

4.03 develop a personal résumé

Résumé. A personal information document that summarizes a person's work history, education, accomplishments and achievements, leisure activities, work goals, etc., that is presented to potential employers.

A résumé is a visual document that is used when an individual is seeking employment. It is an important document that is often the means by which an individual first presents themselves to a prospective employer. Thus, it becomes a tool through which one can market himself or herself to the employer.


Often when employers are filling positions, especially when there are numerous applications, his/her decision around who they will interview is often based on a review of the résumé. It is critical that the résumé:

- is carefully edited for spelling, punctuation, and grammar.
- is visually appealing.
- contains relevant information that reflects the specific job.
- shows the employer how perfect the person is for the job.
- is organized in a logical fashion.
- presents the person in a positive light.

This module will require you to prepare your own resume, please do all the readings and complete the activities in order to prepare for creating your resume.

From adventures in education:

Developing Your Resume Make a strong first impression on paper.

 The first impression you make with a potential employer is usually on paper — through your resume.

If you want your potential employer to see you for the organized, intelligent, hard-working person you are, you need to make that clear on paper. Here are some tips for preparing a resume:

- Keep it short — one page, if possible.
- Be neat; print your resume on a quality desktop printer.
- Be honest about your skills and work experience.
- Be concise and use action words and phrases when describing your experience.
- Ask someone you trust to check over your resume before submitting it.

Be sure to include your name, address, phone number, education, and work experience. You may also want to include your job objective (which states what type of position you are seeking), awards and honors you've received, and contact information for three references.

We recommend that you include a [cover letter](#) with every job application that states why your qualifications fit the position and why you want to work with the

company. Follow-up by phone a few days after the employer has your resume to make sure everything is in order.

Some positions also require job seekers to complete application forms. Be sure to meet the application requirements for the job you are seeking.

Developing Your Resume: A Verbal Portrait from the Association for Computing Machinery

Times have changed. Years ago we could say with great assurance that the most important tool in the job-search was that's right ... the resume. The wonderfully communicative, all-powerful, ubiquitous resume! But that was in an era that preceded the epidemic of mergers, acquisitions, consolidations, restructures, and downsizings that have resulted in the job market being flooded with a whole new demographic component of job-seekers. In the transition, we have become very proficient at developing the resume into a sharply honed instrument and, thanks to modern technology; we can inundate potential employers with mass mailings, cleverly mail-merged to make each communication appear one-of-a-kind.

That has brought us to the point where the search firms and corporate mail rooms are awash in a sea of resumes. The recipients have neither the time to read them all nor the filing cabinets to hold them for future reference. Most that are unsolicited will not get responses, and even a solicited one will only get the reader's attention for an average 15 seconds of screening to determine whether it's a keeper.

So where does this leave us? Do we abandon the resume as a tool in the job-search? Not at all! It remains a necessary element for anyone who wants to conduct a comprehensive campaign. But we should recognize that, in contrast with yesterday's practices, the resume needs to be regarded in a different way. Today it represents about 5% of the total problem in a job-search. Today it is not the best way to open doors or get interviews; it is not the best way of initially introducing yourself. In fact, we believe the best way of using the resume today is as a written confirmation of your qualifications and interests, with emphasis on the word confirmation, implying that you already have someone's attention.

Nonetheless, there are at least two circumstances under which you will need to use the resume as means of initially introducing yourself: (1) in responding to ads that specifically call for a resume; and (2) in working with recruiters and search firms who require it to communicate with you. Given these and other possibilities, everyone engaged in a job-search should have a well-developed, high-quality, attractive, readable, and interesting resume that represents yourself in a professional way.

That said, you should also understand that there is no one right way to do a resume; the right way is the one that pleases you the most. If you ask other people, you will get as many opinions as there are people to whom you show it. If you try to satisfy everyone, you will make so many changes that eventually you

will come full circle, back to where you started. To ease this potential frustration, we recommend that you, develop a draft that pleases you, consult with about five colleagues who know you and whose opinions you respect, and establish a final version for ongoing use.

Many job-searchers ask us about having more than one version of the resume, to which we are tempted to respond, "OK, but which is the real you?" We happen to believe that everyone is a unique combination of skill, knowledge, and competence; and that for everyone there is an appropriate career direction; and that direction is the one that the resume should support. But you, the author and the subject of the resume, are the final authority, and if having more than one version makes you more comfortable, so be it. Just keep in mind that "focus" is one of the most important ingredients of the job-search and one that is valued by potential employers, and regardless of which way you are representing yourself, your focus should be reasonably clear to the reader.

Now, let's talk about organization and content. There is some conventional wisdom about what is working best today, and in our experience, it is the following:

1. A clear, concise objective, written in as few words as needed to convey it; or a summary or profile, from which the objective can be easily inferred.
2. A brief paragraph highlighting one's major skills and competencies.
3. A reverse chronology of work or professional experience, showing employer, with inclusive years (not months) on the right margin; positions or titles with inclusive years in parentheses; followed by accomplishments, bulleted or otherwise highlighted, each beginning with an action verb, past tense, expressing measured, quantified results achieved. We emphasize accomplishments, not responsibilities; employers want to know what you actually did do, not what you were supposed to do!
4. A reverse chronology of education, higher degrees first, with year received on the right margin.
5. Other professional (not personal) information that is relevant to your objective, such as professional certifications, licenses, honors, awards, recognition, etc.

We believe the use of articles of speech (a, an, the) and personal pronouns (I, me, my, etc.) is unnecessary; they only take up time and space without adding any substance. Similarly, making a statement about references being available or provided is an archaic practice and does not need to be said; of course you will provide them! Who would not?

We believe that the format of the resume is important to the extent that it makes it easy for the reader to follow and absorb. We recommend the judicious use of highlighting techniques, maintaining parallel construction, with bullets, indentation, italics, bold face, underscore, and upper case. Some of these techniques may cause problems with electronic scanning, but the numbers of companies using this are relatively few to date.

In summary, we believe the resume is still important in the job-search, but does not have the introductory value it once did, because of the proliferation of them.

This piece of paper is unfortunately a poor substitute for the talented, skilled human being it purports to represent, and is thus best used as a complement to person-to-person communications. It is also useful to remember that the resume is like a product brochure, not a manual of technical specifications. Clear, crisp, and concise are the words to keep in mind when preparing this verbal portrait. We hope these views are helpful to you.

Developing Your Resume
Purdue University Writing Lab

(these are the “notes” for this unit)

What is an objective statement?

A short section (usually 1-3 lines), often in the form of a sentence fragment, immediately below your contact information

An “at a glance” picture of you and your career interests

Why write one?

Emphasize key qualifications, skills and/or goals

Help your readers find what they need to know quickly

Make a good first impression

A good objective statement answers questions

What position(s) are you applying for?

What are your main qualifications?

What are your career goals?

The importance of tailoring

Sometimes one size does NOT fit all

Each person and employer is unique in certain ways

Aim for a custom fit when possible, but how?

Getting started...

Reflect on your overall qualifications and career goals: In what ways are they typical? Unique?

Research individual employers in your field: In what ways are employers alike?

Questions about you

What are your main qualifications, strengths, skills, and areas of expertise?

What position(s)--or type of position-- are you seeking?

What are some of your professional goals?

What type of organization or work setting are you most interested in?

Questions about employers

What qualifications are most desired by employers in your field?

What positions are available on the job market? What are they titled?

What are some goals of the organizations that interest you?

What kinds of organizations are now hiring?

"Instant" objective statements

For practice, fill in the parts in brackets

To utilize my [qualifications, strengths, or skills] as a [position title]

A position as a [position title] for [company name] allowing me to develop my [qualifications, strengths, or skills]

An opportunity to [professional goal] in a [type of organization, work environment, or field][position title] with emphasis in [areas of expertise]

Which of your objective statements is "best"?

The one that best...

Emphasizes your qualifications and/or goals

Appeals to employer expectations

A trick question: You'll probably need to write *more than one* objective statement.

Tailor for each type of position that interests you and, for best results, modify for each particular employer (as necessary)

What is a contact information section?

A section that provides information to help prospective employers contact you presents a first impression, Is usually located at the top of the page

What may you include?

Name, of course!

Address and phone

Email

Web address

Fax number

Any other means of contact

Moving beyond the typewriter

Use design strategies

Picking fonts: Size, Type, Highlighting, Serif, Sans serif

Using layout: Alignment, Columns

Adding a graphic element

Aligning text: Flush left, Center, Flush right

Using columns: Both left and right, Left, right and center

Adding a graphic element: May include horizontal line, May possibly include a small graphic element

Creating a mock-up

Sketch out how you would like your contact information to look

Indicate; Possible fonts, Page layout decisions, graphic elements

Coordinate design strategies:

Aim for a professional package

Match design with rest of resume

Match with cover letter

Use same font types

Make stationary template based on

Use consistent layout

contact info

Proofread with a magnifying glass

Triple-check for accuracy

One typo could cost you an interview!

What is an education section?

A section that emphasizes your educational background and formal training

Usually a major section for college students and recent graduates

Purposes: to inform *and* persuade

Give information about your schooling and training

Persuade employers your educational background is relevant to the job, providing evidence of your qualifications

Help your resume stand out from others in the stack

Where should you place the education section?

Above or below your experience section? It depends...Which is stronger, your education or your work experience section? Place strongest, most relevant section closest to top of the page Specializations and special projects—usually listed or described briefly

Other relevant skills and training (relevant coursework, computer skills, language proficiency, certifications, licenses, etc.)—may be subsections or separate sections

What is an experience section?

A section that emphasizes your past and present employment and/or your participation in relevant activities Other common names: *Professional Experience, Work History, Field Work, Volunteer Work, etc.* Provide information to help persuade prospective employers that your experiences make you qualified for the job

What goes into this section?

Company or organization and location (city, state)

Position title

Dates of employment or involvement

Descriptions of responsibilities, duties, achievements, etc.

Include:

jobs

volunteer positions
 appointments
 internships etc.

Answer the journalistic questions:

Who? ...With whom did you work?

What? ...What duties did you perform?

Where? ...Where did your job fit into the organization?

Why? ...What goals were you trying to accomplish?

When? ...What timelines were you working under?

How? ...What procedures did you follow?

Try to see your experiences as a professional would

UNDERSTATED

Answered phone

Wiped tables

PROFESSIONAL

Acted as liaison between clients and legal staff

Created healthy environment for customers and maintained positive public image

Ways to tailor this section

Select content that supports your qualifications and matches job description

Consider organizing by order of importance

Use professional wording, integrating job-specific terms

A formula for success

Use appropriate headings

Included required content

Organize your section strategically

Develop your descriptions

Make your descriptions parallel

See through professional eyes

Tailor for your audience

What is an honors and activities section?

A section that emphasizes your participation in relevant activities and any honors you have received. Other names: *Awards, Recognition*

Why bother?

Fill up white space

Provide additional evidence of your qualifications

Give employers a sense of who you are outside of school and work

Usually last section on the page (Sometimes omitted)

May follow this section with "References Available upon Request"

Titles or positions	Affiliated organizations	Dates of involvement (M/Y-M/Y or Y-Y)
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Exploring content possibilities

Extracurricular activities, Awards, grants, prizes, and special honors,
Memberships in professional clubs and organization, Volunteer activities,
Hobbies

Two approaches:

Minimal approach

Photography Club, University of Illinois, January 1999-Present

Elaborated approach

President , Photography Club, University of Illinois, January 1999-Present

Organized campus contest

Increased membership with promotional efforts

Plan of attack

- ❖ Brainstorm
- ❖ Decide what to include based on relevance, interest-value, and space considerations
- ❖ Match organization and design with rest of resume
- ❖ Seek critical feedback

Following are three sample resumes, two professionals and a student:

Chris Prince, MA, RHIA, FAHIMA

9242 Palace Place

Clearwater, Florida 34111

Home: (555) 581-3691

Office: (555) 586-6989

Email: Chris@HIMjobs.comSUMMARY/ACCOMPLISHMENTS:

- *Motivated, energetic, self-starter* with twenty year record of achievement in management, quality improvement, and consulting in the health care industry.
- *In-depth knowledge* of ICD-9-CM and CPT coding resulting in \$1.3 million of optimized reimbursement.
- *Expertise* as a system consultant in HIM functions in development of an electronic patient record.
- *Implementation* of quality improvement systems in hospitals resulting in full JCAHO Accreditation's.
- *Articulate and persuasive* in written and verbal communication with customers, staff and professional peers.
- *Proven ability* as a independent problem-solver, negotiator and in follow-through to meet deadlines.

EXPERIENCE:

Major Medical Center, Largo, FL

1991- Present

(500 bed, teaching hospital, managed 40 FTE)

Director, Health Information Management Department

- Spearheaded the design and implementation of an advanced computerized record management system.
- Created a merged utilization review, coding and quality improvement program.
- Reduced accounts receivable from three million to three hundred thousand dollars.
- Managed functions of Quality Improvement, Utilization Review, Infection Control and the Health Information Management Department.

Medium Sized Hospital, St. Petersburg, FL

1985 - 1991

(300 bed, for-profit, 19 FTE)

Director, Medical Record Department

- Enhanced DRG reimbursement by increasing case mix from 1.21 to 1.53.
- Re-engineered department which reduced FTE from 26 to 19 while maintaining performance.
- Promoted to manage the combined functions of Medical Records, Quality Improvement, and Utilization Review.

Brand New Hospital, Milwaukee, WI

1982 – 1985

(290 bed, teaching hospital, 27 FTE)

Director, Medical Records Department

- Coordinated opening of Medical Record, Utilization Review and Quality

Assurance operations.

- Lead multi-disciplinary team to educate and facilitate the implementation of the prospective payment system

Several Other Progressive Health Information Management Positions

1977 - 1982

EDUCATION / CREDENTIALS:

- M.A., Health Care Administration, 1993, Central Michigan University, Mount Pleasant, MI
 - B.S., Medical Record Administration, 1988, University of Wisconsin - Milwaukee
 - Numerous training programs resulting in expertise in adult education, quality measurement, electronic communication, computerization, software applications, etc.
 - Registered Health Information Administrator, 1988
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PROFESSIONAL ACTIVITIES:

- American Health Information Management Association - House of Delegates, several committee memberships, facilitator roles and position papers.
- Florida Health Information Management Association - Distinguished Member Award 1996, President 1994, Board of Directors 1990-96, numerous other capacities.
- Other - Numerous roles in local HIM associations, clinical affiliations and college advisory boards.
- HIMSS (Healthcare Information and Management Systems Society) member since 1994. Dozens of presentations and articles written at a local, state and national level.

SUSIE SUNSHINE

99 Nirvana Avenue
Paradise, NL
A1L 1V9

Phone #: (709) 555-1061 (H) or (709) 555-4107 (W)

EDUCATION:

1993 – 1997: Memorial University of Newfoundland, St. John's, NL
Bachelor of Science (Major: Pure Mathematics, Minor: Physics)

EMPLOYMENT HISTORY:

May 1997 – August 1997: STUDENT ASSISTANT
Memorial University of Newfoundland, St. John's, NL
Duties: Correcting Math 1051 assignments and recording marks

August 1996 – December 1996: RESEARCH ASSISTANT
Memorial University of Newfoundland, St. John's, NL
Duties: Conducting, coding, data entering and analyzing surveys for evaluation

Summer 1994: CAMP COUNSELLOR
Mint Brook Camp, Gambo, NL
Duties: Organizing and implementing activities, supervising children and kitchen aide

SKILLS:

- Computer skills in programming, word processing, html, Latex, (Derive, Geometer's Sketchpad, Access, Vernier, etc.)
- Leadership/Organizational skills
- Hard worker
- Excellent Verbal Communication

VOLUNTEER WORK:

- April 1997: Hair/Make-up Technician for Community Theatre Musical: Pajama Game
- 1994 – 1996: Supervised a variety of Community Centre activities (Dances, Movies, etc.)
- 1989 – 1993: Sunday School Teacher
- 1990 – 1992: Junior/Senior Leader at Mint Brook Camp during Weekend/Summer Camps
- 1988 – : Canvassing for associations such as CNIB, Cancer Society, Heart and Stroke Fund.
- 1986 – 1993: Church Server/Choir Member

AWARDS:

- 1997, 1998: Dean's List
- 1993: Governor General's Award
- 1993: Millenium Scholarship
- 1993: Fermat Mathematics Award

REFERENCES:

Dr. Sebastian Cabot
Professor of Mathematics
Memorial University of Newfoundland, St. John's, NL
23 Berra Street
St. John's, NL
A9A 5B9
Home #: (709) 555-6669

Mrs. Anne Smith
Research Director
Memorial University of Newfoundland, St. John's, NL
P.O. Box 954
Manuels, NF
A1X 9B9
Home #: (709) 555-5987

TYLER MAHONEY

945 Bay Bulls Line
A1G 1C2
Email: tyler.mahoney@pmail.com

Home: 555-9966
Cell: 709-0070

To obtain a job where I can work part time while developing skills and gaining relevant experience in the work force.

Education

Currently maintaining an A average at Bishops College as a Level 2 student

- St. John's Ambulance Babysitting Course
- Red Cross First Aid Emergency Course

Experience

January 2007 - present

Bursey Cleaners

Cleaner's Assistant

Duties: cleaning bathrooms, dusting, vacuuming, and picking up garbage (current)

September 2004 - present

Extended Family and Neighbours

Babysitter

Duties: Reading to the children, playing with the children, supervising while preparing supper, doing homework with the kids, tidying up

June. – September, 2006

District of St. Barbe

Political Assistant 's Aide

Duties: Answering phones, filing, communicating with constituents, making inquiries, filing, faxing and labeling.

June – September 2005

St. John's First Assembly

Custodian and Secretary

Duties: vacuuming, dishes, dusting, organizing desks, file cabinets and answering phones.

Honors/Activities

- June 2006, June 2007 Academic Honours List Bishops College
- October 2006- Attended YPC Youth Conference in Clarendville representing District of Kilbride
- Member of Bishops College Rugby Team
- Play in St. John's Minor Soccer League

Volunteering:

- Kid Connection – church program for kids, duties include: bus monitoring, taking kids names, phone numbers and addresses, calling kids to inform them of the times kid connection starts and keeping them in line.
- Teen Connection – church program, these duties include calling the teens to inform them of the times it starts and ends and keeping order.
- Scorekeeping at the Nita Chambers Basketball Tournament at MacDonald Drive Jr. High

References

Wallace Young
MHA District of St. Barbe
729-1731 (W)

Doug Spurrell
Owner/Operator
Purity Factories Ltd., Blackmarsh Road
632-3201 (C)

Loyola Hearn
MHA District of Avalon
729-1371 (W)

Resume Worksheets

Following are a variety of exercises designed to show you how to prepare for, construct, and maintain a resume.

(Make the information on this worksheet thorough and complete. Save it as a lasting resource; update it as the years pass. Use the information as a “menu” from which to create a unique resume for each job you seek.)

Name: _____ Date
updated: _____

I. Personal Information

Permanent Address:

City: _____ State: _____ Zip: _____

Phone: (____) _____ E-Mail: _____

II. Education

High School (This is only necessary if you have not completed college.):

_____ City and Province:

Year Graduated: _____

List any academic honors or special achievements

Other Job Skills: (This should include computer systems, software, technical skills, secretarial skills, machinery skills, licenses, etc.)

Other Training:

In-service training classes or seminars. On the job training sessions.

III. Experience Information (consider all experience—paid, unpaid, volunteer, etc.) [Duplicate this section for each experience in your background]

Description of jobs and your accomplishments: (It is best to list accomplishments. What results did you achieve? How did your work performance stand out? Make sure your major job duties are clear even though the accomplishments are most important here. Include details. You will edit and clarify where needed in the resume writing process.)

Position title:

Organization name:

Address: _____

City: _____ Province: _____

Dates employed (months & years only) From: _____ To: _____

Name of supervisor(s):

Duties and responsibilities:

Quality attributes you found important and used successfully in this position.

Specific performance accomplishments or contributions you made to this job:

IV. Special Competencies

Write here your special talents, skills, training, languages (artistic, computer skills, special licenses, significant achievements), etc:

V. Activities

1. Memberships in professional associations, clubs or community groups, volunteer & religious organizations. Include name of the association, offices held and the dates. Add any significant activities attributed to your leadership:

2. Awards and Honors (academic, athletic, social, civic. Any scholarship):

VI. Personal References

List references on a separate page, not on your resume. Create a list of four (4) individuals, including their addresses and telephone numbers, that can be contacted by a potential employer for information regarding your work habits and history.

Generally, three or four professional or academic references and one personal reference will be sufficient. *Be sure to get permission from any reference before using their name!* Send each a thank you note for volunteering to help you, and keep them informed on your job search progress.

References can be obtained from:

- Coach
- Counsellor
- Teacher / Professor
- Minister/pastor
- Employer

1. Name: _____ Phone: (____) _____

Address: _____ City: _____

Prov: _____

E-mail address: _____

Position: _____

2. Name: _____ Phone: (____) _____

Address: _____ City: _____

Prov: _____

E-mail address: _____

Position: _____

3. Name: _____ Phone: (____) _____

Address: _____ City: _____

Prov: _____

E-mail address: _____

Position: _____

4. Name: _____ Phone: (____) _____

Address: _____ City: _____

Prov: _____

E-mail address: _____

Position: _____

NOW use these readings and activities to get you started on your resume. You will have several classes in the computer lab in order to complete your resume. Your work will be graded using the following rubric;

Career Development 2201**Resume One Rubric****The Objective Statement**

Questions about you	/5	/10
Questions about employers	/5	

Questions about you

What are your main qualifications, strengths, skills, and areas of expertise? What position(s)—or type of position—are you seeking? What are some of your professional goals?

What type of organization or work setting are you most interested in?

Questions about employers

What qualifications are most desired by employers in your field? What positions are available on the job market? What are they titled? What are some goals of the organizations that interest you?

What kinds of organizations are now hiring?

Contact information section?

Name	/1	/5
Address and phone	/1	
Email	/1	
Fax number	/1	
Any other means of contact	/1	

Design Strategies

Fonts: Size, Type, Highlighting,	/2	/10
Using layout: Alignment, columns	/3	
Graphic elements	/2	
Consistency	/3	
Typo?	-1	

Education Section

Schooling and training	/3	/5
Other skills and training, proficiency, certifications, licenses	/2	

Experience section

Company or organization and location (city, state)	/3	/10
Position title	/2	
Dates of employment or involvement	/2	
Descriptions of responsibilities, duties, achievements	/3	

Who? What? Where? Why? When? How?

Honors and activities section

Included required content	/5	/5
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General Requirements

Make your descriptions parallel	/2	/5
See through professional eyes	/2	
Appropriate headings	/1	

Your Mark	/50
	%



You may want to view several before you find a really good video that will help you complete the activities below

Activity #1: Resume

Search the You Tube site to find a video on Writing Resumes. Complete the following:

Write the URL here:

Write the Title of the video here:

Write three things your peers can learn from this video here:

- 1.
- 2.
- 3.

What was your favourite thing about the video?

Activity #2: Interviews

Search the You Tube site to find a video on Interviews. Complete the following:

Write the URL here:

Write the Title of the video here:

Write three things your peers can learn from this video here:

- 1.
- 2.
- 3.

What was your favourite thing about the video?