

RESUME ADVICE AND TIPS



**Chatham-Kent
Ontario, Canada**

RESUME WRITING TIPS

A successful resume is one that compels a company to call you for an interview. It is more effective to prepare a resume targeted to a specific job, even if you have to change your resume for every company.

Purpose of a resume:

- To get your readers attention
- Capture interest
- Position yourself against the competition (including those who may be more qualified).
- GET AN INTERVIEW!

Remember that employers visually scan resumes very quickly, therefore it is important that your resume looks professional and dynamic.

HOW TO CAPTURE YOUR READERS ATTENTION!

Positioning of information is critical in capturing a reader's interest. You want to make sure that your name, address and phone number is centered on your page, bolded and is 1 to 2 sizes bigger than everything else. For example;

Hubert VanDengo
45678 Bottle Dr.
Chitcami, ON
N7J 8H8
Hubert_Vandengo@Hotmail.com

It is very important to choose headings that will attract the reader's attention. Use font size '12', 'Times New Roman' font style, bold your headings and ensure your resume is aligned properly. Bullets help the reader gather quick information from your resume. For example;

OBJECTIVE

To obtain a corporate accounting position that will allow me to use my financial and budget analysis skills.

EDUCATION

Bachelor of Science in Accounting, May 2005
Western University, London, ON, Dean's List

RELEVANT COURSEWORK

- Intermediate Accounting I & II
- Financial Accounting I & II
- Managerial Accounting
- Personal Income Tax

CHOOSING A FORMAT

1. **Chronological Format:**

The chronological style resume is the most common. With this format, your work experience is listed in reverse chronological order. Job duties and accomplishments are included with each position. This resume style works well for job seekers who have continuous employment and relevant work experience. **SEE EXAMPLE OF THIS STYLE IN THE BACK SECTION**

2. **Functional Format:**

The functional resume focuses on skills and is used for job seekers who have great transferable skills. This resume style is ideal for job seekers who are changing careers or who may not have direct employment experience for their targeted position. With this type of resume, transferable experience is listed and highlighted. **SEE EXAMPLE OF THIS STYLE IN THE BACK SECTION**

3. **Combination Format:**

The combination style resume includes a summary section to highlight skills and accomplishments. It also includes work experience in reverse chronological order **SEE EXAMPLE OF THIS STYLE IN THE BACK SECTION**



SECTIONS OF A RESUME

Heading:

The required heading at the top of the page should include your name, complete address, telephone number and email address.

Objective or Cover letter:

This section is optional but assists the employer in understanding which position you are applying. It should be a short phrase stating your current job objective. You can include a job title for which you are applying, competencies or skills you would like to use in your position. For example; “A sales position utilizing communication and organization skills.” If you decide to write cover letters then do not add an objective in your resume.

Summary of Qualifications or Profile:

This section is included directly below the objective if you choose to use a functional or combination style resume. A summary section is a great way to highlight your key skills, accomplishments, talents, or special knowledge related to the target job. For example; excellent verbal and written communication skills.

Education:

The education section should include your most recent diploma or degree or any educational background that will help you in the target job. You should also include where the educational institution is located, which date you finished or plan on finishing. If you have a degree, list it with your major and/or minor you achieved and any other multiple educational background you have. List most recent educational pursuits first and work backwards.

Experience or Work History:

The experience section will be set up depending on your resume style. (See examples) Work history should include job title, employer, city, province, and dates of employment. Job duties and accomplishments should be listed in phrases using action verbs in the resume format of your choice.

Additional Headings:

An additional heading should be included if you want to convey more information to the employer. These headings are dependant upon your education and career objective. Example of additional headings include: Computer skills, Volunteer work, Honours or Activities, Research skills

REFERENCE LIST

- Ultimately, your references can make or break your chances of obtaining a job
- A good reference can secure a new position and a bad one can ruin a great interview: always always always make sure your references are saying good things about you and are recent and relevant!
- Unless the employer specifically requests your references, do not include them with your resume, that includes letters of references
- When you arrive for an interview, be sure to have a copy of your reference list and any original letters of reference
- On your reference sheet, be sure to include YOUR name and telephone number: sometimes your list can become separated from your resume on employer's desks and you don't want to lose out on an opportunity if this happens
- When creating your reference list, ensure there is enough information for your potential employer to make a well informed telephone call
- Below is good example of this:

Donald Trump
President of Trump Towers
1234 5th Avenue,
New York, New York
555.555.5555

Marsha Brady
Former Supervisor of McDonald's
Chatham, ON
Home telephone 555.555.5555
Call between 10:00 a.m. to 2:00p.m.

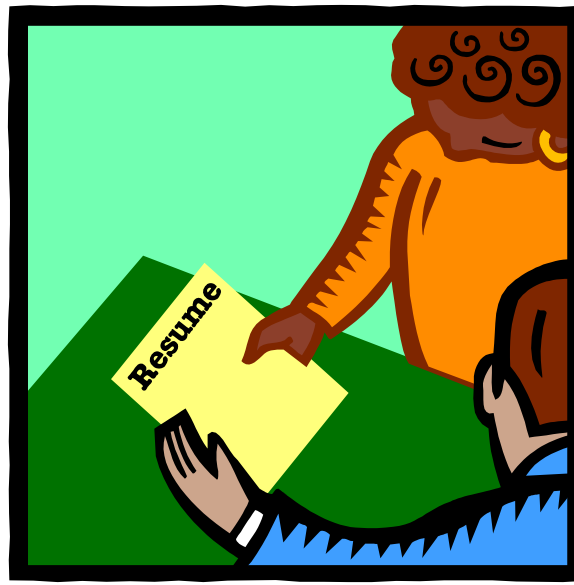


LETTERS OF REFERENCE

- Contact former employers to inquire if they can assist you with a letter of reference of your past work performance, however, give them an opportunity to decline your request if they are not comfortable
- An example would be “Tom, I plan on beginning a job search in the next month. Do you feel you know me well enough to provide a letter of reference about my management/leadership/accounting skills?” If they decline, be grateful that you have avoided using someone that would not give you a glowing review of your skills
- Don't limit letters of references from your current and past supervisors. Consider recommendations from colleagues you have worked well with, even a letter from someone who worked for you
- Always keep your original letters of references in good condition and forward only copies during your interview

FINAL RESUME CHECKLIST

- Type the resume in Arial or Times New Roman in 11 or 12 point size for text and name is 1-2 sizes larger.
- Limit your resume to one page if you can or two pages if you have a lot of relevant experience.
- The use of numbers instead of text for example “Raised over \$24 000 for Canadian Cancer Society”
- Make sure your resume is honest and accurate – never lie!
- Use indentations, Capital letter, Bolding, and bullets to effectively enhance important information.
- Adjust your resume to suit specific job/employers.
- Never include references unless otherwise stated by employer.
- Never include personal information such as age, marital status, a photograph, salary history or expectation and social insurance number.
- Generally include a cover letter with your resume, if not, add an objective
- **PROOFREAD! PROOFREAD! PROOFREAD!** Let several people including career service staff critique your resume.



Chronological Resume Sample

L I N D E N G L O V E R

555 Marina Del Ray Ave, Tilbury, ON 519.555.5555

SUMMARY OF QUALIFICATIONS

- **Computer Skills:** Microsoft Word, Excel, electronic mail, Internet research
- **Management skills:** responsible for staff up to 25 employees
- **Organized:** multi-task many jobs in a busy hospitality environment

EMPLOYMENT HISTORY

Park St. Place,

Kitchen Assistant

Chatham, ON

2003 - present

- Served meals to approximately 45 residents in a retirement resort
- Courteous, friendly service, assisting residents as well as staff
- Maintained a clean and orderly dining room by removing dinnerware, sweeping kitchen floors etc
- Sanitized kitchen and properly removed garbage
- Experienced washing dishes

Spitfire Grill

Customer Service

Chatham, ON

2001 - 2003

- Responsible for inventory control
- Accountable for bookkeeping and payroll
- Managed staff schedules for 25 employees
- Liaison with customers, assisted with menu choices for banquet functions

Starwood

Front Desk Clerk

Brandon, MB

1997 - 2001

- Maintained an inventory of vacancies, reservations and room assignments via inbound calls
- Answered enquiries regarding hotel services and registration by letter, telephone and in person
- Responded professionally to guests' complaints

Godfathers Pizza

Front Counter

Brandon, MB

1996 - 1997

- Handled telephone orders in a fast-paced restaurant
- Operated a cash register, accountable for balance at shift end
- Safe handling of food, making pizza and other items
- Janitorial duties as needed

VOLUNTEER WORK

United Way of Chatham-Kent

Chatham, ON

Volunteer

2002 – present

- Receptionist duties during committee meetings
- Co-ordinated volunteer lists and interests in an organized data base
- Assist at many fundraising events i.e. money collection, decorating, produce flyers

St. Agnes Separate School

Chatham, ON

Parent Volunteer

2002 – present

- Assist Grade 2 students with reading
- Organize pizza day, collect money and pay vendor

EDUCATION

St. Clair College

Chatham, ON

Computer Literacy certificate

2007

St. John's Ambulance

Chatham, ON

First Aid / CPR certificate

2007

Brandon Public Health

Brandon, MB

Food Safety certificate

2001

Mayuk Public High School

Winnipeg, MB

Grade 12 Diploma

Functional Resume Sample

Kassandra Robinson

555 Main St. Chatham, ON N9L 1A4 519.555.5555

Qualifications

- First Aid Certified, 2007
- Red Cross Babysitting Course, 2004
- Computer knowledge; proficient in Microsoft Word, effective Internet research skills, electronic mail and keyboarding
- Physically fit; sports oriented
- 5 years of babysitting experience with repeat families

Organizational Skills

- Created a filing system for over 100 record albums, categorized by music genres and then alphabetized
- Assisted with the ordering and counting of beauty supply inventory for a home based business
- Planned the day's events for a children's summer camp; 20 children from the ages of 6 – 10 years old
- Researched activities via the Internet and implemented games and innovative crafts
- Prioritize a busy school, homework, sport and volunteer activity schedule
- Janitorial work in an office building, responsible for vacuuming and dusting

Literacy Skills

- Received the Language Excellence Award in Grade 8
- Acted as a mentor for an English as a Second Language student, explaining school assignments and assisting with grammar and spelling correction
- Recognized for reading the most novels in a months' time (over 150 novels) in Grade 8
- Wrote and performed a speech on Martin Luther King Jr. at the Legion competition

Motivated

- Grade 8 Valedictorian
- Selected to co-direct and emcee two high school play productions
- Encouraged fellow students to volunteer time on the Alzheimer's ward at Riverview Gardens, long term care facility
- Chosen as the sole Chatham high school representative at a Montreal social awareness conference
- Responsible babysitter; prepare and clean up after meals, administer medication, involve children in fun and educational activities

Kassandra Robinson

555 Main St. Chatham, ON N9L 1A4 519.555.5555

Experience

Carrie Welch Caregiver	Chatham, ON July 2006 – present
Angie Wright Caregiver	Chatham, ON Oct 2005 – present
Riverview Gardens Recreational Volunteer	Chatham, ON Sept 2005 – present
Sandy & John Crawford Caregiver	Chatham, ON 2002 - present
St. Agnes Summer Camp Camp Counsellor	Chatham, ON Summer of 2005
St. Agnes Separate School Student Council Secretary	Chatham, ON 2003 – 2004

Education

Ursuline College Chatham Completed Grade 10, registered for Grade 11	Chatham, ON present
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Interests and Hobbies

- Summer Soccer League
- Reading a variety of books and novels
- High School play productions

Combination Resume Sample

Tanya Thompson

555 Happy Trails Lane, Chatham, Ontario, N7M 1X1 519.555.5555

PROFESSIONAL OBJECTIVE & PROFILE

A self-motivated, creative Retail Sales Supervisor with an open mind to new ideas, seeking a Management position that will provide a challenging opportunity for personal growth while contributing to the company's corporate objectives.

MANAGEMENT ACCOUNTABILITY

- Key holder: independently open and close store with duties including; counting/installing/removing self-check out cash boxes while being responsible for management of all staff and building operations during those times
- Inventory control: monitor existing purchase orders and decide which 'hosts buys' and regular stock to order to maintain prescribed inventory volumes

PLANNING

- Hired to build/stock/co-ordinate the opening of 6 departments in a new concept store for Home Hardware. Currently supervising 4 departments
- Managerial team mate that met a tight Grand Opening deadline with a new concept store that was unfamiliar to seasoned managers
- Adept to changing corporate priorities while maintaining daily sales targets and quality customer service
- Identify opportunities to meet forecasted department sales plans

PROBLEM SOLVING ABILITIES

- Responsible for organizing/testing Home Hardware's first drive-thru lumber department
- Handle volatile customer situations and find resolution in a timely manner by providing alternatives/substitutions with prompt client follow up
- Respond quickly to staffing issues by utilizing Supervisor Training Course guidelines and incorporating established techniques

SALES EXPERIENCE

- Organize 4 departments to offer the customer the best shopping experience i.e. attractive displays, knowledgeable staff and proper price points
- Effective use of product knowledge and sales skills to sell the customer 'the complete project'
- Utilize proven methods of selling and brainstorm ideas with Management Team to develop innovative marketing/sales strategies to increase sales and profitability
- Researched and developed the theme for an International Parts Web Site in 1995 to increase sales and market penetration, attracting international customers from as far away as the former U.S.S.R

SUPERVISION/TRAINING

- Monitor and report monthly/yearly associate reviews and ensure necessary training is completed
- Provide development coaching, sales role playing and associate performance improvement plans to ensure new and existing hires are meeting corporate expectations
- Authorize/amend computer generated staffing schedules to meet sales peaks and department priorities

ACCOMPLISHMENTS

- Received an Excellence Award from Home Hardware's Senior Management Team, recognizing 3 departments that made sales plan for 3 quarters in the opening year in Chatham
- Recognized for complete and excellent service via Home Hardware's 'Voice of the Customer'

EMPLOYMENT HISTORY

Home Hardware <i>Retail Sales Supervisor</i>	2005 – present Chatham, ON
Sunny Brook Automobile, <i>Service Consultant/Shop Supervisor</i>	2001 – 2005 Wallaceburg, ON
Navistar International Truck Assembly Plant <i>Assembly</i>	1997 – 2000 Chatham, ON

EDUCATION/TRAINING/CERTIFICATES

Home Hardware <i>WHMIS</i>	2005
Service Consultants College w/ General Motors of Canada <i>Pro Certification</i> (customer service/product knowledge)	2004
University of Windsor <i>Bachelor's Degree in Business and Commerce</i>	1994
Chatham-Kent Secondary School <i>O.S.S.D.</i>	1985