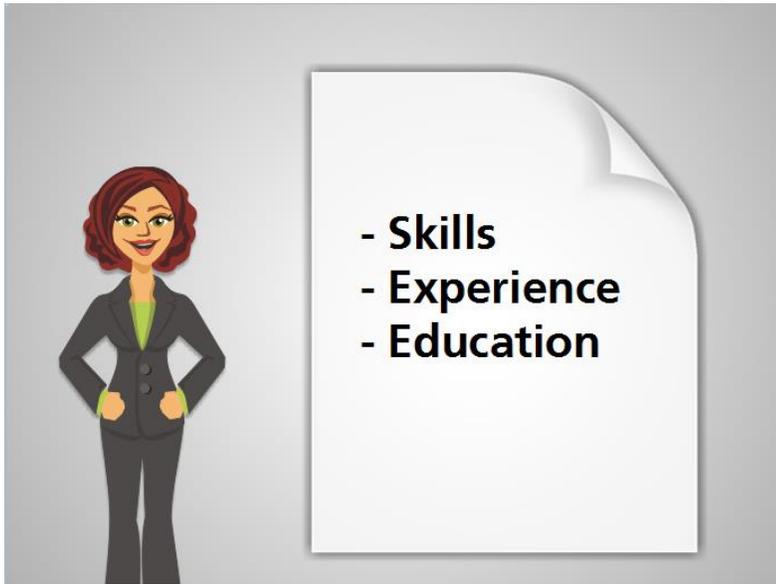


What is a Resume?



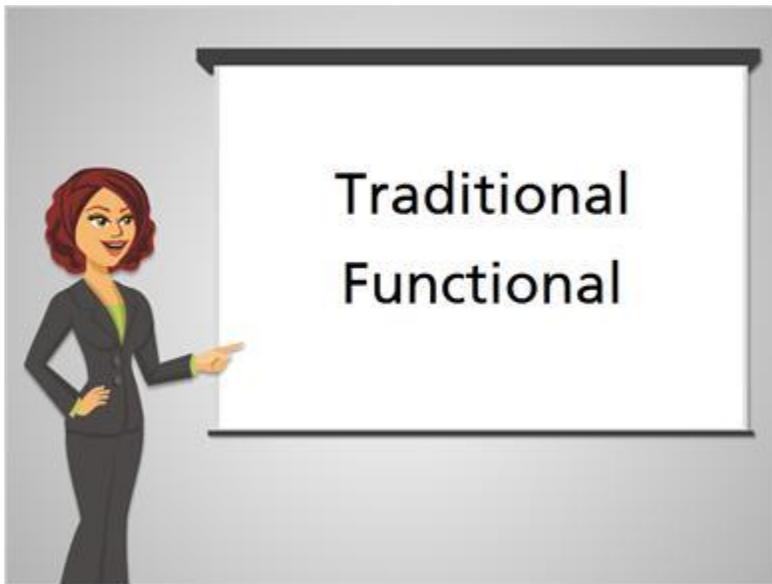
Hi! I'm Maria and this is Michelle.



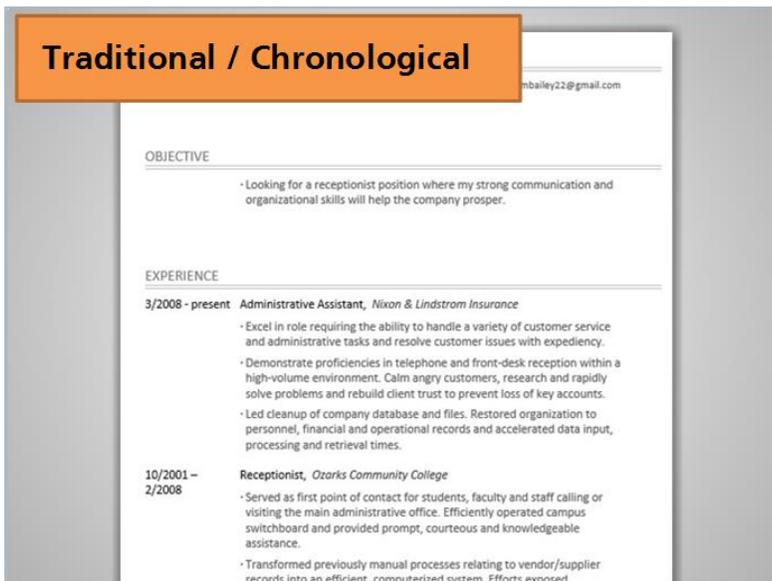
Michelle is getting ready to apply for jobs so she needs to create a resume. A resume is a written document that summarizes a person's skills, experience and education. It shows that a person is a good fit for a particular job opening.



The purpose of a resume is to convince a potential job employer to offer a job interview, and ultimately, to offer a job. We will walk Michelle through the process, as she makes decisions about what to include in her resume, and what format to use.

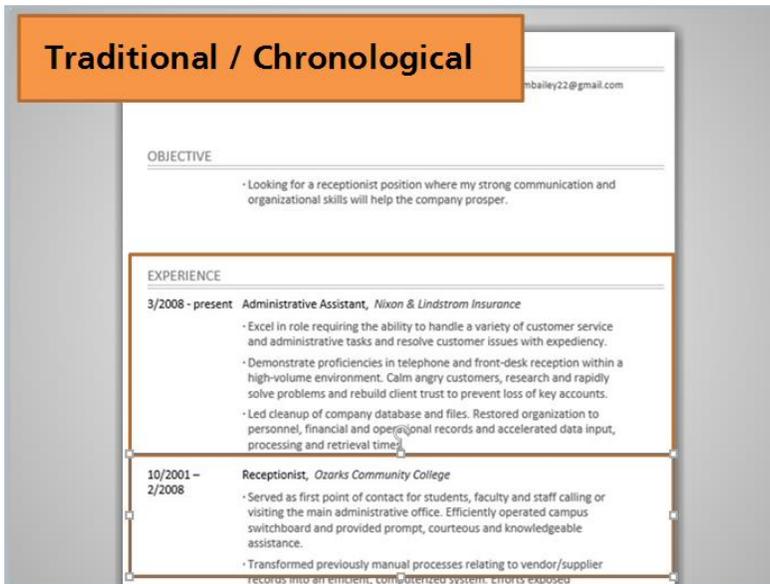


There are a few different approaches to writing a resume. The two main types of resumes are the traditional resume and the functional resume. Your unique experience as well as the specific job you are applying for will help determine the type of resume that is best for you.

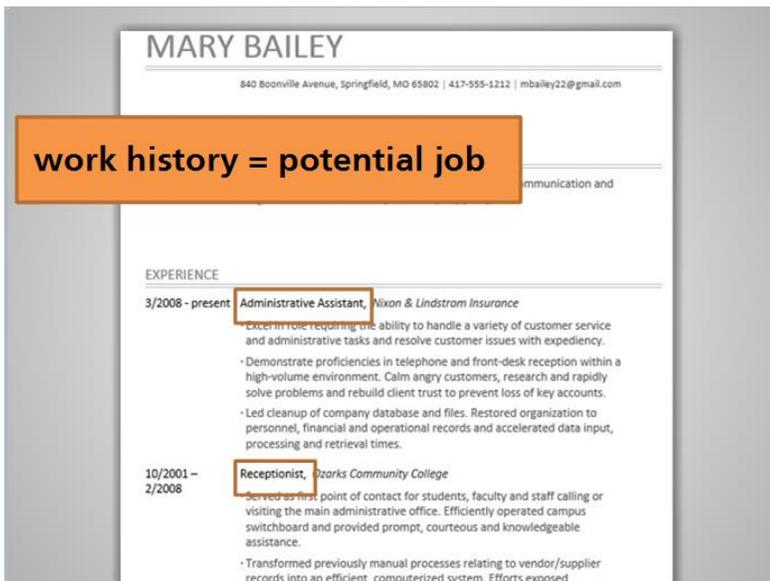


A traditional resume is also known as a chronological resume. This type of resume focuses on your work history, which is listed in reverse chronological order.

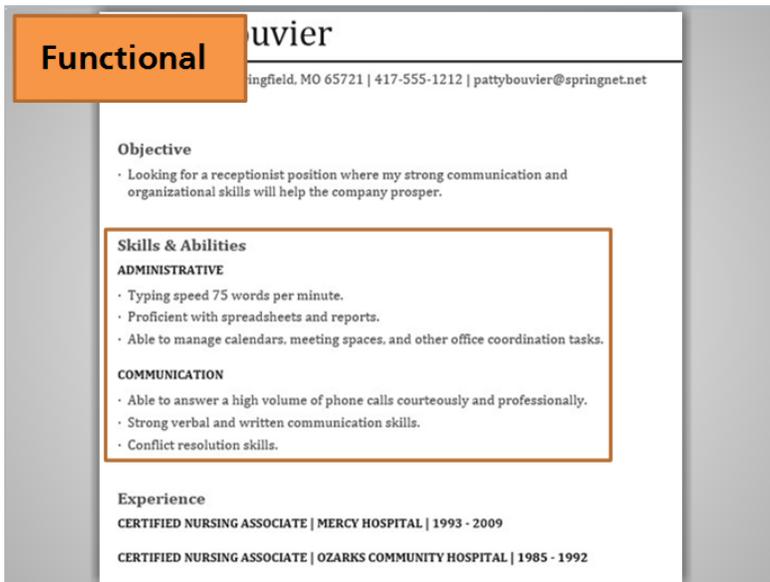
Traditional / Chronological



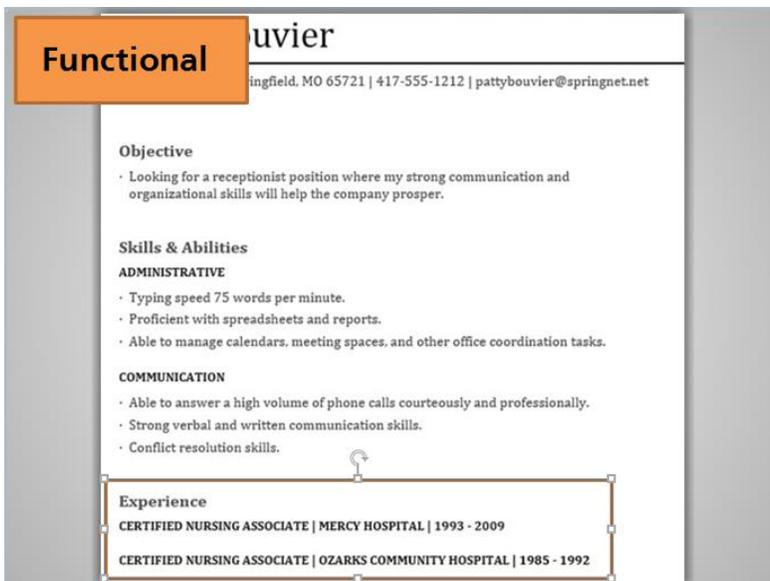
This means that your most recent job is listed at the top, followed by older jobs. Specific job duties and accomplishments are listed below each position. You would use this type of resume when your most recent job history is relevant to the current job with which you are applying.



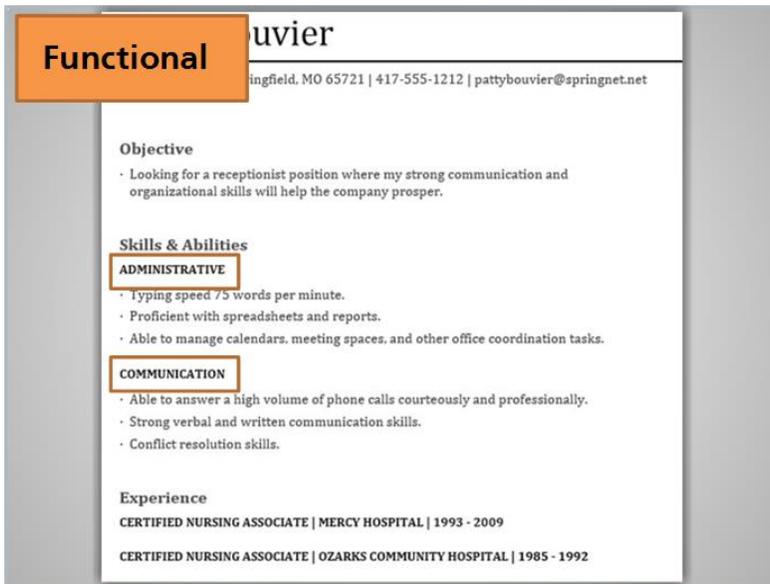
In this example, the applicant is applying for an administrative position. Her most recent job history includes similar jobs as a receptionist and as an administrative assistant. Her work history is relevant to the current job she's applying for. So she has decided to use a traditional, chronological resume.



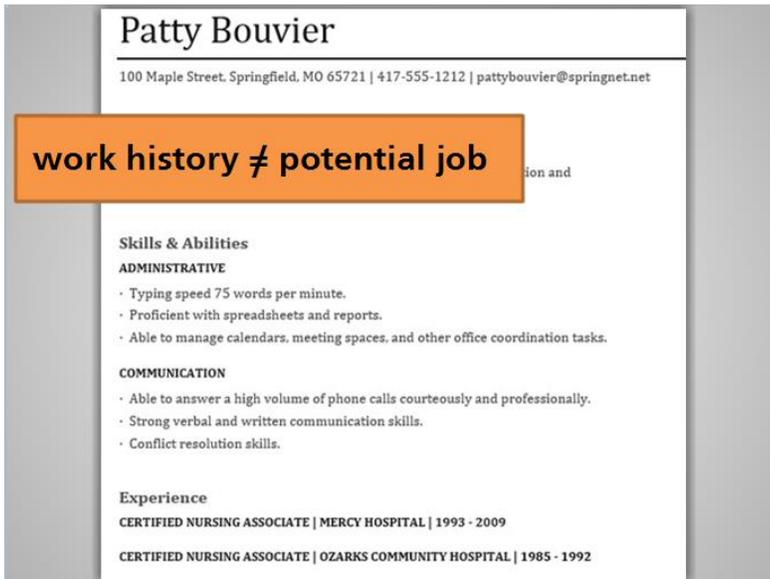
A functional resume focuses on skills and accomplishments that can be pulled from several different jobs.



This is followed by a brief list of the positions, companies, and dates of your work history.



A functional resume focuses on your skills and abilities by placing them into categories. Job titles and dates of employment are not emphasized. This is not as common as the traditional resume but it may be a good choice if your recent jobs do not relate to the position for which you are applying.



In this example, the applicant is interested in a receptionist position but her work history has been in the nursing field. Since her work history differs from the current job she wants, she's using a functional resume. She has listed her skills and abilities that are relevant to the current receptionist job using categories. This helps the potential employer see that she has skills relevant to the position even if her previous jobs have been in a different field.

Quiz

Michelle is applying for jobs in the same field as her work history.

Click on the format should she use:

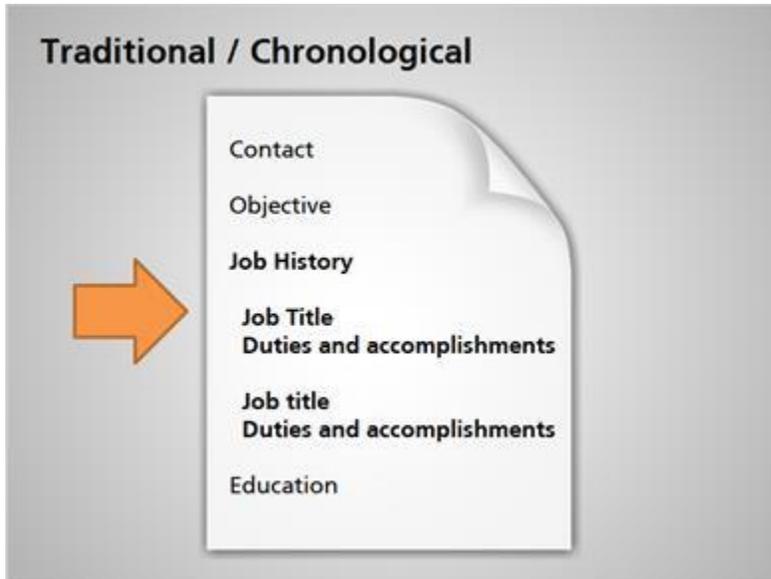


Traditional

Functional

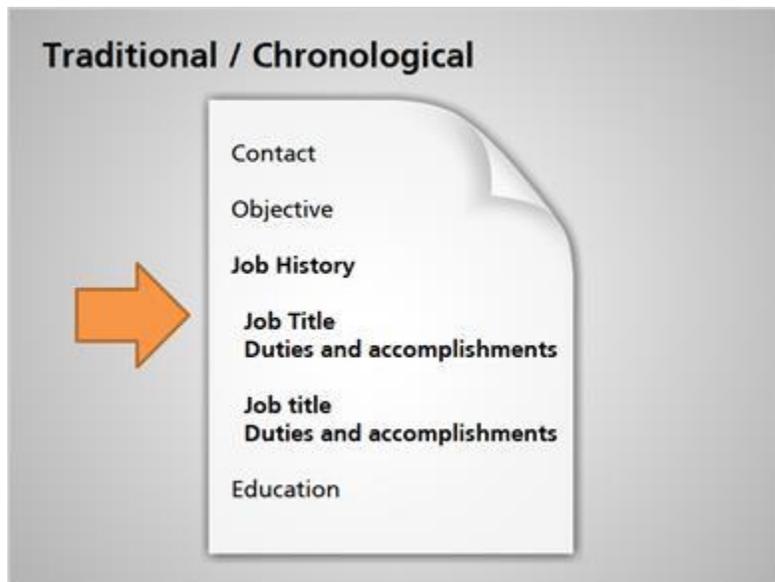
Michelle is applying for administrative assistant jobs and has a recent job history with receptionist and administrative assistant titles. Since Michelle is applying for jobs in the same field as her job history, which resume should she use?

If your answer is Traditional:

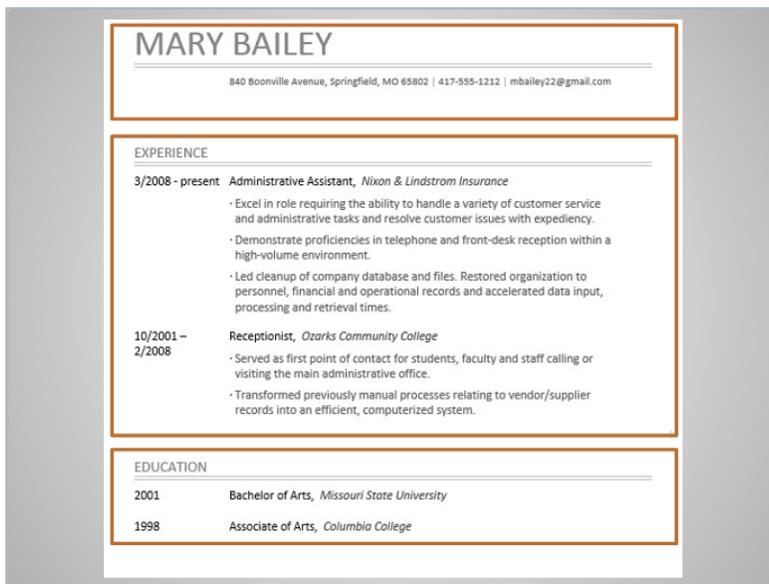


That's right. Since Michelle has a work history that is closely related to what she is applying for, she can use the traditional, chronological resume format. This format focuses on her job history and shows how her previous jobs have prepared her to be a good candidate for her current job.

If your answer is Functional:



Oops. Actually, a traditional, chronological resume format is the best choice for Michelle. This is because her work history is closely related to what she is applying for. The traditional format focuses on her job history and shows how her previous jobs have prepared her to be a good candidate for her current job.

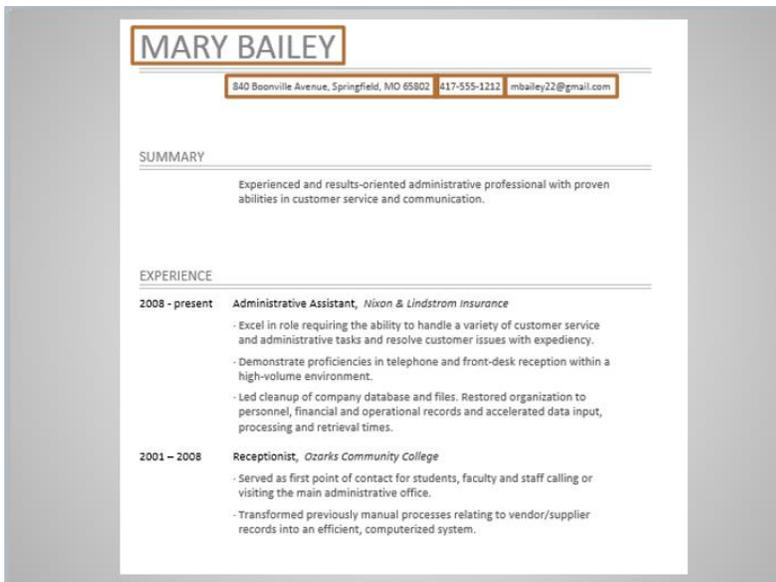


Whichever format you choose, your resume should include your contact information, work history, details about your accomplishments, and your education. We'll look at these sections in more detail in the next lesson.

What to Include



A good first step in creating your resume is to think about the information you want to include. It may be a good idea to gather information about past jobs and to brainstorm lists of skills and accomplishments before you start typing your resume on the computer.



Let's take a look at what to include in each section of a resume. We'll start with the contact information. The contact section is very important, so it is typically at the top. It should include a name, phone number with area code, and an address. It can also include an e-mail address. Be sure that your voicemail or answering machine message is professional and appropriate.



You'll also want to be sure that any e-mail address you include is professional and appropriate.



Don't use an email with your current employer unless you have permission for personal use of that account.



If you include an email address in the contact information, be sure to check your email regularly, to see if you received any emails from potential employers.



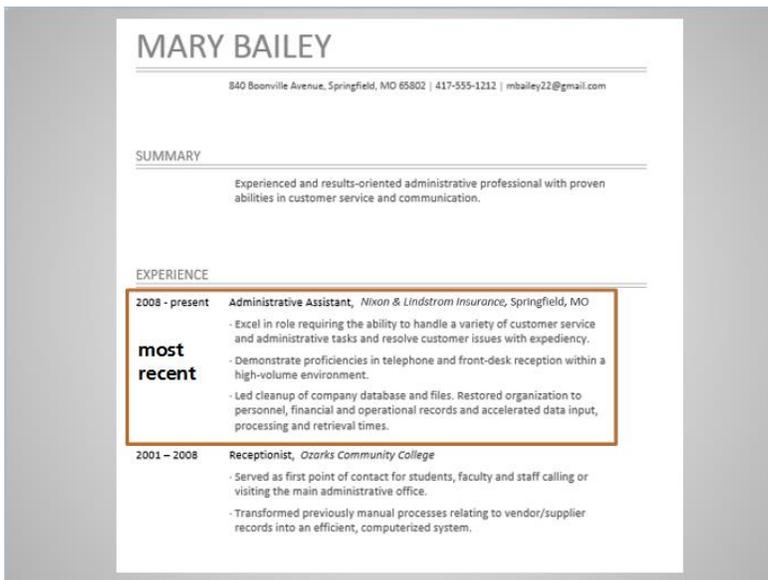
The next section is often a summary or an objective.



A summary briefly describe why you would be a great fit for the job. An objective outlines your career goals.



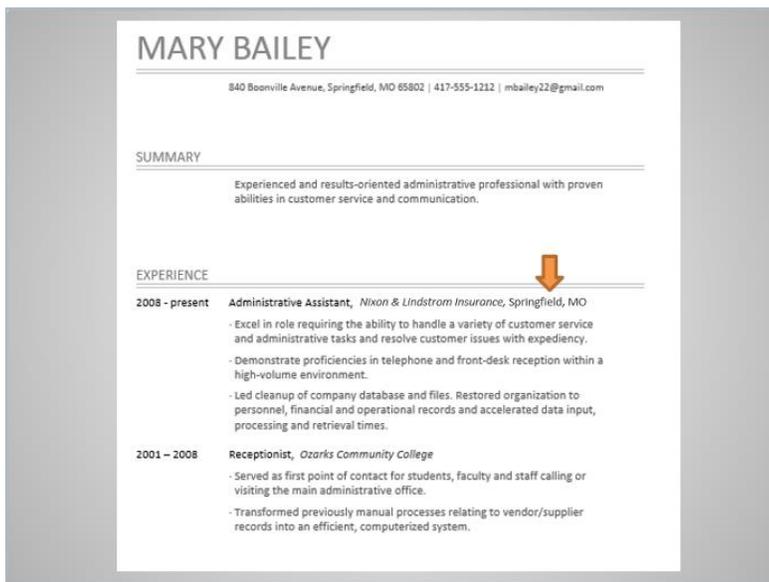
The summary or objective is typically used to highlight some of the strengths you bring as a candidate. It is also very short in length.



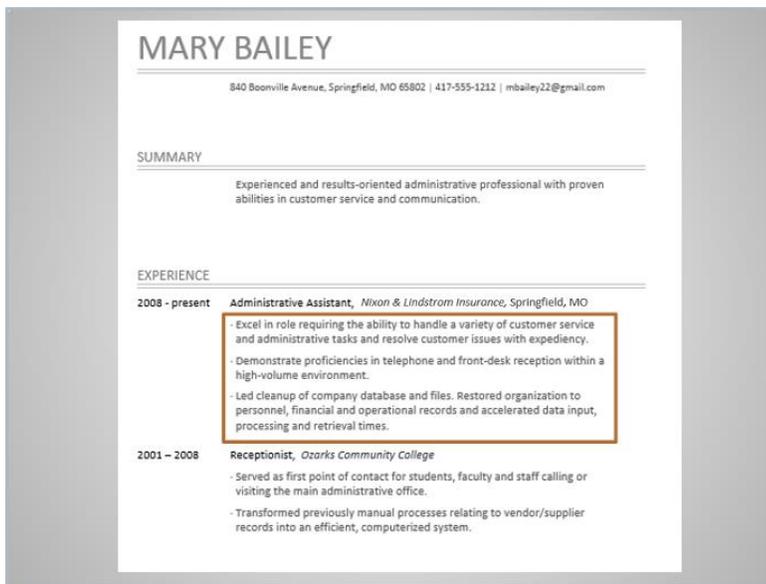
The work history section is next. Here, jobs are listed in reversed chronological order with the most recent job at the top. Keep the job you're applying for in mind, as you decide which positions to list, and how to describe them. Try to cover several recent years of work history, and focus on the most relevant experiences.



For each job, you'll need to list the dates worked, job title, and company name. Dates can be listed as a year without mentioning the month, but it makes sense to include the month when the job is recent or only lasted for a short time.



Some resumes also list the city and state where the job was located.



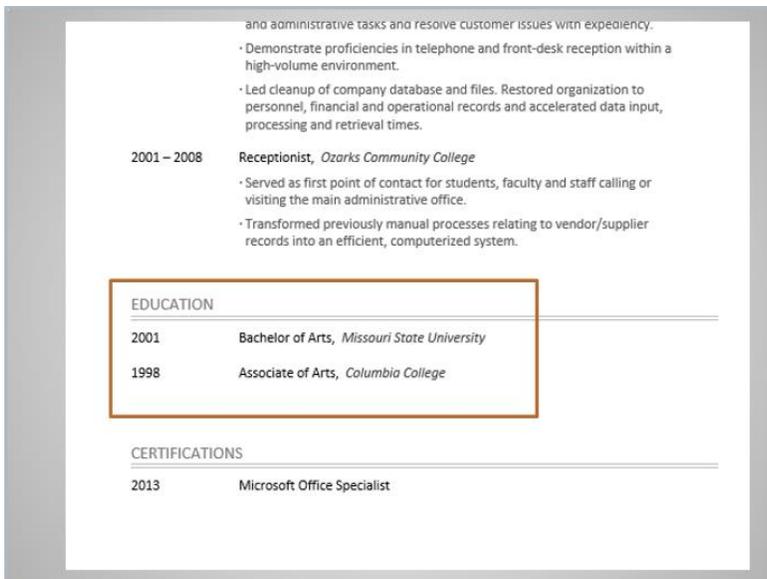
You'll also list job duties or specific accomplishments. This is typically the most detailed part of the resume, and is the most time consuming to create. That is why brainstorming skills and accomplishments in each job is a good way to start when creating a resume.



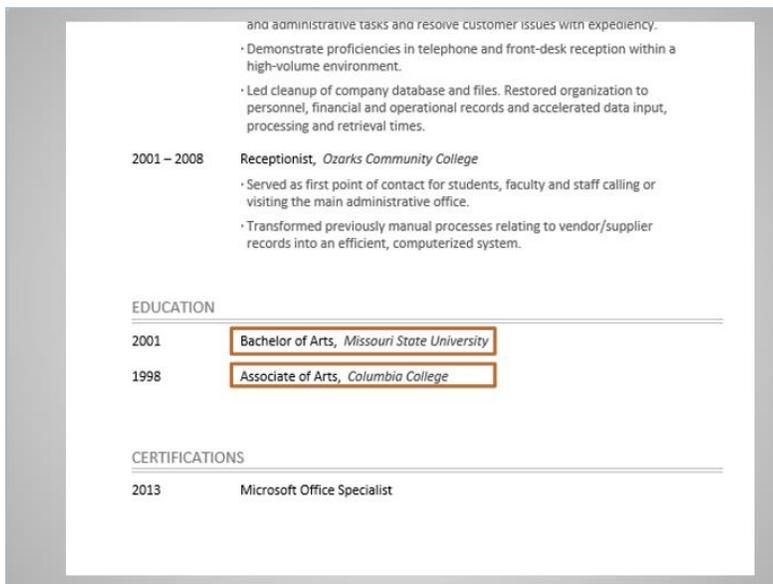
Try to think of about 3 - 5 different tasks or accomplishments to write about. Each statement should be descriptive but concise. You don't want to repeat yourself or include details that aren't relevant. Try to list some unique job duties for each position in your work history, even if jobs were very similar. You don't want to list the same things over and over.



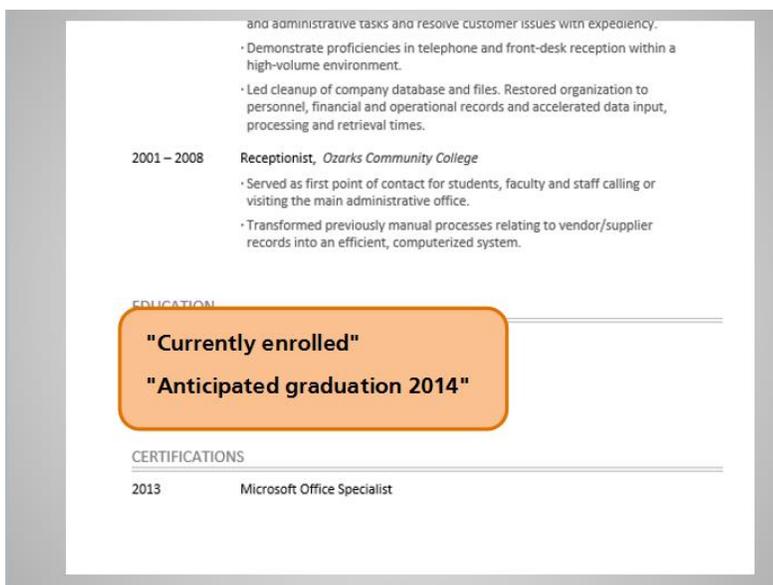
When you are writing your job duties, think about adding a lot of action verbs. These are verbs like manages, develops, assists, completes. If it's for a job where you are still employed, use the present tense. If it's a previous job you held, use the past tense like managed, developed, assisted, or completed.



Next is the education section. Often a job will have an educational requirement, and this section will allow you to be clear that you meet that requirement. If you graduated high school more than a year or two ago, you wouldn't typically list it unless you don't have additional education to list.



Do list any schools you attended after high school, as well as the degree you received.



If you are currently enrolled in a school, you can list “Currently enrolled”, instead of listing a date. You can also mention when you expect to graduate, listing for example, “Anticipated graduation 2014”.

and administrative tasks and resolve customer issues with expediency.

- Demonstrate proficiencies in telephone and front-desk reception within a high-volume environment.
- Led cleanup of company database and files. Restored organization to personnel, financial and operational records and accelerated data input, processing and retrieval times.

2001 – 2008 **Receptionist, Ozarks Community College**

- Served as first point of contact for students, faculty and staff calling or visiting the main administrative office.
- Transformed previously manual processes relating to vendor/supplier records into an efficient, computerized system.

EDUCATION

2013	Microsoft Office Specialist
2011-2012	Earned 30 credits in general education, Ozarks Community College
2011	General Equivalency Degree, Springfield, MO

If you attended high school or college but did not graduate, you can list the dates you attended or the number of credits you received. You can also list a GED or certificates and licenses that you've earned.

• Transformed previously manual processes relating to vendor/supplier records into an efficient, computerized system.

EDUCATION

2001	Bachelor of Arts, Missouri State University
1998	Associate of Arts, Columbia College

CERTIFICATIONS

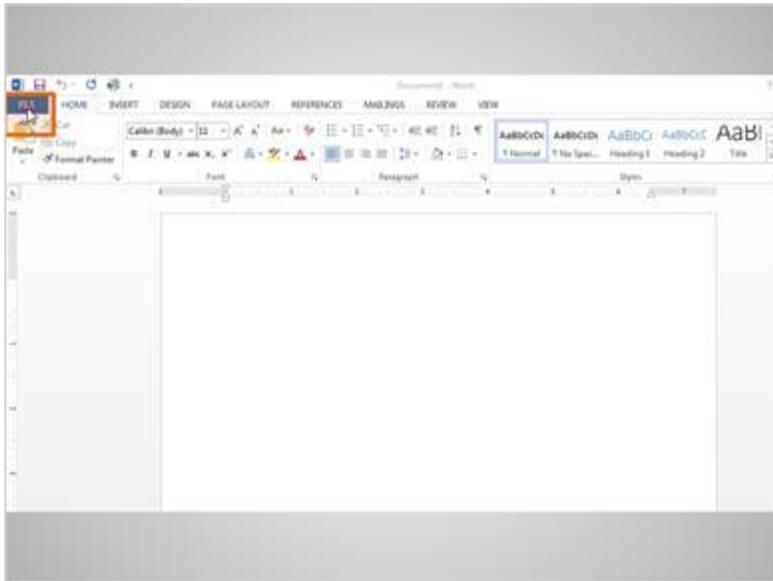
2013	Microsoft Office Specialist
2011	Certified Administrative Professional
2008	Professional Administrative Certificate of Excellence

If you have many special certifications in your field, you may want to create a separate section for them.

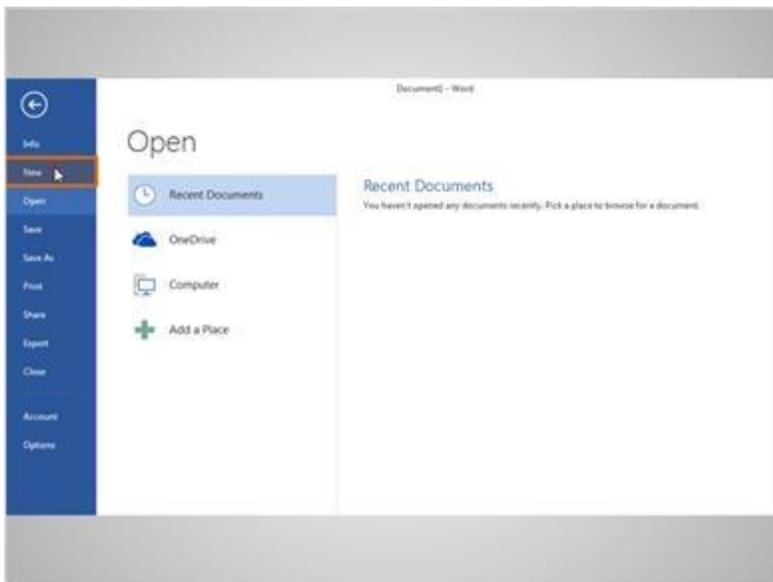
Using a Template



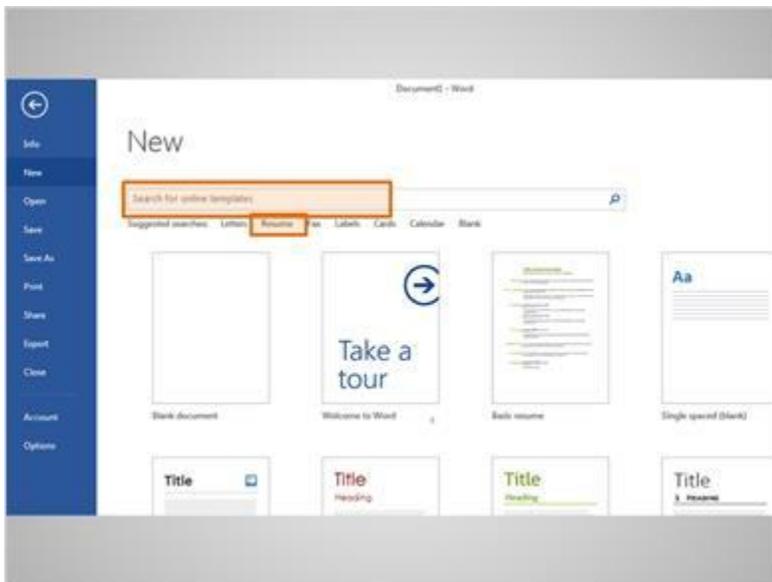
Let's take a look at creating a resume using Microsoft Word. One advantage to using a program like Word is the availability of templates for certain kinds of documents, including a resume. Since resumes use complex formatting, it can be a lot easier to use a ready-made template in Word.



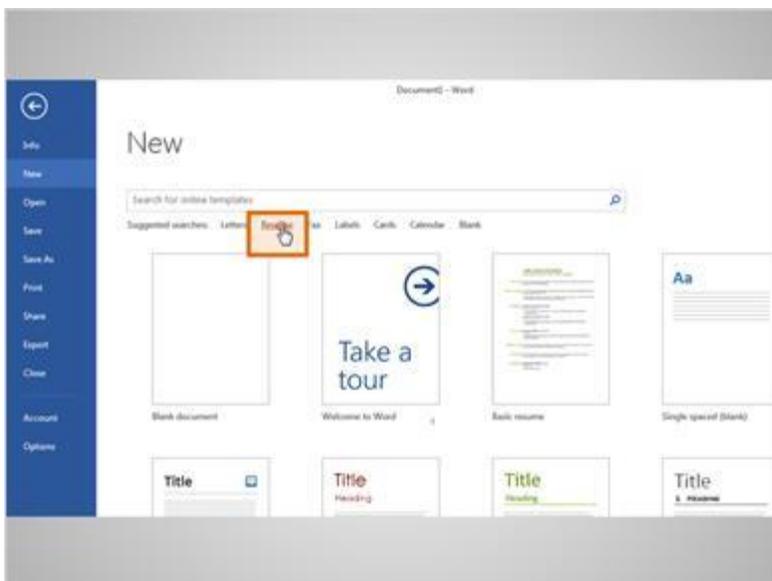
Michelle has already opened Word which shows a blank document. To find a Word template, Michelle clicks on the File tab,



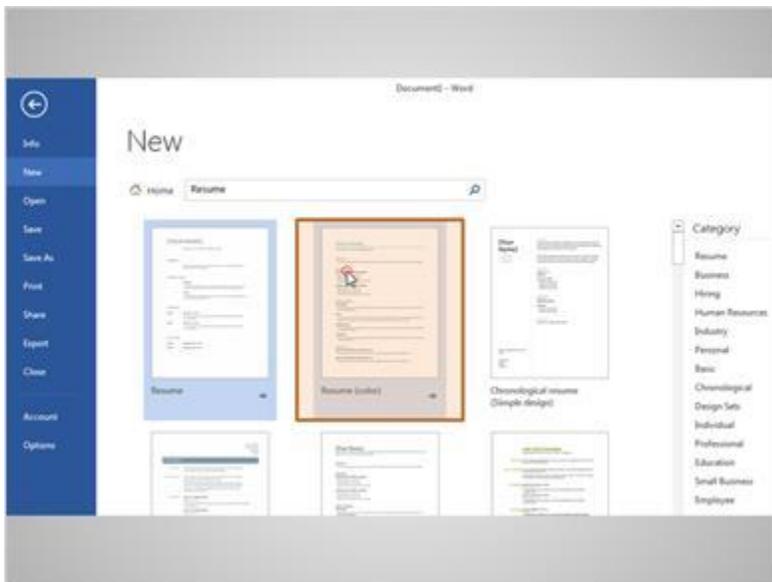
then clicks on New.



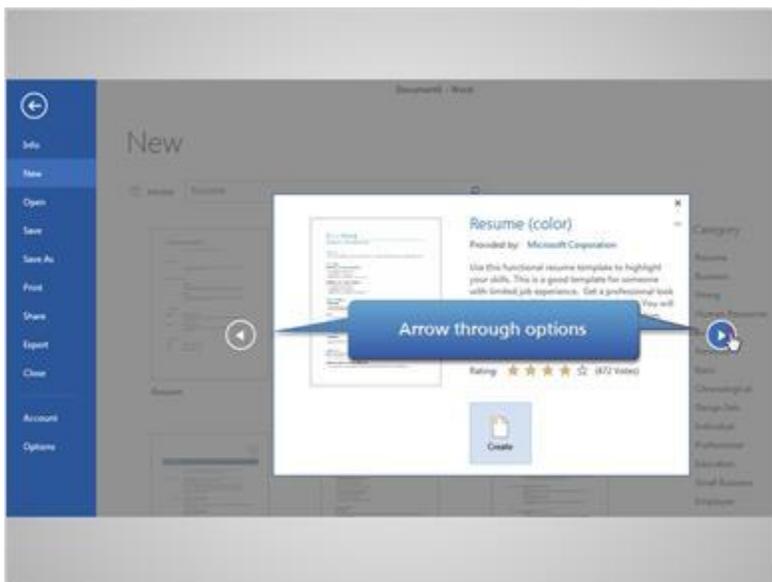
This brings up a gallery where we can browse for templates. Many types of documents are listed here but we can search for what we're looking for using the search box. In the case of resumes, there is already a suggested search for resumes.



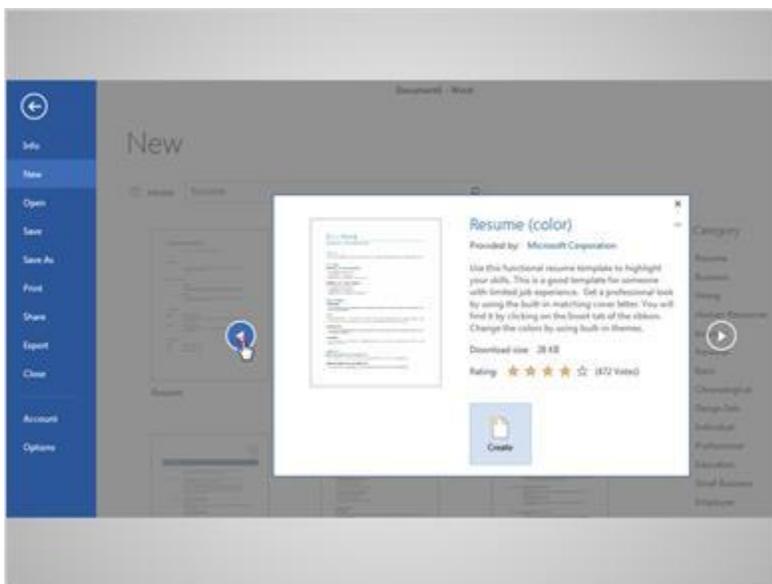
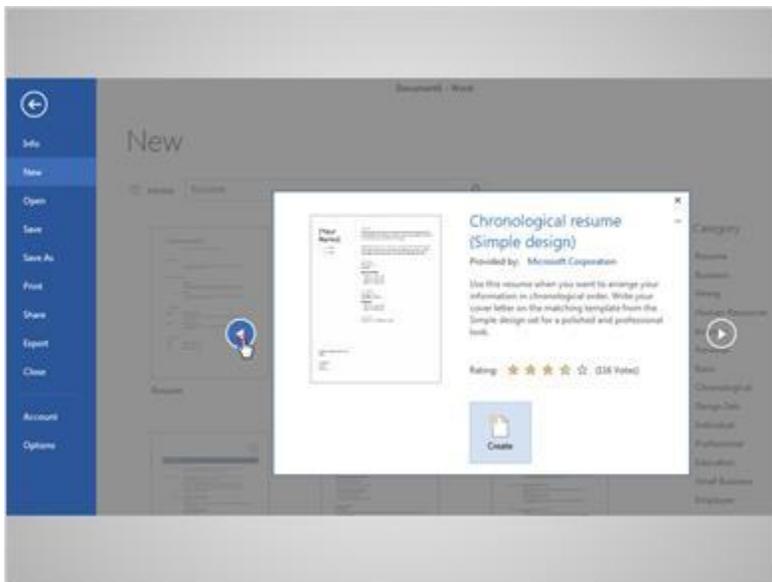
Michelle can just click it to bring up the resume templates.



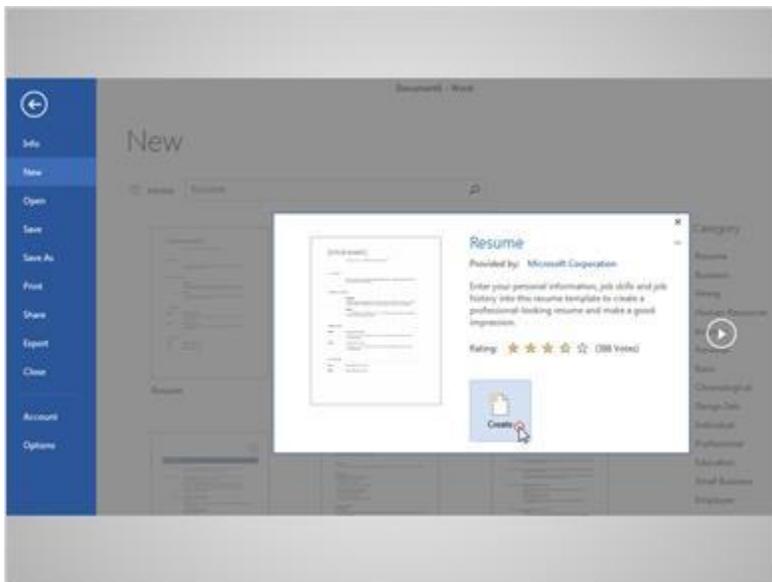
Some of the resume types are traditional, some are functional, and some have been made for specific types of jobs. Michelle clicks on a resume to bring up a larger preview.



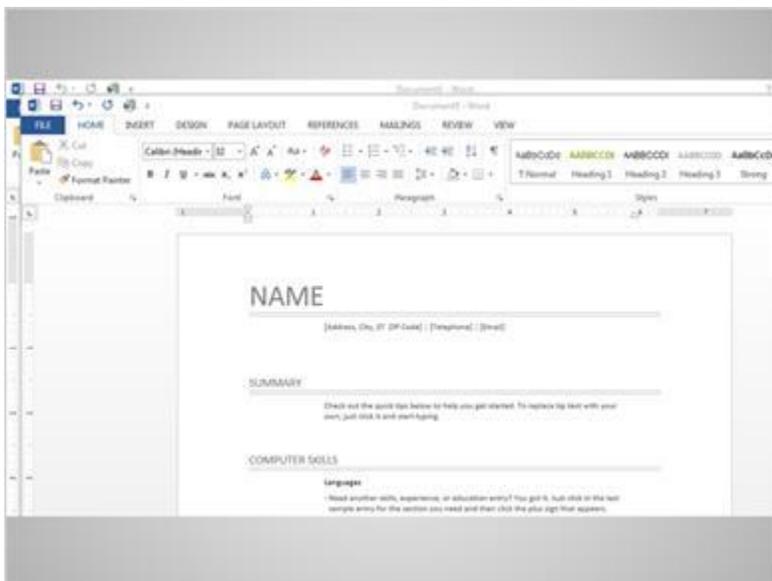
Then she can click on the left and right arrows to cycle through the other templates.

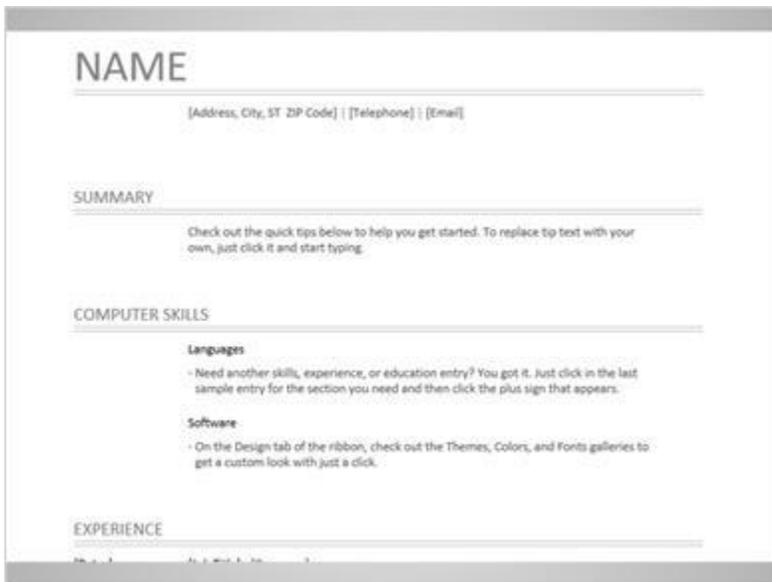


Since most employers skim through resumes in a matter of seconds, it's best to choose a design that is clean and simple. It is recommended to stay away from templates with lots of colors and lines.

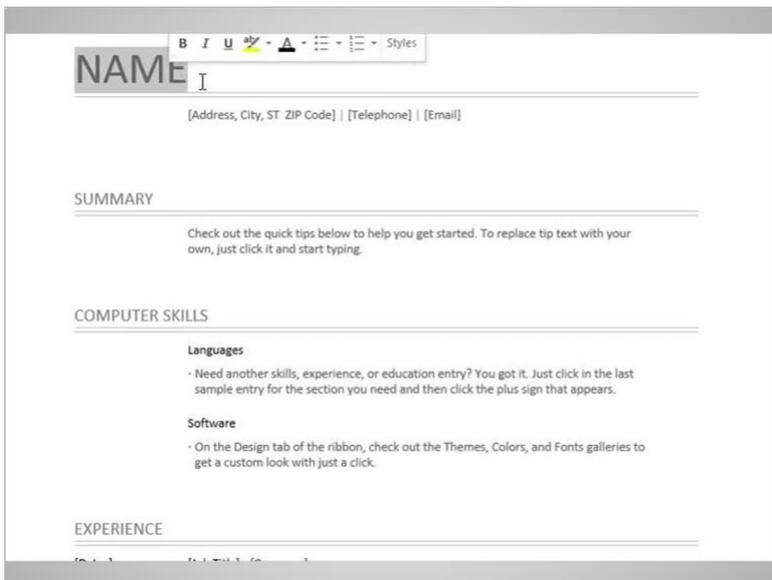


Michelle decides on a simple template and clicks on create.





Once the template is opened, Michelle is able to fill in her own information. To do so, she just clicks in each field and types over what's there.



When Michelle clicks in the name field, the current text is highlighted. Once the text is highlighted, it can be replaced by simply typing over it. Michelle types out her name,

MICHELLE MARTINEZ

[Address, City, ST ZIP Code] | [Telephone] | [Email]

SUMMARY

Check out the quick tips below to help you get started. To replace tip text with your own, just click it and start typing.

COMPUTER SKILLS

Languages

- Need another skills, experience, or education entry? You got it. Just click in the last sample entry for the section you need and then click the plus sign that appears.

Software

- On the Design tab of the ribbon, check out the Themes, Colors, and Fonts galleries to get a custom look with just a click.

EXPERIENCE

then she types out her address,

MICHELLE MARTINEZ

7 Elm Way, Springfield, MO 67521 | [Telephone] | [Email]

SUMMARY

Check out the quick tips below to help you get started. To replace tip text with your own, just click it and start typing.

COMPUTER SKILLS

Languages

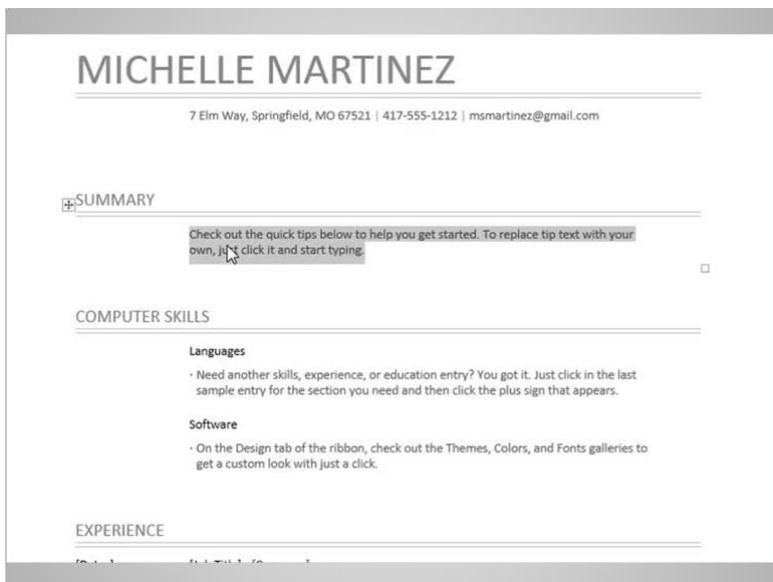
- Need another skills, experience, or education entry? You got it. Just click in the last sample entry for the section you need and then click the plus sign that appears.

Software

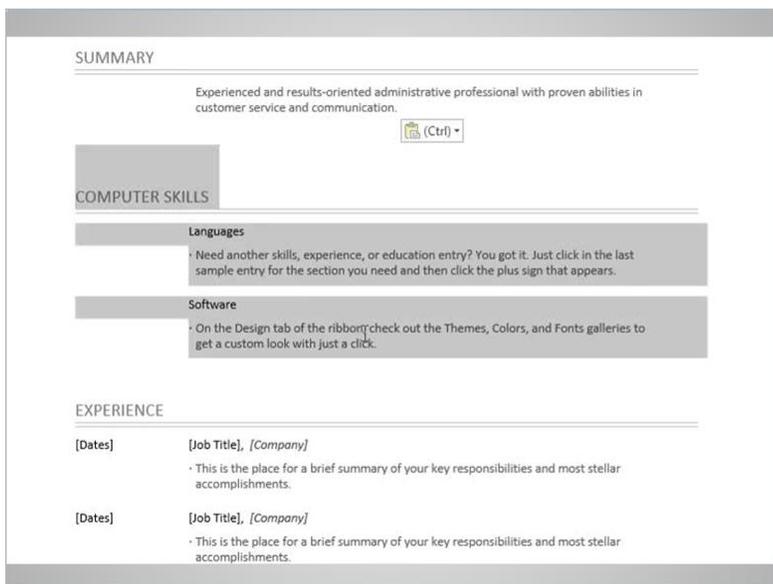
- On the Design tab of the ribbon, check out the Themes, Colors, and Fonts galleries to get a custom look with just a click.

EXPERIENCE

phone number and e-mail address. Just by clicking in each field, highlighting it, and typing over.



Next Michelle comes to the summary section, as with the other areas of the template, she can just click into the area, and then type in any text.



Michelle decides not to list any computer skills so she needs to remove this section of the template. To remove this section, she clicks and drags over the section to highlight it. Then she presses the delete key on her keyboard to remove the section. You can delete any section in a template that you don't want to use.

SUMMARY

Experienced and results-oriented administrative professional with proven abilities in customer service and communication.

EXPERIENCE

[Dates] [Job Title], [Company]
· This is the place for a brief summary of your key responsibilities and most stellar accomplishments.

[Dates] [Job Title], [Company]
· This is the place for a brief summary of your key responsibilities and most stellar accomplishments.

EDUCATION

[Dates] [Degree Earned], [School]
[Dates] [Degree Earned], [School]

In the work history section, Michelle will continue to click and type in each field. Michelle wants to include a third job, but the template only has fields for two jobs. To add a third job to the template, Michelle clicks on the second job to select it, and a plus sign appears on the right. Michelle clicks on the plus sign and fields for a third job are added.

SUMMARY

Experienced and results-oriented administrative professional with proven abilities in customer service and communication.

EXPERIENCE

[Dates] [Job Title], [Company]
- This is the place for a brief summary of your key responsibilities and most stellar accomplishments.

[Dates] [Job Title], [Company]
- This is the place for a brief summary of your key responsibilities and most stellar accomplishments.

[Dates] [Job Title], [Company]
- This is the place for a brief summary of your key responsibilities and most stellar accomplishments.

EDUCATION

[Dates] [Degree Earned], [School]

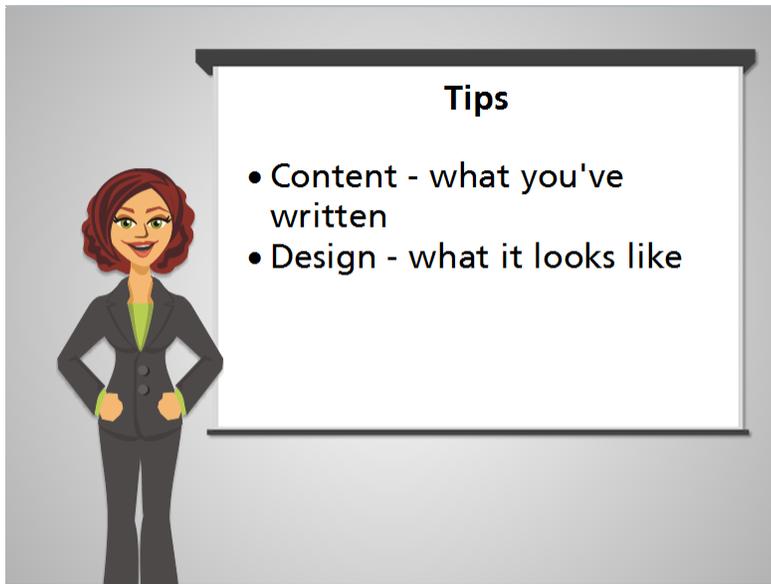
[Dates] [Degree Earned], [School]

Michelle will continue to fill in the template by clicking in each field and typing in the information. After she's done, Michelle will be sure to save her resume. If you would like more information on saving documents, or more on using Microsoft Word, visit the beginning Microsoft word class on this site.

Resume Tips



Employers look through many resumes for each job. Sometimes, hundreds. This means they lack time to scrutinize all the resumes that they receive. In fact, they may only scan your resume for less than a minute.



The following tips may help to make sure your qualifications shine through. We'll cover some tips related to content, or what you've written in your resume and then we'll cover some tips related to design, or how your resume looks.



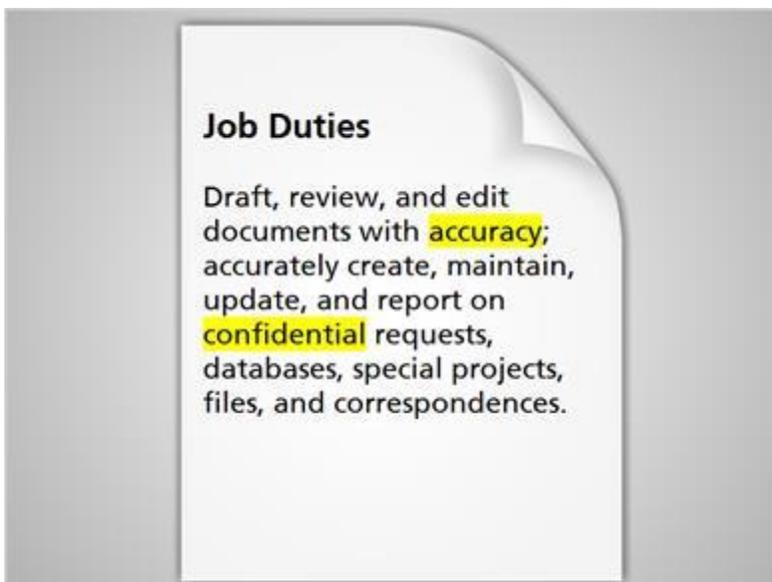
Our first tip is about keywords. When you're writing your resume, use good keywords that will attract the eye of the reader as they scan. This will allow them to quickly see your qualifications for the position. Also, your resume could be screened using computer software before a person views it. In this case, having the right words become very important.



One strategy is to use the actual words and terms that are included in the job advertisement. Let's look at an example. Michelle is applying for an administrative assistant and the job ad lists the duties shown on the screen. What are some keywords that Michelle might use in her resume that match what the employer is looking for?



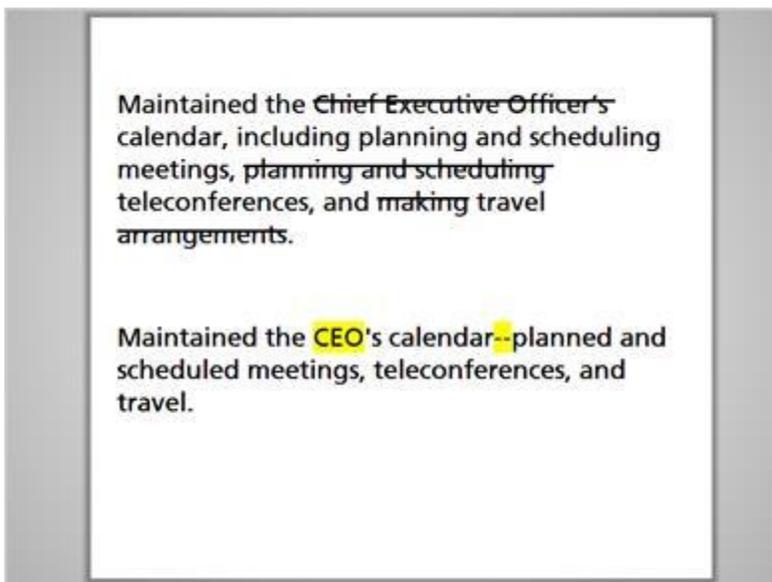
The job duties listed include the ability to draft, review and edit documents. It also talks about creating reports, using databases, and writing correspondence. If Michelle has experienced any accomplishments related to these duties, she would be sure to include them in her resume for this position using these keywords from the job duties.



Also, the duties listed mention the importance of accuracy and the importance of confidentiality in this position. Michelle will also consider using these keywords as she describes her past experiences.



The next tip is to be concise. Since a potential employer will be scanning your resume, unnecessary and redundant words will get in the way. Cut out as many words as you can while still providing the necessary information.



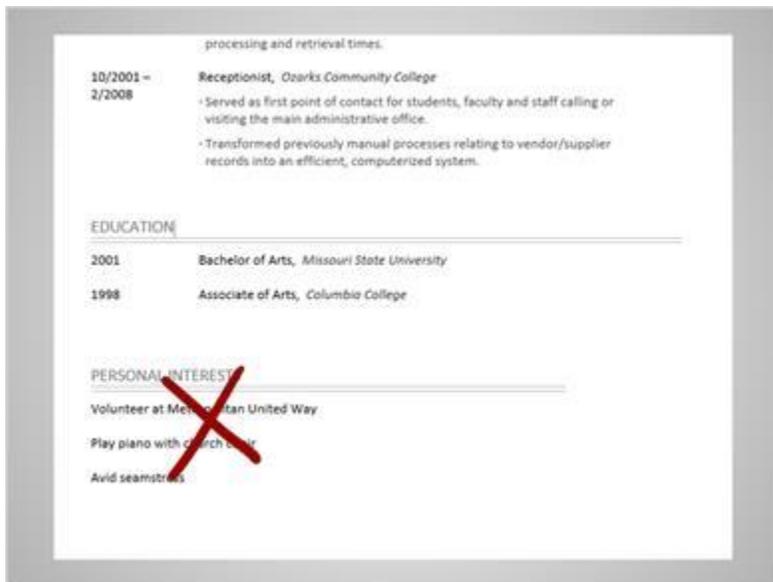
Let's look at an example of what Michelle has written about her job experience. Are there changes we can make? There are words we can cut out to make this more concise. Here's one possibility. We've use the common acronym for Chief Executive Office, CEO. We've also cut out some of the redundant text. Then we've used a dash to cut out a few more words. As you can see, the resulting text is much more concise.



Tip number three is to be truthful. It's not a good idea to lie on your resume. It can be very tempting to stretch the truth about our experience when we're interested in a great job for which we have many of the qualifications but not all of them.



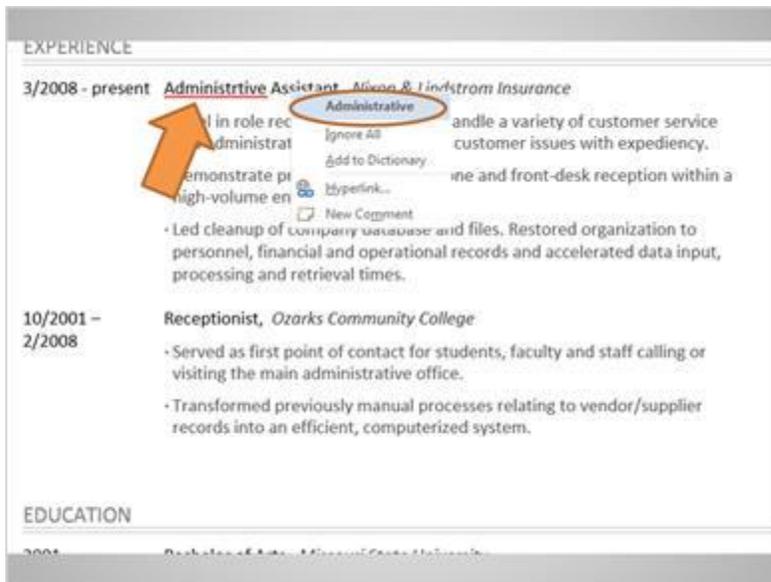
Tip number four is to leave out personal information.



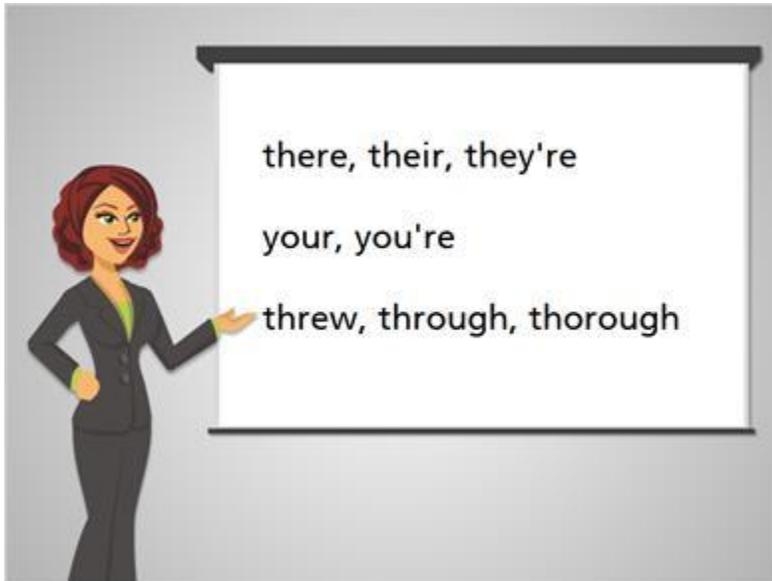
If hobbies and interests, volunteering, religious and political affiliations, and other personal interests are not directly relevant to the job, don't include them. You also want to exclude any information on your age, height and weight, or marital status. This kind of information gets in the way of pertinent information, and is not appropriate in most job seeking situations in the United States.



The final content related tip is to proofread your resume. Typos and misspellings might communicate to a potential employer that you don't pay attention to detail.



If you're using a computer to create your resume, be sure to make use of any available spell check function. Programs like Microsoft Word usually bring known misspellings to your attention by including a red underline under the misspelled word. If you right click on a red underline word, a pop-up with suggested correct spelling comes up, which you can just click on to correct your spelling.



Spell check can miss words that are spelled correctly but that aren't correctly used. Here are some examples of words that are commonly used incorrectly on resumes, which wouldn't be caught by a spell checker. For this reason, it's good for you to proofread yourself and also, have a friend or colleague proofread for you too.



Let's move on and talk about our design tips. Number one is to use traditional fonts.



While it might seem tempting to use fonts that appear more unique or decorative, this is a bad idea, unless you are a designer applying for a design related job. Stick to the more common fonts like: Times New Roman, Tahoma, Georgia or Calibri. Also, it's a good idea to use only one or two fonts and no more than two.



The second design tip is to incorporate white space into your resume.



Sometimes it's a good idea to look at your resume from a little far away, so you can't read the words, but you can still see the dark blocks of text. Is there any white space you can see? In this example, there are just blocks of text, and very little white space. A resume with no white space can be overwhelming to look at and hard to read. If we're concise when we write our resume, and if we make use of bullet points, we can be sure to have room for some white space. In this second example, there's more space in the margins and between the sections. This is easier on the eye and allows the reader to make notes in the margin if needed.



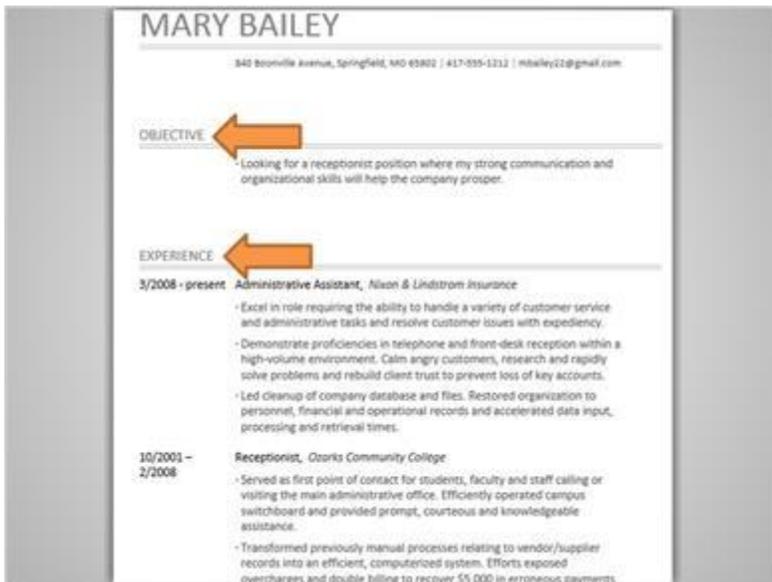
The third design tip is to exclude any images.



You don't want to include a picture of yourself unless you are specifically asked for it. You also don't want to include any clipart, decorative borders, or other images.



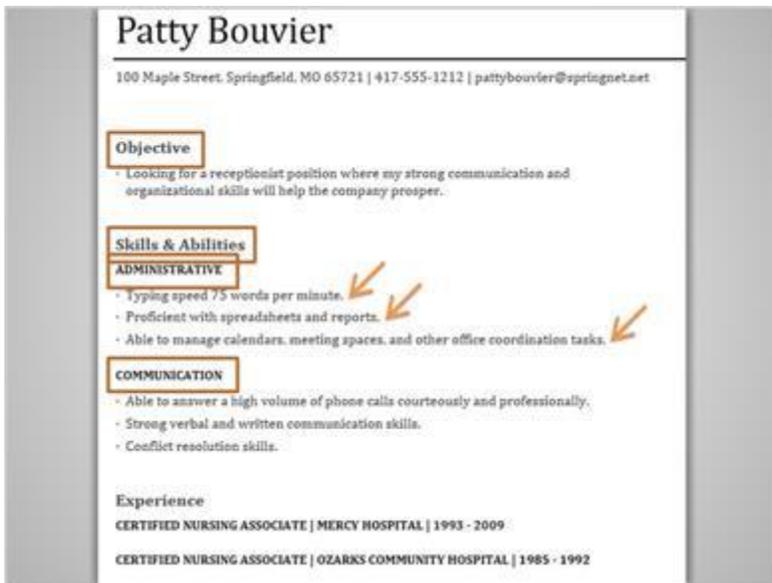
The next design tip is to make headings stand out. This allows the reader to easily scan to the sections of interests.



In this example, the headings use larger text and they use all uppercase letter.



The final design tip is to make things consistent.



For example, make sure the headings are all the same size, especially if you have more than one level of heading. You also want to be sure all the text is using a consistent font, type, and size. If you are using periods at the end of bullet points, be sure every bullet point has a period. If you don't use periods, that's fine too. The point is to make sure it's all consistent. Making sure your resume is consistent throughout will help make it look as professional as possible.