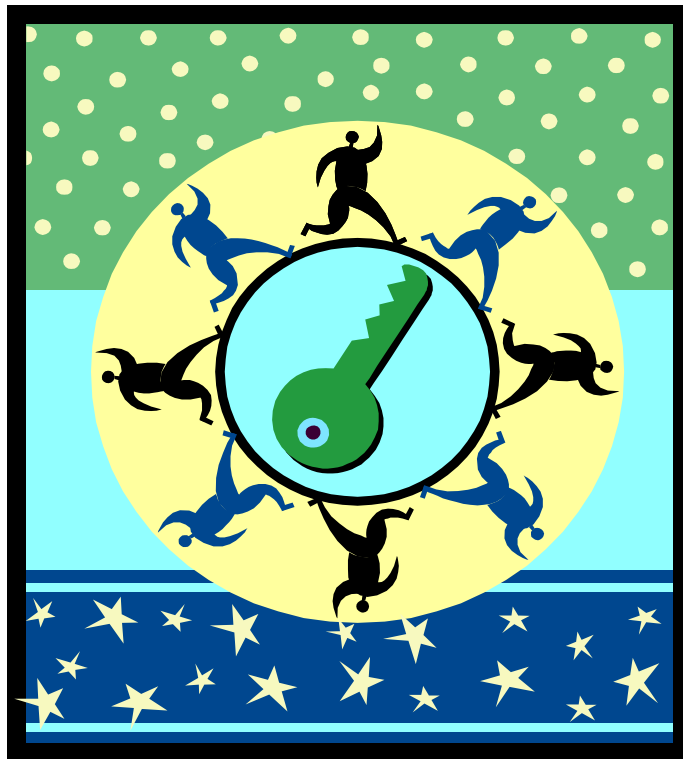


The Key

To An

Effective Resume



Student Employment Services
Room 103, Main

Chris Allen, Coordinator of Student Employment



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Telephone, 616-234-3453.

RESUMES THAT GET RESULTS

Will your resume pave the way to an interview or be filed into oblivion? Learn strategies for making your resume **standout!!**

- **FORMAT:** Choose the correct format. A **chronological** (see pages 6 & 7) format zeroes in on work experience, job accomplishments, and duties, in reverse order (last job first by date). It uses job titles and duties, company names and dates of employment. The **functional** (see page 9) format presents previous job functions and duties, responsibilities and skills rather than job titles. Another format is the **combination**, (see pages 4, 5, & 8) which is basically functional in style, but also includes job titles and dates of employment.
- **MAKE IT EASY TO READ:** Make your resume easy to glance over. Try to keep your resume to one page. The majority of the time a one-page resume is appropriate and sufficient. A resume is just a marketing tool. Only include things that demonstrate your ability to be successful at the job you are seeking. *Employer's time is precious, do not make them hunt for what they want.* Lead with your strengths. If you're a new college grad and your GPA is phenomenal, lead with your educational information. If your job-related experience is terrific, lead with that. Experienced candidates should, as a rule, lead with work experience.
- **CREATE A CAREER OBJECTIVE:** It's critical that your objective reflect the position you're applying for. Being specific gives the impressions that you are a goal-oriented person. You may want to write a different resume for each job objective, especially since today's job market is so competitive. (Example: Seeking full time employment as an Executive or Administrative Assistant.)
- **MAKE YOUR WORDS PERFORM:** Use action verbs, adverbs and adjectives that are strong and show action to demonstrate your achievements, abilities and skills. Examples: *achieved, compiled, demonstrated, maintained.*
- **WATCH YOUR GRAMMAR AND SPELLING:** There's no excuse for poor grammar and spelling. Be consistent, use the same tense of verbs for the entire resume. Incorrect grammar, misspelled words and other problems make a bad impression on the employer. They shout, *"I DON'T PAY ATTENTION TO DETAILS"*. Details count in the workplace.
- **PAPER:** Use bonded paper with matching envelopes. You'll never go wrong with ivory, beige or white. Provide employers with the original only – not reproduced copies.
- **GET AN OUTSIDER'S OPINION:** Preferably someone employed in your targeted career. Ask them to proofread, evaluate and edit the resume.



RESUMES SAMPLES

The following pages provide you samples of resumes used by actual people. These examples can be used as a guideline when you begin to format your own resume.

They include chronological, functional and combination. Not sure which format is best for you? Be sure to ask for further assistance from the Grand Rapids Community College Job Placement experts! It is important to find a style that will allow you to keep your resume neat and not cluttered, allowing it to be easily read by the hiring authority and also scanned into an electronic system if necessary.

The first resume has examples of some commonly made mistakes in resume writing. Some of them are:

- It is very important not to mention personal information such as age, weight and height.
- Employment and education should be chronological with the dates set to the side making them stand out more.
- Paragraphs can be very hard to read in a resume and do not allow the information to stand out for the reader. By using bulleted statements that begin with strong action verbs to describe your skills, you will draw attention to the right information. It is also important to remember that paragraphs are difficult for a person and/or computer to scan for information.



TOM CANDOIT
407 PAVED LANE
CARTERET, NEW JERSEY 07008

Telephone 201-546-3876

PERSONAL Married 6ft 190 lb 27 yrs

EDUCATION Attended Middlesex County College for 2 yrs. Majoring in Liberal Arts/ Business Administration.

Do not include personal information

Information is very unclear – Dates aren't included, and information is out of order

Attended Trenton State College, Majoring in Political Science. Received Bachelor of Arts degree in December 1997, with a 3.52 cumulative average.

Studied Stationary Engineering of Middlesex County Vocational School at night in 2006-2007. Received A Blue Seal engineer's license in August, 2005.

Avoid hyphenating words

SCHOLASTIC ACHIEVEMENTS

Graduated with Honors from Trenton State college. Dean's list for four semesters. Was one of the representatives of the Political Science Dept. to the National Model United Nations Conference held in New York in 2002.

WORK EXPERIENCE

6/02 – 10/05 Produce and Frozen foods clerk at Anderson's Foodtown, 989 Port Reading Ave., Port Reading, N.J., part-time while in school, and full-time during summers.

List work experience in chronological order with the most recent listed first

Set dates apart from other information so they stand out

6/05-10/07 Canning Machine Operator at Greater Northeastern Tank Corp., N.J.

4/07-5/08 Oiler at Northern Railroad, Port Reading, N.J., for two years. Then promoted to Maintenance Machinist in charge of mechanical work. Duties also included pipefitting and operating steam boilers, engines, lathes, and other machines.

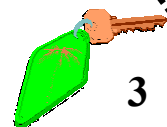
Make sure to look for typos, spell check won't catch everything

Use skill statements/ bullets instead of paragraphs. It is easier to read and draws attention to strengths

Worked part-time for several years with licensed Electrical contractor (Lewis Electric Co.), installing residential and industrial services, equipment and wiring.

BACKGROUND

Brought up in Carteret area and attended local schools. Delivered Newrak Star Ledger newspaper.



MARY SMITH
1234 West Main Street
Grand Rapids, MI 49555
(123) 456-7890
msmith@post.grcc.mi.edu

OBJECTIVE: To obtain a permanent, full time Office Administrative Assistant position.

EDUCATION:
2009 – Present Grand Rapids Community College, (graduation May 2009)
Associate in Office Administration, GPA 3.2

SKILLS:

- Microsoft Word
- Microsoft Excel
- Machine Transcriptions
- Business Math

COURSES TAKEN:

- Business Communications
- Business & Technical English
- Business Word
- Records Management
- Contemporary Office Procedures
- Accounting Fundamentals

EMPLOYMENT:

2008-present **Customer Service** Foremost Insurance

- Call potential customers to generate leads
- Assist current customers with questions about their policies
- Compose monthly reports utilizing Access
- Maintain an accurate client database

2006 – 2008 **Office Assistant** Grand Rapids Community College

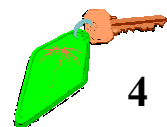
- Posted positions on campus and collected applications/resumes
- Contacted employers to update job order status
- Assigned special projects by office manager

2004 – 2006 **Hostess** Lanning’s Restaurant

- Greeted customers in an efficient manner while providing excellent customer service
- Balanced and maintained daily cash report

References:

Nancy Holmes	Supervisor	Foremost Insurance	W 244-7675
Gail Henderson	Office Manager	Grand Rapids C.C.	W 456-7234
Bob Carlson	Owner	Lanning’s Restaurant	W 544-7904



Michael A. Walburn
148 Anystreet SE
Grand Rapids, MI 49508
(616) 555 - 6789
mikewal@post.grcc.mi.edu

OBJECTIVE: To obtain a permanent, full time Product Design or CAD operator position.

EDUCATION:

2007 – 2009 Grand Rapids Community College
Associate in Science, Dec 2008
GPA 3.7

SKILLS:

- Pro-Engineering R17
- AutoCad 14 and 2000
- LaserPoint I.Q. CAD
- MS Office
- UNIX Platform
- Windows NT 4.0

COURSES TAKEN:

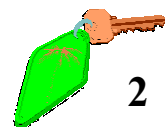
- Tool Design
- Engineering Drafting
- Product Design
- Business Communication
- Visual Basic Programming
- Calculus I & II

LANGUAGE SKILLS:

- Spanish 6 years, conversational ability
- Vietnamese, simple communication

EMPLOYMENT:

- 2008 - Present **Product Design/Development** – Concept Industries
- Design and process orders for automotive packaging
 - Purchase tools and raw materials for all orders
 - Supervise employees in production setting
- 2005 - 2008 **CAD Tutor** – Grand Rapids Community College
- Assisted students learning Pro-E and AutoCAD
 - Monitored the progress of one-on-one sessions
- 2003 - 2005 **Aircraft Handler** – United States Navy
- Safely moved aircraft between hangar and flight deck
 - Trained as firefighter, damage control
 - Honorable Discharge



Rachelle Jewel

7110 Apple Bee Blvd SE, Ada, MI 49552

(616) 676-7564

OBJECTIVE: To obtain a temporary student teaching position that will enhance my teaching skills for the future

EDUCATION:

2008 - Present Grand Valley State University Allendale, MI
Bachelor's in Elementary Education (Anticipated Graduation May 2008)

2006 - 2008 Grand Rapids Community College Grand Rapids, MI
Associate in Arts

EMPLOYMENT:

2008 - Present Grand Valley State University Allendale, MI
Office Assistant

- Maintain and update student and employer files
- Greet and assist customers with their needs in a timely fashion
- Answer phones, word processing and other clerical duties
- Receive and process employer job requests

2006 - 2008 D & W Walker, MI
Café Associate

- Provided superior customer service
- Maintained and balanced cash drawer
- Prepared food and assisted with housekeeping

2005 - 2006 Pastor Christopher and Doriane Bruce Cascade, MI
Nanny/Housekeeper

- Guided and participated in activities with children
- Tutored educational lessons to children
- Maintained a clean and healthy home environment

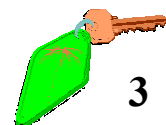
VOLUNTEER:

2008 - Present Spectrum Health Grand Rapids, MI
Pediatric Aide

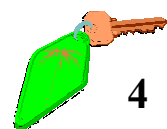
- Interact with toddlers and school age children
- Participate in activities including games and communication

2007 - Present Park Alternative School Grand Rapids, MI
Tutor

- Demonstrate a positive attitude to help guide teenage mothers
- Provide students with guidance to achieve their personal and long-term goals
- Tutor student mothers in various academic areas



- 2006 - Present Kingdom of God Church Kentwood, MI
Sunday School Teacher
- Determine and create instructional materials for the weekly classes
 - Instruct classes to elementary age children
 - Motivate and stimulate children through various bible activities and projects
- 2005-2006 Kingdom of God Church Kentwood, MI
Youth Group Leader
- Conducted weekly bible assignments and helped children set goals
 - Guided and focused on children’s problems and concerns
 - Planned and participated in special events with youth group
- 2003-2005 Grand Rapids Equal Opportunity Commissions Grand Rapids, MI
Student Representative
- Offered point of view on cultural topics and discussed recommendations
 - Participated in various community events involving diverse populations
 - Contributed towards Affirmative Action steps to better the city



Bob Hendricks
1414 South Main Street
Grandville, MI 49555
(123) 456-7890

Objective: Seeking a position in Customer Service, Marketing/Sales or Human Resources.

Education:

2007 - 2009 Grand Rapids Community College Grand Rapids, MI
Associate Degree, Business Administration - May 2009
Major: Marketing/Communications - GPA 3.15

- * Business Management * Accounting
- * Public Speaking * Communications
- * Computer Applications * Business Law

2006-2007 Davenport College Holland, MI
One year, Business Administration

Employment:

2008 – Present Home Quarters Grand Rapids, MI
Customer Services/Sales Associate

- Assist customers with selection and purchase decisions
- Responsible for inventory maintenance and restock
- Process special orders for customers

Summer 2008 DeJounge Builders Zeeland, MI
Carpenter Helper

- Performed beginning to end stage framing
- Handled circular saw, radial arm saw, drills and air gun

Summer 2007 Quantum Construction Douglas, MI
Heavy Equipment Operator/Laborer

- Operated front-end loader, dump truck, and backhoe

2003 - 2006 **Self-Employed Painter** Holland, MI

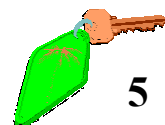
- Painted Huizenga's Food Center, Coyote Café and Joyce Petter Art Gallery

2001 - 2003 Long John Silvers Holland, MI
Clerk

- Provided customer service
- Balanced cash drawers

Volunteer: Holland Community Hospital Holland, MI
Patient Services

- Responsible for accurate and safe discharge of patients
- Delivered records to and from various departments



William Jones
123 Main Street Apartment 3B
Grand Rapids, MI 49999
(123) 456-7890

Highlight of Qualifications

- Five plus years manufacturing experience
- Working knowledge of the manufacturing process
- Analytical abilities ideal for problem prevention
- Worked closely with Accounts Payable, Cost Accounting, Traffic and Purchasing Department
- Extensive customer service experience
- Demanding, high volume management experience

Relevant Experience

Inventory Control

- Monitored flow of production materials in combination with plant reporting to uncover inaccuracies with inventory and direct labor efficiencies
- Continuously improved inventory accuracy through training and education of production personnel as well as cycle counting
- Issued material releases for raw material and purchased components (approximately 100 parts)

Production Scheduling

- Scheduled production and manpower for ten station assembly line
- Customer contact for related end items
- Ordered raw materials for production lines

General Accounting

- Performed adjustments to inventory accounts as a result of cycle counts, usage variances and testing
- Problem solver to Accounts Payable for direct material invoices with receiving discrepancies
- Issued customer billings and responded to credit inquiries
- Maintained order entry system
- Paid quarterly and annual fuel tax

Employment History

2008 - Present	Production Scheduler/Coordinator	Benteler Industries, Grand Rapids, MI
2003 - 2008	Inventory Coordinator	Lamar Corp., Grand Rapids, MI
2001 - 2003	Claims Adjuster	Safeco Insurance Co., Maitland, FL
2000 - 2001	Co-Manager	Orlando Foods, Orlando, FL

Education

Present	Continued Education (Technical)	Grand Rapids Community College
2007	Business Administration	Western Michigan University
2006	General Education	Muskegon Community College



ACTION VERBS - Use these to create your skills statements on your resume

MANAGEMENT/

LEADERSHIP

administered
Analyzed
Appointed
Approved
Assigned
Attained
Authorized
Chaired
Considered
consolidated
Contracted
Controlled
Converted
Coordinated
Decided
Delegated
Developed
Directed
Eliminated
Emphasized
Enforced
Enhanced
Established
Executed
Generated
Handled
Headed
Hired
Hosted
Improved
incorporated
Increased
Initiated
Inspected
Instituted
Led
Managed
Merged
Motivated
Organized
Originated
Overhauled
Oversaw
Planned
Presided
Prioritized
Produced

recommended
reorganized
replaced
restored
reviewed
scheduled
secured
selected
streamlined
strengthened
supervised
terminated

COMMUNICATION

addressed
advertised
arbitrated
arranged
articulated
authored
clarified
collaborated
communicated
composed
condensed
conferred
consulted
contacted
conveyed
convinced
corresponded
debated
defined
described
developed
directed
discussed
drafted
edited
enlisted
explained
expressed
formulated
furnished
incorporated
influenced
interacted
interpreted

interviewed
involved
joined
judged
lectured
listened
marketed
mediated
moderated
negotiated
observed
outlined
participated
persuaded
presented
promoted
proposed
publicized
reconciled
recruited
referred
reinforced
reported
resolved
responded
solicited
specified
spoke
suggested
summarized
synthesized
translated
wrote

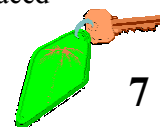
RESEARCH

analyzed
clarified
collected
compared
conducted
critiqued
detected
determined
diagnosed
evaluated
examined
experimented
explored

extracted
formulated
gathered
identified
inspected
interpreted
interviewed
invented
investigated
located
measured
organized
researched
reviewed
searched
solved
summarized
surveyed
systematized
tested

TECHNICAL

adapted
applied
assembled
built
calculated
computed
conserved
constructed
converted
debugged
designed
determined
developed
engineered
fabricated
fortified
installed
maintained
operated
overhauled
programmed
rectified
regulated
remodeled
repaired
replaced



Restored
Solved
Specialized
standardized
Studied
Upgraded
Utilized

TEACHING

Adapted
Advised
Clarified
Coached
communicated
Conducted
Coordinated
Critiqued
Developed
Enabled
encouraged
evaluated
explained
facilitated
focused
guided
individualized
informed
instilled
instructed
motivated
persuaded
set goals
simulated
stimulated
taught
tested
trained
transmitted
tutored

FINANCIAL/DATA

administered
adjusted
allocated
analyzed
appraised
assessed
audited
balanced
budgeted
Calculated

computed
conserved
corrected
determined
developed
estimated
forecasted
managed
marketed
measured
planned
prepared
programmed
projected
reconciled
reduced
researched
retrieved

CREATIVE

acted
adapted
began
combined
composed
conceptualized
condensed
created
customized
designed
developed
directed
displayed
drew
entertained
established
fashioned
formulated
founded
illustrated
initiated
instituted
integrated
introduced
invented
modeled
modified
originated
performed
photographed
planned
revised

revitalized
shaped
solved

HELPING

adapted
advocated
aided
answered
arranged
assessed
assisted
cared for
clarified
coached
collaborated
contributed
cooperated
counseled
demonstrated
diagnosed
educated
encouraged
ensured
expedited
facilitated
familiarized
furthered
guided
helped
insured
intervened
motivated
prevented
provided
referred
rehabilitated
represented
resolved
simplified
supplied
supported
volunteered

ORGANIZATION/DETAIL

approved
arranged
catalogued
categorized
charted
classified

coded
collected
compiled
corrected
distributed
executed
filed
generated
implemented
incorporated
inspected
logged
maintained
monitored
obtained
operated
ordered
organized
prepared
processed
provided
purchased
recorded
registered
reserved
responded
reviewed
routed
scheduled
screened
set up
submitted
supplied
standardized
systematized
updated
validated
verified

ACCOMPLISHMENTS

achieved
completed
expanded
exceeded
pioneered
reduced (losses)
resolved (issues)
restored
spearheaded
surpassed
transformed
won



BASIC COVER LETTER FORMAT

Current Date

Hiring Authority's name

Title

Company name

Address

City, State Zip

Dear (Hiring Authority's Name),

1st paragraph – Grab their attention! What do you have to offer – What do you know about the company – In addition, tell why you are writing, name the position or field or general vocational area about which you are asking – Tell how you learned about the opening or organization.

2nd paragraph – Present power points that show your potential! Mention one or two skills you think would be of greatest interest to the employer – slanting your remarks to their point of view. Tell why you are interested in the company or type of work. Point out relative experience or specialized training. It is okay to quote the qualifications listed in their listing and how you meet those qualifications.

3rd paragraph – Explain your follow up plan! Close by either making a specific request for an interview or indicate that you will follow up with them by a certain date. (Keep your word.) Make sure your closing is not vague – encourage a specific action, but take ownership of the next move if possible. Finally, thank them for their time and consideration.

Sincerely,

Your signature in black or blue ink

Your name typed here



SAMPLE COLD-CONTACT COVER LETTER

(This letter is applicable when you are not responding to a specific opening or position.)

Your name
Address
City, State Zip

Current Date

Always call and find out the name of the hiring authority for the position. This will personalize your cover letter.

Hiring Authority's name
Title
Company name
Address
City, State Zip

Dear (Hiring Authority's name):

For the last three years Grand Rapids Business Journal has listed your organization as the top Advertising Agency in the Grand Rapids area. Throughout college my goal has been to be part of a company, such as yours, that is known for success and ingenuity. Perhaps you are seeking a driven, energetic and creative addition to your Marketing team.

Recently, I graduated from Grand Rapids Community College with an Associate's Degree in Business – Marketing program. While attending college, I was employed as an Administrative Assistant at XYZ Corporation where I developed organizational and prioritization skills due to the fast pace. My teamwork, problem-solving and communication skills have been commended on many occasions.

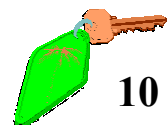
Enclosed is my resume for your consideration. I greatly anticipate an opportunity to discuss how I could contribute to the team that has kept your firm at the top of its' field. I will call you on *(10 days from date)* to further discuss any possible opportunities with *(name of company)*.

Sincerely,

Your signature in black or blue ink

Your name typed here

Enclosure



SAMPLE THIRD PARTY REFERRAL COVER LETTER

March 10, 2009

Ms. Renee Williamson
Meijer Incorporated
2929 Walker Avenue, N.W.
Grand Rapids, MI 49504

Dear Ms. Williamson:

Recently, I met with Jim Palmeri, Director of Job Placement of Grand Rapids Community College. He suggested that I contact you, telling me about your company's growth record and interest in progressive employees.

Specifically, my interests are as an Office Manager, or Administrative Assistant in a sales or marketing area at your organization.

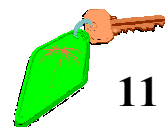
My qualifications include a Bachelor's in Arts in Communications plus 5 years of business experience, along with proven ability to write and edit materials. Additionally, I:

- Prioritize and execute critical projects under tight deadlines
- Write, design and edit company and international technical newsletters, pamphlets, procedure manuals and correspondence
- Schedule and organize complex training programs and meetings
- Supervise secretarial activities
- Coordinate procurement and shipment of manufacturing equipment for international manufacturing subsidiaries

It would be a pleasure to meet with you and determine how my qualifications might match some of your current or planned company needs. I will be calling you to see if we can arrange such a meeting. Enclosed is my resume.

Sincerely,

Nancy Smith



HOW TO USE THE THIRD PARTY REFERRAL AND CONTACT LIST

Your contacts are invaluable in the job search because they can link you up to new people and organizations.

This section is designed to help you identify people you know, that can provide information concerning career opportunities.

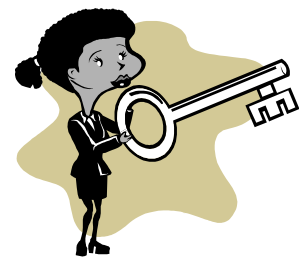
Once you have identified employers for your list it is important to review your contact list to see what contacts might have information about the companies you are interested in. Ask the contacts who they know at the various companies you selected for your employer list. It is most effective if you can use the contacts in a Third Party Referral Cover Letter, as seen on the previous page.

If you can set up an informative interview with someone at one of the companies you are interested in, be sure to get leads from them and names of companies and contacts that might be looking for someone in your area. Be sure to ask if it is okay to mention them when you contact the leads.

Using this list of sources, identify all the people you can possibly think of. Do not leave anyone out – ***you never know who they know!***

Possible Contacts

- Friends, colleagues and associates
- Relatives and neighbors
- Professors and teachers
- Club members
- Alumni
- Past employers and co-workers
- Professionals: doctors, lawyers, brokers, bankers, accountants, consultants
- Members of professional organizations or trade associations, co-participants in seminars or workshops
- People with whom you have worked in the community, school or other activities
- Owners of small businesses, especially those with whom you do business
- People who normally take an interest in problem solving: politicians, public officials, business and community leaders, event sponsors and fund raisers



HOW EMPLOYERS HIRE

70%

(Hidden Market)

- Networking
- 3rd Party Referral
- Knocking on Doors
- Word of Mouth

20%

- Internet
- Newspapers
- Trade Journals

10%

- Placement Services
Public & Private

Contact List

Friends, relatives, teachers, neighbors, club and organization members, co-workers, strangers, etc.

"Key" Employers

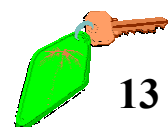
Employers that are hiring now or in the next three months.

They have the kind of positions you are qualified for and interested in.

They pay the kind of wages that meet your needs.

-
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REFERENCES



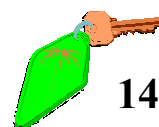
It is very important that you develop *strong* references.

- These people should include previous supervisors, long time family friend, teachers, pastors, business associates, to name a few.
- It is a good idea to have a typed list of your references and bring this, along with additional copies of your resume to the interview. It should be noted here that some people prefer to list the references on the resume itself. This is your call. You may decide for yourself what works and looks best.
- Do not forget to provide a copy of your resume to your references. These people make great networking avenues!
- Be sure to ask permission before you use an individual or former employer as your reference! *Never assume and never burn your bridges with previous employers!*
- Example:

Reference List

Mr. Robert Dogood
Owner/Manager, Dogood Enterprises
7689 Busy Street, N.W.
Grand Rapids, MI 49503
616-784-7689

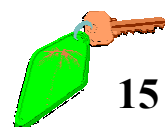
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ADVICE FROM EMPLOYERS ON COVER LETTERS AND RESUMES

- Resumes and cover letters are visual representations that also demonstrate one's writing skills.
- Include Accomplishments – that is what sets people apart.
- Some work experience is good to see – it doesn't matter what it is.
- GPA of below 2.5 is usually screened out unless there are extenuating circumstances.
- Do not use career objective unless it is specific.
- In the cover letter show that you know something about the company, show some sense of direction, some assertiveness, confidence and enthusiasm.
- Do not exaggerate.
- Target the cover letter – do not use a form letter. Address the letter to an individual and spell the name correctly.
- If you worked while going to school it shows initiative. If you contributed a portion (e.g. 60%) of your educational costs it is impressive.
- If you have the ability to relocate you will have an advantage.
- Do not put your salary requirements on the resume – you could price yourself too high or too low.
- Put the dates and telephone numbers of places where you worked in case references are checked initially.
- Do not include any personal information such as marital status, age, etc...
- Do not include a picture.
- Do not assemble a lot of information in a plastic cover.

“Put the effort into yourself. A solid non-glitzy resume and cover letter backed by your good work ethic and basic skills will work for you”



ELECTRONIC RESUMES



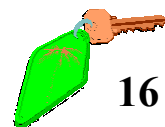
Many companies are beginning to use an automated applicant tracking systems to process and sort employee applications or are using the services of electronic employment database companies. So, what does this mean to you? At times, your resume could be read initially by a computer, instead of a person. In this instance, your resume must be in a format that the computer can recognize and understand, hence the **electronic resume**. Keep in mind that this does not take the place of your normal resume. The best case scenario is to have one electronic resume to catch their eye and another that has greater detail and that is more pleasing to the eye.

How does this all work?

Your resume is fed through a scanner, which in turns sends an image of the document to the computer. As the computer "reads" your resume, it looks for **keywords**, then "files" your resume into its database based on these keywords. When the employer has an opening, a search in the database is conducted for resumes that have keywords associated with the qualifications of the opening.

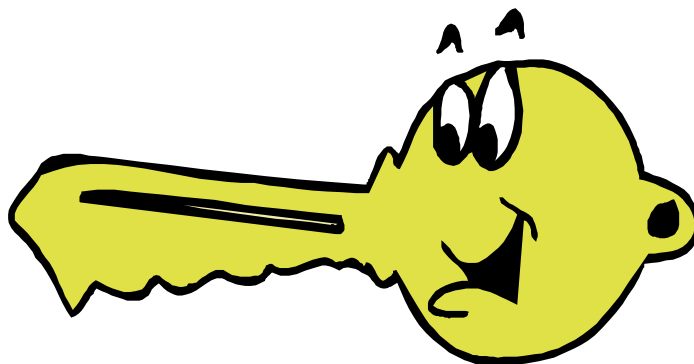
The difference between your electronic resume and your traditional resume is the way in which your information is presented. When creating an electronic resume, keep it simple! What is appealing to the human eye, could be impossible for a computer to read. Some basic rules you should follow include:

- ◆ **Name** - Your name should appear at the top of your resume, with your address and phone number immediately underneath.
- ◆ **Abbreviations** - A majority of the scanning systems will recognize a standard abbreviation such as BS, BA, MBA, and state abbreviations. If you are uncertain as to whether an abbreviation is a standard one, be safe and spell it out.
- ◆ **Key Words** - Using the correct keywords and/or phrases in your electronic resume is one of the most important steps in creating your resume. Traditional resumes call for action verbs such as developed, supervised, implemented, etc.



If employers have a resume scanning system, they will be more likely to do a search using nouns or short phrases. Keywords usually refer to your **education/training** (MBA, grant writing, multi-cultural training, registered dietitian), **abilities** (exceeded quota, designer, office manager, excel, power point), and **experience** (10 plus years experience in manufacturing). It is difficult to know which keywords employers will use when doing their searches. A helpful hint is to scan the help-wanted ads for job openings in your field to see which words employers commonly use in their postings. Recruiters who specialize in your field are also good resources.

- ◆ **Length** - One to two pages is the ideal length for your resume. If your resume does go over one page, make sure that your name appears at the top of the second page. Also, if over one page, do not staple the pages together.
- ◆ **Paper** - Use white, standard twenty pound, 8 ½" x 11" paper. Colored or fancy paper may make your resume unreadable to the scanner.
- ◆ **Font** - Use a non-decorative font with clear, distinct characters, such as Helvetica or Times (Times is used in this document). Decorative fonts make it difficult for the scanners to pick up the words and could result in letters and/or words which bleed together.
- ◆ **Font Size/Style** - Twelve point is the ideal size (12 is used in this document). Scanners have difficulty reading anything smaller or larger. Also, avoid using *italics* or underlining, this also can cause the letters to bleed into each other.
- ◆ **White Space** - Leave plenty of "white space" on your resume. If there are distinct breaks between sections, "white space", the scanner can read your resume more easily and accurately. If you try to compress space between sections, words, lines, etc. in order to fit everything onto one page, there could be a chance that your words and letters will bleed together, making it impossible for the scanner to read your resume.
- ◆ **Printing** - Avoid typewriters and dot matrix printers, laser printers or a professional print shop works best. Do not fax or photocopy your resume, always mail the originals. Make your resume as sharp and legible as possible.



BEFORE YOU SEND OUT YOUR RESUME.....

- Your name, address and phone number should be at the top of your resume and not the word "resume" or any other heading. The font for your name should be bolded and a larger font size (14) than the rest of the text (11-12).
- Your objective should clearly state what type of position you are seeking (i.e. Seeking a full time child care position, where I can apply my education and work experience). Try to avoid vague objectives (i.e. Seeking full time work.)
- Personal information should not be included in your resume. Avoid any mention of age, family, religion, appearance etc.
- List information first that closest relates to your objective. List your jobs starting with your most recent, moving backward.
- You do not need to list every job. Go back approximately 10 years if applicable.
- Make sure to mention your applicable skills, including any languages you are fluent in other than English.
- Be sure to list volunteer or extra-curricular activities that relate to your goals.
- If your education has prepared you for the position you are looking for, emphasize that by listing the relevant courses taken and list your education directly below your objective. If you are proud of your GPA – display it.
- Try to avoid paragraphs in the resume. Bulleted sentences that start with an action verb are easiest to read.
- Most resumes should be able to fit onto one page without being too cluttered.
- Review your information to avoid repetitive information or words that appear too many times throughout the resume.
- Avoid fancy fonts and paper. This could detract from your resume. Faxing and copying resumes on decorative paper will be difficult.
- Check for spelling, grammatical or punctuation errors. Have someone else proofread it also. A single misspelled word could cost you an important opportunity.

