

Resume Writing Guide

Resume Writing

The resume is one of the main marketing tools that you will be using in your job search. There are as many different types of resumes as there are people. One of the most important things to remember about your resume is that it is yours!! Take ownership and tailor it to your individual tastes and needs.

Some helpful tips to get you started:

- Use a good quality 8½ x 11 paper, stay to neutral tones/colours
- **Type your resume**; there are many different places that you can access computers for this purpose, including the free Job Connect employment resource centre. Handwritten resumes are not acceptable.
- Resumes should be a **maximum of two pages** long; people just beginning their working career may find that one page is sufficient.
- Use fonts and effects that are simple and easy to read, don't become too complicated or your resume can appear messy and cluttered. Effects could include **Bold**, Underline, *Italics*, SMALL CAPS, or a combination: **BOLDED SMALL CAPS**
- Personal information should appear at the top of your resume, this should include your address, phone number and appropriate email. Things like your age, height, weight, SIN# or other personal information should **not** be included. Do not put a picture on your resume. Do not use "I" in your resume. Write in the third person.
- Use bullets to emphasize important information, avoid long sentences
- Use simple font styles such as "Arial" or "Times New Roman" in size 11 or 12 point. Other font styles may look appealing, but are not as reader friendly.
- Use action words (ie. Handled, Completed, Developed, Maintained) to begin all of your descriptions, stay away from using "duties included..." or "responsibilities included..."

Resume Formats

There are two resume formats Chronological and Functional that are commonly used. A third Combination format using pieces from both is also very common. Any of these may be appropriate for you, read the brief descriptions below to decide and look at the samples to help you decide which format will be appropriate for you.

1. Chronological

- Jobs/volunteer/educational experiences are listed with most recent position first and working your way backward in time. Description of your skills and abilities are listed under each experience (work, volunteer, educational)
- Appropriate for people with a consistent work history
- Easy for employers to find relevant information

2. Functional

- Focuses on your skills and abilities rather than on job descriptions, all description is put under specific skill headings (ie. Customer service skills, technical skills)
- Allows you to choose information that is most relevant to the job you are applying for
- Can combine skills that you have obtained in volunteer, school and work experiences
- Good format for people without much work experience or who are re-entering the work force.

3. Combination

- Used to emphasize your most important skills for the position you are applying for
- Descriptions are included under both the skill heading and job/volunteer/educational experiences.

SAMPLE CHRONOLOGICAL

123 Some Street
Peterborough, ON, 1A1 A1A
(705) 123-4567
sample_resume@hotmail.com

Work Experience

Bus Person

August - Present

A Restaurant, Peterborough, ON

- Cleared tables and provided excellent customer service
- General clean up of the bar and restaurant areas
- Maintenance of furniture as required

Cook/Server

Summers 2005, 2006

A Chip Stand, Omemee, ON

- Cooked a variety of food using deep fryer and barbeque
- Served customers and handled cash payments
- Cleaned cooking and work areas daily and ensured that supplies were sufficient

Sport Sales Clerk

2004 - 2005

Sports Store, Peterborough, ON

- Sold sports equipment and clothing to customers
- Provided excellent customer service, listened to needs and addressed any concerns
- Handled all forms of payment transactions including cash, debit and credit
- Responsible for general clean-up of the store

Volunteer Experience

Hockey Instructor

2004 - 2005

Hockey School, Peterborough, ON

- Taught basic hockey skills to youth ages 5 - 15

Assistant Coach

2003 - 2005

Minor Hockey League, Peterborough, ON

- Assisted with practices and games for team ages 7-10

Education

Completion of Grade 12 Diploma

Present

Centre for Individual Studies, Peterborough, ON

- Honour roll student

Hobbies and Interests

- Hockey
- Soccer
- Golf
- Football

References Available Upon Request

SAMPLE FUNCTIONAL

123 Some Street
Peterborough, ON, 1A1 A1A
(705) 123-4567
sample_resume@hotmail.com

Customer Service and Interpersonal Skills

- Strong leadership skills, with ability to work in a team setting
- Able to provide excellent customer service in retail and food services settings
- Sold items to customers, ensuring their needs were met
- Honour roll student

Restaurant Skills

- Able to clear tables quickly and efficiently
- Able to handle payments and make accurate cash
- Cooked a variety of food for commercial setting
- Performed cleaning of all areas including restaurant, bar, kitchen, and washrooms

Coaching Skills

- Taught basic hockey skills to youth ages 5 - 15
 - Assisted with practices and games for team ages 7-10
 - Related well to youth and children
-

Work Experience

<u>Bus Person</u> <i>A Restaurant, Peterborough, ON</i>	August - Present
<u>Cook/Server</u> <i>A Chip Stand, Omemee, ON</i>	Summers 2005 & 2006
<u>Sport Sales Clerk</u> <i>Sports Store, Peterborough, ON</i>	2004 - 2005

Volunteer Experience

<u>Hockey Instructor</u> <i>Hockey School, Peterborough, ON</i>	2004 - 2005
<u>Assistant Coach</u> <i>Minor Hockey League, Peterborough, ON</i>	2003 - 2005

Education

<u>Completion of Grade 12 Diploma</u> <i>Centre for Individual Studies, Peterborough, ON</i>	Present
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Hobbies and Interests

- Hockey
 - Soccer
 - Golf
 - Football
-

References Available Upon Request

SAMPLE COMBINATION

123 Some Street
Peterborough, ON, 1A1 A1A
(705) 123-4567
sample_resume@hotmail.com

Qualifications and Achievements

- Independent worker who is able to follow instructions and complete task efficiently
 - Honour roll student with strong communication skills
 - Strong leadership skills, with ability to work in a team setting
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Work Experience

Bus Person

August - Present

A Restaurant, Peterborough, ON

- Cleared tables and provided excellent customer service
- General clean up of the bar and restaurant areas
- Maintenance of furniture as required

Cook/Server

Summers 2005, 2006

A Chip Stand, Omemee, ON

- Cooked a variety of food using deep fryer and barbeque
- Served customers and handled cash payments
- Cleaned cooking and work areas daily and ensured that supplies were sufficient

Sport Sales Clerk

2004 - 2005

Sports Store, Peterborough, ON

- Sold sports equipment and clothing to customers
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Volunteer Experience

Hockey Instructor

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Hockey School, Peterborough, ON

- Taught basic hockey skills to youth ages 5 - 15

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Minor Hockey League, Peterborough, ON

- Assisted with practices and games for team ages 7-10
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Education

Completion of Grade 12 Diploma

Present

Centre for Individual Studies, Peterborough, ON

Hobbies and Interests

- Hockey
 - Soccer
 - Golf
 - Football
-

References Available Upon Request

References

A reference is someone who agrees to speak to a potential employer about you and your abilities in a **positive** way. If you are not handing out references with your resume it's a good idea to put a statement like "**References Available Upon Request**" at the bottom of your resume. References will be asked for at an interview so you should be prepared and have a separate sheet ready listing your references. Things to keep in mind when choosing your references:

- **Before** listing people as references, be sure to check with them first to make sure that they are willing to do so (and to give them time to prepare). Remember to thank them!
- Give your reference a copy of your most recent resume, and let them know when an employer may be contacting them
- Two types of references:
 1. **Work Related** – people you have worked for, for example a previous supervisor
 2. **Personal** – someone who has known you for some time, for example a teacher, coach, family friend, someone you have volunteered with
- Do not use someone who is related to you or someone who shares the same address or phone number
- Use **2 or 3 work-related** references plus **1 personal**. If you've never had a job, then use 3 personal references

Put your personal information at the top of the page, the same style as on your resume, name in bold and larger type

JANE DOE
987 Some Street
Peterborough, ON K1A 1A1
(705) 123-4567

Indicate that this is your "References" page

REFERENCES

*For a **Work Reference** - List your Reference's name, job title, company, location & work phone #, and email*

Joe Smith
Shift Supervisor - ABC Inc, Peterborough
Phone (705) 123-4567
Email: jsmith@email.com

*For a **Personal Reference** - List your Reference's name, their relationship to you, a phone # and email*

Sally Bowen
Owner - XYZ Accounting, Peterborough
Phone (705) 555-1234
Email: sbowen@email.com

Tom Black
Teacher – Secondary School, Peterborough
Phone (705) 456-1234
Email: teacher@email.com

Examples of Skills Statements

Job / Work Related Skills, Achievements & Accomplishments

- Experienced customer service provider / general labourer / factory labourer / etc.
- “_____” Diploma
- Graduate of “_____” program at XYZ College
- Excellent computer skills with experience using a variety of software including “_____”
- Experienced in landscaping and gardening (or manufacturing...or restaurant industry...etc.)
- Able to safely operate a variety of hand and power tools
- Possess Smart Serve, Service Excellence and National Sanitation Certificates
- Successfully completed “_____” program
- Excellent customer service skills
- Able to work to production speeds and quotas
- Current CPR and First Aid certification
- Experience operating..... (e.g. tractors, snow plows, fork lift, power tools)
- In-depth knowledge of.....
- Strong interest in...(e.g. hospitality industry...manufacturing...electronics, etc.)
- Computer literate with a good understanding of several applications
- General working knowledge of office and business machines
- Valid Class G Driver’s License with a clean driving record
- Possess reliable vehicle and able to drive standard transmission

Personal Attributes / Personality Traits

- Outgoing and enthusiastic
- Punctual, hard working and reliable
- Work well independently and as part of a team
- Committed to providing excellent customer service
- Positive, friendly and welcoming personality
- Organized, efficient and detail oriented
- Physically fit and capable of heavy labour
- Willing and able to work all shifts
- Mechanically inclined and able to work to production deadlines
- Positive, hardworking and dedicated
- Able to work effectively in a fast paced environment
- Good interpersonal and communication skills
- Patient and empathetic
- Enthusiastic and willing to assume responsibility
- Work co-operatively with a wide range of personalities
- Sincerely enjoy helping people
- Able to maintain a sense of humour under pressure
- Thrive in a challenging and fast-paced environment
- Remain calm and work well under demanding conditions
- Able to handle many details at once while meeting deadlines under pressure
- Excellent communication and interpersonal skills
- Honest, caring and people oriented
- Possess willingness and ability to learn new skills quickly and efficiently
- Willing and able to learn new skills
- Able to follow directions and instructions with ease
- Able to follow written and verbal instructions
- Can stand for long periods of time and perform repetitive tasks
- Proven record of reliability
- Able to accept and follow through on constructive criticism

Action Words

<p>A Achieved Acquired Acted Adapted Addressed Administered Advised Analyzed Anticipated Appraised Arranged Assembled Assessed Assisted Assigned Attained Audited</p> <p>B Balanced Built Budgeted</p> <p>C Calculated Cared Chaired Changed Checked Clarified Classified Collected Communicated Compared Compiled Completed Composed Conducted Confronted Consolidated Constructed Contacted Controlled Corresponded Co-ordinated Created</p>	<p>D Dealt with Decided Delegated Delivered Demonstrated Designed Determined Developed Devised Directed Displayed Distributed Drafted Drove</p> <p>E Earned Edited Eliminated Enabled Encouraged Endured Enforced Ensured Entertained Established Estimated Evaluated Examined Exhibited Expanded Explained Explored</p> <p>F Fabricated Facilitated Familiarized Filed Fitted Fixed Formed Found</p> <p>G Gathered Gave Generated Greeted Guided</p>	<p>H Handled Handled complaints Handled equipment Handled money Helped people Hired Hosted</p> <p>I Identified Illustrated Implemented Improved Increased Informed Initiated Inspected Installed Instructed Interacted Interpreted Interviewed Invented Investigated</p> <p>L Launched Learned Led Liaised Listed Listened Located Logged</p> <p>M Made Maintained Managed Marketed Measured Memorized Met Minimized Modified Monitored Motivated Moved</p>	<p>N Negotiated</p> <p>O Observed Obtained Offered Operated Ordered Organized Overhauled Oversaw</p> <p>P Painted Participated Performed Persuaded Planned Prepared Presented Prevented Printed Prioritized Processed Produced Programmed Promoted Proposed Protected Provided Purchased</p> <p>R Raised Received Recommended Reconciled Recorded Referred Repaired Reported Represented Researched Resolved Responded Restored Retrieved Reviewed Revised</p>	<p>S Scanned Scheduled Screened Selected Separated Served Serviced Set Set up Simplified Sold Solved Sorted Spoke Staffed Studied Submitted Suggested Supervised Supplied Supported</p> <p>T Taught Tested Took Traced Tracked Trained Translated Trouble-shot Typed</p> <p>U Understood Updated Upgraded Used Utilized</p> <p>V Validated Verified Volunteered</p> <p>W Washed Worked Wrote</p>
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