

RESUME WRITING WORKBOOK



*IT'S A BEAUTIFUL THING
WHEN A CAREER AND A PASSION
COME TOGETHER!*

WELCOME TO RESUME BUILDING

A MESSAGE FROM THE DIRECTOR Alicia Middleton



Congratulations on taking your first step in preparing for your career. Resume building is the most important step in getting that dream job. This presentation will not be an average resume writing presentation.

Designed with you in mind, our office decided to take a different approach by having a hands on experience that will not just focus on the general do's and don'ts of writing a resume BUT will enable you to design a resume template.

That's right, if you don't have a resume, you will have the start of one at the end of our session today! Section by section, you will begin to build the framework of this EXTREMELY important document under the guidance of one of our trained professionals.

With all this help being provided today, we highly suggest that you visit us today so that your resume is completed and printed on resume paper. Yes, it's that simple. The staff of Career Educational Planning Services will assist you throughout your entire academic/career path and our services are available even after graduation. THAT'S RIGHT, our office will provide you with career services for the rest of your life.

We promise to do anything in our power to help you be successful; starting today with your resume. So please, do not hesitate to visit us at any time during our office hours to jumpstart your career!

"It's a Beautiful Thing when a Career and a Passion Comes Together" ~unknown~

Before Getting Started

The Purpose of a Resume

The main purpose of a resume is to get you an interview. It serves as your initial contact with employers. Emphasize your strong points, make sure to highlight the skills posted in the job description. Express your uniqueness and individuality in the skills and qualifications you highlight.

Some Pet Peeves of Hiring Managers/Recruiters

There are many 'pet peeves' of hiring managers and recruiters. First of all, check for spelling errors and poor grammar, it must sound professional. Don't make it too duty-oriented, highlight your accomplishments as it relates to the job description. Make sure your contact information is current and complete, they need to be able to contact you. Be consistent when it comes to the font, shading and colors you use. Keep your resume short, sweet, and to the point. Do not use paragraphs, this is not a biography but a synopsis, imaging your experience. If at all possible keep your resume to one full page, if it is necessary for you to have two pages, make it two full pages. If you are applying for *higher management, executive positions*, you may want to do a curriculum vitae (which can be longer than two pages). Do not apply for a jobs you are not qualified...this wastes both their time and yours. Keep personal information unrelated to the job to yourself (remember, short and sweet). Stay away from using the personal pronouns such as I and me. Watch your verb tenses; present, past, and future. Your resume should look good and be easy to read. Also, proofread, proofread, proofread!

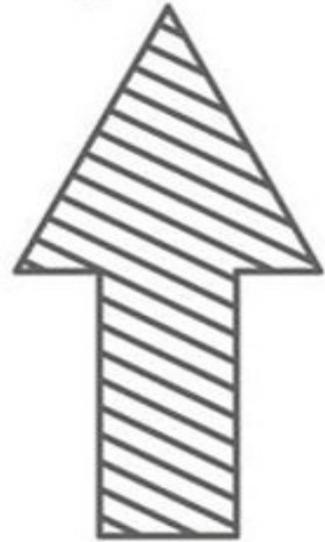
Before You Submit Your Resume

One of the things you need to think about before you submit your resume is your online image. What kind of online presence do you have? Check the social networking sites you belong to. Do they portray a professional image? Is it the kind of image employers are looking for in their employees? It is important to ask yourself these questions because employers ***WILL look for you!*** If your online image is not a professional one, make changes or disable your accounts before submitting your resume. Want to know what others can find out about you? Google your name, city/state and see what comes up.

You wouldn't want your
RESUME
to end up here



Join us for a
RESUME
Writing Workshop



PHOENIX
COLLEGE

SAMPLE RESUME

FIRST NAME LAST NAME

ADDRESS
PHONE
EMAIL

<https://www.linkedin.com/in/xxxxxxxx-xxxxxxxx-x123456x>

PROFILE

Pro-active and well-trained CyberSecurity Specialist with 5+ years of experience. Excellent written and oral communications. Capable of explaining complex software issues in easy to understand terms

EDUCATION

Phoenix College | Phoenix, AZ May 2017
Associates of Arts, Computer Programming
GPA: 3.0
Academic Honors/Achievements Dates
New Mexico Teaching Certification Dates

RELATED EXPERIENCE

2005- present

Company's Name | Any City, PA
Cyber Security Chief Engineer

- Lead a team of experts to define, analyze and ensure proper implementation of cyber security in software architectures for Aerospace products
- Provide technical leadership, guidance and assistance to development teams in the implementation of cyber security strategies and designs
- Establish and enforce cyber security standards for software architectures, including ensuring that security standards are properly addressed

OTHER EXPERIENCE

2011-2013

Pizza Hut | Mt. Pocono, PA
Server and Cashier

- Provided excellent patron experience through phenomenal customer service, evidenced by high number of regular patrons requesting to sit in my section
- Maintained safety procedures by following company's regulations and procedures
- Developed a process to efficiently deliver food to tables, which was later implemented by management

LEADERSHIP

- Freshman Programs, Coach
- Volunteer & Service Center, Volunteer

AFFILIATIONS

2012-2013

Public Relation Student Society of America
Professional Member

SKILLS

Experience in Mac, PC, Microsoft Office, Online Communities and Adobe Illustrator, Photoshop and InDesign.

LET'S GET STARTED

HEADER

FIRST NAME LAST NAME

123 Any Street, City, State 12345

505-123-4567

name12@gmail.com

<https://www.linkedin.com/in/xxxxxxx-xxxxxxx-x123456x>

- First Name, Last Name
Size 18/20 font, bold—anything to help it stand out
- Address / City / State / Zip
Size 11/12 font, unbold— for the rest of the resume
- Phone number
Professional voicemail. Make sure your name and/or number is stated in the greeting
- Email
Professional email—NO NICKNAMES
- LinkedIn URL—optional

Space to write your own header

WHAT IS A PROFILE STATEMENT?

The profile statement is a short powerful description that tells the employer why you are qualified for the job and what you have to offer THEM . The profile statement replaces the Objective statement (which would state what YOU were looking for), which is no longer considered proper 'resume etiquette'.

A comparison of Objective vs. Profile

Job Objective: To obtain a job within my chosen field that will challenge me and utilize use my education, skills and past experiences in a manner that will allow for future growth and advancement.

Profile: Highly skilled Cyber Security Engineer with three years publishing experience. Knowledgeable in implementing strategies and designs. Experienced communicator and team player.

EXAMPLES OF PROFILE STATEMENTS and/or PROFESSIONAL SUMMARIES

Proactive and well-trained Cyber Security Specialist with 5+ years of experience. Excellent written and oral communications; capable of explaining complex software issues in easy-to-understand terms.

Detail oriented IT professional with 10 years of experience as a software specialist and systems/network technician. Innovative problem solver; developed and implemented new service strategies to increase satisfaction.

Expertise with security and database information management tools. Highly capable of working with various types of networks. Strong verbal and written communication. Bilingual: English/Spanish.

Extensive knowledge of security vulnerabilities, solutions and risks in IT. Highly organized with top attention given to detail. Able to work independently or with a large team.

Student

Bachelor of Science undergraduate student majoring in computer software. Self-starter and quick learner. Versatile skills in computer programming, software and support specialist. Received multiple student excellence and high achiever awards.

WRITING A PROFILE STATEMENT

Three to four sentences describing characteristics that are detailed in the job's posting.

Example:

HELP WANTED

FOR IMMEDIATE EMPLOYMENT:
Computer Programming graduate with experience in implementing cyber security in software architectures. Must be enthusiastic and tech savvy. Willing to put in long hours.

Duties include:
Public relations in an open office where communication skills are important.
Competitive salary
With benefits.

PROFILE

Energetic, enthusiastic, and tech savvy computer programming graduate with 5+ years experience in implementing cyber security software. Excellent written and oral communications in explaining complex issues in easy to understand terms. Able to work independently and in large teams.

SPACE TO WRITE YOUR PROFILE STATEMENT

Hint: Make use of the action verbs listed on pages 9 & 10.

EDUCATION HEADING

EDUCATION

Phoenix College | Phoenix , AZ

May 2017

Associate of Science; Concentration: Computer Programming

GPA: 3.0

President's List

Fall 2015

President's List

Spring 2016

Certifications

CPR

May 2016

-
- State the **full name** of the institution
 - **Incorrect: PC**
 - **Correct: Phoenix College**
 - Expected graduation date—Extreme right
 - **List the date only, even if it is in the future**
 - State the proper name of your degree. What will it state on your diploma?
 - **Incorrect: A.A.S. in Business Admin.**
 - **Correct: Associate of Applied Science, Business Administration**
 - Be sure to list a concentration if you have one
 - List your GPA only if it is a 3.0 or above
 - Academic Awards
 - Dates awards received—Extreme right
 - Should I list “Related Coursework” underneath the Education heading?
 - **Only when requested or when you have very little job experience**
 - List all certifications and when you expect to or have received them

SPACE TO WRITE YOUR EDUCATION

EXPERIENCE HEADING

Company's Name | Any City, PA
Cyber Security Chief Engineer

2005- present

- Lead a team of experts to define, analyze and ensure proper implementation of cyber security in software architectures for Aerospace products
- Provide technical leadership, guidance and assistance to development teams in the implementation of cyber security strategies and designs
- Establish and enforce cyber security standards for software architectures, including ensuring that security standards are properly addressed

-
- Full company name—**Bold Font**
 - City, State—Regular Font—Same line as company name
 - Dates employed—Extreme right margin
 - Keep the date format consistent
 - Complete job title—*Italicized*
 - State job duties performed
 - Begin with an action word (watch for past vs. present tense)
 - Describe what you did
 - How or why you did it
 - Make sure you have three or more bullets
 - Other work experience: Usually not related (or less related) to the area of employment you are seeking. Highlight main accomplishments

WRITE AN EXPERIENCE BASED ON A POSITION HELD

Hint: Use the action verbs listed on the next two pages.

LIST OF ACTION VERBS FOR RESUMES & PROFESSIONAL PROFILES

Management/ Leadership Skills

administered
analyzed
appointed
approved
assigned
attained
authorized
chaired
considered
consolidated
contracted
controlled
converted
coordinated
decided
delegated
developed
directed
eliminated
emphasized
enforced
enhanced
established
executed
generated
handled
headed
hired
hosted
improved
incorporated
increased
initiated
inspected
instituted
led
managed
merged
motivated
organized
originated
overhauled
oversaw
planned
presided
prioritized
produced
recommended
reorganized

replaced
restored
reviewed
scheduled
streamlined
strengthened
supervised
terminated

Communication/ People Skills

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

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

Research Skills

analyzed
clarified
collected
compared
conducted
critiqued
detected
determined
diagnosed
evaluated
examined
experimented
explored
extracted
formulated
gathered
identified
inspected
interpreted
interviewed
invented

investigated
located
measured
organized
researched
searched
solved
summarized
surveyed
systemized
tested

Technical Skills

adapted
assembled
built
calculated
computed
conserved
constructed
converted
debugged
designed
determined
developed
engineered
fabricated
fortified
installed
maintained
operated
overhauled
printed
programmed
rectified
regulated
remodeled
repaired
replaced
restored
solved
specialized
standardized
studied
upgraded
utilized

Teaching Skills

adapted
advised
clarified

LIST OF ACTION VERBS FOR RESUMES & PROFESSIONAL PROFILES

coached
communicated
conducted
coordinated
critiqued
developed
enabled
encouraged
evaluated
explained
facilitated
focused
guided
individualized
informed
instilled
instructed
motivated
persuaded
set goals
simulated
stimulated
taught
tested
trained
transmitted
tutored

Financial/ Data Skills

administered
adjusted
allocated
analyzed
appraised
assessed
audited
balanced
calculated
computed
conserved
corrected
determined
developed
estimated
forecasted
managed
marketed
measured
planned
programmed

projected
reconciled
reduced
researched
retrieved

Creative Skills

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

Helping Skills

adapted
advocated
aided
answered
arranged
assessed
assisted
cared for

clarified
coached
collaborated
contributed
cooperated
counseled
demonstrated
diagnosed
educated
encouraged
ensured
expedited
facilitated
familiarize
furthered
guided
helped
insured
intervened
motivated
provided
referred
rehabilitated
presented
resolved
simplified
supplied
supported
volunteered

Organization/ Detail Skills

approved
arranged
cataloged
categorized
charted
classified
coded
collected
compiled
corresponded
distributed
executed
filed
generated
implemented
incorporated
inspected
logged
maintained

monitored
obtained
operated
ordered
organized
prepared
processed
provided
purchased
recorded
registered
reserved
responded
reviewed
routed
scheduled
screened
set up
submitted
supplied
standardized
systemized
updated
validated
verified

More Verbs for Accomplishments

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

The following headings are used if you are lacking work experience

LEADERSHIP, AFFILIATIONS, AND SKILLS HEADINGS

LEADERSHIP

- American Red Cross, Blood Bank Volunteer
- Aztec Baseball Association, Assistant Coach

-
- Activities/Volunteer Work

SPACE TO WRITE YOUR LEADERSHIP

AFFILIATIONS

Phi Theta Kappa 2015-2017

Member

American Trucking Associations 2012-2013

Professional Member

-
- Organizational Experience/Professional Affiliations/Clubs

SPACE TO WRITE YOUR AFFILIATIONS

SKILLS

Experience in Mac, PC, Microsoft Office, Online Communities and Adobe Illustrator, Photoshop and InDesign.

-
- One of the most important sections of your resume
 - Essential to customize these to be worded as closely as possible to the way they are in the job description

SPACE TO WRITE YOUR SKILLS

RESUME RUBRIC

REQUIRED FIELDS/ITEMS	
Contact Information	
<p style="text-align: center;">Meets Minimum</p> <ul style="list-style-type: none"> <input type="checkbox"/> Name (Largest font in the document) <input type="checkbox"/> Addresses (permanent and/or current) <input type="checkbox"/> Cell/Phone <input type="checkbox"/> E-mail address (use a professional e-mail) 	<p style="text-align: center;">Exceeds Minimum</p> <ul style="list-style-type: none"> <input type="checkbox"/> e-Portfolio link or Personal Webpage URL (to showcase significant projects and work products)
Education	
<p style="text-align: center;">Meets Minimum</p> <ul style="list-style-type: none"> <input type="checkbox"/> Name of college/university <input type="checkbox"/> Location of the institution (city, state) <input type="checkbox"/> Official name of your degree (e.g. Associate of Arts, not AA) <input type="checkbox"/> Expected Graduation date (month/year) <input type="checkbox"/> Major, minor, specialization and/or license spelled out <input type="checkbox"/> Study abroad (name of institution, dates-if applicable) 	<p style="text-align: center;">Exceeds Minimum</p> <ul style="list-style-type: none"> <input type="checkbox"/> Special coursework <input type="checkbox"/> Additional certifications, trainings, and/or professional development experiences <input type="checkbox"/> Courses or projects illustrations skills and knowledge related to your career objective
Experience	
<p style="text-align: center;">Meets Minimum</p> <ul style="list-style-type: none"> <input type="checkbox"/> List experience in reverse chronological order (most recent job or position first) under each section heading <input type="checkbox"/> Indicate the name and location of the employer or organization (city, state) <input type="checkbox"/> List your job title and starting and ending dates for each assignment (month/year or semester/year) <input type="checkbox"/> Use action verbs and specific examples to describe your key accomplishments and contributions; emphasize transferable skills and knowledge <input type="checkbox"/> Use verb tenses consistently-use past tense verbs to describe your previous positions responsibilities and present tense verbs for current jobs or positions <input type="checkbox"/> Do not use "I" statements or "Responsible for" 	<p style="text-align: center;">Exceeds Minimum</p> <ul style="list-style-type: none"> <input type="checkbox"/> Use different section headings to separate career-related experiences (e.g. relevant experience, teaching experience) from other work (e.g. college employment, work history) <input type="checkbox"/> Present your relevant experiences first, including internships in your field, student teaching, research projects, related employment, and volunteer experience <input type="checkbox"/> Quantify your accomplishments/results (e.g. increased sales 35% within six months)
Layout/Design	
<p style="text-align: center;">Meets Minimum</p> <ul style="list-style-type: none"> <input type="checkbox"/> Font size for body text is large enough to be easily read (10pt minimum) <input type="checkbox"/> Consistent style and layout throughout the resume <input type="checkbox"/> Organize the information from the most important and downward <input type="checkbox"/> Use either months for seasons for dates <input type="checkbox"/> Resume is one full page 	<p style="text-align: center;">Exceeds Minimum</p> <ul style="list-style-type: none"> <input type="checkbox"/> Resume design is consistent with professional practice (e.g. graphic design, biology, music) <input type="checkbox"/> Use the white space effectively for visual appeal
OPTIONAL RESUME ENHANCEMENTS	
Career Objective/Summary	
<p style="text-align: center;">General</p> <ul style="list-style-type: none"> <input type="checkbox"/> If used, the profile, the summary, and/or objective is clear (i.e. a specific position of job function desired, organization type is identified) 	<p style="text-align: center;">Enhanced</p> <ul style="list-style-type: none"> <input type="checkbox"/> Specific skills, knowledge or experience offered (e.g. supervisory experience, knowledge of educational technology, self-starter)
Activities/Services	
<p style="text-align: center;">General</p> <ul style="list-style-type: none"> <input type="checkbox"/> Official name of each organization offices or leadership roles <input type="checkbox"/> Dates of involvement <input type="checkbox"/> Do not use acronyms 	<p style="text-align: center;">Enhanced</p> <ul style="list-style-type: none"> <input type="checkbox"/> Highlight key accomplishments in leadership roles and skills and knowledge gained <input type="checkbox"/> Highlight transferable skills
Awards/Honors	
<p style="text-align: center;">General</p> <ul style="list-style-type: none"> <input type="checkbox"/> Official name for each honor or award <input type="checkbox"/> Official name of organization or group that conferred the honor or award <input type="checkbox"/> Month/year award receives 	<p style="text-align: center;">Enhanced</p> <ul style="list-style-type: none"> <input type="checkbox"/> Summarize scholarships (e.g. received 3 academic, 2 leadership, and 1 service learning) <input type="checkbox"/> Group awards by topic for readability <input type="checkbox"/> Consider including award/honors under different sections instead (e.g. Education-President's List, Work Experience-Employee of the Month)
Skills/Unique Qualifications	
<ul style="list-style-type: none"> <input type="checkbox"/> Languages (Level of proficiency) <input type="checkbox"/> Computer/programing (List languages, software) 	<ul style="list-style-type: none"> <input type="checkbox"/> Publications (Title; APA or MLA) <input type="checkbox"/> Military Service (Rank and Assignment) <input type="checkbox"/> Research Projects

SAMPLE COVER LETTER

Your Name

Home Address | City, State, Zip
Email Address | Phone Number

Date

(4 blank lines)

Employers Name
Position
Company Name
Address 1
Address 2
City, State, Zip

Dear _____

(1 blank line)

As a senior English/professional writing major graduating this May from East Stroudsburg University, I was very excited to find your Marketing, PR and Community Outreach Specialist program on ESU's Warrior Careers job board. I grew up in Philadelphia and am familiar with Northeast Youth Programs and the extraordinary service it provides to youth and families in Delaware County.

(1 blank line)

You will note on my enclosed resume, I have experience in various areas of public relations and marketing. My public relations internship with the American Red Cross of Delaware County provided me with the opportunity to work closely with a Board of Directors in a non-profit setting. I also worked daily with the director to plan, market, and execute the agency's largest fundraiser of the year: a benefit dance which raised over \$30,000. My duties included writing press releases and articles for the monthly newsletter, updating content on the agency website, soliciting donations from area businesses, maintaining a guest and the donor list in Microsoft Access, and communicating with vendors. Planning an event of this magnitude requires the ability to multitask, as well as excellent communication skills, close attention to detail, and the ability to work both independently and as part of a team. In addition to this internship, I had the privilege to serve as my sorority's Community Outreach Chair where I communicated and worked with both campus and community residents to organize volunteer activities for my chapter. I coordinated a small team of volunteers who organized a fundraising project netting over \$5,000 for a charity; the experience of creating both on-line and in-print campaigns further strengthened my public relation skills.

(1 blank line)

I am very excited about the possibility of working at Northeast Youth Programs and would appreciate the opportunity to meet with you to discuss my credentials. Please let me know if you need additional information or writing samples. I am available for an interview at your convenience. Thank you for your time and consideration.

(4 blank lines for signature)

Sincerely,

Your name

Home Address
City, State, Zip
Phone Number
Email Address

(2 blank lines)

Enclosure

Before you start writing, review the internship/job posting to determine the needs and requirements of the position or program. In your letter, make every effort to show the connections between your qualifications and their needs/requirements.

The header of the cover letter and your resume should be the same. Copy and paste it.

Address your letter to the person who is responsible for short-listing the resumes for the position that you are applying for. Find out that particular person's name and address the letter to them.

Formatting Tips:

In the **opening paragraph**, catch the reader's attention with a strong first sentence. Be sure to include:

- The position or program for which you are applying
- How you heard about the position
- Why you are interested in this particular position, program or organization

Formatting Tips:

In the **Second paragraph** and possibly the third, explain:

- How your skill, knowledge, and/or experience can relate to the position requirements or qualifications
- What you can contribute to the organization and how you can help them meet their goals or support their mission

Formatting Tips:

In the **Closing paragraph**, reiterate your interest in the position/organization

- Make a request for an interview
- Thank the reader for his/her consideration

Insert a digital signature

Include your contact information with the closing under your name.

Type the word Enclosure to indicate that you have included your resume.

STAFF

Alicia Middleton, Director
Julie Plombon, Career Coach
Branco Roebbers, Assistant
Nyesha Qaasim, Administrative Assistant

HOURS

Monday – Thursday: 8:00 am – 6:00 pm

Friday: 10:00 am – 4:00 pm

Summer Hours:

Monday - Thursday: 8:00am - 6:00pm

Closed Fridays



PHOENIX
COLLEGE

1202 West Thomas Road
Phoenix, AZ 85013
Hannelly Center, 113
602-285-7420