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UNIVERSITY
OF MANITOBA

Career Services



Resume

Student Counselling & Career Centre
474 University Centre
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Why do people write resumes? The purpose of a resume is to **communicate to an employer your experience, skills and education related to a specific position.** It is a very valuable job search tool because it provides you with your first opportunity to "*market* yourself" to an employer and ultimately **GET AN INTERVIEW!**

What is *Marketing*?

Marketing is the process of getting potential customers and clients interested in your products and services.

The key word in this definition of marketing is **PROCESS** - researching, promoting, selling and distributing your products or services. In this case, your customers are **EMPLOYERS**. Before you can market yourself and get employers interested in **YOU** - you have to research the employer. You need to understand what they are looking for and promote yourself on your resume as someone who meets their needs. You should conduct a job search that identifies employers looking for your skills and experience.

Whether you are looking for a part-time, summer or full-time job, or tailoring your existing resume for a career related position, it is crucial that you market your skills effectively to an employer. Read on to find out how!

Step by Step Guide:

1. Know your employment goal

An employer spends an average of 10 to 30 seconds looking at a candidate's resume and deciding whether they will interview the candidate or not. Your resume should clearly highlight your skills to match with the employer's needs. If you make it too general or include too much information that isn't relevant to an employer...they won't read it and you won't get an interview!

Your resume should be created with an employment goal in mind. If you want to be a Customer Service Representative in a bank, you will need to research what skills are needed in this position. Establishing a goal **will keep your resume focused and on target!** (And having a long term career goal will help you to be strategic in gaining the skills to land your dream job down the road!) If you are having trouble identifying your employment goal, please visit the Career Resource Centre (474 University Centre) for assistance before beginning to write your resume.

2. Identify the skills required for the position

We can research the required skills by looking at job postings, researching similar positions in similar industries, speaking with industry contacts, doing Informational Interviews (meeting with professionals working in the position) or using the National Occupational Classification Codes or NOC codes (www.hrsdc.gc.ca/noc). Don't even start writing your resume until you've done your research into the skills required for the position!

3. Match your skills with the employer's needs

Once you have determined the skills, both technical and generic, that are required for the job you are seeking, it is crucial that you show the employer that you have what they are looking for. Identify the skills that you have gained from **ALL** your experiences that match the employer's needs.

Know Yourself – Conduct a SKILLS ASSESSMENT

Conducting a Skills Assessment is the process of identifying the skills you can bring to an employment situation. In order to market yourself to an employer, it is imperative you have a very clear sense of what it is you have to offer - what skills do you have that set you apart from everyone else? Remember, the employer has to believe you are the *best buy* on the market.

Your skills can be broken down into two categories:

1. **Technical skills** are specific to perform a particular task.
Examples: Computer skills, language skills, laboratory skills
2. **Generic skills** are often referred to as transferable since they can be easily transferred from one situation to another.
Examples: Communication skills, organizational skills, time management skills

Do not underestimate the value of **generic skills** because they are equally, or in some employment situations, more important than **technical skills**. Employers can often train their new employee to develop their technical skills but usually find it hard to train or modify someone's generic skills.

Skills are acquired from all areas of your life including volunteering, projects and assignments at school, extracurricular activities... not just paid work experience. Don't sell yourself short!

For each position/project/task you have done in your life, you should think about what you did, how you did it, and what you learned from doing it. **Quantify and qualify** your skills when possible to provide some rich examples that demonstrate your skills.

Transferable skills from work experience, volunteering and academic coursework

Many students do not have work experience directly related to their new career but will be able to demonstrate skills through past jobs (related or unrelated), volunteering or from coursework taken at school. Most often through these experiences, we can demonstrate "transferable" skills (most likely generic skills) which employers are looking for in candidates.

Here's an example of the transferable skills that someone might demonstrate from their previous job as a server:

Position: Server

Duties: Take orders, serve tables, deal with customers

Transferable Skills:

- Provided excellent customer service in a fast-paced environment with the ability to multitask. **(customer service skills, multitasking, familiar with fast paced work environment)**
- Maintained strong relationships with staff in order that orders were accurately and quickly delivered to customers. **(teamwork/cooperation/customer service/quality)**

This individual could use these transferable skills to demonstrate their generic skills when applying to a broad range of professional positions that require **teamwork, customer service, and multi-tasking**.

A good resume will describe your transferable skills, instead of merely describing what you did or your duties.

Employers expect that you will be able to articulate your skills – be sure to consider what employers are looking for and how you can gain those skills.

Employability Skills 2000+

The skills you need to enter, stay in, and progress in the world of work—whether you work on your own or as a part of a team.

These skills can also be applied and used beyond the workplace in a range of daily activities.

Fundamental Skills

The skills needed as a base for further development

You will be better prepared to progress in the world of work when you can:

Communicate

- read and understand information presented in a variety of forms (e.g., words, graphs, charts, diagrams)
- write and speak so others pay attention and understand
- listen and ask questions to understand and appreciate the points of view of others
- share information using a range of information and communications technologies (e.g., voice, e-mail, computers)
- use relevant scientific, technological and mathematical knowledge and skills to explain or clarify ideas

Manage Information

- locate, gather and organize information using appropriate technology and information systems
- access, analyze and apply knowledge and skills from various disciplines (e.g., the arts, languages, science, technology, mathematics, social sciences, and the humanities)

Use Numbers

- decide what needs to be measured or calculated
- observe and record data using appropriate methods, tools and technology
- make estimates and verify calculations

Think & Solve Problems

- assess situations and identify problems
- seek different points of view and evaluate them based on facts
- recognize the human, interpersonal, technical, scientific and mathematical dimensions of a problem
- identify the root cause of a problem
- be creative and innovative in exploring possible solutions
- readily use science, technology and mathematics as ways to think, gain and share knowledge, solve problems and make decisions
- evaluate solutions to make recommendations or decisions
- implement solutions
- check to see if a solution works, and act on opportunities for improvement

Personal Management Skills

The personal skills, attitudes and behaviours that drive one's potential for growth

You will be able to offer yourself greater possibilities for achievement when you can:

Demonstrate Positive Attitudes & Behaviours

- feel good about yourself and be confident
- deal with people, problems and situations with honesty, integrity and personal ethics
- recognize your own and other people's good efforts
- take care of your personal health
- show interest, initiative and effort

Be Responsible

- set goals and priorities balancing work and personal life
- plan and manage time, money and other resources to achieve goals
- assess, weigh and manage risk
- be accountable for your actions and the actions of your group
- be socially responsible and contribute to your community

Be Adaptable

- work independently or as a part of a team
- carry out multiple tasks or projects
- be innovative and resourceful: identify and suggest alternative ways to achieve goals and get the job done
- be open and respond constructively to change
- learn from your mistakes and accept feedback
- cope with uncertainty

Learn Continuously

- be willing to continuously learn and grow
- assess personal strengths and areas for development
- set your own learning goals
- identify and access learning sources and opportunities
- plan for and achieve your learning goals

Work Safely

- be aware of personal and group health and safety practices and procedures, and act in accordance with these

Teamwork Skills

The skills and attributes needed to contribute productively

You will be better prepared to add value to the outcomes of a task, project or team when you can:

Work with Others

- understand and work within the dynamics of a group
- ensure that a team's purpose and objectives are clear
- be flexible: respect, be open to and supportive of the thoughts, opinions and contributions of others in a group
- recognize and respect people's diversity, individual differences and perspectives
- accept and provide feedback in a constructive and considerate manner
- contribute to a team by sharing information and expertise
- lead or support when appropriate, motivating a group for high performance
- understand the role of conflict in a group to reach solutions
- manage and resolve conflict when appropriate

Participate in Projects & Tasks

- plan, design or carry out a project or task from start to finish with well-defined objectives and outcomes
- develop a plan, seek feedback, test, revise and implement
- work to agreed quality standards and specifications
- select and use appropriate tools and technology for a task or project
- adapt to changing requirements and information
- continuously monitor the success of a project or task and identify ways to improve



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4. Choose your resume format

Choosing your resume format and style is very personal and dependent on how you want to market your skills to an employer. The format you select should not only highlight your skills and accomplishments but also say something about you. You may find that the skills you have to offer an employer for that specific position may come primarily from your related work or volunteer experience. Alternatively, you may realize that you have more transferrable skills from your academic or extra-curricular experience. Either way, you need to market your skills effectively to an employer, but identifying where your skills come from will make the resume format that you use become more obvious.

To create the appropriate format for you, it is necessary to decide which format presents your information in the most favourable manner for the position you are applying for. Remember, the best marketer gets the job – make it easy for them to see that you are a match for the position!

Chronological Resume

This is the format people typically think of when they think of resumes. In a Chronological resume, one's experience is presented in reverse chronological order. This format highlights your employment history, and is recommended for use when you have a specific job in mind and when your experience record indicates a consistent related history.

Pros:	Cons:
<ul style="list-style-type: none">• Traditional format that is most commonly used	<ul style="list-style-type: none">• If you don't have related or relevant work experience, it is immediately evident
<ul style="list-style-type: none">• Emphasizes job duties and highlights a steady work history	<ul style="list-style-type: none">• Gaps in your work history are strongly shown
<ul style="list-style-type: none">• Easiest type of resume to prepare	<ul style="list-style-type: none">• It poorly highlights or identifies your skills
<ul style="list-style-type: none">• Excellent type to use if you have experience related to the job you are applying for, as it focuses on your employment experience	<ul style="list-style-type: none">• Not well suited for job seekers who are changing careers

A variation of the Chronological resume is the **Related Experience Chronological**. This format is still considered Chronological, but it separates your experience into a 'Related Experience' section (work and volunteer) and an 'Other Experience' section. This allows you to present your most related information first. This is an excellent option if you have some related experience.

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*Chronological
Resume
(sample)*

Enthusiastic and motivated new graduate with over 5 years experience in the service industry providing exceptional customer service. Dependable and responsible in dealing with cash and processing customer orders. Team player with strong interpersonal skills.

Education

Bachelor of Arts

Major in Psychology, Minor in Economics

University of Manitoba

May 2011

Work Experience

Server, LuxSolé

June 2008-present

- Served customers, cleaned tables and provided excellent service in a fast paced environment.
- Handled cash and credit transactions ensuring accuracy.

Server, The Village Fish Café , Sept 2007-Sept 2008

- Provided excellent service to customers including making menu suggestions, taking orders and ensuring a positive restaurant experience.
- Worked closely with kitchen staff, hosts, and bussing staff in a fast-paced environment
- Processed cash, credit and debit card transaction ensuring accuracy and proper allocation of tips.

Groundskeeper/Team Leader, Winnipeg School Division

Summers 2006, 2007

- Maintained and repaired lawns and trimmed shrubs
- Used power equipment including mowers, trimmers, and weed-eaters.
- Worked as a team lead and ensured proper techniques and safety were followed

Volunteer Experience

“Girls on the Move” Program, Youville Health Centre

Jan 2008-present

- Planned and facilitated weekly meeting on the topics of healthy food choices and activities.
- Collaborated with other volunteers in developing program.

Volleyball Head Coach, Churchill High School

Sept 2006

- Coached and helped develop volleyball skills for Junior Girls Volleyball team.

Focus on
**WORK
EXPERIENCE**

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Awards and Achievements

Dean’s Honour List

Volunteer of the Year, Youville Teen Clinic

2010 2008-2011

Extra-Curricular

Member, Provincial Women’s Handball Team

2007 to present

Personal Interests

Enjoy running, sports, yoga, health and fitness and avid reader.

References

Available upon request.

Functional Resume

The functional format is used by students or people transitioning or changing careers and can be effective but not universally accepted by employers. In the Functional resume, the focus is primarily on related skills. In place of the 'Work Experience' section (Chronological), the functional format employs two sections: **Related Skills** and **Work History**. Under the 'Related Skills' section, experiences from work, education, volunteer and extra-curricular activities are drawn together and presented under sub headings describing the skill you want to emphasize. In the 'Related Skills' section you have indicated to the employer the skills and abilities you have acquired. You have not, however, included any information about where you gained this experience. The 'Work and Volunteer History' sections will serve this purpose. These sections should only include job/volunteer title, name of employer and dates of employment.

Pros:	Cons:
<ul style="list-style-type: none"> Consider this format if you have limited or no direct experience, as it de-emphasizes a lack of related work experience 	<ul style="list-style-type: none"> It is not immediately evident the type or amount of work experience you have
<ul style="list-style-type: none"> Enables you to highlight skills as they relate to a specific job and it gives you a strong awareness of who you are and what you can bring to a position 	<ul style="list-style-type: none"> Takes more effort to develop this type of resume
<ul style="list-style-type: none"> Very effective for recent graduates as it allows you to demonstrate skills and capabilities acquired from your studies, volunteering and other areas 	<ul style="list-style-type: none"> Does not demonstrate employment growth and development
	<ul style="list-style-type: none"> Some employers have trouble following this style of resume or feel this type of resume is hiding employment issues

Combination Resume

This resume styles offers the flexibility and strength of both the Chronological and Functional resume. This style of resume highlights your achievements and skills in different categories in the first page of the resume and then switches to a chronological approach naming companies, dates, and further evidence of achievements or skills. Very often transferable soft skills are highlighted in the employment history section. This format forces you to identify your skills that match with an employer's needs and these skills are something that you will want to talk about in your interview!

Pros:	Cons:
<ul style="list-style-type: none"> Highlights relevant skills and accomplishments and can be targeted to a specific type of job 	<ul style="list-style-type: none"> Can be confusing if not well written and is more complex and difficult to develop
<ul style="list-style-type: none"> Employers prefer this type of resume over a "pure functional" resume 	<ul style="list-style-type: none"> Takes up more space and makes it challenging to keep resume to 2 pages
<ul style="list-style-type: none"> Uses your work history to show some transferable skills and accomplishments in chronological order 	

Karen Smith

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**Combination
Resume
(sample)**

EDUCATION

**Bachelor of Arts
Major in Psychology, Minor in Economics**
University of Manitoba

May 2011

RELATED SKILLS

Customer Service Skills

- Provided customers with excellent service to ensure their complete satisfaction and repeat business.
- Processed cash, credit and debit card transaction ensuring accuracy and balanced cash sales.

Communication Skills

- Collaborated with other staff and worked as a team to meet sales goals set by management.
- Presented information to clients and answered their questions regarding the information.

Planning and Organizational Skills

- Planned and maintained good organization of work area to meet customer demands especially during busy periods.

Focus on
**RELEVANT
SKILLS**

VOLUNTEER EXPERIENCE

Volunteer, Victoria General Hospital Gift Store

Jan 2006-Present

- Assisted customers with their purchases in a fast paced environment
- Handled cash and credit transactions with accuracy.

“Girls on the Move” Program, Youville Health Centre,

Jan 2008- Present

- Planned and facilitated weekly meeting on the topics of healthy food choices and activities.
- Collaborated with other volunteers in developing program.

Volleyball Head Coach, Churchill High School,

Sept 2006

- Coached and helped develop volleyball skills for Junior Girls Volleyball team.

WORK EXPERIENCE

Groundskeeper/Team Leader, Winnipeg School Division

Summers 2006, 2007

- Maintained and repaired lawns and trimmed shrubs
- Used power equipment including mowers, trimmers, and weed-eaters.
- Worked as a team lead and ensured proper safety procedures were followed.

AWARDS AND ACHIEVEMENTS

Dean’s Honour List, 2008-2011

Volunteer of the Year, Youville Teen Clinic

2010

EXTRA-CURRICULAR

Member, Provincial Women’s Handball Team

2007 to present

PERSONAL INTERESTS

Enjoy running, sports, yoga, health and fitness and avid reader.

References available upon request

5. Write accomplishment statements to demonstrate your skills

The most compelling resumes are those that show HOW you have demonstrated a specific skill, not simply telling the employer that you possess it.

Change the way you describe your skills from duty statements to ACCOMPLISHMENT or DEMONSTRATION statements.

- Assisted customers.(duty)
- Assisted hundreds of customers with buying decisions and made a significant contribution to department's sales goals. (accomplishment)
- Provided excellent customer service to diverse clientele in a fast-paced retail environment. (accomplishment)

To do this.....

Start with an action verb and noun:

“Chaired committee”

Qualify and Quantify with the 5 W's and ask yourself these questions:

Who?
What?
Where?
When?
Why?

By asking some of these questions, you can develop a demonstration statement of your skills:

“**Chaired** fundraising **committee** that raised over \$5,000 in an art auction event for a non-profit organization supporting people with intellectual disabilities.”

We have included a [list of past tense verbs](#) in this booklet that might help you start off your demonstration statements. **Don't forget that you can use your classwork and group projects to demonstrate valuable skills too!**

Position: Member of a class group project - University of Manitoba

Demonstration statements you could use from this experience:

- Collaborated with other team members on a major design project and ensured regular meetings were scheduled and timelines were met.
- Conducted and obtained research data using the internet, professional journals, and informational interviews for a class project.
- Compiled and organized research findings into a 20 page technical report that was presented to peers, professors and industry professionals.
- Evaluated and analyzed the feasibility and profitability of a potential business by creating a business plan.

Demonstrated Skills:

- Team player (generic)
- Research skills (technical)
- Organizational skills (generic)
- Problem solving and analytical skills (technical)

Position: Crew Person – Fast Food Restaurant

Demonstration statements you could use from this position:

- Served customers in a fast paced environment ensuring orders were filled accurately and efficiently.
- Worked closely with other team members in a cooperative, efficient and enjoyable working environment.
- Handled customer transactions using cash, debit cards, credit cards and gift certificate vouchers.
- Cleaned and maintained workspace including kitchen area, washrooms, dining tables and floors.

Demonstrated Skills:

- Customer Service skills (generic)
- Teamwork skills (generic)
- Handled cash register (technical)
- Maintenance Skills (technical)

6. Create your professional finished product

Your resume is not an autobiography, or a place to report every experience you have ever had. It is a place to communicate the qualifications you have which relate to a specific position. Writing a targeted, effective resume can be quite time consuming, but it is well worth the effort. The most important thing to remember is that there is **no one right way to create a resume**. Your resume *will be* and *should be* as individual as you are.

i) Resume Components

- Personal Letterhead: name, address, postal code, phone number, and email (only if checked regularly)
- Personal Profile (optional)
- Highlight of Qualifications/Related Skills (optional)
- Education (relevant courses could be added if important and not obvious)
- Awards/Achievements
- Professional development/Additional Training
- Special Skills
- Work Experience, Practicum/Co-op Work Experience, Internships
- Volunteer Experience
- Extra-Curricular Activities/Memberships
- Activities and Interests
- Mention of references

Possible Resume Headings

- Teaching Objective
- Professional Experience
- Additional Experience
- Employment History
- Work Experience
- Work History
- Experience
- Professional Background
- Relevant Experience
- Teaching Experience
- Work Experience
- Volunteer Experience
- Highlights of Qualifications
- Professional Qualifications
- Summary of Qualifications
- Personal Profile
- Additional Skills Computer Skills
- Language Skills
- Professional Skills
- Relevant Skills
- Career-Related Skills
- Computer Applications
- Coaching Experience
- Community Involvement
- Community Service
- Professional Activities
- Extracurricular Activities
- Volunteer Activities
- Activities
- Related Activities
- Hobbies & Interests
- University/Campus Activities
- Activities & Interests
- Interests
- Conferences/Conventions
- Memberships/Associations
- Education
- Education & Training
- Professional Training
- Professional Development
- Additional Training
- Academic Training
- Workshops/Seminars
- Personal Achievements
- Certifications
- Scholarships & Awards
- Languages
- Research
- Publications
- Presentations

Related Skills:

Heading Examples

- Administrative Skills
- Analytical Skills
- Business Skills
- Case Management Skills
- Clerical Skills
- Communication Skills
- Computer Skills
- Counselling Skills
- Critical Thinking Skills
- Design and Planning Skills
- Financial Analysis Skills
- Helping/Support Skills
- Information Management Skills
- Interpersonal Skills
- Laboratory Skills
- Management Skills
- Marketing Skills
- Program Planning Skills
- Project Management Skills
- Problem Solving Skills
- Organizational Skills
- Research and Investigation Skills
- Supervisory Skills
- Teaching Skills
- Technical Skills
- Teamwork Skills
- Leadership Skills
- Writing Skills

Highlights of Qualifications and Related Skills: *What's the difference?*

The most compelling resumés are those that show HOW you have demonstrated a specific skill, not simply telling the employer that you possess it. Lists of adjectives will not convince an employer to invite you to an interview, therefore it is important to give examples of how those personal qualities and skills have been demonstrated. Remember that skills can be taken from all areas of your career, including your employment, volunteer, academic, and extracurricular experiences.

There are two featured methods of presenting your skills:

1. Highlights of Qualifications (Chronological Resume)

This section reflects your general transferable skills that you can take with you to any position or the specific position for which you are applying. It provides a concise overview of your qualifications as they relate to your job objective or career goals. Here is where you want the employer to recognize and become interested in the competitive advantage you bring to the position.

Examples:

- Possess over two years experience organizing fundraising events
- Marketed programs through public service announcements, advertisements and educational newsletters

2. Related Skills (Functional and Combination Resumes)

This section may go by many names—Highlights, Qualifications, Summary of Qualifications, etc. This is the one section of your resume that immediately draws attention and helps it stand out from the crowd. It can be very helpful in summarizing the skills found throughout your resume that prospective employers will look for in an applicant.

In this section, highlight skills you have acquired and how well you do things. Choose only those capabilities important to the job for which you are applying, but make sure you can back up these personal statements with facts, figures or specific instances in which you have demonstrated the skill.

Examples of Skill Sets:

Ideally, you should have three to five bulleted points. Start each bulleted point with an action verb. Regroup if longer than seven points or create another sub-heading. Skills are clustered under sub-headings or skill sets – you may want to combine some of these together.
Eg. Planning and Organizational Skills

References

- References should be on a separate page from your resume with your personal information on top just like on the first page of your resume. Use the same kind of paper.
- It is your personal choice whether to include references along with your resume or not.
- Ask permission to use someone's name as a reference. Ensure the reference will be positive.
- Stay in touch with your references. You can ask your reference if they would like a copy of the job posting you are applying for and the resume you sent so they have a better understanding of what they may be asked when called to be a reference.
- References should be able to talk about your work ethic and style, punctuality, self-management, and other related issues.
- People who are potentially strong references are:
 - Current or former employers
 - Professors/teachers
 - Coaches
 - Volunteer managers
 - People who are well known in the community/field of your interest

ii) What Not To Include

There is information that should not be disclosed on a resume. Certain subjects are illegal for an employer to use when making a hiring decision. Some things that shouldn't go on a resume are:

- Religion
- Race/National or Ethnic origin
- Age
- Political affiliation
- Health
- Marital status
- Photograph of yourself
- Gender (including pregnancy)
- Sexual orientation
- Family status
- Handicap or disability
- Social insurance number

These subjects are protected under the Human Rights legislation relating to employment. Please note that Human Rights legislation exists at both the federal and provincial levels, and is not necessarily consistent across all provinces. To determine which legislation an employer falls under depends on the nature of the company. For further information, you can contact either the Manitoba Human Rights Commission at (204) 945-3007 or the Canadian Human Rights Commission at (204) 983-2189.

iii) Content

- Make your resume specific to the position you are applying for - your most convincing information needs to be on the first page as this should persuade the employer to keep reading.
- Your resume should focus on your skills and abilities and what you can do for the company, not what they can do for you
- Use the words and qualifications the employer uses in their job posting
- The resume should be goal-oriented; show commitment to success (High GPA, involvement with student groups, job promotions, active involvement with associations)
- Should reflect generic (transferable) skills
- Use point form and keep sentences short and to the point
- Use action verbs to describe duties (see list of suggestions included in this workbook)
- Eliminate personal pronouns such as "I"
- PROOFREAD - your resume should have absolutely NO grammar or spelling errors. Computer spellcheckers do not catch all errors

iv) Formatting/Set-up

- Present all information within each section in reverse chronological order. This means that your most recent entry is listed first, working your way back to the most dated entry.
- Keep your resume to 1 to 2 pages (3 pages only if all information is relevant)
- Keep it well organized and laid out in a logical manner - remember the layout of the resume can be different than the "norm" - use the format that best allows you to demonstrate your suitability for the position
- Have equal margins on all sides allowing enough white space to ensure the resume is visually pleasing
- Be consistent in resume set up (verb tenses, spacing, dates, capitalization, bolding, underlining, italicizing)
- Headings should stand out from the rest of the content. Suggestions include using all CAPITAL LETTERS, **bold**, underlined or *italics* to emphasize section headings
- Your name and page number should be on consecutive pages
- Keep font size between 10 - 12 (for your name you can use a larger size) – be sure to use a professional font such as Arial, Times New Roman, Book Antiqua, Cambria, or Calibri
- Use 8.5 x 11 white or neutral toned top quality paper and a good quality laser printer

v) **Sending Your Resume Via Email**

Preparing your resume to be emailed, scanned or posted on the Internet will maximize your job search opportunities, but there are significant differences that you need to consider. When emailing your application, make the process as simple as possible. Ensure that you follow the instructions provided on the job posting. If there is no specific process listed (aside from the option to email your application), use the following guidelines.

Saving your documents

Use one of the two most common file types to save and attach your application—either a Microsoft Word or PDF file. If you have created separate MS Word or PDF documents for your cover letter and your resume, combine them to make one attachment. It can be frustrating to open separate windows to view and print both documents. When combining the cover letter and resume into one document, the first page to appear will be the cover letter followed by the resume pages.

Save your attachment as your first initial & last name, along with position title/competition number if relevant. (e.g. JSmith-CustomerService-Competition98702.doc).

When using MS Word, use common fonts listed previously in this document. Insert page breaks at the end of each page to resolve overlap due to hidden returns in your document. If you do not, what you created and printed off may look very different to what is opened and printed from the reader's computer. If you are able to do so, we recommend saving your documents as a PDF, which will ensure that the formatting on the document that is received by the employer is the same as the one you transmitted. You may want to send both a Word (using the lowest version of Word with a .doc extension) and PDF format.

Preparing the Email

Clearly indicate in the subject heading the purpose of your email (e.g. RE: Customer Service Application, Competition # 34567). In the body text of the email, provide a short message to the employer, indicating what he/she should find attached and to which position(s) you are applying.

Uploading Your Resume

When emailing or mailing an application to an organization that will scan your resume into a database, you will need to send your documents as plain text files. Similarly, when cutting and pasting your resume into an online application form, you should be pasting in plain text format.

Plain text is a standard, common text language that allows different word processing applications to read and display the same text information. Although it is not as aesthetically pleasing, having a well-formatted plain text resume is strongly recommended.

To Create your "plain text" email:

- Use common or popular word processing applications (Microsoft Word, WordPerfect/Notepad)
- Remove all formatting (bold, italics, lines, bullets, tabs)
- Add characters to highlight skills (Suitable ASCII characters would be dashes [–], asterisks [*] and arrows [>]) or use the following as substitutes:
 - Instead of bullets, consider using asterisks [*] or plus signs [+] at the beginning of lines
 - Instead of using lines, consider using a series of dashes to separate sections
 - Instead of using bold text, consider using capital letters or use asterisks to surround text
 - In short, any character that can be found on your keyboard can be used
- Text should be left justified
- Use standard fonts and avoid decorative graphics
- Convert the text to 10-point Courier or other fixed-width font
- Set the page width to 4-3/4" and limit line lengths to 80 characters or less
- Save the document as a text file (.txt)

Remember to proofread and test e-mail all versions of your resume before you send it to an employer!

vi) Application Forms

Employers use application forms as an easy way to find candidate information in the same location on all applications. Do not make it difficult for them. Here are a few tips when filling out an application form:

- Ensure you read the application form over thoroughly before writing anything down. This will make sure you fill it out correctly and you don't miss anything.
- Answer all the questions. If a question doesn't apply to you, write in 'not applicable' so they know you didn't miss it.
- NEVER write "see resume", fill everything out in as much detail as possible
- Don't forget to sign the application form

In Closing...

After working through this workbook if you have any questions, or if you would like to meet with an Employment Advisor for a personal resume review, please contact **Career Services at 474 University Centre** or call **(204) 474-9456** for more information.

Frequently Asked Questions

Do I need to include a Career Objective?

The objective statement is optional. One option is to omit this section from your resume and relay this information through the cover letter. Typically, your cover letter is better able to identify and articulate the position that you are interested in and the skills that qualify you to do it. However, if your resume will ever be considered a “stand-alone” document (online resume search databases, some career fairs, etc.) an objective can quickly help the employer identify the types of positions that you are seeking.

Should I have a Hobbies & Interests section?

There are many differing perspectives on this type of section. Some think it is irrelevant, while others feel that it rounds you out as a person and sometimes provides an “icebreaker” for the interview. If you do include interests, they should be things you do often, are knowledgeable about, and if possible, might prove helpful in the position. List interests that distinguish you and catch the eye of the recruiter, or that demonstrate traits you know the employer will value.

Adding more detail will add to the credibility of your entries. For example, identifying yourself as “training for a 10km run” is more likely to attract attention than “running” or “avid reader of ...” instead of “reading.”

I have some experience from a long time ago. Should I include it?

In many cases, your most or relatively recent experiences will be deemed as the most important. It is not essential that you include ALL of your past work experiences, but rather those that are related or transferable in some way to the position that you are seeking. As a general rule, we advocate that the information that you include be from experiences within the last 5 years. With that said, exceptions can always be found; if you have a very relevant work experience from more than five years ago, it may be advantageous to include.

How do I make my resume stand out from the rest?

The best way to make a good impression with an employer is by producing a well-formatted, error-free document that shows that you have made an effort to tailor it to the position that you are applying to. Scented paper, coloured paper, clip art images, etc. are often seen to be “gimmicky” and we recommend avoiding them. If you are submitting a paper copy of your application, consider a laser printed resume on a crisp, high quality white paper, which can convey a professional, polished image.

Action Verbs

Accomplished	Chaired	Customized	Encouraged	Granted
Achieved	Charted	Dealt with	Enforced	Greeted
Acquired	Checked	Debugged	Engineered	Guided
Acted	Clarified	Decreased	Enlarged	Handled
Activated	Classified	Dedicated	Enlisted	Headed
Adapted	Coached	Deduced	Ensured	Hired
Addressed	Collaborated	Defended	Entered	Identified
Adjusted	Collated	Deferred	Entertained	Illustrated
Administered	Collected	Defined	Enumerated	Imparted
Advertised	Commenced	Delegated	Equipped	Implemented
Advised	Communicated	Delivered	Established	Imported
Aided	Compared	Demonstrated	Estimated	Improved
Aligned	Compiled	Depicted	Evaluated	Improvised
Allocated	Completed	Derived	Examined	Incorporated
Analyzed	Composed	Described	Exchanged	Increased
Anticipated	Computed	Designed	Executed	Indexed
Applied	Conceived	Detailed	Exhibited	Influenced
Appraised	Conceptualized	Detected	Expanded	Informed
Approved	Conciliated	Determined	Expedited	Initiated
Arbitrated	Concluded	Developed	Experimented	Innovated
Arranged	Conducted	Devised	Explained	Inspected
Ascertained	Confirmed	Diagnosed	Explored	Installed
Assembled	Connected	Differentiated	Expressed	Instituted
Assessed	Conserved	Directed	Extracted	Instructed
Assigned	Considered	Discharged	Extrapolated	Insured
Assisted	Consolidated	Discovered	Fabricated	Integrated
Assumed	Constructed	Discussed	Facilitated	Interfaced
Attained	Consulted	Dispatched	Familiarized	Interpreted
Attended	Contacted	Displayed	Fashioned	Interviewed
Audited	Contracted	Dissected	Filtered	Introduced
Authored	Contributed	Disseminated	Finalized	Invented
Authorized	Controlled	Distributed	Fine-tuned	Inventoried
Awarded	Converted	Documented	Forecast	Investigated
Balanced	Convinced	Drafted	Formulated	Judged
Boosted	Co-operated	Drew	Forwarded	Justified
Bought	Coordinated	Edited	Fostered	Labeled
Briefed	Corrected	Educated	Founded	Launched
Budgeted	Correlated	Effected	Funded	Lectured
Built	Corresponded	Elected	Gathered	Led
Calculated	Counselled	Elicited	Gauged	Licensed
Calibrated	Created	Eliminated	Generated	Lobbied
Catalogued	Critiqued	Employed	Governed	Located
Caused	Cultivated	Enabled	Graded	Maintained

Managed	Packaged	Recalled	Scrutinized	Taught
Manufactured	Perfected	Recommended	Searched	Tended
Mapped	Performed	Reconciled	Secured	Tested
Marketed	Persuaded	Recorded	Selected	Theorized
Mastered	Photographed	Recreated	Set goals	Timed
Maximized	Piloted	Recruited	Set up	Toured
Measured	Pioneered	Referred	Settled	Traced
Mechanized	Planned	Regulated	Showed	Tracked
Mediated	Practiced	Rehabilitated	Sketched	Trained
Mentored	Predicted	Related	Solicited	Transcribed
Minimized	Prepared	Released	Solved	Transferred
Mobilized	Presented	Remodeled	Sorted	Transformed
Modeled	Preserved	Rendered	Spearheaded	Translated
Moderated	Presided	Renewed	Specified	Transmitted
Modified	Prevented	Reorganized	Spoke	Transported
Monitored	Printed	Repaired	Staged	Transposed
Motivated	Prioritized	Reported	Started	Travelled
Negotiated	Processed	Represented	Stimulated	Treated
Notified	Produced	Researched	Straightened	Tutored
Nursed	Programmed	Resolved	Streamlined	Uncovered
Nurtured	Projected	Responded	Strengthened	Unified
Observed	Promoted	Restored	Studied	Updated
Obtained	Proposed	Retained	Submitted	Used
Officiated	Provided	Retrieved	Suggested	Utilized
Operated	Publicized	Revealed	Summarized	Validated
Orchestrated	Published	Reviewed	Supervised	Valued
Organized	Purchased	Revised	Supplied	Verified
Orientated	Qualified	Revitalized	Supported	Visited
Originated	Quantified	Saved	Surveyed	Vitalized
Overhauled	Quoted	Scheduled	Synthesized	Wrote
Oversaw	Raised	Screened	Systematized	
	Rated	Scripted	Tabulated	

Tom Boyle

123 Linden Way • Winnipeg, Manitoba • R3B 3A5
Phone: (204) 555-5555 email: tboyle@email.net

Highly motivated, team player with experience in land development projects. Ability to work independently and collaboratively with other engineer professionals. Looking for an opportunity to use and further develop my skills as a Civil Engineer with a focus on land development design.

Education

2003 - present **Bachelor of Science in Civil Engineering**
University of Manitoba
GPA: 3.2/4.5

Related Work History

- Summer 2006 **Land Use Technician**
Brown & Company Land Surveyors, Winnipeg, Manitoba
- Conducted field surveys and operated survey instruments to measure distance, angles, elevations and contours.
 - Analyzed data from surveys to make recommendations on design and construction of projects.
 - Prepared detailed drawings using Autocad and LDD software to meet customer specifications and building codes.
 - Worked collaboratively with other engineers, architects and building contractors to ensure project was completed on time.
- Summer 2005 **Engineering Aid**
Manitoba Highways and Transportation, Winnipeg, Manitoba
- Performed transport system analysis to ensure uninterrupted traffic flow on highways.
 - Assisted in the installation of traffic road sensors based on specifications and design drawings.
 - Worked with project team including architects, contractors and other engineers to determine work requirements and project timelines.
-

Other Work History

2001 – 2007
(part-time) **Cashier**
Petro Canada, Winnipeg, Manitoba

- Handled cash values up to \$1000.00
- Assisted customers and completed stock inventory counts

Awards

2004 - 2006 Dean's Honour List, Faculty of Engineering
2005 Association of Professional Engineers of Manitoba scholarship
2004 University Entrance Scholarship

Special Skills

Computer Skills: Languages - C++, Pascal, Java, HTML, Visual Basic
 Software - AutoCAD, Word, Power Point, Excel
 Operating Systems - DOS, Windows 3.11-XP, UNIX
 Hardware - Electronic circuits, computer installation

Surveying Skills: Operated transit and theodolite

Languages: Fluent in English and French

Memberships

2005 - present **Member**, Institute of Transportation Engineers
2005 - present **Student Member**, Canadian Society of Civil Engineers

Extra Curricular Activities

2006 - present **Organizer/Designer**, Great Northern Concrete Toboggan Race
2002 - 2003 **Assistant Coach**, Twins Atom Hockey Team

Interests

Hockey, hiking, backpacking, canoeing and travelling

References

Available upon request

Chronological Resume Sample # 2

Andrea Jones

128 Somewhere Ave.
Winnipeg, Manitoba R3L 1C9
Ph. 204-555-6256
Email: AndreaJones@email.com

Education

Bachelor of Science in Kinesiology 200X-present

University of Manitoba

- Major: Kinesiology and Applied Health
- Minor: Biology
- Expected date of graduation: May 2012
- GPA: 3.8/4.5

Related Work History

Childcare Assistant, Riverview Daycare Dec 2012 –present

- Demonstrated ability to work with children and youth (ages 3-14) in programs focused on active and healthy living
- Planned and organized group activities including sports, games, arts, crafts and leisure

Childcare Provider, Riverview families Oct 2007-June 2010

- Cared and played with children in residential home setting including some children with intellectual disabilities
- Planned activities and prepared light snacks

Additional Work History

Server, LuxSolé June 2011-Sept 2012

- Served customers, cleaned tables and provided excellent service in a fast paced environment
- Handled cash and credit transactions ensuring accuracy

Server, The Village Fish Café Sept 2009-Sept 2010

- Provided excellent service to customers including making menu suggestions, taking orders and ensuring a positive restaurant experience
- Worked closely with kitchen staff, hosts, and bussing staff in a fast-paced environment
- Processed cash, credit and debit card transaction ensuring accuracy and proper allocation of tips

Groundskeeper/Team Leader, Winnipeg School Division Summers 2008, 2009

- Mowed lawns and trimmed shrubs
- Used power equipment including mowers, trimmers, and weed-eaters
- Worked as a team lead

Seasonal Sales Associate, SportChek, St. Vital Centre Nov 2008-Jan 2009

- Assisted customers in finding products on the sales floor
- Sorted, folded and organized product on shelves and racks

Licenses/Certificates

- Class 5 Driver's License
- Emergency First Aid and CPR Level B

Volunteer Experience

- **"Girls on the Move" Program**, Youville Health Centre Jan 2011-April 2012
- **Volleyball Head Coach**, Churchill High School Sept 2010
- **Day Program Volunteer**, Riverview Health Centre July 2009-Sept 2009
- **Peer Supporter**, Teen Talk Sept 2006-June 2010

Special Awards and Achievements

- Entrance Scholarship, University of Manitoba 2010
- J.M Schofield Award, Churchill High School 2010
- W.J Madder 'Athlete of the Year' Award, Churchill High School 2010
- 'Athlete of the Year' Award, Churchill High School 2009

Extra-Curricular

Member, Provincial Women's Handball Team 2011 to present

Personal Interests

Enjoy running, sports, yoga, health and fitness and avid reader.

References

Available upon request.

Laurie Hicks

14 River Avenue ♦ Winnipeg ♦ Manitoba ♦ R4T 3M5
(204) 565-7676 ♦ laurhicks@hotmail.com

EDUCATION

200X – Present	University One University of Manitoba Expected date of graduation: May 200X
200X	High School Diploma Maples Collegiate, Winnipeg, Manitoba

RELATED SKILLS

Administrative Skills

- Trained and provided support to new employees
- Typed correspondence, scheduled appointments and ran errands
- Processed accounts payable and receivable and filed documents
- Researched topics and wrote papers and reports
- Familiar with operating a photocopier, fax machine and cash register

Communication / Interpersonal Skills

- Supervised groups of up to thirty students in extra-curricular activities
- Answered phones and directed questions to appropriate staff
- Coached twenty grade six girls in basketball
- Presented one-hour 'Heart Smart' lectures to high school students

Marketing / Sales Skills

- Advised retail customers on fashion and merchandise selection
- Sold craft supplies at various Arts & Crafts shows throughout Manitoba
- Promoted 'Healthy Lifestyles Week' for the Canadian Association of Nutritionists
- Canvassed by cold calls for contributions to a nonprofit organization

WORK HISTORY

200X – Present	Sales Associate , The Gap, Winnipeg, Manitoba
200X Summer	Office Assistant , Prairie Trucking, Winnipeg, Manitoba
200X – 200X	Server , Perkins Family Restaurant, Winnipeg, Manitoba

VOLUNTEER HISTORY

200X– Present	Promotions Assistant , Manitoba Association of Nutritionists, Winnipeg, Manitoba
200X– 200X	Assistant Coach , Manitoba Special Olympics, Winnipeg, Manitoba

COMPUTER SKILLS

Familiar with Windows XP, Microsoft Office XP (Word, Excel, PowerPoint), email applications and the Internet

INTERESTS

Enjoy basketball, drama, reading, camping and hiking

REFERENCES

Available upon request

Combination Resume Sample #1

John Doe

48 Greenway Place • Winnipeg, Manitoba • R3B 3A5
Phone: (204) 555-5555 email: mdamon@mts.net

Motivated and energetic Civil Engineer graduate with work experience in the area of land development. Strong planning and organizational skills complemented by excellent oral and written communication skills. Looking for an opportunity to contribute to an organization and continue to learn and grow within the industry.

Education

Bachelor of Science in Civil Engineering

20XX

University of Manitoba
GPA: 3.2/4.5

Related Skills

Land Development / Design Skills

- Prepared detailed drawings using Autocad and LDD software to meet customer/project specifications and building codes.
- Conducted field surveys and operated survey instruments to measure distance, angles, elevations and contours.

Project Management

- Worked with project team including architects, contractors and other engineers to determine work requirements and project timelines.
- Coordinated undergraduate engineering group project to ensure overall success of project and deadlines were met. Team received an A+ grade for project.

Communication

- Wrote and presented several major papers at university on the design, analysis and implementation of diagnostic tools for land development design.
- Collaborated with other engineer professionals and students in order to meet the specifications of design projects.

Related Work History

Land Use Technician

Summer 20XX

Brown & Company Land Surveyors, Winnipeg, Manitoba

- Analyzed data from surveys to make recommendations on design and construction of \$3,500,000 bridge re-development project

Engineering Aid

Summer 20XX

Manitoba Highways and Transportation, Winnipeg, Manitoba

- Performed transport system analysis to ensure uninterrupted traffic flow on highways.
- Assisted in the installation of traffic road sensors based on specifications and design drawings.

Other Work History

Cashier

20XX – Present
(part-time)

Petro Canada, Winnipeg, Manitoba

- Handled cash transaction and made daily bank deposits
- Helped customers and did stock inventory counts

Awards

Dean's Honour List, Faculty of Engineering

20XX-20XX

Association of Professional Engineers of Manitoba Scholarship

20XX

Special Skills

Computer Skills: Languages - C++, Pascal, Java, HTML, Visual Basic
 Software - AutoCAD, Word, Power Point, Excel
 Operating Systems - DOS, Windows 3.11-XP, UNIX
 Hardware - Electronic circuits, computer installation

Surveying Skills: Operated transit and theodolite

Languages: Fluent in English and French

Memberships

Member, Institute of Transportation Engineers

20XX - present

Student Member, Canadian Society of Civil Engineers

20XX - present

Extra Curricular Activities

Organizer/Designer, Great Northern Concrete Toboggan Race

20XX- present

Assistant Coach, Twins Atom Hockey Team

20XX-20XX

Interests

Hockey, hiking, backpacking, canoeing and travelling

References

Available upon request

Combination Resume Sample #2

Anita Career

Anita CareerAbc123@cc.umanitoba.ca
(204) 555-0989 (c)
201 – 110 Job Search Road
Small Town, MB R7N 2C4

HIGHLIGHTS OF SKILLS

- Excellent communication skills with the ability to problem-solve and interact with clientele
- Effective leader as well as collaborative team player
- Exceptional attention to detail with the ability to multi-task under pressure

EDUCATION

Bachelor of Arts

University of Manitoba

Major: Psychology

Expected date of completion: April 2011

Relevant Coursework: Child & Adolescent Development, Research Methods, Social Policy

SUMMARY OF SKILLS

Research

- Established method and design, prepared ethics proposal, gathered and synthesized survey data for a study on parental attachment and social engagement in young adults
- Prepared and presented research findings at Manitoba Youth Symposium 2009
- Mastered navigation and search techniques for online academic journal databases

Information Management

- Ensured the confidentiality and appropriate use of information collected from survey participants
- Utilized multiple software tools for the collection and management of information, including RefWorks, SPSS and all Microsoft Office applications
- Maintained public relations archive for Psychology Department

Interpersonal/Communication

- Presented research findings and article reviews both independently and as part of a team
- Refined written communication skills through academic writing and public relations notices
- Exercised active listening skills through volunteer work with diverse youth groups

WORK EXPERIENCE

Supervisor & Team Leader (part-time)

May 2009 - present

McDonalds Restaurant, Winnipeg, MB

- Organized staffing and managed production capacity to maximize restaurant efficiency
- Trained new staff members on standardized procedures to ensure a consistently high level of customer service
- Awarded *Employee of the Month* and commended by supervisor for superior accuracy

Landscape Labourer

Summer 2008

Weed Man, Winnipeg, MB

- Multi-tasked various projects simultaneously to meet customer needs
- Performed tasks with accuracy and attention to detail under minimal supervision

Sales Assistant

Summer 2007

Top Notch Sales, Winnipeg, MB

- Collaborated with team members to achieve high sales numbers in a high pressure environment

VOLUNTEER EXPERIENCE

Public Relations Officer – Psychology Students' Association

May 2008 – present

University of Manitoba, Winnipeg, MB

- Conducted independent research on academic honesty practices for the Psychology Students' Association
- Held Editor-in-Chief position for Psych News newsletter, including supervising a team of editors to meet deadlines
- Kept record of Psychology Department news releases for future teams

Youth Programmer

May 2007 – present

Open Door Society, Winnipeg, MB

- Planned social activities for recently immigrated youth and young adults
- Referred clients to community health, education and employment resources

ACTIVITIES & INTERESTS

- Avid gardener and landscaper
- Active member of the Psychology Students' Association
- Travelling throughout North America and Europe

REFERENCES

Available upon request

Combination Resume Sample #3

KIM HOCHBAUM

14 River Avenue ♦ Winnipeg ♦ Manitoba ♦ R4T 3M5
(204) 565-7676 ♦ khochbaum@hotmail.com

EDUCATION

Bachelor of Science in Agriculture 2009 – Present

University of Manitoba

- Major: Animal Science
- GPA: 3.7 / 4.5
- Expected date of graduation: May 2012
- Relevant courses include: Animal Health; Animal Reproduction; Animal Genetics; Nutrition Utilization; Vitamin Nutrition and Metabolism

High School Diploma 2009

Rosburn Collegiate, Rosburn, Manitoba

RELATED SKILLS

Technical and Research

- Provided daily care and husbandry for a variety of species, including cage changes, feeding, watering, washing of cages and rooms
- Maintained daily records including animal counts, investigator data collection, animal weights, injections schedule and drug administrations
- Recorded daily observations, routine health examinations, and groomed animals (including toenail clipping, and dental care)

Communication

- Liaised with purchasing agents and vendors
- Communicated with Veterinary Services for animal health
- Presented to students on interpretative nature walks

Leadership

- Supervised and trained staff in a retail store
- Acted as team captain on numerous sports teams
- Chaired meetings for a non-profit fundraising campaign
- Coached high school volleyball team

WORK EXPERIENCE

- Farm Assistant** Friesen Farms, Steinbach, Manitoba Summer 2011
- Planted, fertilized and cultivated forage and specialty crops
 - Handled, fed and cared for livestock including cattle and hogs as well as poultry
 - Completed maintenance work including the repair of farm buildings and fences
 - Assisted with the maintenance of animal health (kept enclosures clean, monitored for signs of disease or injury) and cared for sick animals
 - Operated various farm machinery including driving trucks, tractors and other equipment
- Nature Interpreter** Fort Whyte Centre, Winnipeg, Manitoba Summer 2010
- Researched the Fort Whyte Centre and learned about specific programming to effectively respond to questions from the public
 - Guided tours and nature walks for a variety of groups including school children and seniors tours
 - Developed and facilitated different sessions and programs for the various audiences (for example, children, horticultural groups)
- Sales Associate** The Gap, Winnipeg, Manitoba 2008 – 2010
- Provided outstanding customer service to store patrons and consistently met sales targets
 - Organized the store and maintained stock levels and cleanliness
 - Processed cash, debit and credit transactions; trusted with cash values up to \$1000.00

MEMBERSHIPS

- Member** Faculty of Agriculture Students' Organization 2010 - Present

VOLUNTEER EXPERIENCE

- Food Bank Volunteer** University of Manitoba 2010 - Present
- Assistant Coach** Rossburn Collegiate Senior Volleyball 2009

COMPUTER SKILLS

- Windows XP, Microsoft Office XP (Word, Excel, Publisher)

INTERESTS

- Enjoy learning about plants and animals, playing most sports, hiking and reading

REFERENCES

Available upon request

Reference List Sample

Phil Goodall

583 Whatever Street, Winnipeg, Manitoba, R3H 2Z4, (204) 987-6543,
philgoodall@umb.ca

REFERENCES

Mr. Jack Speers
Supervisor
ISM Corporation
456 Main Street
Winnipeg, Manitoba
R2J 5K1
(204) 956-1234
speers@ism.mb.ca

Ms. Carole Smith
Volunteer Coordinator
Meals on Wheels of Winnipeg, Inc.
500-283 Portage Avenue
Winnipeg, Manitoba
R2X 5Y4
(204) 956-7711
carole_smith@mealsonwheels.com

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(204) 474-8897
friedd@hotmail.com