

# Resume

## Creating Your Core Resume

This two-part workshop will teach you the fundamentals of developing your resume, and lead you through creating a working first draft of your resume. The second portion of this class is highly interactive and requires that you have basic computer skills including: using a mouse to highlight and select text, using the internet, clicking on links, basic typing and saving documents. You will leave this workshop with at least the start of a resume in Microsoft Word.

This workshop is for you if:

- You are applying for an entry-level job
- You've never had a resume before
- You haven't written a resume in a long time and don't have an electronic version

v.01.14

*Information provided as a service to our customers courtesy of:*

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# Creating Your Core Resume

Employers need **5 pieces of information** about each candidate who applies for a job:

1. *Header* – Your contact information.
2. *Objective* – Simply write the title of the position that you are seeking.
3. *Professional highlights* – List these directly under the position title.
4. *Relevant Experience and/or Work History* – Work experience should go back no more than 15 years. Only list unpaid positions if they are relevant.
5. *Education & Training* – Include education, professional trainings and certificates/licensures that you have completed.

## 1. Header

Place your NAME at the top center of the page: 14pt. font is often a good choice for the name.

**JENNIFER JONES**

Your contact information goes below your name on a single line, if possible. You can adjust the font size to 9-11 pt. to help it fit. Create a new e-mail account for job searching if your current e-mail is not professional sounding.

**JENNIFER JONES**

12 Main Street . Fort Collins . Colorado . 52422 . 970.123.1234 . [jjones@gmail.com](mailto:jjones@gmail.com)

## 2. Objective

Simply write the title of the position you are seeking. Use the title that the *employer* has listed. This is where you begin to match yourself to the open position!

**JENNIFER JONES**

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**OFFICE MANAGER**

### 3. Professional Highlights

Continue matching yourself to the position! What skills, knowledge, abilities, *do you have* that the *employer is seeking*? Choose keywords based on the employer's needs (look at the job posting or [www.onetonline.org](http://www.onetonline.org) for ideas). List skills, knowledge and abilities in bullet form - usually 5 to 12 bullets, below the position title.

#### JENNIFER JONES

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##### OFFICE MANAGER

- Provided more than 10 years of efficient, friendly customer service
- Organized and precise
- Mastery of office and accounting software
- Timeline and deadline focused
- Superior communication skills and use of the chain of command
- 7 years experience supervising staff of 8 people

### 4. Relevant Experience and/or Work History

Now, how can you *prove* to the employer that you have what they need? There are *two common formats*:

#### 4a. Chronological Format

This format is best if you have a steady work history similar to the job you are seeking, and/or have a work history that shows increasing responsibility. List your jobs starting with the most recent first. For each position, list things that you *did* that show your skills, knowledge and abilities that relate to the job for which you are applying.

#### Relevant Experience

<b>Administrative Assistant</b> - ABC Company, Fort Collins, CO	2007 – Present
<ul style="list-style-type: none"><li>• Assisted up to 100 customers per day, answered procedural questions, directed customers to staff and resources, and helped customers with complex paperwork unfamiliar to them.</li><li>• Maintained accurate files and records for 25 separate government assistance programs. Programs audited annually with 0% error.</li><li>• Transcribed accurate meeting notes for team, staff, and executive meetings.</li></ul>	
<b>Receptionist</b> - 123 Association, Fort Collins, CO	2003 – 2007
<ul style="list-style-type: none"><li>• Answered and redirected over 150 calls daily using a 10 line phone</li><li>• Greeted more than 60 walk-in customers daily</li><li>• Scheduled appointments and meetings for 15 managerial and 4 executive staff</li></ul>	
<b>Office Support Intern</b> - Top Company, Fort Collins, CO	2000 – 2003
<ul style="list-style-type: none"><li>• Filed forms and invoices using alpha numeric systems</li><li>• Sorted and delivered incoming mail to line staff and managers</li><li>• Made copies and sent faxes using state-of-the art office machines</li><li>• Transcribed accurate notes of staff meetings</li></ul>	

This format is most useful if you are seeking a position that is a change from your previous career path. It is also useful if you have an extended absence in your work history. This format focuses on skills rather than job titles. Be sure to spend plenty of time looking at the complete job description to better understand what skills the employer desires.

With a skills based format, you list broad skill sets with examples under each one of what you have to offer. *You can use examples from any job and/or volunteer experience regardless of how long ago it was.*

List your work history in a separate section. List no more than the last 15 years of employment, starting with the most recent position first. Include your Position Title, Company Name, Company Location, (city and state), and dates of employment.

## Relevant Experience

### Customer Service

- In-person, telephone, and email, contact with up to 100 customers per day.
- Greeted customers and directed customer inquiries to appropriate staff.
- Solved procedural and paperwork problems related to 25 separate Government grant and assistance programs for customers.
- Provided knowledgeable, efficient, accurate and personable service to customers resulting in 98% first-submission acceptance of complex program applications.

### Organization/Data Management

- Kept appointment and meeting schedules for 20 managerial and executive staff.
- Organized 8 successful professional 3-day conferences: locations, meals, speakers, technical equipment, registration, and follow-up.
- Maintained up-to-date information and requirements on 25 Government grant and assistance programs: eligibility, deadlines, program changes, grant review processes, funding levels. Tracked application processes, notifying applicants of upcoming changes and deadlines.
- Kept demographic and process data for participants, grant applicants, and successful grantees as per requirements of individual programs.

### Supervision/Communication

- Screened and interviewed candidates for office positions
- Trained all new office hires: duties, policies, procedures, customer service, problem solving, office and company culture
- Directly supervised staff of 8 office support professionals: schedules, professional development, and annual reviews.
- Routinely used appropriate chain of command to convey executive/managerial decisions and changes in procedure to line staff and to convey questions, concerns, and ideas from staff to managerial and executive levels.

## Work History

<b>Administrative Assistant</b> - ABC Company, Fort Collins, CO	2007 – Present
<b>Receptionist</b> - 123 Association, Fort Collins, CO	2003 – 2007
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## 5. Education and Training

In this section, list the education, professional trainings and certificates/licensures that you have completed. Include the degree, course of study, school attended and its location. Only include the graduation date if it is less than five years old. Do not include training and/or certificates/licenses that do not pertain to the job you are seeking.

### Education and Training

Associate of Arts, Business & Technology, Emily Griffith Opportunity School, Denver, CO  
Course Work in Business and Professional Office, Front Range Community College, Fort Collins, CO

## Complete Reverse Chronological Resume for Jennifer Jones

### JENNIFER JONES

12 Main Street · Fort Collins · Colorado 52422 · 970.123.1234 · jjones@gmail.com

#### OFFICE MANAGER

- ✓ Provided more than 10 years of efficient, friendly customer service
- ✓ Organized and precise
- ✓ Mastery of office and accounting software
- ✓ Timeline and deadline focused
- ✓ Superior communication skills and use of the chain of command
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#### Relevant Experience

**Administrative Assistant** - ABC Company, Fort Collins, CO 2007 – Present

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**Office Support Intern** - Top Company, Fort Collins, CO 2000 – 2003

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- Sorted and delivered incoming mail to line staff and managers
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Course Work in Business and Professional Office, Front Range Community College, Fort Collins, CO

## JENNIFER JONES

12 Main Street · Fort Collins · Colorado 52422 · 970.123.1234 · [jjones@gmail.com](mailto:jjones@gmail.com)

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<b>Office Support Intern</b> - Top Company, Fort Collins, CO	2000 – 2003

### Education and Training

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Course Work in Business and Professional Office, Front Range Community College, Fort Collins, CO

## Resume Checklist

- Clean header/logo
- Title of position you are seeking
- Summary of Skills – Loaded with key words
- Skill Statements that include results, as well as actions
- Work history that fits the job being applied for and shows 5-15 years of work history with dates and no large gaps
- Education that reflects relevant training for the job you are seeking
- Any affiliations included are clearly relevant to the job or the company you are applying to
- Organized to showcase your best stuff
- Limit it to 1-2 pages



# Creating Your Core Resume

## Workshop Evaluation

Date: \_\_\_\_\_

Facilitator: \_\_\_\_\_

<b>Please rate the facilitator:</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>	<b>Strongly Agree</b>
1. Organized and prepared	1	2	3	4	5
2. Knowledgeable about the topic	1	2	3	4	5
3. Effective presentation style	1	2	3	4	5
4. Responsive to questions and comments	1	2	3	4	5

<b>Please rate the workshop according to how useful it has been for you in the following areas:</b>	<b>Not useful</b>	<b>Mostly not useful</b>	<b>Neutral</b>	<b>Mostly useful</b>	<b>Very useful</b>
5. Understanding the different sections of the resume and what to include	1	2	3	4	5
6. Understanding the importance of focusing your resume on the job for which you are applying.	1	2	3	4	5
7. Providing examples of well written resumes	1	2	3	4	5
8. Creating a first draft of your resume using EMSI Resume Builder.	1	2	3	4	5

This workshop was helpful to me because:

Other Comments:

**Do Not Write On This Page**