



WELCOME

Thanks For Joining Our  
Resume Webinar  
Starting at 3:00 pm EST

Please remember to put your  
computer in full screen mode

January 23, 2014

## Rev Up Your Resume

Resumes for  
People with  
Disabilities,  
Gaps in  
Employment, and  
Career Changes

# Presenters



Paula Vieillet is the Founder of Employment Options. She has been helping people with disabilities find work for over 20 years and is the author of several career books.



Sarah Lind has been an Employment Counselor for the past 3 years. Sarah specializes in placing people in community employment.



# Introduction

What is the purpose  
of a resume?



# Introduction

The primary purpose of a resume is to obtain an interview



# Resume Facts

- The average hiring manager or human resources director typically spends about 20 seconds reading a resume



# Resume vs. application

- An application asks for specific information. An application leaves little room to talk about your interests, goals, or transferable skills.
- A resume is like taking a picture of yourself. It presents an image of your skills, abilities, interests, and experience.



# Resume Formatting Tips

- A one-page resume is preferable
- For high-level positions a two-page resume may be needed



**NAME**  
**ADDRESS**

**Phone**

**email:**

**OBJECTIVE:**

**PROFILE:**

**SUMMARY OF QUALIFICATIONS:**

- .
- .
- .

**WORK HISTORY:**

19\_\_ - 20\_\_

\_\_\_\_\_

- .

*Accomplishments:*

19\_\_ - 19\_\_

\_\_\_\_\_

19\_\_ - 19\_\_

\_\_\_\_\_

**EDUCATION:**

**MILITARY**

**PROFESSIONAL LICENSES:**

**COMMUNITY INVOLVEMENT:**

**HOBBIES:**



# Resume Formatting Tips

- Create and save in a Microsoft Word Document, doc or .docx
- Word is the most commonly used word processing program and easy to search
- You can not search for key skills in a pdf document



# Resume Formatting Tips

- The content of your resume is most important, but your resume should also be visually pleasing
- Font size should be preferably 12, but at least 10
- Any smaller size than 10 is too hard to read



# Resume Formatting Tips

- Set the left and right margins at 1 inch
- Set top and bottom margins at a maximum of 1 inch and minimum of .5 inch



# Resume Formatting Tips

- Choose a font type that is easy to read and understand.

Recommended fonts are:

- Arial
- Calibri
- Tahoma
- Times New Roman



# Resume Formatting Tips

- Section headers should be ALL CAPITAL and **BOLD**, they can be either aligned on the left margin or centered

## **OBJECTIVE:**

## **SUMMARY OF QUALIFICATIONS:**

- Bullet points list your most valuable skills, experience, and accomplishments



# Resume Formatting Tips

- Bullets are a one to two line sentence
- Use plain circles for bullets, nothing fancy
- Always save your resume



# Building Your Resume

**NAME**

Address

City, State, Zip

(999) 999-9999

yourname@email.com

*Use bold type for your name and all capital letters if you like.*

*Make sure your email address is professional!*





# Building Your Resume

## **OBJECTIVE:**

*Your targeted job goal*

*Give employers something specific that focuses on their needs as well as your own.*



# Building Your Resume

## **OBJECTIVE:**

*Your targeted job goal*

*Example:*

A challenging customer service position that allows me to contribute my skills and experience to resolving customer problems.



# Building Your Resume

**OBJECTIVE:** 2<sup>nd</sup> Shift Tech Support

**OBJECTIVE:** Work from home  
Customer Service Representative

*Your objective could be just the job title for the position you're applying for*



# Building Your Resume

**PROFILE:** *Use a summary statement at the beginning of your resume to sell yourself for the position that you are applying*



# Building Your Resume

## PROFILE:

*Example:*

Dedicated, energetic, well organized **Administrative Assistant** with over 10 years experience in event planning, banking and the federal government who communicates well with all levels of management.



# Building Your Resume

**PROFILE:** Detail-oriented, organized and efficient self-starter who thrives in work environments requiring a person to work independently and precisely.



# Building Your Resume

## **SUMMARY OF QUALIFICATIONS:**

- ❑ Use your qualifications that best match the job description
- ❑ Be specific – list computer programs, software, skills
- ❑ List 3-5 of your major qualifications



# Building Your Resume

## **SUMMARY OF QUALIFICATIONS**

### *Examples:*

- Experienced call center rep
- Microsoft Office – Word, Excel
- Typing – 45 wpm
- Ability to resolve customer complaints





# Building Your Resume

## **SUMMARY OF QUALIFICATIONS**

*Examples:*

- General office skills
- Multi-line phones
- 10 key by touch
- Typing – 45 wpm
- Computer dispatching-Qualcom



# Building Your Resume

## **EMPLOYMENT EXPERIENCE:**

*Include 10 to 15 years of work  
experience*

*If your most relevant experience  
pre-dates that you could add a  
section headed "**PRIOR  
RELEVANT EXPERIENCE**" and  
summarize it with or without the  
dates*

## **OBJECTIVE: OFFICE ADMINISTRATOR**

**PROFILE: Proven manager** with strong financial, training and business development experience

**EDUCATION: American University – Washington, D.C.**  
Bachelor of Science in Business Management

**CERTIFICATIONS:** Finance and Insurance Management

## **SUMMARY OF QUALIFICATIONS**

- **Computer Savvy**- Word, Excel, PowerPoint, Internet, Desktop Publishing, Windows
- **Purchasing** - 50mm annual budget
- Managed staff of up to 50 in call centers, outside sales and retail management
- Financial Accounting, Budgeting
- Training Manager

## **PROFESSIONAL EXPERIENCE:**

2005-2013 **Mom's Handyman & Cleaning Services**

Office administrator

- Assisted wife with company set-up and estimating

1997-2004 **NU Manufacturing – Earth City, MO**

Factory Representative- Estimator

- High end customer service and sales.
- Prepare bids per customer specifications up to \$100,00
- Handled all paperwork used in procurement of permits.

1988-1997 **MIXA, Inc. –Washington, MO**

Sales Manager

- Trained and managed new sales representatives and franchise owners in sales and all associated marketing in a specialized video advertising field.
- Wrote training manual and assisted with human resources

***Accomplishments: Helped build start-up company from one location to dealership in 43 states.***

***Additional work experience:***

***Retail management -Training manager - Audio Equipment Purchasing***



# Building Your Resume

## Job Duties

- List 3-4 of your major job responsibilities and achievements
- Use action words instead of phrases like “Responsible for...”



# Building Your Resume

## *Responsibilities and Achievements*

### *Examples:*

- Resolved user questions as part of an IT help desk serving 4,000 students and staff”
- Maintained...
- Performed...
- Exceeded...



# Building Your Resume

## EDUCATION:

- *Pertinent education—if you attended school for real estate, but are looking for a job in the medical field, you may not need to include*
- *No need to show dates when degrees or programs were completed*
- *If you are still working on a degree, indicate when you expect to receive it*



# Building Your Resume

## PROFESSIONAL LICENSES

- *Include any applicable, current licenses*
  
- *Former licenses can be included if relevant*



# Resume Tips

- Avoid listing ethnic, political or religious affiliations
- Certain affiliations may invite pre-interview discrimination, so don't include them unless they support your job objective





# Resume Tips

- People sometimes omit hobbies to keep their resumes streamlined, but hobbies can show you are a real person, and they could be a point of discussion with a prospective employer



# Resume Tips

- Be sure to spell check and proofread everything before you send it out!
- If possible have someone look over your resume for spelling and other errors



# Resume Tips

- Minimize the "job-hopper" image--if you have a fragmented work history with several short-term jobs; combine several similar jobs into one section

2009-2012 Raytheon

1998-2002 Engineer

- . Designed parts for space shuttle
- . Monitored output

2006-2013 Carpentry

Drywall, frame and finish carpentry for multiple companies including Shell, Midway Construction, and Tillis Contracting



## USE TOTAL YEARS INSTEAD OF DATES

### WORK EXPERIENCE:

**JIMMY GERARD HOUSE PAINTING – 5 years**

Painter

Trim work, rolling exteriors

**JOHN E. GRAHAM & SONS.** Alabama 6 months

Deckhand - Engineer

Cook, clean boats, tack welding, take radio messages, rigging and other duties

**BARTSVILLE TRUCKING CO.** Malcolm, Ala 7 Years

Driver – Farm Hand

Drove OTR –East to West Coast – Refrigerated units

Drove tractors, fed animals, milking, checked fence and basic farm hand labor

**AL STEVENS ENTERPRISE,** Alabama, 9 months

Trucking - Hauling chemicals

**COMPASS MARINE,** Algiers, Louisiana 2 years

Deckhand

Cooked, cabled barges, fleet work, changing cables

**VALLEY TOWING,** Louisiana

Deckhand Louisiana, 2 years

General duties



# Resumes for People With Disabilities

- Never disclose your disability on your resume
- The Americans with Disabilities Act puts the law on your side—you do not have to disclose your disability.



# Resumes for People With Disabilities

- The goal of your resume is to get an interview—you want to avoid being screened out



# Resumes for People With Disabilities

- If your disability is visible, the best time to disclose may be when the interview has been set and you are confirming the arrangements



# Overcoming Gaps in Employment

- If you have not worked in paid employment for over a year, you may want to address the gap
- Most people have been doing something while they were not employed





# Overcoming Gaps in Employment

- Have you been doing volunteer work, caring for parents, being a homemaker?
- Are you an ebay seller or doing odd jobs?
- Have you been a full-time student?



# Overcoming Gaps in Employment

*Example:*

## **Homemaker, 2004-2009**

- Managed household including budgeting and paying bills
- Purchased all food and supplies, handled all household repairs and vehicle maintenance
- Organized and managed schedules for family members



# Overcoming Gaps in Employment

*Example:*

**Admitting Clerk, Med Center,  
2010-present**

(Volunteer position)

- Greet incoming patients
- Assemble patient's information for admitting



# Overcoming Gaps in Employment

*Example:*

## **Personal Caregiver, 1999-2010**

- Provided personal care for family member
- Handled all financial business for family member
- Scheduled appointments/procedures



# Overcoming Gaps in Employment

*Example:*

**Full Time Student, State University,  
2009-2011**

- Managed a full time schedule and maintained a 3.5 GPA



# Resumes for Career Changes

Remember, not all skills and experience have to be from paid employment.

- Proficient with Video Games and technology
- Frequent blogger and social media whiz
- Event planning – weddings, reunions



# Resumes for Career Changes

- Use your resume to emphasize the skills and abilities you will utilize in your new career
- Include your skills that would be transferable to new types of jobs

Examples:

A food server has experience in customer service and sales  
(ie. Upselling additional menu items)

A military office has experience in management



# Resumes for Career Changes

Look at the language of your new career field and find ways to include in your resume

The best resumes are the ones that get you an interview!





# Cover Letter

## Do I need a cover letter?

Not if it keeps you from sending out your resume. Most employers no longer ask for cover letters.

## Cover letters can take many shapes

- A fax sheet
- A standard cover letter
- A personal cover letter that addresses a specific person and identifies the job for which you are applying
- A detailed cover letter that describes your particular circumstances and talks about why you would like to work at this company



# Cover Letter Tips

- Try to find out who the hiring manager is and personalize your letter by addressing it to them
- Save copies of all your letters



**John Tanner**

Chicago, Ill 98894

E-mail: jtann@aol.com

(505) 555-1212

Jane Willow

Mane Corporation

2222 Main Street

Chicago, Ill. 98339

Date

Dear Ms. Willow,

I am interested in exploring management positions with your construction company. In my last position, I managed a crew of ten and was responsible for managing labor costs, ordering materials, and budgeting.

As I am finding that carpentry only uses some of my abilities, I am looking for a management opportunity which will challenge me.

Thank you so much for your consideration. I would love the opportunity to help your company increase productivity and profits.

Sincerely,

John Tanner



## Ticket to Work

Employment Options is a nationally-recognized Certified Social Security Administration (SSA) Employment Network for the Ticket to Work program, which provides employment services to people who receive SSDI or SSI. We have been in business for over 20 years and handle both work-at-home and on-site job placement.



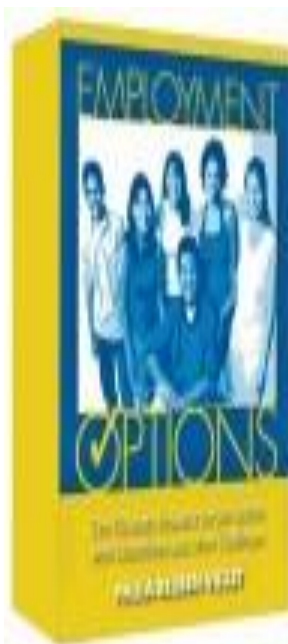
For More Information

Visit our website:

<http://www.myemploymentoptions.com/>



# Resources



***EMPLOYMENT OPTIONS: The Ultimate Resource for Job Seekers with Disabilities and other Challenges***

**by Paula Reuben Vieillet**

<http://myemployeroptions.com/resources/books/>