

# Resume

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## WHAT'S COVERED

In this lesson, you will consider how your resume plays a critical role in your career development. You will review the basic types of resumes and the key components of each, as you come to understand that a resume is much more than just a list of your former jobs and where you went to school. You will then consider some best practices to ensure that your resume is both professional, and prepared to best communicate your fit to the job. Specifically, this lesson will cover:

## 1. Resume Basics

Your resume is the best tool that you have for telling a potential employer about yourself, and indicating your interest in a specific job. It is often the first thing an employer or recruiter will see, so it is important that it contains certain key elements. However, it also needs to be tailored to the job you want. For example, if you are applying for an administrative assistant position, you would want to emphasize computer and communication skills in your resume. On the other hand, if you were applying to be a software engineer, your focus might be more on the languages you can code and systems you have used.

Any resume should include things like:

- Job experience
- Education and training
- Special job-related skills

No matter how much information you have to share, it is important to be **succinct**. Some human resources professionals won't take the time to read through a resume that is too long. You want to try to keep your resume to one page if possible. Grab the reader's attention and keep the focus on who you are and why you are the best candidate.



### TERM TO KNOW

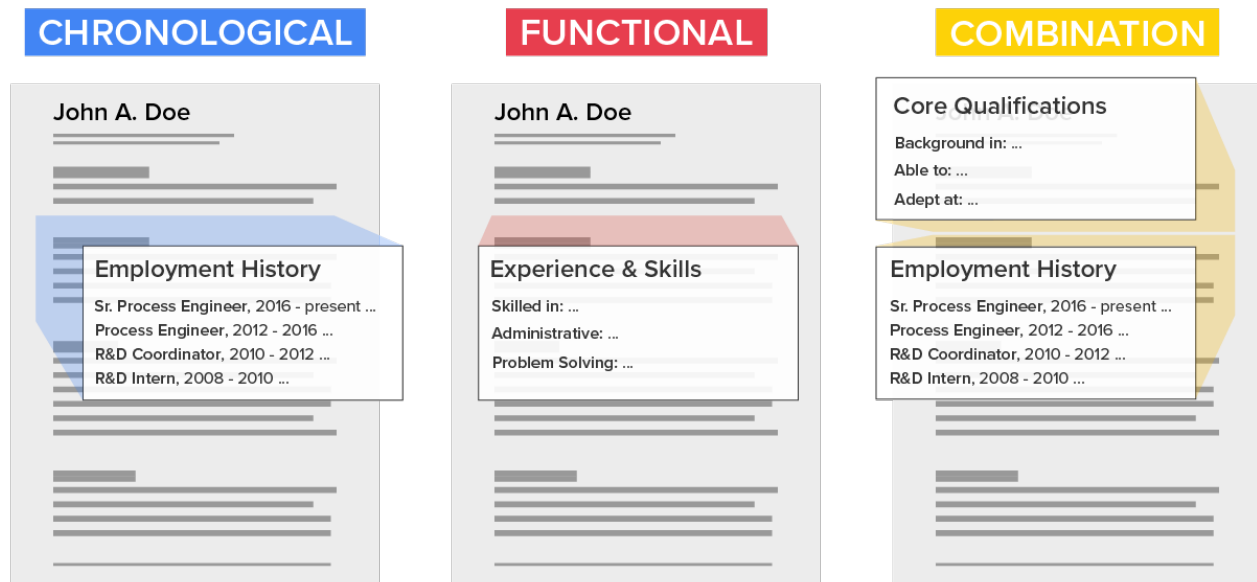
#### **Succinct**

As short as possible to make a point clear.

### 1a. Types

Before you review the content of a resume, it is important to note that there are different types of resumes. The format of your information will vary depending on the type of resume that is best for the job.

Resumes can be chronological, functional, or a combination. **Achronological resume** lists your employment history in order, with the most recent position first. This is the most common type of resume, and the type most often preferred by employers, because the most relevant and recent information is at the top of the document. A **functional resume** focuses on skills and experience and is often used by people who are changing careers or who have gaps in their employment history; these individuals may want to emphasize their most relevant activities rather than their most recent ones. Some applicants use a **combination resume**, which works as a **hybrid** of the chronological and functional resume by providing a chronological work history and a separate list of skills.



- Lists most recent position first
- Preferred by most employers
- Most common resume type
- Focus on skills and experience
- Often used by people who are changing careers or who have gaps in their employment history
- Mix of chronological and functional resumes
- Highlights relevant skills, and chronological work history
- Emphasizes your fit, and gives desired info



## TERMS TO KNOW

### Chronological Resume

A resume that lists your employment history in order, with the most recent position first.

### Functional Resume

A resume that focuses on skills and experience, and is often used by people who are changing careers or who have gaps in their employment history.

### Combination Resume

A resume that combines features of the chronological and functional resume by providing a chronological work history and a separate list of skills.

### Hybrid

Something made by combining two different elements; a mixture.

## 1b. Components

While the format may vary, every resume contains the same key information. You may need to customize a little based on the desired job, but it helps to prepare a basic version of each component so that you are ready to modify and send your resume quickly when it is needed.

The six key components of every resume are:

1. **Name and contact information.** In the header of your resume, include the following information:

- First and last name
- City and state
- Phone number
- Email
- Link to portfolio or LinkedIn networking page

2. **Summary or objective.** In this section, include an explanation of who you are and why you are qualified for the job. A summary describes your work experience while an objective describes your immediate career goals.

Type	Length	Example
Summary	3-4 sentences	<i>"Highly motivated and results-driven professional with 5+ years of experience in project management and team leadership. Proven track record of successfully managing multi-million dollar projects, leading cross-functional teams, and delivering projects on time and within budget. Strong communication, problem-solving, and leadership skills. Seeking a challenging role in project management where I can utilize my skills and experience to drive success."</i>
Objective	1 concise sentence	<i>"Experienced recruiter seeking the opportunity to join a team of experienced HR professionals so I can learn and grow my skills."</i>



If you have a lot of relevant experience, use a summary to describe all of it. Objectives are usually best if you're an entry-level candidate or you're switching careers.

3. **Education.** Only list the education that is relevant for the position. For instance, if the job requires you to have a bachelor's in biology, don't list your high school education—only list your post-secondary education. Here is what you should include in the education section:

- Name of school
- Location of school
- Degree earned
- Area of study
- Relevant certificates, honors, or achievements

4. **Professional experience.** In this section, you should highlight all of your professional experience related to the role. You typically only list the last 10 years of employment history. This helps keep your resume to the desired length of about one page.

List your experience in reverse **chronological** order. That means you write it in order from your most

recent to least recent jobs. Make sure to include your employer's name and location, your job title, and years of employment. Then, include bullet points that explain your responsibilities and any achievements during your time there. Write these with the job that you are applying for in mind.

**5. Skills relevant to the role.** In the skills section of your resume, include soft and hard skills that are directly related to the role you want.

**Soft skills** are skills that help you facilitate positive relationships. They are often considered people or social skills, such as the ability to work on a team or manage others.

➞ **EXAMPLE** Examples of soft skills include:

- Problem-solving
- Critical thinking
- Conflict resolution
- Time management

**Hard skills** are technical skills that you have learned through previous job experiences or education. They are quantifiable abilities a job post will list for prospective candidates, such as the ability to use a particular type of software or tool.

➞ **EXAMPLE** Examples of hard skills include:

- Equipment operation
- Project management
- Presentation skills
- Technology usage

**6. Achievements or volunteer work.** This section of your resume is optional. Only include these if they help the employer gain a better understanding of why you're a good candidate for the specific role. For example, if you are applying to be a cook, you could list volunteer work you did to help in a local soup kitchen.



## TERMS TO KNOW

### Soft Skills

Characteristics or traits an employer is looking for in a new hire, such as the ability to work on a team or manage other employees.

### Hard Skills

Quantifiable abilities a job post will list for prospective candidates, such as the ability to use a particular type of software or tool.

## 1c. Examples

It is a good idea to start with a solid chronological resume. You can then take any steps needed to draft different versions or formats if necessary. The following images show examples of the different types of resumes with the components we've discussed. You can do a search online to find examples of each kind of resume.

## CHRONOLOGICAL

### Name and contact information

#### John A. Doe

New York, NY 10101 / 123-456-7890 / jadoe@email.com

### Summary or objective

#### OBJECTIVE

An exceptionally organized and friendly dental assistant with 3+ years of experience working with dental offices and clients.

### Professional history

#### PROFESSIONAL HISTORY

##### Gotham Family Dentistry, Dental Assistant

July 2017 - Present

- Clean and prepare treatment rooms
- Prepare patient to be seen for dental treatment
- Answer common patient questions about dental procedures, treatments, and issues.

##### ABC DENTAL

##### Smith Family Dentistry, Dental Assistant

July 2014-June 2017

- Organized client schedules
- Received patients upon arrival
- Handled client billing and paperwork
- By end of work experience, took on key dental assistant roles

### Educational history

#### EDUCATIONAL HISTORY

##### New York Junior College

August 2012 - June 2014

Certified Dental Assistant Program

### Skills and abilities

#### SKILLS

##### Dental Assistant Skills Include:

DANB certification • X-ray certification • Denture impressions • Calming personality and demeanor • Hygienic • Minor oral surgery experience

## FUNCTIONAL

### Name and contact information

#### John A. Doe

New York, NY 10101 / 123-456-7890 / jadoe@email.com

### Summary or objective

#### SUMMARY

Experienced customer service representative with a proven track record of boosting month-to-month sales. Able to predict, evaluate, and meet the specific needs of customers while maintaining an efficient work schedule. Awarded "Employee of the Month" for consistently receiving positive customer feedback. Seeking to leverage my experience in customer service to fill a Sales Clerk position at Blarney's.

### Skills and abilities

#### RELEVANT SKILLS

##### Customer Service

- Receive a +95% on customer service feedback surveys on a consistent basis by providing a friendly in-store environment.
- Enhance the customer experience by providing quality assistance and in-depth product knowledge.
- Educate customers on up-and-coming brands and the latest fashion trends.

##### Sales

- Exceeded sales goals an average of 10% for 5 straight months.
- Upsell customers through the recommendation of products that meet their specific needs.
- Process 30+ customer transactions a day and factored sales, discounts, and promotions into the final price.

##### Customer Service

- Restock and organize new shipments of inventory in a timely manner, cutting an average of 2 days off the merchandising process.
- Develop and create unique displays that attract customers to a desired product.

#### RELEVANT SKILLS

Ulta, Manhattan, NY  
Sales Clerk  
2016-2017

GAP, Albany, NY  
Sales Representative  
2014-2015

GAP, Albany, NY  
Jr. Sales Representative  
2012-2013

### Educational history

#### EDUCATION

Bachelor of Science in Business Administration (concentration: finance)  
Honors: cum laude (GPA: 3.7/4.0)

Louisiana State University, Baton Rouge, LA  
May 2014

Name and  
contact informationSummary or  
objectiveSkills and  
abilitiesProfessional  
historyEducational  
history

## John A. Doe

New York, NY 10101 / 123-456-7890 / jadoe@email.com

## SUMMARY

A general bookkeeper with 8+ years experience using both single-entry and double-entry systems for medium-sized businesses. Specialize in performing bookkeeping for multimillion-dollar companies. Possess expertise in numerous pieces of bookkeeping software.

## RELEVANT SKILLS

## Finance

- Performed financial calculations such as amounts due, interest charges, balances, discounts, equity, and principal for a multimillion-dollar company.

## Organization

- Checked figures, postings, and documents for correct entry, mathematical accuracy, and proper codes.
- Performed general office duties such as filing, answering telephones, and handling routine correspondence

## PROFESSIONAL EXPERIENCE

## General Bookkeeper

Franklin &amp; Rodgers Business Solutions

Scottsdale, AZ

September 2012 - Present

- Accessed computerized financial information to answer general questions as well as those related to specific accounts.
- Identified and eliminated departmental inefficiencies to increase productivity by 15%

## Administrative Assistant Bookkeeper

Patton Group

Tempe, AZ

June 2010 - August 2012

- Operated computers programmed with accounting software to record, store, and analyze information
- Operated 10-key calculators, typewriters, and copy machines to perform calculations and produce documents

## EDUCATION

## B.S. Accounting

Wilhem University, Pheonix, AZ | 2010

## A.S. Accounting

Wilhem University, Pheonix, AZ | 2008

## 2. Resume Best Practices

When you do find a job of interest and want to submit your resume, there are some best practices that you will want to consider as you focus on your writing.

Best Practice	Description
Use Keywords	<p>As you read a job posting, carefully review the job description to identify key words. These terms can help you better understand what skills the employer might be seeking in an ideal candidate.</p> <p>For instance, if you're applying for a job as a project manager, an employer might list keywords like "time management," "project management tools," "problem-solving" or "negotiation" in the job description. Pay close attention to anything listed in the sections labeled "Requirements" or "Qualifications." If you have the skills that employers are looking for, make sure to add the exact same terms in the experience or skills sections of your resume.</p>
Review Examples	<p>As you work on your own resume, a great way to get inspiration and make sure you are on the right track is to review examples. When you search for resume examples online, you will want to focus on those from the same industry or job type as the job you are hoping to get.</p>

	As you consider resume samples, it is important that you don't view them as a template or something to be copied. They are meant to serve as models to give you ideas and show you best practices in action.
Use a Readable Font	You should use a basic font like Arial or Times New Roman. Keep your font size between 10 and 12 points. Selecting a clear, readable font will help make your resume appear more professional.
Use Straightforward and Confident Language	<p>Your resume should be written using straightforward and confident language. This means using power words, such as “achieved,” “earned,” “completed,” or “accomplished.” You also want to keep things as concise as possible.</p> <p>For instance, you may have a job description that reads:</p> <p><i>“As a realtor at Marks Realty, I managed multiple listings at once across the county, and helped other team members by showing their listings to my clients.”</i></p> <p>This example could be shortened and strengthened in the following way:</p> <p><i>“Managed multiple listings and demonstrated teamwork.”</i></p>
Recommend Using One-Inch Margins and Single Space	You should use a one-inch margin size on all sides of your resume with single spaces between the lines. You may set your margins with at least half an inch on every side, however, the norm is one inch. You have a bit more flexibility than with business letters and can extend them a little if it helps fit the content on one page. The purpose of using standard margins is to make sure that your resume will print correctly if someone chooses to print it. If the margins are very small, the text might get cut off on a printout. If you have too much white space, you might consider making your lines spaced by 1.15 or 1.5.

## 2a. Adding Key Insights

When you organize your resume, you want to set a road map that leads the employers to the key moments of your career.

It's critical to point out skill sets that are unique to you. Remember, your goal isn't to fit in with the rest of the crowd. You want to stand out in your job search. As you're crafting the content for your resume, reflect on the insightful details that you can add to separate yourself from the competition. Be exceptional and be different; that's what's going to get you hired.

### ➤ EXAMPLE

**Before reflection:** *Supported multiple training projects for new hires.*

**Reflection questions:** How do you offer support? How many training projects were there?

**After reflection:** *Developed a new scheduling system that offered support for 6 new hire training projects.*

### ➤ EXAMPLE

**Before reflection:** *Worked on the content creation strategy of Blizz Entertainment.*

**Reflection questions:** What was your contribution to the content? What should an employer know about Blizz Entertainment?

**After reflection:** *Developed the user interface for all 23 of Blizz Entertainment's content strategy deployments.*

### ➔ EXAMPLE

**Before reflection:** *Researched trends on upcoming design solutions, and training tools.*

**Reflection questions:** Why is this research important? How did you determine what information was important?

**After reflection:** *Actively researched evolving trends in the field of learning, and recommended innovative training tools and techniques to deliver cutting-edge design solutions.*

## 2b. Editing and Proofreading

**Editing** and **proofreading** your resume are the two final steps you need to complete before sending your resume to an employer. Make sure that you take your time with these important tasks! All the hard work that you put in could be thrown away if you have typos and grammatical errors in your resume.

Your resume should be mistake free. It's a tangible example of your work ethic and attention to detail. This snapshot of your professional experiences and skills should have an organized flow. Lead with the relevant and meaningful information first, but make sure it makes sense to your reader as well. Many employers review dozens of resumes, and they're looking for reasons to add yours to the no pile. A minor error can mean the difference between getting the phone call to interview, and never hearing back from an employer.

The following tips will help you with editing and proofreading:

- Use grammar and spell check software
- Read through your resume multiple times on several different occasions
- Read your resume out loud to make sure it flows well
- Ask several other people to help you with editing and proofreading
- Utilize any writing assistance services available to you at your university career center, library, or community center



### TRY IT

If you have a resume, take some time to review it using these [proofreading tips](#). If you don't have a resume yet, be sure to bookmark this page so you can use it later to review your work.



### TERMS TO KNOW

#### Editing

The process of correcting issues with sentence construction, word choice, and tone in your writing.

#### Proofreading

The process of correcting misspellings, incorrect punctuation, errors in formatting, and other mistakes.



### SUMMARY

In this lesson, you learned about the importance of developing a good resume. You reviewed **resume basics**, including the three **types** of resumes and the seven resume **components** that go into each one. **Examples** of each type with components were also provided. You went on to consider some **resume best practices**, such as **adding key insights** about yourself to your resume that make you stand out as unique, and being sure to **edit and proofread** your resume prior to submission.



By following these best practices, you can make sure that your resume gets the attention of a potential employer. A good resume clearly communicates who you are, and why you are applying for a job. It is your best tool for introducing yourself and showing interest in an open position.



## TERMS TO KNOW

### **Chronological Resume**

A resume that lists your employment history in order, with the most recent position first.

### **Combination Resume**

A resume that combines features of the chronological and functional resume by providing a chronological work history and a separate list of skills.

### **Editing**

The process of correcting issues with sentence construction, word choice, and tone in your writing.

### **Functional Resume**

A resume that focuses on skills and experience and is often used by people who are changing careers or who have gaps in their employment history.

### **Hard Skills**

Quantifiable abilities a job post will list for prospective candidates, such as the ability to use a particular type of software or tool.

### **Hybrid**

Something made by combining two different elements; a mixture.

### **Proofreading**

The process of correcting misspellings, incorrect punctuation, errors in formatting, and other mistakes.

### **Soft Skills**

Characteristics or traits an employer is looking for in a new hire, such as the ability to work on a team or manage other employees.

### **Succinct**

As short as possible to make a point clear.