TOPIC B: RÉSUMÉ

"A Résumé is a presentation of self."- Lou Rizzolo

Purpose

Résumés are used by businesses to screen prospective employees. An employer looks at a résumé and determines if they want to interview a candidate for a specific job/position. Résumés are snapshots of a candidate's qualifications to potential employers. Qualifications include education, work experience, attitude, and skills. Since potential employers often read many résumés, the objective is to describe your qualifications in a clear, effective and concise manner. A résumé is an advertisement of the candidate! It is suggested to keep a résumé to one page, although two pages are acceptable.

Types

There are several types of Résumés. The three main types that are explored most frequently are the chronological, functional (or skills), and the combination Résumé. It is suggested that you need no fewer than three versions of your Résumé: one hard copy Résumé printed on good stationery to hand-deliver or mail, a second for computer scanners (preferably in a Sans Serif font such as Arial), and a third for the use on the Internet (Portable Document Format (PDF) for e-mails and websites). Your résumé should be easy to read, concise and to the point.

A **chronological** résumé is based on work experience and has a simple format in which the most recent experience is listed first, followed by each previous job. While chronological Résumés are the most commonly used format, they should only be used when the member has a consistent work history in several similar jobs. For job seekers with solid experience and a logical job history, the chronological résumé is the most effective.

A **functional** résumé, also known now as a Skills Résumé, is centered on experience and key skills instead of work experience. This Résumé is good for individuals 1) looking to enter a new industry or vocational field, 2) re-entering an industry where previously worked, or 3) for individuals with gaps in their work history that cannot be easily explained. The functional Résumé might be thought of as a "problem solving" format. The functional Résumé gives you latitude to "make sense" of your work history and match up skills and accomplishments that might not be obvious to the employer in a traditional chronological format. Use this format if you have a "mixed bag" work history with no clear link or relationship between positions you have held, if you are a new graduate or new to the workforce, or if you are making a career change from one industry or occupation to another.

The **combination** Résumé includes elements of both the chronological and functional (skills) format. This Résumé is good to use if you have a good work history and want the advantages that a functional (skills) Résumé offers. You can emphasize certain skills or include other life experiences besides work to support your skills.

Structure

Name - Use formal name; do not use nicknames. The name should be typed in a larger font than used in the body of the Résumé.

Address - Use a complete, unabbreviated address including Zip Code.

Phone number - Use a cellular phone number or other phone number, including the area code that will be answered all the time by either an individual or an answering machine with a professional-sounding message. Do not use a phone number that is often busy because of a connection to the Internet or fax. Employers may give up and call someone else for the job interview.

E-mail address - Use a conservative and professional e-mail address. An e-mail address on the Résumé shows that a jobseeker has basic computer and Internet skills. To create a conservative e-mail address, go to a web site like Yahoo (www.Yahoo.com) or Hotmail (www.hotmail.com) and create one.

Professional Summary-is a brief list of the highlights of your qualifications. It gives the hiring manager, at a glance, a synopsis of your professional qualifications.

Education and Training - List post-high school education. If you have not attended college, list your high school degree. You can list both completed education (include the name of the school, the years attended and the degree you obtained) and in-progress education (include name of school, year started to present, and degree pursuing). You can also list other certification and/or training programs that you have completed, such as the Work Certified certification program (include name, date certified, and certifying agency).

Skills or Experience - This section lists your skills with examples of work history that demonstrate expertise or work experience (start with the most recent job and then go backward) including the name of the company, the dates worked at that company and the specific duties performed in the job.

References - References should not be included on your Résumé nor be alluded to in the body of your Résumé (i.e., "Available upon request". Have them on a separate sheet of paper (three personal and three businesses). When the employer needs your references, they will ask for them! Make sure that you have asked permission from your selected references to use them for your applications and interviews.

Strategies

Always include positive information on your résumé (no negatives)!

Modify your résumé to reflect the skills required for the job openings for which you are applying.

Be sure that your résumé shows you have value for potential employers which can be determined quickly (in less than 20 seconds).

Remember that your résumé is a representation of yourself. Write it yourself, make it positive, make it look good, be specific, error-free, brief and relevant. Does your résumé do a good job of selling you?

Do not clutter your Résumé with every detail of your life or career; just include the important information that will land you an interview.

If you have a skill that will help you get a particular job, make sure that your résumé reflects that you have that skill.

Make sure your résumé (and cover letter) is error free. Have someone proofread your résumé for errors, both spelling and grammar.

Résumés should be typed. Never write them or correct them in pen or pencil.

Be specific when stating your professional summary. If you want a flexible professional summary, it is better to write a separate professional summary section for each job type you are interested in, than it is to have an all-encompassing professional summary section.

Use "Bullet Statements" and list information rather than writing in paragraphs. This will make your Résumé easier to read and will allow you to put in more information in the allowable space (usually one page).

Present all information in a positive manner. Employment gaps should be explained in the Résumé.

Do not include irrelevant personal information on your résumé (except address, Phone number and e-mail address). There is no need to include marital status, health, hobbies, Social Security #, etc.

Never use the word "I" in a Résumé. Also, be careful not to use abbreviations (except for states in addresses).

Be sure to print your résumé on quality paper. A matching envelope for mailing is also recommended.

WHICH RÉSUMÉ IS BEST FOR ME?

Choosing the best résumé for yourself requires a quick inventory of your individual situation. Place a check mark next to the statement that describes your current status. This will help in determining the best résumé for you! The following pages are examples of each of the three types of résumés most commonly used by today's workforce. Also, the résumé Worksheet pages are designed to assist you in gathering and documenting your personal information that will be required to complete any résumé.

Chronological Résumé is best if:

	✓
Most/all of your experience has been in one field.	
You are an established job-seeker with steady experience in your chosen field.	
Your experience is primarily traditional paid employment.	
You plan to stay in the same field when you pursue your next job.	
You have minimal or no gaps in your work history.	
Someone looking at your resume or work history for a few seconds would know immediately what you want to do and what you're good at.	
Your field is very conservative (examples: banking, law), and functional résumés are not the norm.	
You've been at most of your jobs for more than a year, and preferably at least two.	
Submitting your résumé to Monster.com and/or other job boards is a primary part of your job-seeking strategy.	

Functional (Skills) Résumé is best if:

	✓
You have very diverse experiences that don't add up to a clear-cut career path.	
You are a college student with minimal experience and/or experience unrelated to your chosen career field.	
You have been unemployed for more than a few months or have gaps in your work history. Example: Homemakers who took time to raise and family and now wish to return to the workplace. For those with gaps, a chronological format can draw undue attention to the gaps, while a functional résumé enables you to portray transferable skills attained through such activities as domestic management and volunteer work.	

Combination Résumé is best if:

	✓
Some of your experience is not traditional paid employment, but internships, volunteer work, class projects, sports, leadership positions -- and/or the actual experience may be secondary to the skills attained.	
You want to transition to a new field that is very different from what all your previous experience points to.	
Someone looking at your Résumé or work history for a few seconds would not be able to immediately discern what you want to do and what you're good at.	
You seek a job in a field that is not extremely conservative.	
Your chronological résumé gives the appearance of a "job-hopper" because some of your jobs have been of short duration and/or you've held several jobs over a relatively short period.	
You do **NOT** plan to submit your résumé to Monster.com and/or other job boards that do not accept functional resumes (or you plan to have a chronological version for job boards and a combination version for other uses).	
You do **NOT** plan to submit your résumé to headhunters, recruiters, or executive search firms -- which tend **NOT** to favor functional Résumés (or you plan to have a chronological version for headhunters, recruiters, and executive search firms and a combination version for other uses).	

(These tips offered by: http://www.Resumesandcoverletters.com/services_prices.html#Resumes)

CHRONOLOGICAL RESUME SAMPLE

ROBERT JONES
2252 N. Main Street, Phoenix, AZ 85000
Home: 480/555-0000, robertjones@abc.com

A dynamic, results-oriented **Restaurant Manager** offering focused leadership to drive sales and profitability in highly competitive markets. Consistently achieve performance goals through enthusiasm, tenacity and initiative, which complement knowledge / expertise in

- Team Building / Staff Training
- Purchasing / Inventory Management
- Quality Assurance / Control
- Facilities / Safety Management
- Customer Service / Guest Relations
- Cost Containment / Control
- Policies and Procedures
- Continuous Performance Improvement

Noted for outstanding communications skills, both with guests and staff; resolve problems quickly and equitably to ensure happy customers and happy employees.

Computer skills:

- MS Word, Excel and PowerPoint
- POS systems including Maitre d'

EXPERIENCE

THE FARM, INC., Phoenix, Arizona, 07/04 - Present
[Family dining / Complete meal concept / $11 average check; seating for 450; 60 staff]

Manager
Employ an efficient, high-energy and professional approach to store operations management in order to:

- balance service with costs to ensure profitability
- promote guest satisfaction to steady repeat business
- coach / schedule servers to maximum levels of performance
- monitor BOG for consistent sanitation, food quality and presentation
- purchase / control inventory with attention to budget guidelines

Key Accomplishment

- Contributed to store's recognition as most profitable in 41-store chain, maintaining gross profit at 48%. Involved in special projects:
- Initiated three-month in-house customer service contest for bussers, servers and hosts to effect continuous improvements in service scores.
- Introduced a wine seminar for servers, strengthening knowledge of offerings, which dramatically increased wine sales.

CHILI'S GRILLE, Forest Grove, Washington, 2003
[Casual dining bistro; seating for 60; 22 staff]

Assistant Manager
Directed general restaurant operations, monitoring food quality and staffing requirements to ensure a positive dining experience for every guest

EDUCATION

OREGON STATE UNIVERSITY, Harrisburg, Oregon
B.S. - Hospitality and Business Management; minor: **Business Administration**
Course work included:

SAMPLE FUNCTIONAL (SKILLS) RESUME

JACK WILSON
567 Rosewood Lane
Colorado Springs, CO 81207
(960) 555-1212
jwilson@somedomain.com

PROFILE

Motivated, personable business professional with multiple college degrees and a successful 13-year track record of profitable a small business ownership. Talent for quickly mastering technology -- recently completed Microsoft Office Suite certificate course. Understand how to be diplomatic and tactful with both professionals and non-professionals at all levels. Accustom to handling sensitive and confidential records, the ability to demonstrate and produce accurate and timely reports when meeting stringent HMO and insurance guidelines.

Flexible and versatile -- able to maintain a sense of humor under pressure, poised and competent with demonstrated ability to easily transcend cultural differences. Thrive in deadline-driven environments.

SKILLS SUMMARY

• Project Management	• Computer Savvy	• Insurance Billing
• Report Preparation	• Customer	• Accounting/Bookkeeping
• Written Correspondence	• Scheduling	• Front-Office Operations
• General Office Skills	• Marketing & Sales	• Professional Presentations

PROFESSIONAL EXPERIENCE

Communication: Reports/Presentations/Technology

- Prepare complex reports for managed-care organizations and insurance companies, ensuring full compliance with agency requirements and tight deadlines.
- Author professional correspondence to customers and vendors.
- Design and deliver series of classes for local businesses and associations, providing ergonomic counseling and educating employees on proper lifting techniques to avoid injury.
- Conduct small-group sessions on meditation/relaxation techniques.
- Communicate medical concepts to patients using layman's terms to facilitate understanding.
- Rapidly learn and master varied computer programs; recently completed Microsoft Office Suite certificate course.

Customer Service/Marketing/Problem Solving

- Oversee front-office operations and provide impeccable customer service
- Built a clientele supported by 60% referral business.
  Develop and implement strategic marketing plan for business:
  -- Launched a thriving private practice, building revenue from $0 to over $72K in first three years with minimal overhead.
  -- Create special promotions, write/design print and outdoor advertising and coordinate all media buying.
  Won over a highly skeptical medical community as the first chiropractor to target MDs for informative in-service demonstrations, classes and booths:
  -- Presentations resulted in standing-room-only crowds of 50+.
  -- Four MDs subsequently became patients and referred family members as well.
  -- Increased client base by one-third resulting from MD referrals.

Detail Mastery & Organization

- Manage all aspects of day-to-day operations as multisite owner and practitioner of Attwater Chiropractic:
  -- Facility rental/maintenance.
  -- Patient scheduling for busy office averaging 52 appointments weekly.
  -- Finances: accounts payable/receivable, invoicing, insurance billing, budgeting.
  -- Supervision of a total of eight medical receptionist interns.
  -- Compliance with all healthcare facility, HMO and insurance requirements.

EMPLOYMENT HISTORY

ATTWATER CHIROPRACTIC -- Colorado Springs, CO; Pueblo, CO; Cheyenne, WY
Owner/Operator, 1997 to Present

LAKEVIEW RESTAURANT & CAFÉ -- Minneapolis, MN
Waitress, 1994 to 1997

EDUCATION

NORTHWESTERN COLLEGE OF CHIROPRACTIC -- Minneapolis, MN
Doctor of Chiropractic Degree, 1997

- Four-year advanced degree requiring 30-34 credit hrs. per quarter.
- GPA: 3.89/4.0
- Licensed to practice chiropractic in Colorado, Minnesota, Wyoming and Montana.

BARTON COUNTY COMMUNITY COLLEGE -- Great Bend, KS
Associate's Degree in Pre-chiropractic, 1993
GPA: 4.0/4.0

SAMPLE COMBINATION RESUME

DAVID J. MORROCO

66 Sheridan Lane
West Seneca, New York 14224

(716) 555-2897
dmorroco@hotmail.com

DATABASE ADMINISTRATOR

EDI System Analyst / Information Manager / Application Specialist

Professional Profile:

Skilled MIS graduate with successful track record of enhancing efficiency, integrating data, implementing new technologies, and ensuring the smooth operation of IT systems. Hands-on experience in technical support, database management, staff training, and web development. Ability to interpret and convey technical ideas to user community, resulting in greater compliance and cooperation. Demonstrated commitment to upholding the highest standards of quality and accuracy.

Core Skills: Database Design / Integration ... Technical Troubleshooting ... User Education ... System and Multi-User Interface ... Customer Support ... Web Design ... Needs Analysis ... MOUS

Computer Skills:

MOUS Certification: Microsoft Word
Web Tools: FrontPage, Dreamweaver, Flash, Fireworks, Netscape Composer, HomeSite, and PhotoShop
Applications: Lotus Notes, Emacs, and Microsoft Excel, Access, and PowerPoint
Operating Systems: UNIX and Windows
Languages: Java, JavaScript, HTML, Visual Basic, and SQL

Education:

State University of New York at Buffalo
Bachelor of Science – Business Administration 2003
Concentration: **Management Information Systems**
GPA: 3.4/4.0 Member, Management Information Systems Association

Experience:

West Seneca Public Schools, West Seneca, New York 9/02-Present
Adult Education Teacher
Instruct adult Medical Office students in the use of Microsoft Office Suite applications. Help students enhance their PC skills to improve employment opportunities. Maintain students' attendance and performance records. Plan weekly lessons and grade completed projects.

- *Customize lesson plans to address each student's level of knowledge and comfort with materials.*
- *Teach students with little or no prior computer experience and promote enthusiasm for the benefits of technology.*

ATS Systems, Buffalo, New York 8/02-11/02
Technical Support Intern
Provided technical support for Sony VAIO desktop and notebook computers through the 1-800 customer support line. Resolved callers' issues by troubleshooting problems and providing technical solutions. Documented calls and maintained daily activity and outcomes log.

- *Consistently met productivity goals, handling 6-8 calls per hour to successful resolution.*
- *Increased customers' confidence in Sony's line of PCs and peripherals by meeting callers' needs in a professional and timely manner.*