

Functional résumé: Outline

Your Name

Street Address or Box Number
City or Town, Province, Postal Code
E-mail Address
(Area Code) Telephone Number(s)

- Objective** Describe the type of work you're looking for and, if appropriate, your most relevant qualifications.
- Summary** Give an overview of your relevant experience, especially if it's extensive. If you don't have much experience, don't include this section.
- Skill title** Group your skills and characteristics (from three to six) under skill titles, listed separately. Include skills that are relevant to the position you're applying for, such as Communication, Customer Service, Organizational or Teamwork.
- Skill title** Support each skill or characteristic with a detailed example of how you've used it. For example, under Organizational Skills, describe what you organized and what the results were.
- Skill title** Use expressive words that will stand out whether an employer is scanning résumés electronically or visually.
- Skill title** Avoid self-evaluation. For example, under Customer Service skills, instead of writing "provided excellent service," write: "improved customer satisfaction ratings." Even better, tell how much the ratings improved or list any recognition (for example, employee of the week) you received.
- Experience** Rather than listing your work or volunteer experience chronologically and specifically, describe it in general terms. For example, rather than writing "2000–2003: worked as a general labourer with ABC Construction", write: "Over three years experience in general construction labour with ABC Construction."
- If you feel you must include some dates, emphasize them as little as possible (e.g. avoid listing dates in the left margin).
- Other** Include your education (especially if it's recent or relevant), personal information, interests and so on as space allows.