

What is a résumé?

Your résumé is your primary marketing tool. The purpose of a résumé is to get an interview. Employers request résumés as a structured method to prescreen job candidates for the required skills, experience and abilities needed for a specific job opening.

An effective résumé focuses on the wants and needs of the employer. The goal of your résumé is to tell the employer how your experience, knowledge, abilities and skills meet the specific needs of the job opening.

Do I really need a résumé?

The answer is simple – YES! If you do not have a résumé, you may not get an interview. Without a résumé, the employers at a Job Fair or other recruitment event may not be willing to speak with you about your skills and work experience.

Your résumé will compete with other résumés. In round one of the screening process, employers scan your résumé and compare your qualifications with the qualifications for the job opening. To compete for an interview, your résumé needs to include, at a minimum, your skills, past work history, and your education.

For an interview in a highly competitive industry or higher-level position, your résumé will need to focus on your accomplishments, highlight your strengths, include a format appropriate for the position and a summary of your market value, a headline, and emphasize what you can do for the employer.

Are you sending a résumé to employers and not getting interviews? Look carefully at your résumé. If you do not get the interview, your résumé is not doing its job.

What type of résumé do you need?

The answer to that question depends on the type of work you are seeking. Everyone needs a basic résumé that includes current skills, past work history, and your education. If you do not have a résumé start with a basic résumé and ask your Employment Specialist or a Customer Service Representative for additional information for a recommendation for a résumé workshop to attend to meet your needs.

If you need help with your résumé, attend a workshop. Our workshops, and/or premium services, can help you update a résumé to address your specific needs and challenging circumstances. We can advise you on matters such as limited work experience, changing careers, veterans – converting military experience into civilian terms, ex-offenders, too many jobs, gaps in employment history, contract or short-term assignments, returning to the workforce after raising a family, other unique situations, or presenting your skills to find a new second career after retirement or job loss.

Do's for a résumé

- Do include your name, address, phone number, & email address on your résumé
- Do make sure your résumé is error free – no typographical, spelling or grammatical errors
- Do list your skills, qualifications, and accomplishments in a primary position on your résumé
- Do target your résumé to the position by including all skills and qualifications that are relevant to the position
- Do select an appropriate format that includes a clean, professional appearance and an easy to read font
- Do make sure your résumé is brief, well organized, and focused on the position for which you are applying

Don'ts for a résumé

- Do not include a date; you should put a date on your cover letter, not your résumé
- Do not include personal pronouns such as "I" in your résumé
- Do not include abbreviations in the body of your résumé
- Do not include availability (Wait until the interview or job offer to discuss this point)
- Do not include personal information such as height, weight, social security number, driver's license number, race, religion, marital status or political affiliation
- Do not include miscellaneous details such as salary requirements, salary desired, supervisor's name and title, marital status, number of children, hobbies or sports interests

RÉSUMÉ WORKSHEET

The purpose of this worksheet is to help you gather and write down the information needed to create and type your résumé.

This worksheet is required if you plan to attend any ValleyWorks Career Center Résumé - related workshop **or** if you are seeking assistance with your résumé from staff at a ValleyWorks Career Center location.

Let us begin to assemble the basic information needed in your résumé. Please fill in all of the blanks within the worksheet. Be sure the information is **accurate**. You will use this information to develop or enhance your résumé. Take the time to look up anything you are not sure of: dates, locations, proper titles, or the correct spelling, etc.

Desired Salary (amount you want to earn per/ hour, week, month): _____

Employment Goal or type of work you are seeking: _____

Industry in which you are seeking work: _____



Skills:

List any skills you have that help you do the type of work noted above:

TIP: Look up your job title on *O*NET*, an occupation database at <http://online.onetcenter.org> to get help to identify your skills. Reviewing old job descriptions is another source of job skills.

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Transferable Skills*:

List any skills you have developed in school or in other positions that may help you in a new position.

TIP: Use the TORQ program to find transferrable skills. Ask for a TORQ Code and Self-Start Handout flyer or attend a workshop to create your Personal Employment Plan (PEP) in TORQ.

- | | | | |
|-------------------------------------|--|--|---|
| <input type="checkbox"/> Filed | <input type="checkbox"/> Handled Cash | <input type="checkbox"/> Collected Money | <input type="checkbox"/> Set Up Equipment |
| <input type="checkbox"/> Supervised | <input type="checkbox"/> Gathered Data | <input type="checkbox"/> Made Deliveries | <input type="checkbox"/> Met Deadlines |

_____	_____
_____	_____
_____	_____
_____	_____

*Transferable skills are skills you learned or used in another position or job that may help you in your next job or career.

Personal Attributes or Characteristics: These may be important to an employer. Think about the traits you may have that an employer would find desirable.

Check those that apply and be sure to add others to the list. You may wish to use these attributes or characteristics as you develop a summary statement.

<input type="checkbox"/> Work well with others	<input type="checkbox"/> Dependable
<input type="checkbox"/> Honest	<input type="checkbox"/> Friendly
<input type="checkbox"/> Enthusiastic	<input type="checkbox"/> Independent Thinker
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Computer Skills or Other Technical Skills: Technology skills, at least basic computer skills, are used in jobs at all levels in today's workplace and may be important to an employer. If you need to learn basic computer skills, improve or upgrade your computer skills, review the Valleyworks Career Center Events Calendar for computer related workshops. You can also seek assistance from the staff at a Valleyworks Career Center to sign up for our computer training workshops, use our Self-Paced Learning Lab or Resource Room to learn new skills or update your current skills.

Check the computer skills you have and be sure to include your computer skills in your résumé.

<input type="checkbox"/> MS Word	<input type="checkbox"/> MS Access	<input type="checkbox"/> QuickBooks
<input type="checkbox"/> MS Excel	<input type="checkbox"/> PowerPoint	<input type="checkbox"/> _____
<input type="checkbox"/> Email	<input type="checkbox"/> Outlook	<input type="checkbox"/> _____

Other Skills: Everyone has skills. Review job openings and list any other skills you have that may be important to an employer. **List any other skills that might help you on a job.**

TIP: Review old job descriptions and performance evaluations, ask friends, co-workers, teachers or look up your job title on O*NET, an occupation database, at <http://online.onetcenter.org> if you need help to identify your job skills. Also, the TORQ program is another resource for discovering your skills. Attend a TORQ Workshop or get the instructions and a start code at the Membership Desk.

_____	_____
_____	_____
_____	_____
_____	_____



Work Experience: Employers are interested in the type of work you are doing or have done and the name of the companies where you worked, when you worked for that company, and often the industry in which you gained your experience can be important. Résumés that do not include this information may be screened out without an interview.

You may wish to list only your last four (4) jobs or your work history for the last 10 to 15 years. If you need additional space, use additional paper.

Your most recent work experience should be listed first!

Position, Title or Job you did: _____

Required for Workshop: O*Net Summary Report for this position. To obtain go to <http://online.onetcenter.org>, in the upper right corner, enter your job title, print the results, staple to this worksheet.

Company Name: _____

City/State (location where you worked): _____

Dates Employed From: _____ To: _____
Year (When job started) (When job ended) **Year**

List the main duties you performed and the responsibilities you had in this position.

List at least two accomplishments and the business results of each accomplishment. A business result is how you improved or influenced the business, such as you saved money, increased revenue, increased sales, improved production, increased safety, or other business improvement as a direct result of your work.

Earlier work experience

Position, Title or Job you did: _____

Required for Workshop: O*Net Summary Report for this position. To obtain go to <http://online.onetcenter.org>, in the upper right corner, enter your job title, print the results, staple to this worksheet.

Company Name: _____

City/State (location where you worked): _____

Dates Employed From: _____ To: _____
Year (When job started) (When job ended) **Year**

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List at least two accomplishments and the business results of each accomplishment. A business result is how you improved or influenced the business, such as you saved money, increased revenue, increased sales, improved production, increased safety, or other business improvement as a direct result of your work.

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Company Name: _____

City/State (location where you worked): _____

Dates Employed From: _____ To: _____

Year (When job started)

(When job ended) **Year**

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Company Name: _____

City/State (location where you worked): _____

Dates Employed From: _____ To: _____

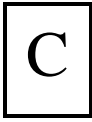
Year (When job started)

(When job ended) **Year**

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List at least two accomplishments and the business results of each accomplishment.

A business result is how you improved or influenced the business, such as you saved money, increased revenue, increased sales, improved production, increased safety, or other business improvement as a direct result of your work.



Education:

College or Vocational Training/Education

Degree/Certificate Completed: _____

Name of School: _____ City/State: _____

Major: _____

Graduated (list year, if in the last 3 years): _____ Class Standing/GPA: _____

Honors, Awards, Achievements or Activities: _____

High School

High School Diploma Yes No HiSet/GED Graduated (list year, if in the last 3 years): _____

Name of School: _____ City/State: _____

Honors, Awards, Achievements or Activities: _____

Other Training:

List any vocational training, on-the-job training, military training, or other formal training:

Name of Training School: _____

City/State: _____

Courses taken: _____ Dates From: _____ To: _____

Current Licenses or Certificates held: _____

List any vocational training, on-the-job training, military training, or other formal training:

Name of Training School: _____

City/State: _____

Courses taken: _____ Dates From: _____ To: _____

Current Licenses or Certificates held: _____

Other Training:

Note: For Military Training, see your Veterans Representative at ValleyWorks Career Center for helpful information.

List any vocational training, on-the-job training, military training, or other formal training:

Name of Training School: _____

City/State: _____

Courses taken: _____ Dates From: _____ To: _____

Current Licenses or Certificates held: _____

List any vocational training, on-the-job training, military training, or other formal training:

Name of Training School: _____

City/State: _____

Courses taken: _____ Dates From: _____ To: _____

Current Licenses or Certificates held: _____

D

Volunteer Activities, Boards, Service Organizations or Achievements:

E

List your most important achievements to date: _____



References:

Your references should be work-related. Prepare a reference page with the name, title, address and phone number of at least three people (these should be people whom you have worked with and are willing to speak about the quality of your work and your skills; or a teacher or landlord who are willing to speak about your character and your skills). **Family members should not be used as references.** Do not include anyone's name as a reference that you have not checked with first, or anyone who will not give you a good reference!

Name (Mr. Mrs. Ms. Dr.): _____

Job Title: _____

Company Address: _____

City/State: _____ Zip: _____

Phone # Day: _____

Phone # Evening or Mobile: _____

Email Address: _____

Name (Mr. Mrs. Ms. Dr.): _____

Job Title: _____

Company Address: _____

City/State: _____ Zip: _____

Phone # Day: _____

Phone # Evening or Mobile: _____

Email Address: _____

Name (Mr. Mrs. Ms. Dr.): _____

Job Title: _____

Company Address: _____

City/State: _____ Zip: _____

Phone # Day: _____

Phone # Evening or Mobile: _____

Email Address: _____

IF YOU DON'T GET THE INTERVIEW, YOUR RÉSUMÉ IS NOT DOING ITS JOB

Have you ever thought of your résumé as a personal marketing tool? If not, maybe it's time you do. Your résumé should be designed to excite potential employers by highlighting your most valuable skills and achievements. Get started by using our **valuable tips**.

VALUABLE TIPS:

USE NUMBERS

- Quantify your achievements by using facts and figures that demonstrate results, such as dollars saved, number of accounts managed or a number of people supervised.
- Spell out numbers 10 and under (one, two, three...nine) and use the numerical form for 11 (11,12,13...) and higher.

KEEP IT SIMPLE

- Make certain the job title you use is easily understandable by your reader (i.e., Tax Accountant vs. Accounting Specialist III) or provide a one line explanation of your role.
- Select familiar words. Do not use unfamiliar vocabulary,
- Use clear statements and short phrases.
- Include relevant keywords.

FOLLOW A RECOMMENDED FORM

- Instead of complete sentences, you may use short action phrases to list your accomplishments.
- Avoid repeating the same action verb.
- **Do not use personal pronouns.**
- When describing a current position, use the present tense and use the past tense when describing a past employment.
- Keep the length of your resume appropriate. Long resumes often go unread. One or two page is usual.
- Update your résumé every three months, even if you are not actively looking for a job.
- Maintain an electronic copy of your resume.
- Show your work experience for the last 10-15 years; include experience relevant to the position.

MAKE IT LOOK GOOD IN PRINT

- Use standard 8.5 X 11-inch paper.
- Soft colors such as white or beige are recommended, especially for scanning and copying purposes. Consider using high quality bond paper for a nice printed appearance.
- When mailing or delivering your resume use matching envelopes.
- Typeface should be easy to read (Times New Roman, Arial, and Tahoma). Avoid the fancy script-like fonts. Use black ink.
- Font-size should be 11 -12 points.
- Highlight section headers with boldface type for printed résumé.
- Be consistent by single spacing for individual sentences and double spacing between sections.
- Make sure your margins are consistent for the top, bottom, left and right. A one-inch margin is recommended.
- When printing your résumé, use high quality paper with a watermark, be sure the watermark is right side up and facing the same direction of the printing once printed.
- Consider mailing your résumé in a 9 X 12 inch envelope to avoid folding your résumé.

TIP: Attend Online Job Applications, Resumeography or Resume Critique to learn more about electronic résumés.

WHERE TO FIND ADDITIONAL ASSISTANCE TO IMPROVE YOUR RÉSUMÉ

Once you have completed this worksheet, below are a few suggestions on what to do next:

ATTEND A RÉSUMÉ WORKSHOP

ValleyWorks Career Center has many options to assist you. You can attend one or all of our workshops about résumés. Review the workshop descriptions online at www.valleyworks.cc, pick up a Workshop and Events Calendar, or ask a staff person to help you select the best workshop to meet your needs.

If you are new to résumé writing or have not written a résumé in many years and need help with a résumé you may want to attend one or all of the workshops on résumés.

- **Résumé Basics Workshop** is designed to help anyone who has completed a résumé worksheet, create a basic one-page résumé. During the workshop, you will use an MS Word software to draft a basic one-page résumé and draft a reference page. You can use the basic one-page skills-basics page résumé to contact potential employers. Depending on the type of job you are seeking, the draft can also be a foundation document you can take to the next level to create a more competitive résumé.
- **Resumeography Workshop** is design to help you learn to build a resume quickly by using the RésuméMaker® software program. It is a facilitator led workshop.
- **Résumé-Write It Right Workshop:** Be prepared! Come ready to write. Get help gathering & deciding on the best words & information to place on your résumé before you type your résumé & send it to employers.
- **Résumé Writing Beyond Basics Workshop** is designed to help anyone with a typed résumé completed during a Résumé Basics Workshop or on their own, update or improve the résumé. The goal is making your résumé more competitive and fine-tuning your résumé. A wise man once said, "*there is not a résumé on paper that could not be improved*". In this workshop you identify how to highlight your skills and experience, select the best format for your selected job search focus, compose a summary statement, develop accomplishment statements and enhance your résumé overall to compete in today's marketplace. This workshop includes tips on handling unique career transition situations.
- A **Résumé Critique** is designed to provide one-on-one feedback on your résumé. It offers feedback and suggestions you can make to enhance your résumé. **This is a \$30.00 fee based service.** If interested in this service, contact the front desk to set an appointment, provide a copy of the résumé to be critiqued, and pay the fee to secure an appointment.

RÉSUMÉ SOFTWARE

- **RésuméMaker®** software is available on selected computers in our Resource Room and in our Self-Paced Learning Services Lab. This software helps you create a résumé using the tools many professional Résumé Writers use to create résumés, or draft a résumé using RésuméMaker software in our Resumeography workshop. RésuméMaker software provides help with phases and formats to target specific jobs, and specific industries. You can enhance an old résumé, update your current résumé, as well as create a new résumé or quickly change the look of a résumé. This powerful software can also help with cover letters, prepare for an interview or salary negotiation, and search for job opportunities.
- **WinWay®** The WinWay Software is available in our Self-Paced Learning Services Lab. This software helps you create a résumé, cover letters, prepare for an interview and search for job opportunities.

USE OUR RESOURCE ROOM

- **RésuméMaker®** Software is available on selected computers in our Resource Room. Check with the Resource Room Desk Representative to get started using this software. The software will guide you through the steps to create a résumé, save the résumé to your electronic storage device, print it, and help you create unique cover letters to mail, email or fax with your résumé to possible employers.
- Selected computers in our Resource Room are equipped with Internet access and the résumé resources on the Internet are almost limitless. Our computers have MS Word to help you draft and complete a résumé on your own, if you prefer to do so.

SELF-PACED LEARNING SERVICES

- ValleyWorks Career Center offers Self-Paced Learning Services for those customers who are looking to enhance or increase their computer program knowledge. You have the opportunity to learn over 40 different programs such as Microsoft Word, Excel, Outlook, Access, Publisher, and PowerPoint. We offer these programs in the most updated version from Microsoft, which is version 2010. Quickbooks 2011, Dreamweaver CS5 and Photoshop CS5 are among other programs available. You will use a program called **Professor Teaches**.
- Other programs to help our customers are **GED Contemporary** for those studying to pass HiSet [formally GED] exams or if studying for the TABE Test.
- **Mavis Beacon** program will teach you to be familiar with the keyboard and become a better typist.
- If you need to learn English or improve your English speaking and writing skills then the **Rosetta Stone** program is available during our Learn English with Rosetta Stone Workshops in our computer lab. Rosetta Stone says: "Our proven method works because it gets you speaking right from the start by connecting words, pictures and meaning - building bank of language you'll never forget."

THE "WOW" FACTOR WORKSHOP

- While attending this workshop you will learn how to develop a powerful and convincing statement about your skills and abilities. You ask "Why do I need this statement?" First it answers a possible interviewing question: "tell me about you". Secondly, you need to quickly tell people in your network what value you bring to an employer so they can recommend or refer you to jobs in the hidden market. Finally, this statement is a solid foundation for the summary statement of your resume. If you do not have an influential introduction, then sign up for The "WOW" Factor Workshop.

TORQ Transferrable Occupational Relationship Quotient

- This tool is designed to assist you in discovering skills used in your current or last job where you may easily transfer your skills, knowledge and abilities. The TORQ program uses the O*Net database of occupations developed by the Department of Labor. TORQ compares your skills to other occupations and will define any differences in skills, knowledge and abilities. TORQ will also give real time job postings that match your skills, knowledge abilities and experience. TORQ is easy to use. Each screen has a help video that explains and shows you how to use TORQ.
- How do you get started? There are two choices. You can attend a TORQ workshop. Or you can start today. Go to the membership desk in either Lawrence or Haverhill and ask for the TORQ Self-Start instructions and a code to set up your TORQ account and continue using TORQ.

Action Verbs:

Read the list of action verbs below, checking those skills you have demonstrated through internships, part-time or summer jobs, coursework, leadership experience, or community service. Try to incorporate some of these action verbs in the descriptions of your experiences on your resume.

This is by no means an exhaustive list.

Management Skills

analyzed
assigned
consolidated
contracted
coordinated
developed
directed
evaluated
executed
improved
increased
organized
oversaw
planned
prioritized
produced
recommended
reviewed
scheduled
supervised

Research Skills

clarified
collected
critiqued
diagnosed
evaluated
examined
extracted
identified
inspected
interpreted
interviewed
investigated
organized
reviewed
summarized
surveyed

Communication Skills

arranged
authored
collaborated
convinced
developed
directed
drafted/edited
formulated
interpreted
mediated
moderated
negotiated
persuaded
promoted
publicized
reconciled
recruited
translated
wrote

Technical Skills

assembled
built/calculated
computed
designed
devised
engineered
fabricated
maintained
operated
overhauled
programmed
remodeled
repaired
solved
upgraded

Teaching Skills

advised
clarified
coached
communicated
coordinated
developed
enabled
encouraged
evaluated
explained
facilitated
guided
informed
instructed
persuaded
stimulated
trained

Creative Skills

acted
created
customized
designed
developed
directed
established
founded
illustrated
initiated
instituted
integrated
introduced
invented
originated
performed
planned
revitalized

Clerical or Detail Skills

approved
arranged
catalogued
classified
collected
compiled
dispatched
executed
generated
implemented
inspected
monitored

Financial Skills

allocated
analyzed
appraised
audited
balanced
budgeted
calculated
computed
developed
forecasted
managed
marketed
planned
projected
researched

Helping Skills

assessed
assisted
clarified
coached
counseled
demonstrated
diagnosed
educated
expedited
facilitated
familiarized
guided
motivated
referred
rehabilitated
represented

operated
organized
prepared
processes
purchased
recorded