ Good vs Bad CVs



What is a CV ?

- ▶ C.V. is short for (curriculum vitae Latin for life story) and is called in some countries a ' resume'.
- ▶ C.V. is a selective record of your
 - ▶ Background
 - ▶ Education
 - ▶ Work experience
 - ▶ Certificates
 - ▶ Abilities and so on.
- ▶ The focus of the C.V. is readability, effective design and inclusion of relevant information.



What information to include

The five major sections of a resume:

- ▶ Personal Information
- ▶ Objective
- ▶ Education
- ▶ Work Experience
- ▶ References

Other possible sections are:

- ▶ Related skills
 - ▶ Computer skills
 - ▶ Volunteer work
 - ▶ Honors and Awards
 - ▶ Publications/presentations
 - ▶ Affiliations
-



1. Personal Information

- ▶ Name
- ▶ Address
- ▶ Phone number(s)
- ▶ Email address



1. Personal Information- ex

Christina Washington

1100 Somewhere Drive
Anytown, Michigan 01100

(810) 555-5239
cwshngtn@e-mail.com



2. Objective

- ▶ Indicates specific position for which you are applying
- ▶ Simple, clear, and concise
- ▶ Does not need to be a complete sentence (usually a short, one-line phrase)
- ▶ Take advantage of information from the job advertisement (use key words in your objective)
- ▶ Don't be wordy and don't add unnecessary information Translation: Don't blather on



2. Objective - Ex

- ▶ Remember, this is a major heading

Objective: To obtain an entry level position in Home Health Care

Objective: To obtain a position as an Information Technology Specialist

Objective: To obtain an advanced level position in Marketing and Finance



2. Objective - Ex

Christina Washington

1100 Somewhere Drive
Anytown, Michigan 01100

(810) 555-5239
cwshngtn@e-mail.com

Objective: To obtain an entry level position as an Electrical Engineer.



3. Education

WHAT

WHERE

WHEN



3. Education

- ▶ High School Certificate
- ▶ Bachelors Degree
- ▶ Masters Degree
- ▶ Doctoral Degree



3. Education

▶ CERTIFICATION

- ▶ Certified Training
- ▶ Vocational Training
- ▶ Teaching Certification
- ▶ Other Certificates indicating educational training

Remember to stick to the
What/Where/When format



3. Education

▶ OTHER ITEMS TO INCLUDE

- ▶ Academic Majors and Minors
- ▶ ?? Grade Point Averages ??
- ▶ Relevant Coursework
 - ▶ Only if it's related in some way to the job you're applying for
 - ▶ List it as a subheading under EDUCATION
 - ▶ Don't list everything and Don't list course numbers



3. Education - Ex

Christina Washington

1100 Somewhere Drive
Anytown, Michigan 01100

(810) 555-5239
cwshngtn@e-mail.com

Objective:

To obtain an entry level position as an Electrical Engineer.

Education:

Associates Degree; Major in Electrical Engineering

Anytown Community College, Anytown, Michigan

May 2009

Related Coursework in Computers, Technical and Blueprint Reading,
and Advanced Circuitry

4. Work Experience

- ▶ This section is the single most important place to sell yourself to a potential employer
- ▶ With so many to read, employers often skim resumes, looking for:
 - ▶ Key job titles
 - ▶ Specific skills
 - ▶ Relevant qualifications



4. Work Experience

- ▶ Stick to the What/Where/When format
- ▶ The skills you include on your resume should be connected to the skills required in the job you are seeking

Always use key words/phrases that clearly and briefly articulate
your experiences



4. Work Experience

Good Skill- related Wording

Administered

Analyzed

Appraised

Assembled

Budgeted

Coached

Compiled

Conducted

Coordinated

Designed

Developed

Evaluated

Facilitated

Managed

Monitored

Negotiated

Planned

Repaired

Printed

Recorded

Recruited

Served

Supervised

Taught

Translated

Wrote

Reviewed



4. Work Experience - Example

Christina Washington

1100 Somewhere Drive
Anytown, Michigan 01100

(810) 555-5239
cwshngtn@e-mail.com

Objective:

To obtain an entry level position as an Electrical Engineer.

Education:

Associates Degree; Major in Electrical Engineering

Anytown Community College, Anytown, Michigan May 2009

Related Coursework in Computers, Technical and Blueprint Reading, and Advanced Circuitry

Work Experience:

Electrical Apprentice, Anytown Electrical Agency, Anytown Michigan September 2000 to present.

- *Delivered supplies to the Associate Electricians on site

- *Assisted Associate Electricians with in-house repairs



5. References

- ▶ Available on Request
- ▶ Create a list of references on a separate page
- ▶ Always ask first
- ▶ Use professional information, not personal
- ▶ List Name, title, organization, address, and contact info.



5. References

Christina Washington

100 Somewhere Drive
Anytown, Michigan 01100

Work (810) 555-5239
cwshngtn@e-mail.com

OBJECTIVE: To obtain an entry level position as an Electrical Engineer.

EDUCATION:

Associates Degree: Major in Electrical Engineering
Anytown Community College, Anytown, Michigan, May 2009

Related Coursework: Computers, Technical and Blueprint Reading, and Advanced Circuitry

WORK EXPERIENCE:

Electrical Apprentice, Anytown Electrical Agency, *Anytown Michigan September 200 to present.*

*Delivered supplies tot the Associate Electricians on site

*Assisted Associate Electricians with in-house repairs

REFERENCES: Available upon request



Other Possible sections

- ▶ Research Experience
- ▶ Related Experience
- ▶ Accomplishments
- ▶ Related skills
- ▶ Volunteer Experience
- ▶ Honors and Awards
- ▶ Publications
- ▶ Conference Presentations
- ▶ Workshops



Do's

- ▶ Make your name stand out
- ▶ Let your objective reflect the job you're applying for
- ▶ Use headings and subheadings for organization
- ▶ Use What/Where/When format
- ▶ Put Education and Work Experience in reverse chronological order
- ▶ Use bullets to make your experiences stand out



Don'ts

Don't include:

- ▶ Age
- ▶ Political affiliation
- ▶ Religious preference
- ▶ Hobbies
- ▶ Marital status
- ▶ Place of birth
- ▶ Photographs
- ▶ Height, weight, health



CV Check List

- ▶ Spelling and grammar.
- ▶ Layout.
- ▶ Structure.
- ▶ Style.
- ▶ Personal details.
- ▶ Work experience.
- ▶ Education.
- ▶ Skills And Interests.
- ▶ References.

Bad Vs. Good CVs

Email Address

- ▶ **BAD Email Address:** Don't use an email like the following on your resume:
 - ▶ lovelyme@email.com
 - ▶ heydude@email.com
 - ▶ crazyforcats@email.com

Why?!!!

- look foolish and unprofessional on a resume.
- If necessary, create a new email address specifically for your job search.



Email Address

- ▶ **GOOD Email Address:** Email address on your resume should be as simple and direct as your name:
 - ▶ johnsmith@email.com
 - ▶ j.smith@email.com
 - ▶ john_m_smith@email.com

Objective

▶ ***BAD Objective***

OBJECTIVE: A challenging creative opportunity where I can apply my skills in a dynamic organization with plenty of chance for advancement.

Why?!!!

- It's generic.
- It's self-focused.
- It does nothing to tell the reader what you have to offer or even what type of position you're seeking.

Objective

▶ **GOOD Objective**

OBJECTIVE: To apply the knowledge acquired through a bachelor's degree in Marketing and Communications and two summer internships at a public relations agency to an entry-level position on the marketing or PR team of a major financial institution.

Why?!!!

- Clarifies your education
- Your experience
- The value you bring to the table
- The type of position and organization you're interested in.



Education

- ▶ ***BAD Education Section***

St. Louis High School, 1994
St. Louis, MO
Diploma, College Prep, GPA: 3.0

SLU, 1998
St. Louis, MO
B.S., Finance, GPA: 2.75

- ▶ Beta Fraternity, Party Planning Committee Member
- ▶ Elected to Student Government
- ▶ Led campus movement for reelection of State Senator I.M. Partisan

Why?!!!

Education

- ▶ Abbreviating the university name.
- ▶ listing a non-stellar GPA (Only put your GPA on your resume if it was **3.0 or higher.**)
- ▶ **Reverse chronological** order
- ▶ listing college activities that are professionally irrelevant.

Education

- ▶ **GOOD Education Section**
- ▶ St. Louis University, 1998
St. Louis, MO
Bachelor of Science, Finance

Why?!!!

Simply It gives the necessary information
without extraneous details.

Bad VS Good CV Examples !!

- ▶ **Review CV Sections of Bad Examples and discuss why it is Bad ??**

Example 1 : **Personal Information Example**

Curriculum Vitae

Address: 66 Hendford Hill, MOULDSWORTH, WA6 8DE, United Kingdom

Tel: 07900257283

Email: coolguy007@hotmail.co.uk

DoB: 27 February 1985

Nationality: British

Gender: Male

Marital-status: Single



Bad VS Good CV Examples Cont.

▶ **Good Personal Information Section:**

David Gibbons
57 Outlands Road, Dingley, LE16 9SJ
079 3316 8158
David.gibbons@live.co.uk

Notes:

- ▶ **Heading:** Full name in large, bold letters and centred on the page (not Curriculum Vitae or CV as it can be derived from the document itself that it is a CV);
- ▶ **Email:** Should be professional (e.g. first and last name);
- ▶ No need for 'Address', 'Tel', or 'Email' prefixes (unless it improves presentation);
- ▶ **Address:** Should not take up a lot of space, needs to be better presented;
- ▶ **Nationality,** date of birth, gender and marital status are optional information which are best left out unless there is a specific benefit to their inclusion.

Bad VS Good CV Examples Cont.

- ▶ **Bad example On Education and qualifications :**
 - 1991 – 1992 Collingham Gardens Nursery
 - 1992 – 1996 Stamford Primary School
 - 1996 – 2002 Hall Green Secondary School
 - 2002 – 2004 A-Levels Sandwell Sixth Form College
 - English: A*
 - Mathematics: C
 - Biology: B
 - Geography: A
 - Business: C
 - October 2004 – June 2007 UCB, Birmingham BSc Psychology

Bad VS Good CV Examples Cont.

Good Education Section:

- ▶ **Education and Training**
2009 – 2013 BSc Computer Science (Hons) Aston University
- ▶ 1st Class Degree with Professional Placement
- ▶ **Relevant Modules:**
- ▶ Professional and Social Aspects of Computing (73%)
- ▶ Data Modelling and Database Systems (59%)
- ▶ Understanding Information Systems (93%)
- ▶ Information Security (67%)
- ▶ Human-Computer Interaction (80%)
- ▶ **2007 – 2009 BTEC National Diploma in IT Hall Green College**
- ▶ Grade Achieved: Triple Distinction*
- ▶ **2000 – 2007 Bournville Secondary School**

Bad VS Good CV Examples Cont.

Bad Hobbies and interests Example:

- ▶ I enjoy skiing, hiking, playing football, bird-watching and going to Church on Sundays.
- ▶ Good Example: **Hobbies and Interests**
I enjoy reading non-fiction books, solving puzzles and socialising with friends and family.
- ▶ **Notes:**
- ▶ Do not mention any irrelevant hobbies on your CV that do not add additional value to your application;
- ▶ Do not disclose political or religious affiliations;

1

123 Spruce St, Apt 35
Philadelphia PA 19103

2

GAYLE L. MCDOWELL

(555) 555-1212
gayle@careercup.com

EMPLOYMENT

Software Engineer, Intern **Apple Computer** **Summer 2004**

iChat AV

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- Reduced time to render the user's buddy list by 75% by implementing prediction algorithm.
- Implemented iChat integration with OS X Spotlight Search by creating tool which extracts metadata from saved chat transcripts and provides metadata to a system-wide search database.
- Redesigned chat file format and implemented backwards compatibility for search.

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Lead Student Ambassador **Microsoft Corporation** **Fall 2003 – Spring 2005**

- Promoted to Lead Student Ambassador in Fall 2004; supervised 10 – 15 Student Ambassadors
- Created and taught Computer Science course, CSE 099: Software Design and Development

Head Teaching Assistant **University of Pennsylvania** **Fall 2001 – Spring 2005**

- Courses: Advanced Java III, Software Engineering, Mathematical Foundations of Comp. Sci. I & II
- Promoted to Head TA in Fall 2004; led weekly meetings and supervised four other TAs

Software Design Engineer, Intern **Microsoft Corporation** **Summers 2001 - 2003**

Visual Studio Core (Summer 2003)

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- Implemented a user interface for the VS open file switcher (ctrl-tab) and extended it to tool windows.
- Created service to provide gradient across VS and VS add-ins. Optimized service via caching.
- Programmer Productivity Research Center (Summers 2001, 2002)
- Built app to compute similarity of all methods in a code base; reduced time from $O(n^2)$ to $O(n \log n)$.
- Created test case generation tool which creates random XML docs from XML Schema

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EDUCATION

Philadelphia, PA **University of Pennsylvania** **Fall 2000 – May 2005**

- M.S.E. in Computer and Information Science, May 2005. GPA: 3.6
- B.S.E. in Computer Science Engineering with Minor in Mathematics, May 2005. In-major GPA: 3.4
- Graduate Coursework: Software Foundations; Computer Architecture; Algorithms; Artificial Intelligence; Comparison of Learning Algorithms; Computational Theory
- Undergraduate Coursework: Operating Systems; Databases; Algorithms; Programming Languages; Comp. Architecture; Engineering Entrepreneurship; Calculus III

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TECHNICAL EXPERIENCE

Projects

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- **Multi-User Drawing Tool** (2004). Electronic classroom where multiple users can view and simultaneously draw on a "chalkboard" with each person's edits synchronized. C++, MFC
- **Synchronized Calendar** (2003 – 2004). Desktop calendar with globally shared and synchronized calendars, allowing users to schedule meetings with other users. C#.NET, SQL, XML.
- **Operating System** (2002). UNIX-style OS with scheduler, file system, text editor and calculator. C

ADDITIONAL EXPERIENCE AND AWARDS

- **Instructor** (2003 – 2005): Taught two full-credit Computer Science courses; average ratings of 4.8 out of 5.0.
- **Third Prize, Senior Design Projects**: Awarded 3rd prize for Synchronized Calendar project, out of 100 projects.

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Languages and Technologies

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- C++; C; Java; Objective-C; C#.NET; SQL; JavaScript; XSLT; XML (XSD) Schema
- Visual Studio; Microsoft SQL Server; Eclipse; XCode; Interface Builder

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Jane Franklin

Douglas-Kelly Professor of English

Address

University of Pennsylvania
Philadelphia, PA 19104, USA

Home Address:

713 N 4th St, Philadelphia, PA 19123, USA

Phone 267-861-5317

E-mail jane_franklin@gmail.com

LinkedIn linkedin.com/in/JaneFranklin

Twitter twitter.com/jane-marie-franklin

Proactive lecturer and researcher with 10+ years of experience teaching courses on undergraduate and postgraduate levels. Supervised 22 BA theses, 9 MA theses, and 2 PhD dissertations. Edited and co-authored 3 monographs on contemporary trends in drama and performative arts. Published over 30 articles in peer-reviewed journals.

Education

- 2000-08 - 2008-05 University of Chicago, Chicago, IL, PhD in Comparative Literature**
The Department of Modern Languages
Thesis title: "The Lesbianism of Marcel Proust: An Analysis of the Traits of Female Queer Culture in In Search of Lost Time"
Thesis supervisor: Professor George Swan
- 1999-08 - 2000-05 City University of New York, New York, NJ, MA in English**
The Department of English
Graduated summa cum laude
Thesis title: "Thom Gunn's Peculiar (Post)modernism: An Analysis of Gunn's Late Works in Comparison to the Ideas and Values of the Movement"
Thesis supervisor: Professor Anne Plath
Academic achievements:
- Dean's List 2000
 - Awarded "Best Thesis in Modern Languages" 2000
- 1996-09 - 1999-07 University of Oxford, Oxford, UK, BA in American Studies**

Professional Appointments

- 2014-07 - present Douglas-Kelly Professor of English**
University of Pennsylvania, Philadelphia, PA
Taught a total of 18 undergraduate and 9 postgraduate courses, mainly focused on contemporary conceptual drama and performative arts, as well as experimental poetry and fiction. Supervised 12 MA theses. Member of the Postgraduate Studies Board from 2014 to 2017.
- 2008-08 - 2013-01 Professor Assistant of English**
University of Chicago, Chicago, IL
Assisted in developing and executing core curriculum requirements for over 20 under- and postgraduate courses. Supervised 16 BA theses and 6 MA theses.

Books

- 2017-05** *The Rustle of Language*. New York: Hill and Wang
- 2013-07** *Sexual Politics in Post-2000 American Drama*. Woodstock and New York: The Overlook Press
- 2011-01** *The Man Who Fell Asleep: Structural Analysis of Narrative*. New York: W. W. Norton & Co.

Sarah Bloom

233 Hollywood Avenue, Suffolk, SJ1 3KQ

Mobile: 07838824922 E-mail: sarah.b@gmail.co.uk

Personal profile

I am a friendly and outgoing Customer Service Officer with a passion for retail and business. My studies and my previous work experience have all been in these areas, and I am currently looking to progress my career in a more challenging role. I have excellent communications skills which have enabled me to build strong relationships with customers, colleagues and external suppliers. I have previously managed a number of projects to a successful outcome, and I have the excellent ability to supervise, manage and motivate other team members.

Achievements

- More than two years of relevant work experience
- Project Manager on various occasions at College and University

Education

Sept 2013 – Jun 2016 BA Business Studies Bournemouth University
Grade achieved: 2:1

- Introduction to Organisation, Behaviour & Ethics
- Consumer Behaviour & Market Research
- Operations Management
- Marketing

Aug 2011 – Aug 2013 A-Levels Newbury College
Grade achieved: Maths: B English Language: B Psychology: A

Employment

July 2016 - Present Customer Service Officer Elite Retail Ltd.

Main duties performed:

- Dealing with customers face-to-face, over the phone and via email
- Assisting customers with finding suitable products or services
- Handling payments and processing returns, refunds and exchanges
- Dealing with customer feedback, concerns and complaints
- Dealing with stressful situations and emergencies in a professional manner, and ensuring that customer's concerns are promptly addressed
- Liaising with suppliers and external companies on a regular basis
- Assisting the Store Manager with their day-to-day activities

- Ensuring that the store is in a clean and tidy state at all times
- Training and supervising new members of staff
- Entering and maintaining data into databases and information systems
- Coordinating and organising sales and promotions events
- Ensuring Health & Safety procedures are adhered to at all times
- Performing general administrative tasks such as filing and photocopying

April 2015 – June 2016

Sales Assistant

Matalan

Main duties performed:

- Welcoming and greeting customers to the store
- Ensuring that all the clothes and items are neatly presented in the store
- Assisting the customers with finding what they are looking for
- Handling cash and processing payments
- Ordering and restocking items when required
- Ensuring that the store is neat and presentable at all times
- Liaising with other Matalan stores to enquire about stock opportunities
- Providing the best customer service at all times and in all situations

Qualifications

- Level 3 NVQ Diploma in Customer Services
- First Aid at Work – HSE

Skills

- Excellent interpersonal skills, demonstrated in the ability to effectively serve customers and develop strong working relationships with staff
- Expert knowledge of the selling process and effective sales techniques
- Professional and confident with excellent diplomacy and negotiation and persuasion skills
- Dealing with stressful situations in a calm and professional manner

Hobbies and interests

I enjoy socialising with my friends and family and taking part in dance classes twice a week. Joining my local dance club has not only helped me to reach my fitness goals, but it has also allowed me to meet new people and develop my communication skills outside of my normal working environment.

References

Joshua Hunter

Customer Service Manager, Elite Retail Ltd.
Address: 7 Westfield Rd, Kingston, KO3 9CJ
Tel: 0124 823 8140
Email: josh.hunter@eliteretail.co.uk

Diane Lewis

Area Manager, Matalan
Address: 76 Island St, Sheffield, SH6 1XN
Tel: 07827738492
Email: diane.lewis1@matalan.co.uk

Thank you