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Lawrence, MA 01840
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Northern Essex Community College
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Haverhill, MA 01830
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RESUME WORKSHEET



What is a resume?

- A resume is your primary marketing tool and its purpose is to get an interview.
- An effective resume is focused on the position for which you are applying.
- The goal is to show the employer how your skills and experiences meet the requirements of that position.

Do you really need a resume?

- The answer is simple – YES!
- Employers use resumes to compare candidates and choose who they will interview.
- Having a resume increases your chances of getting an interview.

What type of resume do you need?

- There are three types of resume styles: functional, chronological, and combination/hybrid.
- Knowing the type of resume to use that will highlight your skills and experience will help you attract more attention from potential employers.
- See below to determine which resume is right for you.

	What style should you use?			Why use this style?
Functional	New grads	No work experience	Limited work history	Focuses on skills, abilities, and/or education
Chronological	Solid work history	Worked at the same company and had different positions		Focuses on work history
Combination	Career changers	Gaps between jobs	Stay-at-home parents/Retirees/Veterans	Focuses on highlighting skills <u>and</u> work history

How long should a resume be?

- Most experienced job seekers will have a resume that goes onto a second page.
- One-page resumes are appropriate for: new grads, people with limited work history, people returning to work after an absence, career-changers, and people who didn't use to need a resume and do now because they are applying to jobs online.

Resume Basics

What should you write on the resume?

To get started, you need to know what your occupation is all about – for you AND the employer.

Try researching your occupation on <http://www.onetonline.org> to get inspired.

- In the upper right-hand corner, find Occupation Quick Search, type your occupation in the box, and click the arrow.
- A lengthy list of possible matches will come up. Choose the one closest to your job title.
- The results will include a summary of possible titles you may consider using on your resume or to research positions in a job search engine such as JobQuest, Indeed, or LinkedIn.
- There is also valuable information such as Tasks, Technology, Knowledge, Skills, Abilities, Work Activities, Education, Credentials, Work Values, Related Occupations, Wage and Employment Trends, and more!
- The more you know, the easier it is to write a confident resume!

Getting organized:

- Contact section:
 - Name: Proper given name rather than nickname, and middle initial if you have one.
 - Address: Your street information is optional. You do need to include city, state, zip.
 - Phone number: Just one, usually cell. Email address: Appropriate for business use.
 - LinkedIn URL: After you create or update your resume, update your LinkedIn profile. Once that is done, include the link on your resume.
- Summary or Profile section:
 - This needs to be focused on the specific job for which you are applying.
 - Indicate your title: You can choose the title that best expresses what you do.
 - Experience: You can put years of experience until the number of years would begin to “date” you. You may choose a phrase that will indicate your depth of knowledge such as “extensive experience” instead.
 - List industries in which you have worked to show the diversity of work environments.
 - Do you have a particular focus or specialty? This is the place to let employers know.

- Skills, competencies, or expertise section:
 - Putting your best skills up front where employers can spot them right away helps increase their interest in reading more about you.
 - Create columns that list the most important skills.
 - If you are concerned about which ones are important, read the job ad again, as the ad will usually point them out. You can also go to the www.onetonline.org for more info.
- Selected Accomplishments section:
 - Showing your success in previous jobs on your resume is a great way to hold the attention of a potential employer.
 - You can list accomplishments in a section all by itself OR you can indicate the successes in the Work History section under the job where the success occurred.
 - Want to make the most of your successes? State some statistics! Try using \$, #, or % to really make those achievements shine. Everyone has some of these, just think about how much you helped your prior employers.
- Experience or Work History section:
 - Type the company name, city, and state (may be put in bold).
 - On the same line, indicate the start and end dates of your employment.
 - List your title and the department or division, if that is important.
 - Using bullets, indicate the tasks you were responsible for, starting each bullet off with a verb that shows your participation in that task. (Ex: provided, managed, developed)
 - NOTE: The goal is to provide experience for the past 15 years. There may be situations where showing more than 15 years is appropriate.
- Education and Professional Development section:
 - Include type of diploma or degree, concentration or major, honors, name of school, city, and state.
 - If you graduated more than 5 years ago, omit the date of graduation.
 - Recent grads may put their education information right after the summary.
 - Indicate any professional training, coursework, seminars to show employers that you are keeping up with the industry and continually learning.

- Volunteerism and Community Involvement section:
 - This section is optional. If you choose to add it, simply list your level of involvement (member, chairperson, director), the organization's name, city, and state
 - Make sure the purpose of the organization is clear (building fund committee, team coach, road race committee).

Tips

- Make sure your resume is error-free – no typographical, spelling, or grammatical errors.
- Your resume needs to look clean, have a professional appearance, and be easy to read.
- Changing the font can breathe new life into your resume. It can be easier to read, open up the white space, and renew your interest in writing the document!
- While a resume is telling a story, it's different than writing a book. Personal pronouns such as I, me, our, you, theirs and so on, are not used in resume writing.
- You also can eliminate little words (articles) "the", "an", and "a".
- Borders, shading, and lines can be distracting, so it's best to keep the look clean. Using a line after your contact information is an exception to this.
- Use bold for emphasis rather than underlining or italics. Use it only for the important items.
- Since bullets on a resume are only parts of a sentence, they do not need a period at the end.

Applicant Tracking Systems (ATS)

This is a computer program that is attached to the online job application process. It is designed to scan the documents you submit, such as a resume and cover letter, and look for certain information the employer has indicated is important in finding the right candidate. There are different types of ATS and may be able to do any or all of the following:

- | | | |
|-----------------------|--|-------------------------------|
| • Verify education | • Keep companies in compliance | • Scan social media |
| • Verify credentials | • Screen/test potential candidates | • Verify employment |
| • Check references | • Review resumes and applications | • Check driving record |
| • Schedule interviews | • Integrate with background check provider | • Confirm right to work in US |

Alex Chi

135 Elm Street, Lawrence, MA 01841 978-342-1212 alexchi@gmail.com

Summary

Customer Service professional with more than two years of experience, specializing in the service industry. Expert at understanding customer needs and finding the best solutions. Known to be analytical, great listener, and organized. Capable of being both individual contributor and team player. Dedicated and dependable.

Skills and Abilities

MANAGEMENT

- Ability to comprehend customer's situation, assess needs, and locate or create suitable resolution to ensure customer satisfaction
- **Achievement:** Received Outstanding Customer Service Award for **98% rating** based on customer satisfaction survey

SALES

- Use math skills to analyze and fully understand organization's product and services to meet and exceed expectations
- **Achievement:** Exceeded sales goals 4 consecutive quarters, averaging **125% of goal**

COMMUNICATION

- Experience addressing diverse demographics and disseminating information accordingly
- **Achievement:** Created basic product and service **FAQs in 5 languages**, including English, Spanish, Haitian Creole, Chinese, and Khmer (Cambodian)

LEADERSHIP

- Known for great work ethics and high level of integrity as example to co-workers
- Use listening skills, mentoring, and trainings to assist in growth of fellow associates
- **Achievement:** Awarded "Top Team" prize for best outcome in collaboration exercise, scoring **96 (out of 100) – highest score** in competition's history

Experience

ABC Company, Lawrence, MA

2017 – 2018

Customer Service Representative

- Conferred with customers about company products and services
- Entered orders, opened/closed accounts, and managed customer concerns
- Represented company at job fairs and community outreach events

Education

Diploma, Lawrence High School, Lawrence, MA

Concentration, Mathematics and English Literature

Marissa Maylard

777 Main Street, Lawrence, MA 01841
978-345-1234 Mamaylard@gmail.com

Summary **Certified Nursing Assistant (CNA)** with extensive experience working in diverse settings in healthcare, including hospitals, rehabilitation centers, and private duty care. Proficient at reading and updating patient charts, monitoring progress, administering medications, attending to wounds and post-surgical issues, and operating and maintaining equipment. Focused on providing quality patient care and comfort.

Skills	Record Vital Signs	Move Patients Safely	Address concerns
	Complete Reports	Bathing and Dressing	Check for Wounds
	Change Bed Linens	Activities of Daily Life	Collect Specimens

Experience **CNA**

Holy Family Hospital, Methuen, MA

2007 – 2017

- Provided physical support to assist patients in performing daily living activities, such as getting in and out of bed or vehicles, bathing, dressing, using bathroom, standing, walking, or exercising
- Reviewed patients' dietary restrictions, food allergies, and preferences to ensure patient receives appropriate diet
- Measured/recorded food and liquid intake and urinary/fecal output
- Reported progress, changes, and concerns to medical staff
- Answered patient call signals to assess and address concerns or questions; if needed, escalated to appropriate medical staff level
- Attended to approximately **20 patients daily**

CNA

Private Client, Lawrence, MA

2004 – 2007

- Provided daily support to patient with Alzheimer's Disease including dressing and bathing, administering medication, and taking and recording vital signs
- Coordinated medical appointments and transportation
- Organized in-home volunteers to provided services such as household cleaning, meal preparation, physical therapist, and cognitive specialist

Education

Associate Degree, Nursing

Northern Essex Community College, Haverhill, MA

Certified Nursing Assistant

Northern Essex Community College, Haverhill, MA

Louise Johnson

101 North Main Street, Methuen, MA 01844
 978-555-5555 ljohnson@yahoo.com
www.linkedin.com/in/administratorjohnson

Seasoned **Office Administrator** with established record of increasingly responsible decision-making in all phases of office and personnel management. Proficient in prioritizing, delegating, and motivating. Extensive experience in developing programs from concept to ongoing operation. Highly skilled in developing and implementing operational strategies that promote sound business practices.

Areas of Expertise

Office Management	Customer Service	Business Continuity
Budget Administration	Staff Recruitment	Training and Development
Policies and Procedures	Vendor Management	Marketing/Public Relations

Selected Accomplishments

- Improved service offerings to 4 major accounts resulting in 15% increase in revenue
- Developed strategy that resulted in 10% reduction in cost of labor over prior year
- Created training and professional development programs that led to 25% improvement in staff retention
- Designed tracking program that improved delivery services and resulted in a 98% client satisfaction rating

Professional Experience

Management and Administration

- Supervised daily operations of **23-person agency** including office administration, staffing, training, general accounting, and client contracts
- Designed and implemented database program to assist in tracking clients of home-delivered services and ensured client satisfaction
- Collaborated with community, governmental, and professional groups to ensure compliance with all agreements and contracts

Organizing and Coordinating

- Initiated itemized bidding specification process, evaluated bids, presented recommendations, and **lowered overall cost by 5%**
- Coordinated and developed in-service staff training programs **saving 2% in account servicing time** and improving customer service

Marketing and Public Relations

- Conducted high-energy cold calling campaign, opened new sales territory for start-up business, and **increased new accounts 7% in the first 30 days**
- Developed ideas for creating new business, prioritized work projects, and implemented follow-up procedures resulting in more efficient and profitable work flow

Employment History

Office Manager Starr Graphics, Inc., Lawrence, MA	2012 - 2018
Project Director Essex County Office for Aging, Wilmington, MA	2008 - 2012
Manager and Public Relations Coordinator McDonald's Restaurant, Andover, MA	2000 - 2008

Education and Professional Development

Bachelor of Science, Business Administration, University of Tulsa, Tulsa, OK

Training in:

- Strategies to Improve Your Sales Force
- Leadership Skills for Women
- Dealing with Difficult People
- Disaster Recovery Planning
- Edging Out the Competition: How to Win Business and Negotiate Contracts

Community Activities

- Mentor, UpStart (Women-owned business development organization), Haverhill, MA
- Former President, Massachusetts Association on Aging, Methuen, MA
- Former Vice-President, Essex County Board of Education, Methuen, MA

References

- Maintain your references on a separate sheet. It should be prepared using the same font and type size as your resume so it looks like a cohesive marketing package.
- Most employers expect three professional references.
- You may have more than three people in mind and your references can change depending on the job.
- The information provided should include:
 - Name and title, if appropriate. Ex: Sharon Peterson, VP
 - Phone Number: Cell phone is usually preferred as calling someone at work could present issues.
 - Email: People may prefer their personal email to be used as, these days, business email may be monitored.
 - State the relationship you have to each person, for example, “Former Manager, ABC Company”. This is helpful to the person calling or emailing the reference.
 - NOTE: Companies do not send requests for information through postal mail, so your references’ address is not needed.
 - The people you choose as references should be people with whom you have worked and who are willing to speak about the quality of your work and your skills.
 - Co-workers, a director of volunteers, sports coach, or teacher may be an acceptable substitute for supervisors or managers as references.
 - Family members and friends should not be used as references.
 - Make sure you ask if a person will be a reference for you before giving out their name.
 - Prepare them by explaining the job you are applying for, reminding them of all your skills, requesting that certain things not be mentioned.
 - If you help them understand what you are looking for from them, they will be better prepared to help you.

Here’s a simple form to fill out for each reference:

Name (Mr. Ms. Dr.): _____

Job Title: _____

Company: _____

Contact Number: _____

Email Address: _____

Relationship to you: _____

Jamie Garza

2101 Main Street, Lawrence, MA 01843
978-722-1234 jamiegarza@yahoo.com

References

Mr. Melvin Applebee, Manager
ABC Nursing Home
Lawrence, MA
Phone: 978-555-4444
Email: mapplebee@abcnursinghome.org
Relationship: Former Manager at XYZ Company

Ms. Tabettha Brown, Owner
Brown & Company
Lawrence, MA 01842
Phone: 978-555-7777
Email: mavisbrown@gmail.com
Relationship: Former Manager, Brown & Company

Mr. Carlos Santiago, Director of Volunteers
The Soup Kitchen
Boston, MA
Phone: 978-222-9999
Email: carlossantiago@gmail.com
Relationship: Current volunteer supervisor, The Soup Kitchen

Now that you have seen some samples of resumes,
it's time to gather information for yours!



First and Last Name

Street Address (optional)

City, State and Zip

Telephone Number

Email Address

Summary

Your title / _____ professional with more than _____ years of experience, specializing in _____

industry. Expert at _____ and _____. Known to be

_____, _____, and _____.

Capable of being _____, _____, and _____.

Skills

- _____ • _____ • _____
- _____ • _____ • _____
- _____ • _____ • _____
- _____ • _____ • _____

Work Experience

Name of Company or Organization

City and State

Job Title

Year – Year

- _____
- _____
- _____
- _____

Education and/or Certification

Diploma/Certification

Concentration /Major

Name of School

City and State

Skills and Personal Characteristics

Review this list of skills and personal characteristics. Circle as many of your most significant skills and personal characteristics apply to you. These skills and personal characteristics you have gathered through various jobs, volunteer work, sports, or other life experiences may be used in your next job or new career.

A skill is the ability to carry out a task with pre-determined results often within a given amount of time, energy, or both.

Personal characteristics are the different traits that a person has that define who they are as an individual. Something that makes you unique.

Skills		Personal Characteristics	
Type __ wpm	Gather Information	Accurate	Encourager
Read Blueprints	Speak Effectively	Honest	Punctual
Repair	Budget Expenses	Cooperative	Energetic
Basic Computer	Write Reports	Enthusiastic	Dependable
Buy Products	Follow Instructions	Logical	Responsible
Promote Events	Collect Money	Open-Minded	Sensible
Meet Deadlines	Test Equipment	Progressive	Adaptive
Motivate Others	Set up Equipment	Self-Confident	Organized
Check for Accuracy	Set Goals	Motivator	Friendly
Analyze Data	Assemble Products	Imaginative	Creative
File Records	Dispense Information	Precise	Analytical
Compare Data	Detect Errors	Attention to Detail	Work Well with Others
Order Supplies	Enforce Policies	Determined	Observant
Reduce Costs	Gather Materials	Quick Learner	Resourceful
Make Decisions	Heavy Lifting	Persuasive	Safety Conscious
Coordinate Tasks	Monitor Progress	Persistent	Efficient
Handle Complaints	Prepare Materials	Self-Discipline	Reliable
Bilingual	Resolve Problems	Articulate	Tactful
Sell Products	Inspect Products	Considerate	Competent
Listen Attentively	Operate Equipment	Team Player	Goal Focused

So...

- You've gathered all your information
- You have a better understanding why a resume is required and necessary in today's workforce
- You have seen samples of three different styles of resume and know which one is best for you

Now what? If you need help...

- ...to learn how to use a computer...
 - Attend "Intro to Computers"
- ...to learn how to type on a keyboard...
 - Attend "Typing with Mavis Beacon"
- ...to type or update your resume...
 - Attend "Type Your Resume"
- ...to craft the content of your resume...
 - Attend "Resume, write It Right"
- Want to take your resume to the next level?
 - Attend "Writing Today's Resume"



...is dedicated to help you every step of the way!