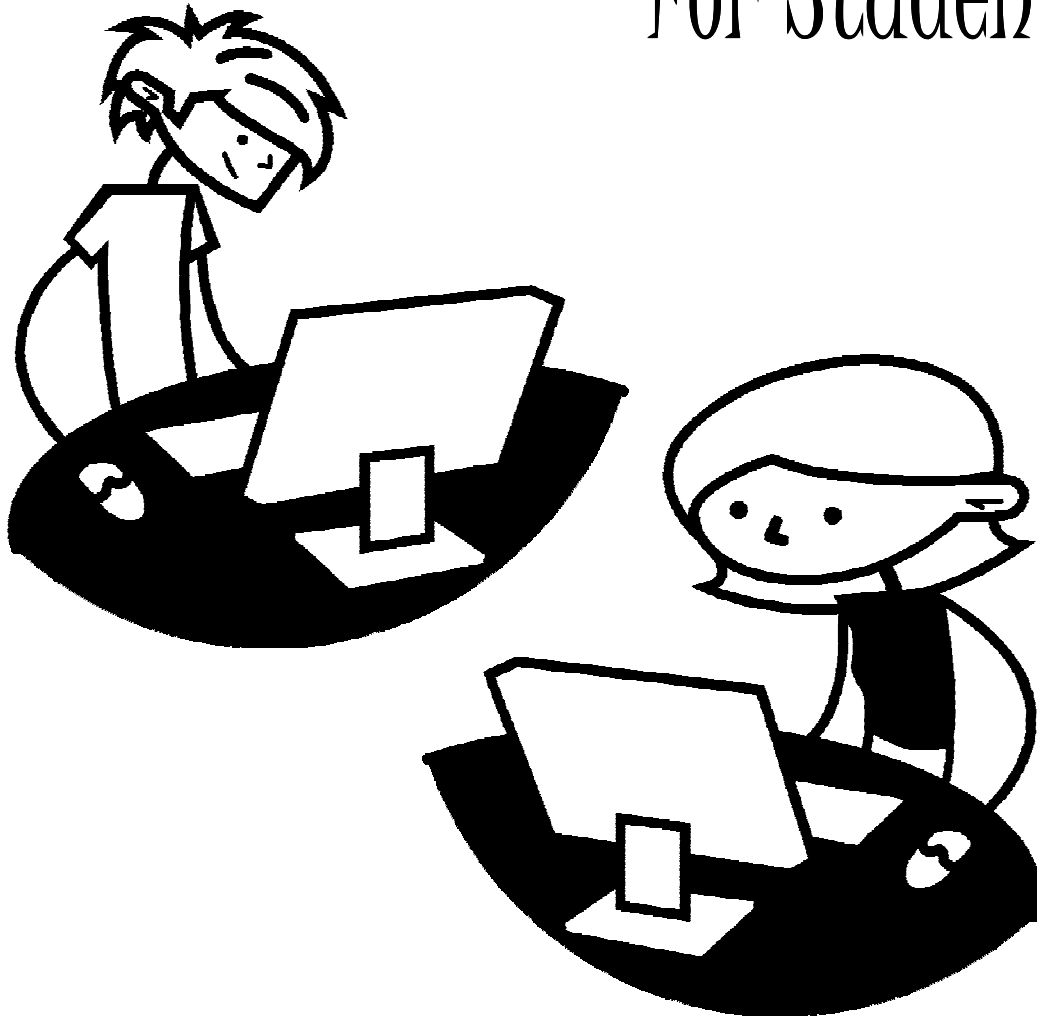


How to Write a Winning Resume

For Students



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Job Connect
Connexion Emplois

Resume Workbook

This workbook has been created to help you make a draft of your resume. Simply fill in the blanks. This information will be typed into a computer document and used as your professional final copy.

SECTION 1 – PERSONAL INFORMATION

Name: _____

Address: _____

City/Town: _____ Province: ON Postal Code: _____

Telephone #: (705) _____ - _____

Email (if appropriate): _____@_____.

SECTION 2 – OBJECTIVE

This is the reason you are applying for a position with the establishment.

Objective: _____

EXAMPLES OF JOB OBJECTIVES

- Customer Service / Sales Position
- Entry-level Management position within the Hospitality Industry
- Clerical / Administrative Position
- Level 2 Millwright Apprenticeship
- Position in pool construction, repair and maintenance
- Entry-level position as Electronics Engineering Technician
- Heavy Duty / Field Service Mechanic
- Position in marketing utilizing educational skills

SECTION 3 – HIGHLIGHTS OF QUALIFICATIONS

What sets you apart from other candidates that will apply for the same position? This is the section where you want to really “sell” your attributes. If an employer doesn’t have time to read your entire resume but they have read this section, you have captured their interest.

Check off five (5) to a **maximum** of seven (7) attributes in the lists below:

Customer Service

- Understand the importance of superior customer service
- Demonstrated excellent customer service skills
- Customer service oriented
- Enjoys greeting customers and educating them on the available products
- Strives to provide the best customer service
- Take pride in providing excellent client service and achieving the best possible results
- Strong interpersonal skills and solid customer relations experience
- Professional and approachable with an emphasis on customer satisfaction
- Good customer support skills
- Sensitive and responsive to the needs and privacy of patients and their families
- Over 5 years work experience in a customer service position
- Over ___ years customer service experience
- Basic knowledge of food preparation
- Cash register, debit and credit card transaction knowledge
- Calculate quickly and effectively

Communication

- Bilingual, fluent in English and French
- Bilingual: able to speak and write well in French and English
- Excellent communication and interpersonal skills
- Many years experience working and dealing with the public
- Customer service skills, enjoy working with the public
- Effective communicator who enjoys dealing with the public

- Excellent communication skills: able to explain product functionalities in a way that all clients understand
- Excellent communicator: feels comfortable in front of crowds and is able to deliver interesting and understandable presentations
- Effectively communicate with a multidisciplinary team
- Ability to communicate effectively in a professional manner
- Effective communication and customer relations
- Excellent telephone and communication skills
- Pleasant and courteous telephone manner
- Personable telephone manners
- Excellent telephone skills
- Knowledge of general office duties
- Excellent interpersonal skills
- Ability to perform general office duties
- Multi-tasking and decision-making abilities
- Experience using multi-line telephone system
- Statistical tabulation and recording
- Outstanding verbal and written communication skills with attention to detail
- Excellent oral communication and report-writing skills
- Ability to interact and deal effectively yet tactfully with children of various ages and their parents
- Strives to provide the best patient care
- Courteous and respectful of others

(List continues on pages 4-5)

Fast-Pace Environment/Organizational

- Enjoys a challenge and strives under pressure
- Capacity to work well under pressure
- Work well under pressure
- Able to work in difficult situations and under pressure
- Able to work in a team and under pressure

- Able to handle stressful situations
- Work well under pressure and during peak periods
- Able to work under pressure during peak periods
- Well organized team player with comprehensive organizational skills, able to prioritize and meet deadlines

- Well organized and detail oriented
- Detail oriented individual who is skills in multitasking
- Ability to prioritize job duties to get work done accurately and effectively
- Strong multi-tasking and organizational abilities
- Ease with prioritizing and multi-tasking
- Able to manage various projects at a time
- Organized and responsible: able to work on several tasks simultaneously

- Demonstrated ability to work independently, handle simultaneous tasks and meet short deadlines
- Meets deadlines in a fast-paced and challenging environment
- Ability to meet tight deadlines
- Capable of adapting quickly to an ever changing, high paced work environment

- Resourceful problem solver with a track record of getting positive results
- Good problem solving skills
- Enjoy thinking logically and analyzing data
- Solid organizational and problem-solving skills
- Sense of organization and responsibility

Teamwork

- Able to successfully work individually or as an effective member of a team
- Work effectively with other people at all levels
- Understands the importance of team work and communication in the workplace

- Team-player knows how to get along with employers and co-workers
- Able to work with minimal supervision in a team
- Works well independently or in a team
- Collaborates well with others
- Pleasant disposition and get along well with others
- Enjoy working with others
- Proven effectiveness as a team player
- Able to successfully work individually and in teams
- Superior interpersonal and team-working skills as demonstrated by my ability to motivate others
- Works well with others or individually
- Work independently and within a team in an organized and energetic manner to get the job done

- Ability to take direction
- Flexible person who is willing to work shifts
- Follows orders and understands their importance

Responsibility

- Possess leadership qualities: team captain responsible for motivating others
- Leadership and coaching abilities
- Ability to build confidence and trust at all levels and demonstrated experience in supporting cooperative, result oriented environments

- Fast learner who trains quickly and easily
- Quick learner who is eager to learn new skills
- Continuous and quick learner
- Quick learner, honest, great sense of humour
- Positive attitude and eager to take on new experiences

- Willing to work weekdays, weekends and nights
- Flexible, trustworthy and positive attitude
- Able to work shifts and overtime
- Dedicated and punctual: never missed a day of work
- Punctual, honest and trustworthy
- Great attendance and punctuality
- Hardworking, punctual and makes sure the job is well done
- Able to start work immediately

Responsibility.../Continued

- Enthusiastic, organized, hard working
- Strong work ethic and dedicated to the job
- Over ___ years experience as crew member labourer
- Respectful of confidential material
- Trustworthy and appreciative of the importance of responsibility
- Proven professionalism and ethics
- Energetic and confident with a professional attitude and commitment to quality
- Equipped with proper tools for the job
- Hard working, conscientious and trustworthy
- Strong sense of initiative

Computer Skills

- Superior computer and technical skills: experienced with various software such as Microsoft Office, Corel Office, Adobe Photoshop, _____, _____
- Typing speed and accuracy
- Computer software knowledge
- Good working knowledge of computers
- Computer skills include: Microsoft Word, Publisher, Excel and PowerPoint
- Skills with computer troubleshooting and hardware
- Computer and keyboarding skills

Mechanical

- Mechanically inclined: takes apart and rebuilds small engines in order to clean, fix and replace parts
- Experience working with heavy machinery and in shops
- Mechanically inclined: able to take a machine apart and reconstruct it
- Mechanically inclined and able to operate various power tools and equipment
- Able to use a wide variety of power and manual tools
- Proven ability to work with a large variety of carpentry tools and equipment
- Care and operation of small hand power tools

Safety Training

- Provided safety training to employees
- Safety oriented approach to working maintaining a perfect safety record
- Responsible for training new employees
- On-the-job training, First Aid & CPR training
- Excellent safety skills
- Health conscious individual
- WHMIS certified
- Demonstrates safe work practices
- Hard working and safety conscious
- Safety conscious; able to operate equipment safely
- Safety conscious worker: ___ years accident-free on the job

Creativity

- Proficient with various animation techniques
- Use colour and design creatively
- Able to visualize new forms/shapes
- High degree of artistry
- Able to use imagination freely
- Ability to work independently

Others

- Dedicated hard worker with various experience ranging from general labourer to customer service
- Reliable vehicle and valid driver's licence
- Valid Class ___ Driver's Licence
- Open-minded, creates climate for learning
- Creative problem solver, continuous learner
- Able to adapt to new surroundings
- Experienced working in establishments where confidentiality, protection of privacy, trustworthiness and providing a criminal record check
- Committed to professional excellence in appearance and manner
- Experience in labour position
- Proven ability to utilize guidelines and plan a course of action

Tip: The order of Sections 4-8 can be modified. Always put the most relevant information first. For example a student would put the Education section after Highlights of Qualifications whereas a experienced worker would choose to the Skills or Work Experience section.

SECTION 4 – RELEVANT SKILLS

This section tells an employer what you are able to do, for example housekeeping, clerical or landscaping skills. Use these broad subjects as titles and then explain how they apply to you and your work history, in point form. They should be ordered from the most important and relevant to the least. It is also important to note that these skills do not necessarily have to come from a paid employment, you can put tasks that you've completed while volunteering or at home. Lastly, Make sure to use a variety of action verbs in order to complement your the resume.

EXAMPLE:

Customer Service Skills

- Answer customers' questions in person and by telephone
- Accept payment for goods sold and provide accurate change
- Deal with conflict situations in a calm and professional manner
- Remain positive and friendly at all times especially during peak business hours

For help with this section, you can visit the National Occupational Classification <http://www5.hrsdc.gc.ca/NOC/English/NOC/2006/Welcome.aspx>

Check out the **Checklist** on the next pages!!!!

Skill 1 - _____

- _____
- _____
- _____
- _____
- _____

Skill 2 - _____

- _____
- _____
- _____
- _____

Student Skills Check List

Check off as many as apply to you.

Yard Work

- Clear driveway and walkways of snow by using shovel and/or snow blower
- Rake leaves into neat piles and store in garbage bags for disposal or compost
- Pick up debris around house and yard and recycle as required
- Cut lawn safely using lawnmower and grass trimmers
- Maintain and trim hedges and prune trees
- Water plants and garden vegetables as directed
- Lay sod, mow lawn with push mowers and weed whackers, weeding, raking and other
- Demolition: assisted in removing insulation, dry wall, framing and other
- Spread gravel using shovels, rakes and wheel barrows in order to level a driveway
- Prepare the mower tractor by greasing tires and all joints
- Cut all sod fields, lay sod and use all maintenance tractors
- Use both a push and ridding lawn mower to cut grass
- Yard work: used tractor and push mowers as well as weed whackers in order to properly maintain yard, assisted in laying sod, raking, snow removal, weeding and planting
- Use a chainsaw to trim hedges and logs
- Yard maintenance: operated ridding and push mowers as well as trimmers
- Gardening: weeding, planting and earth rotation

Labour

- Assist with maintenance of vehicles, including changing oil and replacing tires
- Use power and hand tools to fix objects around the house
- Keep power and hand tools organized in tools boxes and garage or shed
- Assist with installing: fences, inter-lock stones, _____, _____, _____
- Assist carpenters with building garage and/or house
- Assist with the removal and installation of shingles; pick up old shingles and place in garbage bin
- Pack and move furniture and heavy boxes during move from house to house
- Assist with basic automotive repair and maintenance
- Maintain and repair snowmobile and/or four-wheeler
- Use an axe to chop logs and a scraper to remove dry wood off of shed
- Home renovations: striped floors, walls, and ceiling in order to repaint
- Assist in removing toilet, counter and shower as well as assisting in the re-installation
- Assist in building a deck and a shed: used various tools in order to accomplish tasks
- Assist customers in finding products, loading and unloading cube vans and other vehicles, breaking up boxes
- Pool maintenance: skimming and vacuuming, responsible for proper chemical levels
- Measure and cut lumber in order to construct sheds and raise a house
- Barnyard work: responsible for feeding and brushing animals, cleaning barn, bailing hay
- Able to work long hours and handle heavy loads
- Load and unload fire wood into trailer
- Chop wood with axe
- Pack electrical material into boxes and place in moving truck
- Unload material at the new location, place onto shelves
- Able to divide and separate wasteful material
- Assist electrician with the installation of electrical plugs
- Wash exterior and vacuum interior of vehicles
- Wax and buff exterior of vehicles

Newspaper Delivery

- Deliver newspapers, in various weather conditions, in a timely manner
- Timely delivery of papers to approximately 40 customers
- Collect monthly payments
- Deliver newspapers, flyers, handbills, telephone directories and similar items to residences and businesses
- Place flyers into weekly newspapers
- Bundle and tied papers
- Deliver papers to local post office

Customer Service

- Accept payment for goods sold and provide accurate change when required
- Calculate change quickly and accurately with and without use of calculator and cash register
- Welcome customers politely and with a smile
- Deal with difficult customers in a calm and polite manner
- Answer customers' questions and provide general information in person, by telephone and online
- Price merchandise , stock and order control for cigarettes, chocolate bar, ice cream, health and beauty aids, ensure sufficient stock in various groceries section
- Train new staff
- Gather carts from parking lot and bring to storage area
- Take customer's order and relate to kitchen staff
- Deliver pizzas to homes and businesses; accept payment and provide accurate change
- Clean auditoriums and lobby as required
- Greet guests at the entrance
- Sell tickets and answer customers' questions
- Answer telephone inquiries on show times or other
- Theatre and washroom checks for security purposes
- Rip tickets at podium and directed customers to appropriate theatre
- Validate tickets provided by patrons following employer's instructions
- Stand at entrance and ensure that persons without tickets do not enter
- Serve customers in person or at the drive thru, take their orders and answer questions
- Clean tables and maintain cleanliness of work area
- Accept payment for goods sold and provide customer with accurate change

Cashier

- Accept payment by: cash, debit card and credit card
- Operate cash register and lottery machine
- Operate cash register, price scanner and debit machine
- Greet customers and accept payment for goods by cash, cheque, credit cards and debit
- Balance till; count cash at end of work shift
- Prepare float for next day
- Payment processing: cash, cheques, credit cards, debit cards, gift certificates
- Follow procedures for discounts and tax exemptions
- Make bank deposits at end of day
- Operate cash register
- Receive shipments, sign for and distribute, orders and back orders
- Answer, in person or on the phone, enquiries from customers and investigate complaints
- Arrange for refunds and exchange for returned merchandise
- Receive account payments; credit and employment applications

Food and Kitchen Service

- Greet customers, present menus and answer questions regarding food and specials
- Set tables, maintain condiments and clean tables after meals
- Present bill and accept payment by credit card, debit card or cash
- Completed Smart Serve certification and able to serve alcohol responsibly
- Completed Food Handler's Certification and adhere to procedures
- Prepare: main meals, sandwiches, salads, soups, pasta dishes, _____, _____
- Wash and peel vegetables
- Maintain and clean kitchen equipment: dishwashers, ovens, slicers, _____, _____
- Portion wrap take-out food for customers

Cleaning and Maintenance

- Wash dishes, scrub pots, dry dishes and put away in appropriate cupboard
- Vacuum and wash floors thoroughly
- Dust furniture and other items such as: antiques, photo frames, _____, _____, _____
- Change bedding and place dirty sheets in washer
- Wash clothes in appropriate batches, fold and put away as directed
- Clean bathrooms, sanitize toilets, bathtubs and sinks, wipe mirrors and other surfaces
- Pick up debris and empty trash containers
- Sweep. Mop, vacuum carpeting and area rugs

Child Care Provider

- Take care of children in absence of regular caregiver
- Provide care for children before and after school
- Prepare nutritious snacks and meals
- Entertain children with various arts and crafts projects as well as games
- Responsible for getting children ready for bed
- Help children dress, wash, brush teeth, _____, _____, _____
- Follow bedtime routines as directed by parents
- Support children with homework and other tasks
- Perform light housekeeping duties: put away toys, do dishes, _____, _____
- Supervise and care for children
- Organize activities to provide amusement and exercise
- Responsible for getting children ready for bed
- Accompany children with outings to the park
- Care for one or more children in their home
- Supervise and care for children in the absence of regular caregiver/after school
- Bathe, dress and feed infants and children
- Organize activities such as games and outings to provide amusement and exercise
- Perform housekeeping duties and prepare meals for children
- Assist children with school preparations
- Prepare and serve breakfast
- Accompany children to bus stop

Computer Skills

- Knowledge of Windows 97, 98 and XP Operating Systems
- Strong ability with: Word, Excel, PowerPoint, WordPerfect
- Knowledge of Microsoft Office Suite
- Proficient with the following software: _____, _____, _____, _____
- Excellent knowledge email and Internet to conduct research
- Type over _____ words per minute

- Windows Operating System: 3.1, 95, 97, XP, 2000, Vista
- Microsoft Office: Word, Excel, PowerPoint, Outlook
- Internet research and web browsers
- Repair, troubleshoot and build computers

Various

- Help organize teen dances, movie nights, fundraisers, _____, _____
- Responsible for keeping schedule of games in regular league and tournaments
- Assist with coaching peewee hockey team
- Enforce rules of the game and provide safe and fair environment for sport
- Operate sewing machine to hem pants
- Sew buttons by hand and fix holes in clothing
- Receive incoming calls
- Ask questions and conduct surveys with customers on various products
- Prepare cards for regular and monster bingo
- Provide on-site support at bingo events
- Prepare posters and schedules
- Answer telephone and direct calls
- Able to meet deadlines and work on more than one project at once
- Sort and shred documents according to procedures
- Set-up shelving and organize
- Clean work area; brush and groom dogs and cats
- Ensure that doors were locked and enter security code

Volunteer Work

- Walk dogs and cats; groom animals
- Fundraising experience: selling tickets, _____, _____, _____
- Canvas door-to-door to raise money for cancer
- Pet sitting duties: feed cats and dogs, insure cleanliness of litter box, _____, _____
- Visit elderly and assist with general housekeeping duties
- Ambassador for school's open house
- Referee and time keeper for floor hockey
- Volley ball lines person
- Empty boxes and organize class rooms before the new school year

Telemarketing

- Make outbound calls to potential customers
- Ask questions and conduct surveys with customers on various products to better there needs
- Cold Calling customers to gather information and to complete surveys
- Acknowledging customer complaints and making sure they are dealt with
- Survey randomly selected homes
- Maintain professional, courteous attitude
- Survey clients on a broad range of topics
- Take customer orders for goods or services
- Promote goods or services
- Respond to enquiries and emergencies
- Investigate complaints and update accounts

Referee and Time Keeper

- Record lapsed time and keep scores during events or competitions
- Work with other people to turn in times, find the most accurate time
- Establish and maintain rapport with coaches, players and organizing committees
- Compile scores
- Enforce rules and regulations
- Keep score and submit stats to league
- Maintain safety of players
- Make sure students are properly prepared and on time for lessons

Fruit/Berry Picker

- Experience picking fruit from bushes
- Skilled in picking fruit by hand
- Knowledge of the size and ripeness of fruit and the different types of damage to fruit
- Able to select ripe fruit

SECTION 5 – WORK HISTORY

Your paid employment experience should be added to your resume in reverse chronological order (from the most recent to the oldest). Include your title, the company name, city, province as well as the years when you were employment. Please note that it is not necessary to add the months when providing the amount of time you were with a company.

_____	_____	_____
(Job Title)	(Company Name, City, Province)	(Years)
_____	_____	_____
(Job Title)	(Company Name, City, Province)	(Years)
_____	_____	_____
(Job Title)	(Company Name, City, Province)	(Years)
_____	_____	_____
(Job Title)	(Company Name, City, Province)	(Years)
_____	_____	_____
(Job Title)	(Company Name, City, Province)	(Years)

SECTION 6 – EDUCATION AND TRAINING

Feel free to include any diplomas, certificates or even on-the-job training and workshops that you have completed.

_____	_____	_____
(Name of Program/Diploma)	(Establishment Name, City, Province)	(Years)
_____	_____	_____
(Name of Program/Diploma)	(Establishment Name, City, Province)	(Years)

SECTION 7 – LICENCES AND CERTIFICATES

Provide any licences or certificates that you feel are important to the position you are applying for. For example: First Aid & CPR, WHMIS, Class AZ Licence.

- _____
- _____
- _____

SECTION 8 – VOLUNTEER EXPERIENCE

Volunteer Experience is important. It shows responsibility as well as motivation (Hey! If you can do work without getting paid, imagine what you can do for a paycheque!)

_____	_____	_____
(Title or Description)	(Organization Name, City, Province)	(Years)
_____	_____	_____
(Title or Description)	(Organization Name, City, Province)	(Years)

SECTION 9 -INTERESTS AND ACTIVITIES

Your interests and hobbies give a clearer picture of who you are. Make sure to include them, especially those that may be related to the position you are applying for. The way this section is placed on you resume is determined by the space left on the current page. Make sure, that it does not start a new page.

SECTION 10 – REFERENCES AVAILABLE UPON REQUEST

IMPORTANT!

Never include the following information on your resume: Social Insurance Number, date of birth, marital status, height, weight, religion or racial heritage. This information should not be used to discriminate against you when an employer is looking at your resume.

Resume Sample

MISS TEEN

123, Whatever Street ▪ Azilda ON P0M 1B0 ▪ (705) 555-1111 ▪ **Bilingual**

OBJECTIVE: Part-time or Summer Position

HIGHLIGHT OF QUALIFICATIONS

- Customer service oriented
- Eager and willing to learn
- Excellent communication skills
- Great interpersonal skills
- Works well independently & in a team
- Courteous and respectful of others

EDUCATION

Confederation Secondary School, Val Caron ON 2004-Present

- Working towards **Ontario Secondary School Diploma**

RELEVANT SKILLS

Child Care Skills

- Take care of children in absence of regular caregiver
- Provide care for children before and after school
- Prepare nutritious snacks and meals
- Entertain children with various arts and crafts projects as well as games

Referee and Time Keeping Skills

- Record lapsed time and keep scores during events or competitions
- Work with other people to turn in times, find the most accurate time
- Establish and maintain rapport with coaches, players and organizing committees
- Compile scores
- Enforce rules and regulations

EMPLOYMENT

Child Care Provider

Private Employer, Sudbury ON

2002-Present

VOLUNTEER WORK

Referee/Score Keeper

Children's Soccer League - Rayside Soccer Association, Chelmsford ON

2004-Present

REFERENCES AVAILABLE UPON REQUEST

