

Writing and developing an **Effective résumé!**



Employers receive so many résumés
everyday...

How do you make an employer
notice **yours?**



'SAAAY... YOU MUST BE QUITE A GUY!'

The 30-Second Scan

In a 30-second scan of your résumé,
would an employer find...

- Correct **punctuation? Spelling?**
Grammar?
- **Neat and well organized**
information?
- **Brief and concise** information?
- Clearly written **strengths** and
skills?
- Qualifications that **match** the
position's requirements?

Here are 9 common problems in résumé that can harm your job search.

Problem No. 1:

Too hard to read.

Problem No. 2:

Your accomplishments are too vague.

Problem No. 3:

It's poorly arranged.

Problem No. 4:

You're missing the basics – like your name and contact information.

Problem No. 5:

You're selling yourself short.

**Here are 9 common problems in
résumé that can harm your job search.
(contd)**

Problem No. 6:

Gaps in your work history.

Problem No. 7:

Inconsistencies.

Problem No. 8:

**You say a whole lot of
nothing.**

Problem No. 10:

Exaggerations.

Résumé Formats

◆ Chronological résumé

- Experiences and education are in reverse, chronological order
- Good choice if you have solid work history

*** Format most widely accepted by employers***

◆ Functional

- Focuses on your functional skill areas related to your job objective
- Usually focuses on three skill areas or more
- Work history section *may* only contain job titles

◆ Combination (Chronological/Functional)

- Has skills, relevant experience , and/or other work experience sections

*** Most appropriate for recent graduates***



Information

at the top of the résumé

-
- **Use your full name**
 - **List how you can be reached**
 - **Provide campus and permanent address if necessary**
 - **Include home and work numbers and a professional e-mail address**
 - **Exercise caution before including your mobile phone number if you answer it in unprofessional places**



JOB / CAREER OBJECTIVE

An objective is a statement indicating what kind of position you are looking for and what you want to do for the organization.

An objective gives direction and focus to the résumé.

Objectives can be stated by...

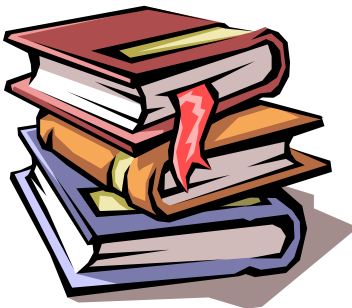
Position sought

Skills you wish to use

Functions desired

Industry specifications

A combination of the above



Education



- **Full name of degree:**
 - *Bachelor of Arts in Political Science.*
- **Full name of School**
- **Location**
- **Date:**
 - *Anticipated graduation June 2001*
- **CGPA**

EDUCATION



List institutions in reverse chronological order

High school is irrelevant once you possess more education

Place activities and honors under education rather than in a separate section if they are few

As experience relevant to the job objective increases, education becomes less important.

In this case, experience is typically listed before education on the résumé.

EXPERIENCE



Experience should be listed in reverse chronological order and should include the following information:

POSITION TITLE, ORGANIZATION NAME, CITY, STATE, DATES EMPLOYED (Include months unless this shows big gaps of unemployment)

This section can include experience gained from part time or full time jobs, volunteer work, class projects, internship etc. where you have **demonstrated or **learned** skills or abilities.**

EXPERIENCE

You may separate your experiences with different headings if you would like to highlight some of the following:

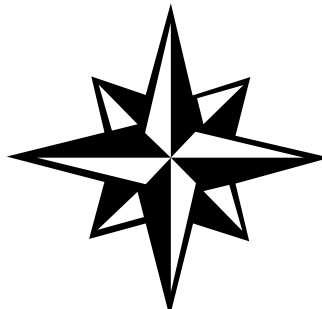
Education related experience

- **Additional training, seminars, or workshops**
- **Internships or practical work**
- **Part-time work**

or

Other experience

Other additional headings will follow



Career Objective: Example

To obtain a challenging, entry-level position in Broadcast Journalism, with a special interest in reporting, anchoring, and producing with a commercial television station.

Detail-oriented BBA graduate with excellent management, leadership and interpersonal skills seeking analyst position in your company.

Dynamic public speaker-presenter with advanced technical knowledge seeking to use my strengths into an entry level position where I can increase sales.

Education & Coursework Examples

EDUCATION

**Bachelor of Science, Wildlife & Fisheries
May 2003**

**Minor, Forestry
GPA: 3.5**

**Frostburg State University
Frostburg, MD**

RELEVANT COURSE WORK:

Environmental Planning	Ecology	Animal
Physiology		
Forest Science	Dendrology	Herpetology
Genetics	Plant Diseases	Hydrology

OR

EDUCATION

**Bachelor of Science Degree in Psychology
May 2003**

**Frostburg State University, Frostburg, MD
GPA: 3.5**

- ❖ **Research: Female Eating Disorders and the Media, Attention Deficit Disorder in Elementary School Students**
- ❖ **Relevant Course Work: Research Methods I&II, Introduction to Counseling, Child and Adolescent Disorders, behavioral Approaches to Human Problems, Social Psychology, Drugs and Human Behavior, Health Psychology, Human Cognition**

Skills/Strengths...Highlights

- ❖ **Titles can be: Skills Summary, Highlight of Qualifications, Strengths, Abilities.**
- ❖ **Skill sections that can be used: organizational, interpersonal, managerial, communication, leadership, creative, and computer.**

Examples:

Computer Skills:

- **Systems: DOS, Windows, NT**
- **Software: Microsoft Suite, Netscape**
- **Database Management: Access, Excel, FoxPro.**

Skills Summary:

- **Able to utilize communicative abilities to coordinate efforts in a team environment.**
- **Efficient in organizing and creating group activities to promote cohesiveness and productivity.**
- **Act as leader to communicate delegation of group tasks in order to accomplish goals established by company.**

Sample Experiences

Relevant Experience:

Computer Science Tutor

September 2001 - May 2003

Student Support Services, Frostburg State University

- ♦ **Organized and scheduled tutor sessions for 50 students**
- ♦ **Designed practice exercises to help tutees problem solve**

Teaching Internship

January 2001- May 2001

Meyersdale High School, Meyersdale, PA

- ♦ **Maintained daily attendance and evaluation records**
- ♦ **Observed daily classroom activities for grades 8 and 9**
- ♦ **Monitored study halls**

Summer Volunteer

August 2002

Deep Creek State Park, Oakland, MD

- ♦ **Conducted nature tours for groups of over 50 campers**
- ♦ **Implemented concept of “Leave No Trace” to park guests and employees to promote park maintenance**

Experience Examples



- “Motivated and supervised eight sales staff to best sales volume in 25 store district.”
- “Developed procedures/orientation manual for community services division.”

ADDITIONAL résumé SECTIONS

Professional Certificates/Licenses

Skills or Abilities

Clinical or Specialized Experience

Publications/Theses

Major Accomplishments

Additional Training/Assistantships

Membership/Affiliations

Honors/Awards/Fellowships/Grants

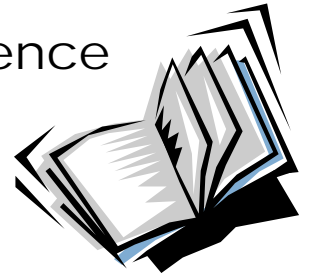
Volunteer Experience

Language or Computer Skills

Community Service

Research Experience

Continuing Education



Other Possible Headings

- **Interests**
- **Activities**
- **Honors/Awards**
- **Special Skills**
- **Leadership**
- **Volunteer Activities**
- **Related Experience**
- **Travel**
- **Certifications**



NAME
Address
Telephone: Residence, Cell
Email:

PHOTO

Job Objective

Academic Records

- **Bachelor of Business Administration (BBA)**
American International University - Bangladesh (AIUB).
Major in XXXXX
CGPA of X.XX out of 4.00 scales
Credits Completed: 12X out of 12X credits
Spring 2004- Summer 2007
- **Higher Secondary Certificate (HSC)**
“Name of the College”- “Board”
“Group”
GPA of X.XX out of 5.00 scales
Completion year: 200X
- **Secondary School Certificate (SSC)**
“Name of the School”- “Board”
“Group”
GPA of X.XX out of 5.00 scales
Completion year: 200X

Relevant Coursework

XXXXXXXXX
XXXXXXXXX
XXXXXXXXX

Academic Project Works

XXXXXXXXX
XXXXXXXXX
XXXXXXXXX

Skills**Computer:****Communication:****Hobbies****Abilities****Extra Curricular Activities****References**

“Academic Person” or “Non-Academic Person”

Personal Information**Father’s Name** :

Occupation :

Mother’s Name :

Occupation :

Date of Birth :**Nationality** :

“Signature”

“NAME”

Tanveer Abdul Gaiyoom

House# 15(1st Floor),
Road # 14, Nikunjo-2,
Khilkhet, Dhaka-1212
Mobile: 0171-353481
e-mail : goodoo_babu@yahoo.com

Job Objective

To build my career in the sector of Marketing, eventually leading to a position of a researcher in Planning & Development, where I will get the opportunity to use my skills in a challenging and growth-oriented environment.

Education

- American International University-Bangladesh
2004; MBA in Marketing with *A plus-es* in ..., ... & *A-s* in ..., ..., ...
GPA 3.6 / 4.0
- American International University-Bangladesh
1999 to 2003; BBA in Management with *A plus-es* in ..., ... & *A-s* in ..., ...,
GPA 3.5 / 4.0
- Notre Dame College, Dhaka
1998; HSC in Science
First Division
- Motijheel Govt High School
1996; SSC in Science
First Division with Star

Achievement

- Prepared a project report titled "Trends of E-management in the present Bangladeshi corporate domain: A contrastive analysis of the private and the multinational companies" as part of my course requirements which has been accepted for publication in the SAARC Journal of Marketing Studies in Nepal.
- Received a Certificate of Excellence in "Marketing Research for New Employees" training program in 2002 from Bhuiyan Academy, Dhaka.

Skills

Computer :

- Microsoft Excel, Java and C+

Communication :

- Fluent in Bangla and English (both verbal and written).
- Have the abilities in organizing & conducting seminars, multimedia presentation and report writing.

Interests

Web designing and Networking.

Personal

I have been brought up in a well-mannered and cohesive family with two sisters and one brother. My father Mr. Mamun Abdul Gaiyoom is a businessman while my mother Mrs. Rabeya Gaiyoom is a house wife. I was born in 16 December 1981.

My hobbies are reading and traveling. I am social and challenge-loving. I work well in groups under the guidance of others and have the ability to guide others as well.

References

- Dr Anwar Hossain
Professor & Dean
School of Business
American International University-Bangladesh
Banani, Dhaka.
Ph: ?????????

- Dr Hasan Imtiaz Chowdhury
Coordinator, MBA Programs
School of Business
American International University-Bangladesh
Banani, Dhaka.
Ph: ?????????

FUNCTIONAL résumé FORMAT



The functional format is prepared to highlight the qualifications and skills of an individual.

- 2-5 main skill areas are highlighted

Advantages

- De-emphasizes jobs
- Decreases responsibility repetition
- best used for career changer
- Used to highlight transferable skills
- Effective when you want to play up a particular skills strength
- Allows the individual to de-emphasize positions not related to career goals

Do not use a functional format when:

- You have performed a limited number of functions
- When you want to emphasize promotions

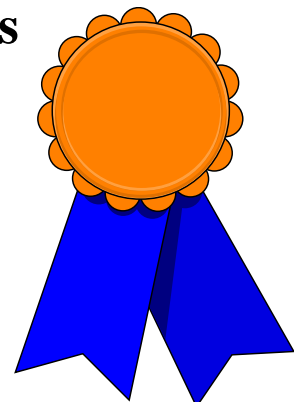
Combination résumés

Combines a reverse chronological work history with a preceding work summary or outline of functional skills related to your career objective.

Advantages

- **Emphasizes relevant job skills and qualifications at the beginning of the résumé**
- **Recommended for transitional job seekers**
- **Can re-order your work experience under section headings such as “Related Experience” and “Other Experience”**

Same disadvantages as functional résumés



REBECCA CALDERWOOD

714 East 9th Street ~ Astoria, New York ~ 11222

Phone: (718) 434-7872 ~ E-mail: RCalderwood@msn.com

HEALTHCARE ADMINSTRATOR / PROGRAM DIRECTOR

Experienced administrator with a proven ability to run successful programs. Proficient at setting, expecting, and achieving high standards of quality. Currently direct a facility regarded as a model program. Respected leader with excellent team building, communication, and interpersonal skills.

EDUCATION

Master of Science in Health Administration, Hunter College, New York, NY 1990

Bachelor of Arts in Psychology, Union College, Schenectady, NY, 1984

EMPLOYMENT

Heartland Agency, Woodside, NY

Director, 1990 to present

Administer program that serves adults with disabilities. Manage \$5 million in funding. Oversee more than 50 management, clinical, and direct care staff members. Devise systems for admission, discharge, organization, and staffing. Monitor all facets of the 20,000 square foot plant and comply with OSHA standards. Ensure compliance with NYS OMRDD Part 690, 633, 635, and 624 policies.

Key Accomplishments:

- Fostered an environment of teamwork and cooperation that boosted staff morale.
- Initiated a recruitment campaign that increased consumer enrollment from 73 to 129.
- Undertook a classroom reorganization project that improved quality services and increased consumer independence.
- Developed a positive relationship with other departments so that all programs work toward common goals.
- Set-up and chair the interagency Human Rights and Informed Consent committees.
- Selected to direct a satellite program for geriatric consumers.

United Samaritans, Flushing, NY

Program Coordinator, 1985 to 1990

Managed department that received more than \$2 million in funding. Hired, supervised, and evaluated professional and support staff. Supervised the work activities of 350 consumers in the Extended Rehabilitation Department. Acted as Director of Rehabilitation in her absence.

Key Accomplishments:

- Secured three new agency programs by responding to Request for Proposals.
- Prepared statistical reports and handled external audits for all programs.
- Devised consumer satisfaction survey that sparked improvements in programming.
- Promoted from Case manager and maintained a large caseload as Coordinator.

COMPUTERS

Advanced user of WordPerfect, Microsoft Word, R&R Relational Report Writer, Lotus 1-2-3, SPSS, and Microsoft Publisher. Train colleagues on how to use a computer and provide technical guidance. Experience with installing network systems and computer hardware.

résumé TIPS



- résumé Length

Don't make your résumé too long
1 page preferred. If you extend to 2 pages, include your name and page number on all subsequent sheets.

- Paper Size

Use standard size paper (8½ x 11)

- Paper Color

Choose white or ivory colored paper

- Font

Font: Times (New Roman) preferred

Font Size: 12 points preferred,
minimum 10.5

Exception: Your name can be up to
16 points

- PROOFREAD
- SPELL CHECK
- UPDATE



Appearance

- **Use standard 8.5” x 11” paper**
- **Select 20 lb. bond paper in white or ivory**
- **Limit your resume to one page...two pages maximum**
- **Avoid fancy type**
 - **Suggested sans serif fonts: Arial or Tahoma**
 - **Suggested serif fonts: Times New Roman or CG Times**
 - **Suggest font size: 12 or 11 points**

Appearance (cont.)

- **Capitalize and bold section headings so they stand out**
- **Keep a one-inch margin on all four sides of the page**
- **Avoid “cute” artwork or photos**
- **Double space between sections**
- **Single space within sections**
- **Use bullets (•) or an asterisk (*) at the beginning of a list**

Use laser printing.
Use resume paper
white or off-white.
Absolutely NO
errors!!



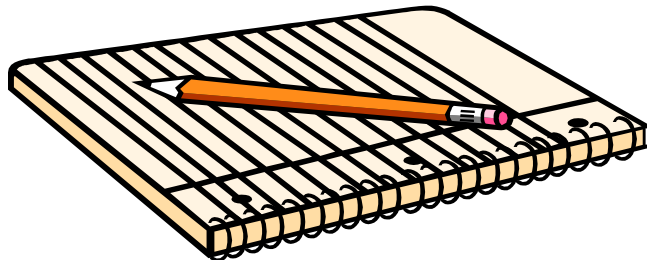
Appearance (cont.)

- **Proofread for spelling and grammar**
- **Proofread again!**



Cover Letter Writing

- **Contents of a Cover Letter**
- **Tips and additional pointers**
- **Sample Cover Letters**



Contents of a Cover Letter

- **Introduction:**

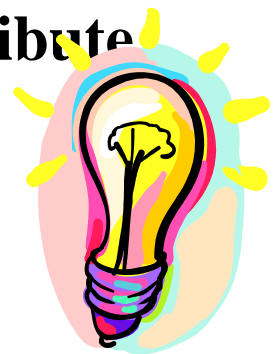
- Tell them who you are
- State how you heard about them and why you are interested

- **Body:**

- Sell yourself and your abilities
- Highlight key points of your résumé relevant to the position you are applying for
- Explain how you intend to contribute to their organization

- **Closing:**

- Make it action-oriented
- State how they can reach you
- Thank the employer for their time and consideration



John Balance

178 Green Street
Arkadelphia, AR 71999
(501) 555-5555

March 12, 2002

Pat Cummings
Human Resources Director
Any Corporation
1140 Main Street
Pine Bluff, AR 71601

Dear Ms. Cummings:

I am responding to your recent request in the *Arkansas Democratic-Gazette* for a Business Consultant. As you can see from my current background and educational experience, I am a qualified candidate for this position.

Currently, I am a faculty member in the Department of Management and Aviation Science at Henderson State University. I am also engaged in several temporary assignments involving the installation, conversion, and maintenance of automated accounting systems, troubleshooting, and training. I have working knowledge of, and have taught several applications and operating systems. This includes, but is not limited to, the use of electronic spreadsheets (1-2-3, Excel, Quattro, etc.), and word processing and accounting (Peachtree, AccPac, Great Plains, MYOB, Quicken, Quickbooks, One-Write Plus, etc.) in Windows, Mac, and traditional DOS (IBM/PC) environments.

In strategic market development, the ability to assess customer needs relative to overall market conditions and to respond to them rapidly is critical for successful business development. Let me provide you with innovative approaches to getting the job done based on action, not words.

I would like the opportunity to help you increase your value-added services and profitability. I look forward to discussing this further.

Sincerely,

John Balance

Enc. résumé

Thank You

ANY

Queries???

