

KEY SECTIONS OF A RÉSUMÉ

❖ Résumé Format

The résumé format described in this chapter is suggested for your first résumé. This is the same format that was used in the sample résumé, Figure 1.1 (Chapter I).

The first section in a résumé is the *heading*; it contains your name, address, telephone number(s), and e-mail address. Center these lines at the top of the page, beginning one inch below the top edge of the paper, as shown in the following example:

MELVIN H. MURGATROY
1479 South Ocean Blvd.
Hollywood, CA 90015
(416) 897-2128
lcapitan@trentu.ca

Next, you will place the words *objective* or *focus* in bold capitals at the left margin:

OBJECTIVE/FOCUS

Then,

QUALIFICATIONS

and the remaining sections as follows:

EDUCATION

EMPLOYMENT

SKILLS

ORGANIZATIONS & ACTIVITIES

Now that you have an overview of the section headings that will appear on your résumé, we will examine each of the sections individually, provide examples, and discuss what goes in each section and why.

❖ Objective/Focus/Power Statement

We like the words *objective* and *focus* equally well, and use them interchangeably on résumés. It is wise to have a *specific* job in mind for placement in the objective section. Employers emphatically believe you should know the type of position that you

are seeking, think you would enjoy, and for which you have developed skill sets. Employers believe that if you don't know the type of work you want to do, you may only be with them a short time until something else catches your imagination. Employers recruit employees hoping they will stay with them for a long time, as it is costly and time-consuming to train new employees.

An example of the objective section for one who is seeking a position as a receptionist is:

OBJECTIVE *RECEPTIONIST POSITION*

We recommend that most beginning job hunters state a specific job or general position for which they have been trained. You will have much better results if you state an objective. Often you will simply state the title of the position that has been advertised, listed on a job description sheet, or passed on to you by someone in the company to which you are applying. But the position should be one for which you are qualified.

You will note that when you state your objective/focus, it should be placed three spaces below the address and appear in bold and/or capital letters to easily bring the reader's attention to it.

You can enhance your objective/focus statement with what is termed a "power statement." A power statement indicates the position you desire and also states your most outstanding qualifications, for example:

FOCUS *RECEPTIONIST—EXPERIENCED AND TRAINED IN MULTI-LINE
PHONE SYSTEMS, CUSTOMER SERVICE, HUMAN RELATIONS,
AND DATA ENTRY*

Perhaps it is obvious why this is called a power statement, as the reader can see it and immediately determine that the applicant has excellent skills in greeting customers, answering telephones, and data entry. Thus, by mentioning these strong skills in the objective/focus statement, it gets the reader/employer's attention and makes an immediate impact. You may recall that employers spend only a short time scanning résumés unless they see something that grabs their interest. The purpose of the power statement is to get their attention immediately so they will want to look at the remainder of the résumé and then give you a call to see if you are as good in person as you appear to be in the résumé.

If you want your résumé to have broader application, another option is to omit the objective/focus section. Usually this is not recommended because it may appear that you don't have a career direction. However, if you are applying to a company that has several positions for which you believe you are qualified, you may not want to specify only one position. To continue with the example in the focus/power statement for the receptionist, let's assume that you were submitting a résumé to a company that had positions open for a receptionist, administrative assistant, marketing assistant, and payroll clerk. If you submit a résumé with an objective/focus for the receptionist position, and the company has many well-qualified candidates and then fills that position with someone other than you, they probably would not consider you for the other three positions. Thus, in this instance if you omit the objective/focus statement and your résumé contains skills that might qualify you for all four positions, it would be

smart to *not* state a specific job. Our recommendation would be to omit the objective/focus portion or make it more inclusive so that you will appear qualified for all four positions.

❖ Qualifications Summary

The qualifications summary is the heart of a well-written résumé and contains an overview of your major qualifications. In this section your best qualifications are to be stated simply and concisely. To do this you will need to refer to Figure 1.1 (Chapter I) and Exercise 2.1 in Chapter II. We suggest that you remove the pages containing Figure 1.1 and Exercise 2.1, and place them in front of you as you complete the remainder of the sections in your résumé.

In this section you are to take the *best*, but not all, qualifications you have going for you in education, employment, special projects, honors, organizations, computers, languages, and government service and then concisely list them in the qualifications portion of your résumé. This step can be easily accomplished and is critical to preparing a winning résumé. If there were *key words* (specific words stating the desired skills, for example: Excel, spreadsheet development, customer relations) used in a newspaper advertisement or job announcement, it is essential that you use these key words in describing your qualifications. Only your most outstanding achievements regarding education, employment, skills, and so on, are to be placed in the qualifications summary.

A central idea to remember while completing your résumé and the qualifications section is that the most relevant/important information related to the position for which you are applying should appear *first*. Follow this guideline throughout the construction of your résumé. In addition to putting the most relevant material first, place the *most recent* experience first.

In the qualifications section of Figure 1.1 (his résumé for Rafael Cortez), you will note the first item listed is an associate degree in Business Office Occupations. This is probably the single most important qualification relating to his seeking an administrative assistant's position. Note that information regarding his degree is more fully detailed under the education section.

The next item in Rafael Cortez' qualifications section states: "Three years' experience in retail customer service and internship in high school administrative office." This refers to his three years of experience as a Customer Service/Sales Associate at Bargain Mart and his internship at Washington Union High School—both are listed with more information under the employment section. However, inclusion in the qualifications section is important for several reasons:

- It shows he held one job for several years.
- It indicates he has interacted with customers and peers successfully.
- He probably acquired some training in customer service, which will be useful to future employers.
- He has actual experience working in the administrative offices of a school.

The same concepts apply to the other items contained in the qualifications section. Many other items appearing in the qualifications section are also listed elsewhere on the résumé with more detail given. Sometimes statements

regarding accomplishments or characteristics that appear in the qualifications section do not have more detail in other locations on the résumé. An example from the Cortez résumé is the statement: “Industrious and dependable—missed only one school day in the last year.” This statement appears only in the qualifications section of the résumé as no additional details are necessary. In essence the statement is complete and speaks for itself.

The following are examples of résumé qualifications sections for an IT technician and a food service worker (Cook in Training).

- QUALIFICATIONS**
- Associate of Science Degree and Certificate of Achievement in Networking/Computer Technician Program.
 - Experience troubleshooting computer systems and providing support to institutional and corporate clients.
 - Comprehensive knowledge of Microsoft networking and software systems, servers, workstations, and PC hardware components.
 - Trained in installations relating to broadband: DSL, Cable, Satellite, and T-1.
 - Software applications include: Windows NT Server and Workstations, Windows XP, DOS 6.X; Linux; MS Office Suite: Word, PowerPoint, Publisher, and Internet Explorer; and Office Suite; and Adobe Acrobat.

- QUALIFICATIONS**
- Associate Degree in Food and Nutrition.
 - Two years of experience as Prep Cook with local restaurants; received “Employee of the Month” award, January, 2006.
 - Trained in meat cutting, baking, use of seasonings, salad preparation, food and beverage purchasing, and food sanitation.
 - Additional part-time experience (2 years) as retail sales clerk.
 - Bilingual: read, write, and speak fluent Spanish.
 - Learn quickly and relate well to coworkers and management.

Now it’s your turn. In completing Exercise 1.1, place the pages containing your answers to Exercise 2.1, Chapter II, in front of you and select your most significant qualifications related to the position for which you are applying, and then place them in Exercise 1.1 on the next page.

❖ Education

If you have just completed an educational program and have limited related employment experience, the next section will normally be education. However,

QUALIFICATIONS

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

8. _____

9. _____

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if you have substantial employment or related experience, the employment section would appear next. Again the principle is to put the *most important sections* (important in qualifying you for the job you are seeking) *closest* to the beginning of the résumé.

In the education section of the résumé, state your education in the following order:

1. the degree, certificate, or program completed and your major course or field of study
2. the college attended and where located
3. date program was or will be completed
4. class ranking and/or GPA (grade point average) if above a 3.0 (“B” average)
5. any special awards, honors, or recognition

An example of the education section for a Legal Office Administrative (secretary) major would be as follows:

EDUCATION **Associate in Applied Science Degree, Legal Office Administration**
Heald College, San Francisco, CA, 2000
Graduated in top 10% of class
GPA: 3.82 with a major
Recipient of “Outstanding Legal Office Administration Graduate Award”

SPECIAL SKILLS

Sometimes a special skills section would be inserted before the employment section and after education. This would be the case if the legal office administrative applicant mentioned earlier had special skills in Law Office Administration that were not mentioned elsewhere.

For example:

LEGAL OFFICE SKILLS *Competencies include:*
Software: WordPerfect 12, legal mode
 MS Word
 FastTrack

VerdictSearch
Calendaring
Billing
Filing
Table of Authorities
Tickler files

If you have a special skills section like this one, it would normally be placed after the education section. Also, you might take the most significant parts of the skills section and place them in the qualifications section at the very top of the résumé, for example:

- Excellent legal word processing skills using WordPerfect Legal and Fast Track.

PROFESSIONAL LICENSES AND CERTIFICATIONS

Those who have received relevant licenses from a state agency need to indicate this in their résumés. Sometimes a certification is received from a professional association or manufacturer (Microsoft is an example) and is significant because it communicates to an employer that this applicant has passed a difficult testing program and received recognition as a certified specialist. Certification or licensing by a state or national organization or agency is a strong selling point to a prospective employer. So if you have it, be sure to put it on your résumé. Place it under education or skills, unless you really want to bring attention to it; then it is best to have a separate heading that will really spotlight it (see example in next paragraph).

The following licenses and certifications are listed for a dental back office applicant:

LICENSE & CERTIFICATIONS

- Idaho X-Ray License, issued January, 2005
- Coronal Polish Certificate
- Certified in Spanish Language, Intermediate Level Examination, 2006

❖ Employment

In most résumés for recent graduates the employment section will appear next—sometimes referred to as the Experience or Employment History section.

The items in an employment listing are

1. Job title—If it is part-time, say so—then state dates of employment (usually at the far right so that it can be easily viewed).
2. Employer name (use the firm name, not the manager or your supervisor's name), city, and state.
3. Your responsibilities and achievements with this employer. Some key things prospective employers look for in this section are
 - A. whether you have long-term and continuous employment, as opposed to many jobs lasting only one, two, or three months
 - B. time gaps between employment (unaccounted time periods between employment create questions in an employer's mind)

The following example is an employment section for an applicant seeking back office medical assisting employment.

EMPLOYMENT

Medical Assistant Internship – Back Office
Kenneth Yogata, M.D., Peoria, Illinois

Fall, 2006

- Assisted with minor surgery, patient examinations, and instructed patients regarding physical therapy.

- Additional activities included: recording patient’s symptoms, medical history, and blood pressure; sanitizing examination rooms; and preparing trays for subsequent procedures.
- Offered part-time paid position upon the completion of internship program.

❖ Miscellaneous Résumé Sections

Additional sections such as participation in professional and community organizations or service in the military or Peace Corps may be included in a résumé if these are part of your background and the skills acquired are relevant to the position you are seeking. The following sections describe when and how to integrate this type of material into your résumé. References are discussed in Chapter VII.

ORGANIZATIONS AND ACTIVITIES

Those who are active in professional and community organizations tend to be people-oriented—meaning they usually relate well to other people. Getting along with people may be the most important skill you possess. We all know individuals who are very talented and quite bright but have difficulty interacting with their peers, bosses, or customers. Substantial research indicates more employees lose their jobs due to *poor interpersonal relations skills* than for any other reason. Employers want to know if you have been involved in social and professional groups because they believe this will make you a better team player.

There is another reason that employers react positively to your belonging to professional groups. Membership in professional groups often provides opportunities for increased technical knowledge, networking/leadership opportunities, and professional growth. In a nutshell, what this really means is that people who are professionally active will be better informed of what is happening in their occupation/industry. They will probably receive a publication, attend professional meetings where workshops regarding the latest concepts and technology are discussed, and will regularly meet people at conferences who are excited and knowledgeable about this occupation and industry.

The following is an example of an organizations and activities section for a management trainee applicant desiring employment with a major fast food chain.

❖ Organizations/Activities

- Member/Treasurer, Students in Free Enterprise (SIFE)
- Member of SIFE college team that placed first in state competition, third in International Competition, Kansas City, MO, 2006
- Cheerleader 2 years; Head Cheerleader 1 year
- Member, Fellowship of Christian Athletes

MILITARY, JOB/PEACE CORPS

Usually military service is inserted under either employment or education if you acquired substantial training while serving in the military. The same would be true for the Job or Peace Corps. Place relevant experience, education, and skills acquired under those sections.

REFERENCES

References should be placed on a separate sheet. An example of the suggested format is provided in Chapter VII. Chapter VII also discusses the appropriate format for a salary history and when it is appropriate to include information regarding previous earnings.

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ESSENTIALS AND EXAMPLES IN RÉSUMÉ PRESENTATION

❖ Attractive Appearance and Format

If you were going to sell your car, what would you do first? Would it be to make the car look as good as possible by washing and detailing it? Well, the same principle applies to selling yourself and your talents. The résumé is designed to market you to a prospective employer, resulting in your being called for an interview. The way to do that is to present a résumé that is professional in appearance. It's not difficult to do this in an age of word processors and laser printers. With very little effort, you can use the major word processing programs, Microsoft Word and Corel WordPerfect, to help you look good on paper if you take advantage of the features available in these programs. If you don't have a personal computer at home, try your public library or computer lab at the community college.

The major software programs have features that will assist you to:

- Automatically center text horizontally and vertically (use the block or select copy feature and then use the centering feature).
- Place text in italics, **bold**, or underline (use the block or select copy feature and then the text formatting feature).
- Use bullets (like those that appear at the left margin), or symbol and Wingdings font sets (■, ♦, →), to emphasize and bring attention to important material on your résumé.
- Place material (such as dates of employment) adjacent to the right margin—known as the “flush right” or “align right” feature.
- Use a horizontal line to separate sections of the résumé—the first résumé example separated the address from the objective with two horizontal lines (Figure 1.1, Chapter I).

Using these features adds greatly to the attractiveness of your résumé; so does the absence of spelling and grammatical errors (see the “Error Free” section in this chapter). Both major software programs possess features that check the spelling of *most* words, but not all—remember, company and individual names won't be checked. These programs also have tools that assist in correcting punctuation and grammatical errors.

Another way to make your résumé more attractive is to use substantial “white space.” This term means to leave white or blank areas before and after printed

text. Maybe you have seen a large company use an entire page in a newspaper for an advertisement and then place only *one word* on the page. Everyone who looks at that page will be drawn to the one word—usually a company or product name. White space around text causes one to focus on the text. The more white space you place around a section of your résumé, the greater the reader’s focus.

The following example taken from the qualifications section in Figure 1.1 (Chapter I) illustrates this concept. Note how the achievements stand out in the first example that follows when substantial white space is placed before and after each of the bulleted items. Then compare it to the second example and note the lack of white space and how very little seems to stand out—but rather runs together.

QUALIFICATIONS

- Associate Degree and Certificate of Completion in Business Office Occupations.
- Three years’ experience in retail customer service and internship in high school administrative office.
- Excellent word processing skills (examples available); MS Office Suite including Outlook.
- Bilingual—read, write, and speak fluent Spanish.
- Chosen as leader of college business club.
- Office skills include: 10-key by touch, type 48 WPM, and work well with peers on team projects.
- Industrious and dependable—missed only one school day in the last year.
- Quick learner—able to grasp instructions accurately and complete tasks as requested in a timely manner.

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- Industrious and dependable—missed only one school day in the last year.
- Quick learner—able to grasp instructions accurately and complete tasks as requested in a timely manner.

❖ Well Organized

How should you organize the material on your résumé? We'll bet you can already answer that question—the most important information related to the position you are seeking appears at the *top of the page*. Ninety-nine percent of the readers of this book should have résumés that are *one page* in length. You will recall that the sections of a résumé are normally as follows:

- HEADING (your name, address, and so on centered one inch from top of page)
- OBJECTIVE/FOCUS (on third line below last line of heading and usually at left)
- QUALIFICATIONS
- EDUCATION (sometimes education and employment appear in reverse order)
- SKILLS (if applicable to your résumé)
- LICENSE(S) & CERTIFICATION(S) (if applicable)
- EMPLOYMENT
- ORGANIZATIONS/ACTIVITIES (if applicable)

This format is considered to be professionally appropriate and will normally be used. However, there are many variations of this format. You will see a few examples in Appendix 1 that, although very similar to this format, will have a greatly different appearance. They illustrate how the appearance and content of a résumé can vary a bit after you have a number of years of experience. You may also become creative in your layout or have a certified résumé writer assist in the preparation of your résumé. For now, the format presented in this part will serve you well. Your biggest challenge will be to write it with a high degree of professionalism. Do it well and you will receive more than your share of interviews.

❖ Word Processed and Laser/Inkjet Printed

Certainly you will want to use a word processor. By using a word processor and saving to disk (making a copy on a floppy disk, CD, or memory stick), you will have a permanent copy of your résumé that you can

- modify for a specific position.
- change and add to in the future as your experience/training accumulates.
- retrieve from the computer and quickly modernize, using the tools available on most word processors.

Also, we strongly suggest that you use a laser or inkjet printer to provide printing quality that has a professional look. If you don't have one with your

PC at home, place a copy of your résumé on disk or CD and go to your local copy store and ask them to print it using a laser printer.

❖ Error Free

The résumé should contain *no spelling, typographical, grammatical, or punctuation errors!* The way to avoid errors is to use the tools in the word processing program, have several knowledgeable friends and teachers review it, and ask a potential employer to review the résumé and make suggestions for improving it. When you ask a prospective employer to review it, you are asking this employer for help without putting any pressure on him or her for a job. This is a good way to network with likely employers without putting demands on them. Good writing comes from rewriting many times. Write it, sleep on it, and then rewrite again and again. It takes time, but the result will be well worth it.

Remember, employers use résumés to assess the qualifications that you possess, but they also use résumés to *screen out* candidates whom they think will not make good employees. One way they do this is to eliminate those who make spelling, typographical, grammatical, and punctuation errors in their application materials. Notice the words “application materials.” You can prepare a great résumé, but if you make a glaring mistake in spelling in the cover letter, employment application, or other preliminary employment documents, it becomes a strong negative factor.

❖ Brief—One Page

Yes, keep it short. You can find people who write résumés daily for professional people with 1 to 35 years of experience, and the majority of these résumés are one page in length, occasionally two, and sometimes more for senior executives or academics with advanced degrees. If professional people with that much experience can get their résumés down on one page, we are sure that most of the readers of this résumé guide can also confine it to one page.

Employers are busy, often reviewing between 30, 40, or 100 résumés for an open position. When they receive large numbers of résumés, they spend only a very short time looking at the candidate’s qualifications. Thus, if you have your best “stuff” in the qualifications section of your résumé and it appears near the top on a one-page résumé, it stands the best chance of being noticed.

❖ Specific Statements Regarding Accomplishments/Skills

Do you know what the word *fluff* means? When describing résumé contents, fluff means the résumé contains a lot of generalizations, but very few specifics. Employers want to see *specific accomplishments or skills* stated in the résumé.

The following are examples of the “right way” and the “wrong way” to list accomplishments in the qualifications section of a résumé:

RIGHT WAY

- Graduated seventh in a class of 60, and was named “Outstanding Interior Design Student” in 2006.
- Knowledgeable regarding air conditioning/heating installation, maintenance, troubleshooting, controls, ducting, and systems balancing.
- Experience using Windows XP, Excel, Quick Books, WordPerfect, and Famous Bookkeeping software.
- Completed 6 years of formal Spanish training—speak, read, and write fluently.
- Excellent communications and human relations skills—completed Dale Carnegie Course in 2006 and named Employee of the Month in December.

WRONG WAY

- Received many honors during my college program.
- Possess substantial skills regarding air conditioning and heating equipment.
- Am familiar with most types of PCs and software.
- Bilingual—speak Spanish.
- Get along well with staff at work.

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Style refers to the way you write or present your qualifications in the résumé and other marketing documents that you prepare. You will note that the examples of résumés that appear later in this chapter are all one page in length. They are written with brevity to maximize “punch.” In other words, they are written to show your strengths in the least amount of space utilizing *action-oriented* words—words indicating achievement or active participation in projects in work-related activities.

How do you write with punch? First, you write using the first person (“I”), but you only assume or imply the pronoun “I” in your statements regarding your qualifications, employment, and so on; you do not actually write or include “I” in the statement. An example from Rafael Cortez’s résumé appearing in Figure 1.1 (Chapter I), states: “Associate Degree and Certificate of Completion in Business Office Occupations.” What is assumed or implied in the qualifications statement is that the résumé writer has an Associate Degree and Certificate in Business Office Occupations. Because the style for résumés should be *brief* and written in *first person*, rather than saying “I have an Associate Degree and Certificate in Business Office Occupations,” the writer simply implies the “I have an” portion of the sentence. Thus, write only *Associate Degree and Certificate of Completion in Business Office Occupations*. This style of writing takes a little practice but is not difficult.

Action words are verbs that communicate *positive acts* (action) and achievement on your part. In the same résumé (Figure 1.1 in Chapter I), the following was written in the employment section of Rafael Cortez’s résumé:

- Completed 5-month internship in busy administrative office.
- Prepared correspondence and newsletter using MS Word.
- Assisted in data entry, scheduling appointments, routing phone messages on multi-line telephone system.
- Translated for Spanish-speaking parents.
- Performed filing tasks—alphabetical and numerical.

Note that all of the bulleted items begin with “action words,” that is, the verbs: *completed*, *prepared*, *assisted*, *translated*, and *performed*. These are all words showing positive action taken and achievement on the writer’s behalf. In writing résumés and cover letters, it is best to use, in addition to those already mentioned, action words such as:

achieved	earned	initiated
increased	improved	planned
originated	reduced	trained
organized	presented	cultured
produced	arranged	created
customized	implemented	designed
installed	built	promoted

Omitting articles is also essential in good résumé writing. Articles are *the*, *a*, and *an*. They are omitted primarily to keep your résumé brief and to the point. Note the following example from Cortez’s employment section, which contains no articles:

- Completed 5-month internship in active administrative office.

In normal writing style, we would write a sentence as follows: *I completed a 5-month internship in an active administrative office.* But to give it punch and keep it brief, the “I,” “a,” and “an” were omitted.

❖ Sample Résumés—Eischen’s Simplified Format

The examples (Figures 2.1 through 2.7) of résumés for career-entry applicants that follow are intended as illustrations of the simplified résumé format discussed earlier. Check these sample résumés for the key components of a résumé: *attractive appearance*, *well-organized*, *word processed*, *laser/inkjet printed*, *error free*, *one page in length*, and *specific regarding accomplishments/skills*.

Figure 2.1 System Network Technician

HENRY YEE
1214 E. Oleander Ave ♦ Sacramento, CA 94230
(916) 845-3626 ♦ hyee@yahoo.com

FOCUS **SYSTEM NETWORK TECHNICIAN**

QUALIFICATIONS

- Associate in Applied Science Degree in Microsoft and Cisco Networking Technology.
- Earned Network+ and A+ Certified Technician status.
- Hands-on experience troubleshooting and repairing computers in office with 800 nodes.
- Knowledgeable regarding MS Windows NT, XP, 2000, 98, and DOS operating systems.
- Proficient in configuring and troubleshooting computer hardware: desktop and laptop units, routers, servers, and workstations.
- Able to effectively communicate with non-technical staff members regarding IT issues.
- Software program knowledge includes: MS Office, Publisher, Visual Basic/Java, and Corel Draw.
- Achievements: 100% Attendance Award, Dean's List recognition, and 3.97 GPA.

EDUCATION

Associate Degree in Applied Science, Microsoft and Cisco Networking Technology
Heald College, Sacramento, CA, 2006
GPA: 3.97 on 4.0 scale

SKILLS

- Experience installing, configuring, and managing servers, workstations, routers, switches, domains, and networks of various sizes.
- Ability to diagnose and resolve connectivity and configuration conflicts with peripherals and other computer hardware devices.
- Modify workstation clients and printers to connect via network while configuring TCP/IP, IP Address, Default Gateway, and DNS settings.

EXPERIENCE

Technology Internship (360 Hours) **2005**
McClatchy High School, Sacramento, CA

- Diagnosed and resolved computer/network-related problems in large network system with 800 stations.
- Installed and configured operating systems and numerous applications, for example, GroupWise, PowerSchool, Norton Ghost, and Deep Freeze.

Figure 2.2 Medical Assistant—Front Office

MADLINE M. MOSCONI
8712 E. Peach Ave ■ Chowchilla, CA 93612
(559) 298-3626 ■ mmm1412@yahoo.com

FOCUS **MEDICAL ASSISTANT—FRONT OFFICE**

QUALIFICATIONS

- Associate Degree in Applied Science – Medical Assisting.
- Software applications and familiarity: Medical Manager and Microsoft Word, Excel, PowerPoint, and Access.
- Externship experience included: scheduling appointments, greeting patients and placing in examination room, taking vitals and recording data in patient’s chart, filing, and cashiering.
- Familiar with medical records, terminology, and anatomy.
- Clinical procedures training and experience: taking vital signs, suture removal, urinalysis, and administering oral vaccines.
- Office skills include: keyboarding, 44 WPM; hands-on training in billing, collection, and bookkeeping; and use of multi-line phone systems.
- Good people skills with ability to relate to patients of various cultures and languages.

EDUCATION

Associate Degree in Applied Science – Medical Assisting **2006**
Heald College, Fresno, CA,
GPA: 3.82 on 4.0 scale

CLINICAL SKILLS

- Phlebotomy, Pharmacology, EKG Documentation, and Clinical and Laboratory procedures.
- Coding, ICD-9 and CPT, Medical Transcription and Terminology.
- Hematology (CBC – Cholesterol and Glucose).

EXPERIENCE

Medical Assistant Externship (160 Hours) **2005**
Chowchilla Medical Center, Chowchilla, CA

- Scheduled appointments, filed patient charts, answered multi-line phone system, made notations on charts, set up examination rooms, stocked pharmacy sample room, completed lab forms, kept track of flu vaccinations, and called in prescriptions.

Cashier **2004–2005**
Beacon Mini-Mart, Madera, CA

- Received payments/made change for gasoline and merchandise; processed credit card transactions, reconciled cash drawer, prepared deposits, stocked shelves, and cleaned store.

Figure 2.3 Marketing Assistant

RAMONA E. BROOKS
1218 E. Montecito, Apt. 19
Fresno, CA 93707
(559) 225-0404
reb500@hotmail.com

OBJECTIVE

MARKETING ASSISTANT POSITION

QUALIFICATIONS

- Associate Degree in Business Administration, Marketing emphasis.
- Three years of customer service experience in retail settings.
- Computer/software skills: Dreamweaver, Corel Presentations, and MS FrontPage, Word, Excel, and PowerPoint software; keyboarding speed: 50+ WPM.
- Excellent problem-solving ability: work well under pressure, and creative in the use of graphics and drawing—freehand and with custom software.
- Interact well with coworkers and management—completed courses in human relations, communications, and supervision.
- Accounting and bookkeeping skills: payroll, accounts payable, and receivable, payroll taxes, bank deposits, and reconciliation of bank account.

EMPLOYMENT

Cosmetic Counter Manager **2005 to Present**
J. C. PENNEY, Fresno, CA

- Earned “All Star” award for consistently meeting or exceeding monthly and yearly quotas.
- Plan and implement special promotions which include flyers, advertising copy, and special displays.
- Process orders, product returns, and resolve customer service concerns.

Payroll Assistant **2003–2005**
TWELFTH STREET COUNTER SERVICE, Everett, MS

- Utilized computer accounting system to prepare payroll, accounts payable/receivable, and bank reconciliation.

EDUCATION

Associate of Arts Degree in Business Administration **2006**
Fresno City College, Fresno, CA

- Maintained 3.2 GPA while working full time.
- Earned 100% of living and education expenses.

Activities: Alpha Gamma Sigma (Fresno City College Honor Society)
 Treasurer, Students in Free Enterprise (SIFE)
 Volunteer, Ronald McDonald House

Figure 2.4 Dental Hygienist

KRISTEN A. KHAM, RDH

9619 N. Pineapple Way
San Francisco, CA 93786

(408) 299-1798
kakham@sfusanfran.edu

FOCUS

*CAREER DENTAL HYGIENIST POSITION REQUIRING DEDICATION TO
PREVENTIVE DENTISTRY, STRONG INTERPERSONAL SKILLS,
AND EXPERIENCE IN A DENTAL PRACTICE*

QUALIFICATIONS

- Associate of Science Degree in Dental Hygiene and licenses/certifications for local anesthesia, radiation, curettage, dental assisting, and CPR.
- Dental hygiene experience (more than 1,000 hours) in clinical setting where full range of prophylaxis and patient care was provided.
- Prior experience as Back Office Dental Assistant—assisted in general dentistry practice prep work setup and breakdown of operatories, cements, crowns, and providing patient information regarding postoperative care.
- Commended for demonstrating initiative in back office duties; has recently received year-end bonus.
- Excellent human relations/people skills—completed communications and team building seminar for enhancing relationships with patients and peers.

EDUCATION

Associate of Science Degree, Dental Hygiene 2006
San Francisco City College
San Francisco, California
Honors:
Dean's Medallion Award (placed in top 10% of graduating class).
Dean's List: 3.87 GPA on 4.0 scale.

EMPLOYMENT

Dental Hygiene Clinical Practice, 1,000 Hours 2006
San Francisco City College Dental Hygiene Clinic
San Francisco, California

Dental Assistant, Back Office (part-time) 2003–2005
Harold P. Martin, DDS

- Assisted with general dentistry procedures: extractions, crown preparation, setup and breakdown of operatories, patient postoperative care, and patient education.

PROFESSIONAL LICENSES/CERTIFICATES/AFFILIATIONS

California Board of Dental Hygiene License	Local Anesthesia, Nitrous Oxide & Curettage Certified
Dental Radiology License	American/California Dental Hygienists' Association
CPR Certificate	Bay Area Dental Hygienists' Association
Dental Assisting Certificate	

Figure 2.5 Brake/Front End Specialist

LOLO E. CONTRERAS

4545 W. Martin Luther Blvd.
Selma, CA 93786
(559) 297-7274
leccontr@yahoo.com

OBJECTIVE

BRAKE/FRONT END SPECIALIST—CAREER POSITION

QUALIFICATIONS

- Brakes, Suspension, and Steering Certificate awarded, 2006.
- Completed 600 hours of hands-on training in:
 - Alignment (Thrustline and Total Four-Wheel)
 - Power Drum and Disc Brakes, plus introduction to ABS theory
 - Suspension and Steering Repair, CV Boot/Joint Service, and Axle Maintenance
- Received instruction regarding precision measurement, fasteners, cable fitting, wiring, friction and anti-friction bearings, work orders, and cost/job estimating.
- Equipment used in training included:
 - Hunter J-111
 - Computerized off-the-car balancers
 - On-the-car balancers
 - AMMCO Drum and Rotor Lathe
 - Specialty tools and hydraulic presses

EDUCATION

Certificate of Completion, Brake, Suspension, & Steering 2006
Vocational Training Center, Fresno City College
Fresno, California

- Completed certificate program four weeks ahead of schedule.
- Received instructor recommendation upon completion of program.

EMPLOYMENT

Brake Service Specialist (Part-time) 4/2005–Present
Elmer's Superior Brake Service
Fowler, California

- Employed weekends and evenings while completing brake and suspension training.
- Began at minimum wage and received two hourly wage increases.
- Work includes servicing brakes and suspension systems on commercial vehicles and farm equipment.

AFFILIATIONS

Member, Fresno County Automotive Repair & Mechanics Association
Member, Classic Chevrolet Car Owners Association

Figure 2.6 Paralegal

SCOTT R. ALMADEN
3029 Pacheco Avenue
Sacramento, California 95608
(916) 560-3298 – scralm84@aol.com

FOCUS *PARALEGAL—articulate, poised legal professional with substantial education and experience in procedural law and research*

SUMMARY OF QUALIFICATIONS

- > **Areas of education and experience:** Legal Research and Writing, Discovery and Trial Preparation, Deposition Summation, Subpoena Preparation, Litigation, Law Office Practices, Torts and Contracts, Criminal Law, Business Law, and Business Organizations.
- > **Computer skills:** IBM computer environment with Windows, MS Word Suite, and WordPerfect—Legal Mode. Experienced in performing legal research (Internet) utilizing California governmental databases and LexisNexis.
- > **Degree:** Associate of Arts Degree and Certificate of Achievement in Paralegal Studies, Fresno City College.
- > **Strengths:** Highly motivated and focused with excellent communication and organization skills.
- > **Languages:** Read, write, and speak fluent Spanish.

PROFESSIONAL EXPERIENCE

Field Representative **2005 to Present**

WEST COAST LEGAL SERVICES, San Jose, California

- Maintain satellite office in Fresno for service of legal documents to residents in Central Valley.

Library Clerk **2004–2005**

MCCORMICK, BARSTOW, STEPPARD, & CARRUTH, Fresno, California

- Maintained law library, ensuring that most recent cases and other legal resources were included in firm’s legal collection.
- Performed limited legal research and assisted staff with word processing.

Office Assistant – Office of Admissions and Records **2002–2004**

FRESNO CITY COLLEGE, Fresno, California

- Extensive interaction with students regarding admission, financial aid, and transcripts.

Field Representative **2001**

DOCUMENT COPY SERVICE, San Francisco, California

- Served legal documents for clients and maintained Fresno office.

EDUCATION

Fresno City College, Fresno, California
Paralegal Certificate of Achievement and Associate of Arts Degree in Liberal Studies, 2005
Accomplishments: Academic scholarship recipient, Fall, 2004; Dean’s List, 2004 and 2005

Figure 2.7 Bookkeeper/Accounting Clerk

GUDDI P. DHILLON
9118 Lumont St., #104
Vancouver, WA 81729
(415) 612-4187
GPD122@aol.com

OBJECTIVE

CAREER POSITION AS BOOKKEEPER/ACCOUNTING CLERK

QUALIFICATIONS

- Associate of Science Degree in Accounting.
- Completed 34 units of accounting to include: *Computer Accounting, Tax and Auditing, and Cost Accounting.*
- Performed all bookkeeping functions for 85-unit apartment complex while attending school full time.
- Experienced in converting manual bookkeeping system to computer applications without downtime or significant problems.
- Knowledgeable regarding:
 - Accounts Payable/Receivable*
 - General Ledger Entries*
 - Financial Statements*
 - Quarterly and Annual Payroll Tax Reporting*
 - Obtaining credit information regarding prospective clients*

EDUCATION

Associate in Science Degree in Accounting May, 2006
Clark College, Vancouver, WA
GPA: 3.7 on a 4.0 scale
Dean's List, three semesters
Member, Accounting and Finance Association

SKILLS

- Familiar with accounting and spreadsheet software (QuickBooks, Excel, Peachtree).
- Operate 10-key by touch.
- Well organized—complete projects accurately and in timely manner.
- Good listener and able to follow directions with minimum follow-up.

EMPLOYMENT

Bookkeeper/Assistant Manager 2005–Present
Sea Cliff Apartments
Vancouver, WA

- Prepare payroll, bank deposits, financial statements, tax reports, and period-end reports.

SKILLS

LICENSES & CERTIFICATIONS

EMPLOYMENT

ORGANIZATIONS & ACTIVITIES

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YOUR NAME

Your Address

OBJECTIVE

QUALIFICATIONS

EDUCATION

SKILLS

EMPLOYMENT

EXERCISE 2.1

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YOUR NAME

Your Address

OBJECTIVE

QUALIFICATIONS

EMPLOYMENT

EDUCATION

ORGANIZATIONS & ACTIVITIES

EXERCISE 2.1

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YOUR NAME

Your address

Your phone and e-mail

FOCUS

QUALIFICATIONS

EDUCATION

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SKILLS

EMPLOYMENT

PROFESSIONAL LICENSES/CERTIFICATIONS/AFFILIATIONS

RÉSUMÉ FORMATS, STYLES, AND APPLICATIONS

❖ Introduction

As you are probably aware, résumé formats, like most things in life, are changing with advances in technology. Today an employer may, upon receipt of your résumé, use a computer-related machine to scan and store your résumé for possible consideration at a later time.

It is also common for a prospective employer to ask you to either e-mail or fax a copy of your résumé. You can e-mail a résumé in a number of formats. One of the most common is attaching a word-processed document (usually Microsoft Word or Corel WordPerfect). You simply send (attach) a copy of the file that contains your résumé. You can also convert your word-processed résumé to a different type of file (ASCII, RTF, or PDF) and then attach or append it to the e-mail.

As your career progresses, you may need to change the format of your résumé slightly. After you have three or five years of experience, it is advisable to emphasize the experience section of your résumé to a greater extent. The type of résumé format that puts more emphasis on your work history is called a *chronological* résumé. Should you wish to change career fields after 10 years, you may need to develop what is termed a *functional* résumé, a résumé that emphasizes skills, not work history. Both of these types of résumés are discussed and/or illustrated on the following pages.

❖ Scannable Résumés

Employers who recruit large numbers of new employees each year often use a scanner (computer-related hardware) that reads your résumé and stores its contents in a database to be quickly accessed if needed. Thus, the term “scannable résumé” has originated in the last few years—meaning a résumé that is prepared in a format ready to be scanned into a computer.

If you are submitting your résumé to large corporations like General Motors, Sears Roebuck, PG&E, Coca-Cola, Circuit City, Kaiser Permanente, or Intel Corporation, it will probably be scanned. It will be processed by a machine that will place it, along with hundreds or thousands of other résumés, in a database. When a department within the company needs a particular position filled, the database is searched for key skills or characteristics required of the position to be filled. The search is conducted by the computer hunting for *key words* in the résumés that are in the database. If the position to be filled is that of a machinist, in addition to the word machinist, key words such as: *tool and die, set up and operate conventional and special-purpose machines, fabricate metallic and*

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nonmetallic parts, blueprints, specifications, determine tolerances of finished work piece, cutting tools, mills, lathes, jig borers, grinders, shapers, micrometers, height gauges, and gauge blocks, the number of years of experience, training on a certain manufacturer's equipment (Cincinnati Vertical with autofeed), schools attended, and where the applicant lives may all be part of the key word search of the résumés on file. If your résumé has the required skills and characteristics for the job, it will be identified as one to be further reviewed to determine whether your qualifications are a good match for the position to be filled. It will then be printed and sent to the department needing the machinist. If the qualifications on your résumé look good to the supervisor of the department, you may receive a call to come in for an interview. When this occurs, you should bring a presentation copy (professional-appearing copy as discussed and illustrated in the previous chapter) of your résumé, updated if appropriate, with you.

Here are some additional tips on preparing a scannable résumé. Your résumé should always contain a qualifications section. However, in a résumé to be scanned it is best to focus on placing terms in the qualifications, skills, and employment sections of your résumé that are commonly used and referred to in your occupation, like the ones referred to in the preceding example for a machinist. Some résumé writers even suggest using a “key words” section, although we do not. The main focus in preparing a résumé—for scanning or otherwise—is to do your homework regarding the skills needed for the position. Find out the kinds of products, software, equipment, skills, and procedures that are commonly used in your occupation. Then be sure that you include these in the qualifications, skills, or employment section of your résumé. The scanning computer will pick them out regardless of where they appear in the résumé.

If you believe your résumé is to be scanned, it is best to:

1. Use white or very light-colored paper.
2. Use a TrueType font such as Arial or Times New Roman, point size 10 to 14.
3. Place your name in single line on each page of the résumé.
4. Avoid using graphic lines, boxes, graphics, underlining, italics, and special symbols (solid bullet is OK).
5. Use an “align left” line setting (ragged right edge); avoid “align right” as it squeezes letters.
6. Send either an unfolded copy of your résumé or a computer-faxed copy to the employer.

❖ Faxing Résumés

You may need to fax your résumé to a prospective employer. The employer may telephone and ask you to “fax your résumé” immediately. If this is the case, and you don’t have a fax machine available, simply go to the local print/mailbox shop (such as Kinko’s), supermarket, or drugstore. Most of these have fax machines for hire; usually the cost is approximately one dollar per page. Again, a résumé that is on white paper will fax with a cleaner look. After you have sent the fax, send a copy of your professional-appearing résumé on good quality paper via the U.S. Postal Service.

❖ Résumés Sent as Attachments

You may need to attach your résumé to an e-mail message. To attach a word processing file containing your résumé to an e-mail message, first open your e-mail program. After typing a brief message to the prospective employer stating the position for which you are applying and that you are attaching your résumé to the e-mail, simply use the attachment feature of the e-mail program to add the file containing your résumé.

Format your résumé so that it can be transmitted easily via e-mail and will appear at its destination in the same format as you sent it. To do this, minimize formatting enhancements such as graphics, lines, and unique fonts to avoid problems on the receiving end.

Another way of sending your résumé via an attachment is to provide a digital copy of your résumé using PDF formatting. Adobe Acrobat, a software program available at most schools, is unique in that it literally takes a picture of your résumé that enables you to send an *exact* copy of your résumé—including any graphics, lines, symbols, and so on. It is the most accurate way to have an employer receive exactly what you sent. Adobe also has a program called Adobe Reader that is free for the asking, and can be downloaded in few minutes. This program enables one to open and read a file that is in PDF format.

❖ Posting Résumés on Job Boards or Company Sites

You are probably beginning to see web addresses with the suffix “.jobs”; this is a new, approved suffix for use by employers to indicate job-posting web addresses. This should make it easier for job seekers to go directly to a company site that has job postings. For example, rather than go to Dell Computers’ main web address, <http://www.dell.com>, and then try to locate the job postings within the main site, you may in the near future find Dell’s job openings listed under <http://www.dell.jobs>. This web address suffix was just approved by Iann, the nonprofit group that oversees Internet addresses.

If you are considering posting your résumé online to gain greater national exposure, this is how you do it. We will use Monster.com, the largest online job board, as an example. You must first establish an account with Monster.com as a “job seeker.” This will require obtaining a user name and password. After that is accomplished, you can then review job postings and place your personal résumé on their site.

Three methods are available to post your résumé on their site: “Build a Résumé”; if you choose this method, you are asked to write your résumé online by writing information about yourself in the sections provided. A second method is “Copy and Paste Text”; this permits you to take material from an existing résumé (preferably in an ASCII or “Plain Text” format—to be explained later) and paste it verbatim into the appropriate sections. The third method is “Attach an Existing Résumé”; this mode enables you to place an entire Microsoft Word file containing your résumé online with Monster. For the latter, the only limitations are that it must be done in Word 97 or later, the layout/formatting will not be retained, and you will be unable to edit the résumé online.

Most other corporate or institutional sites use one or more of these three methods. As will be further discussed in Chapter IX, your authors believe it is more productive to post to company sites and diligently develop your networking skills.

❖ Converting Your Résumé to ASCII Format

Sometimes you may wish to include your résumé as *part* of an e-mail message (not as an attachment) that you are sending to a prospective employer. Some employers prefer that your résumé be included in an e-mail as they are reluctant to open attachments because they may contain viruses. Also, you might want to post your résumé to some of the job banks or corporate databases discussed earlier. To do this it is suggested that you convert your résumé to what is known as ASCII or Text Only format. An ASCII-formatted résumé looks like the one in Figure 3.1.

Converting to ASCII or Text Only formatting will remove all the frills from your résumé. This means *all the formatting enhancements such as bold, italics, underlining, bullets, tab stops*, and so on will be eliminated. When you remove all the bullets, tab stops, and so on, the résumé often becomes longer and may require two pages. Don't be concerned about the length; when sending a résumé via e-mail, length is of little consequence.

Next, you will need to create this revised (or plain) résumé in a separate file and in a different file format using your word processing program. Begin by opening your résumé in your word processing program. Now click "Save As" in your word processor and select "Plain Text" (in WordPerfect, select "ASCII DOS Text") as the file type in which to save the new format. We also suggest you rename the file using a name that reflects that it is your "very plain" ASCII/Plain Text résumé. After saving the document in this format, you will need to open the document and observe all the changes that have been made—most of the formatting has disappeared. You will then need to tweak it: make some changes by placing the name of the job you are seeking at the very top of the résumé, above your name, placing double spaces between sections of the résumé, and using only keys on the keyboard (*, +, >, -, ~) to enhance or highlight parts of the résumé (see example). Capitals can be used effectively. Also you will need to shorten the line to 60 spaces or five inches. Another thing that you need to do is to hit the Enter or Return key after each line so that you have hard returns after each line. After making these changes and again saving your document, select or block the copy and paste into an e-mail. Try sending an e-mail to yourself and see if the résumé needs any further tweaking. Remember, this type of résumé is to be included within the e-mail, not attached to the résumé. Last, you will need to save the "Plain Text" résumé again. Reopen the résumé and note that all the changes have remained except the line spacing, which has reverted to the initial settings. Note the example on the next page (Figure 3.1). This is the same résumé that appeared on page 31, Chapter IV.

Figure 3.1 ASCII/E-mail Résumé

MARKETING ASSISTANT POSITION

RAMONA E. BROOKS
1218 E. Montecito, Apt. 19
Fresno, CA 93707
(559) 225-0404
reb500@hotmail.com

QUALIFICATIONS

- * Associate Degree in Business Administration, Marketing emphasis.
- * Three years of customer service experience in retail settings.
- * Computer/software skills: Dreamweaver, Corel Presentations, and MS FrontPage, Word, Excel, and PowerPoint software; keyboarding speed: 50+ WPM.
- * Excellent problem-solving ability: work well under pressure; and creative in use of graphics and drawing—freehand and with custom software.
- * Team player; interact well with coworkers and management—completed courses in human relations, communications, and supervision.
- * Accounting and bookkeeping skills: payroll, accounts payable and receivable, payroll taxes, bank deposits, and reconciliation of bank account.

EMPLOYMENT

Cosmetic Counter Manager
2005 to Present
J. C. PENNEY, Fresno, CA

- > Earned “All Star” award for consistently meeting or exceeding monthly and yearly quotas.
- > Plan and implement special promotions, which include flyers, advertising copy, and special displays.
- > Process orders, product returns, and resolve customer service concerns.

Payroll Assistant
2003–2005
Twelfth Street Courier Service, Everett, MS

- > Utilized computer accounting system to prepare payroll, accounts payable/receivable, and bank reconciliation.

EDUCATION

Associate of Arts Degree in Business Administration, 2006
Fresno City College, Fresno, CA

Maintained 3.2 GPA while working full time.
Earned 100% of living and education expenses.

Activities:

- Alpha Gamma Sigma (Fresno City College Honor Society)
- Treasurer, Students in Free Enterprise (SIFE)
- Volunteer, Ronald McDonald House

❖ Chronological/Functional Style Résumés

In discussing résumés and how they should appear, you may be asked if your résumé is formatted chronologically or functionally. The authors are not so concerned about your remembering these terms. However, if you are taking a course in résumé writing, your instructor may want you to know these terms and the difference between each of these formats.

A *chronological* résumé emphasizes your employment history. It is organized in reverse chronological order—the last job appearing first. Thus, the name “chronological” means that your former jobs appear in reverse chronology, according to dates of employment.

This type of format is used if you have substantial employment background and have remained in the same occupation. For example, assume you began work right out of school as a payroll clerk and have been in that occupation for 15 years. Now assume that the company you worked for has been sold and you need either to reapply or seek work elsewhere. In this instance it would be best to use a chronological résumé format in the preparation of your résumé because long-term employment in the same occupation is considered a strength. In essence, *after stating your objective and qualifications* in the résumé, it would be appropriate to list your employment in reverse chronological order.

What about the *functional* format? This type of format is used when you don't have a long work history or you are moving into a different occupational area than the one in which you are currently working. Using the preceding example, if after 15 years as a payroll clerk you decided to seek employment as a forest ranger, you need to have something more going for you than 15 years of payroll experience. Hopefully, you have been attending school at night to study forestry management and zoology, and you've joined the Sierra Club. And maybe you have been a State Master Hiker who has explored significant mountain ranges and other National Forest preserves during vacations or while on leave from your employer. In this situation you would place your education and the activities that relate to employment with the forest service *after the objective and qualifications section* of your résumé.

Both types of résumé formats focus on putting your most relevant qualifications nearest the top of the résumé, and remembering to list *only* the skills, education, knowledge, and qualifications that are important in qualifying you for that job.

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