

# Writing a Résumé

**Level: OBS**  
**LBS 5**



**Goal:** Create and format a résumé using Word '97.

## **Learning Outcomes:**

- Create a properly formatted résumé using Word '97.
- Learn what to include in a résumé.
- Compare chronological and functional résumés.
- Write a cover letter

## **Contents:**

- Format a résumé
  - a) Heading – including inserting a line
  - b) Job Objective
  - c) Qualifications – including bullets, borders and text boxes
  - d) Education
  - e) Experience – including hanging indents
  - f) Online resources for résumé writing
- Types of Résumés
  - a) Comparison of résumé types
  - b) Chronological résumé – general format and sample
  - c) Functional résumé – general format and sample
- Cover letters
  - a) Part of a cover letter; Information to include
  - b) Format of a cover letter
  - c) Samples

**Prerequisite:** Basic skills in word processing

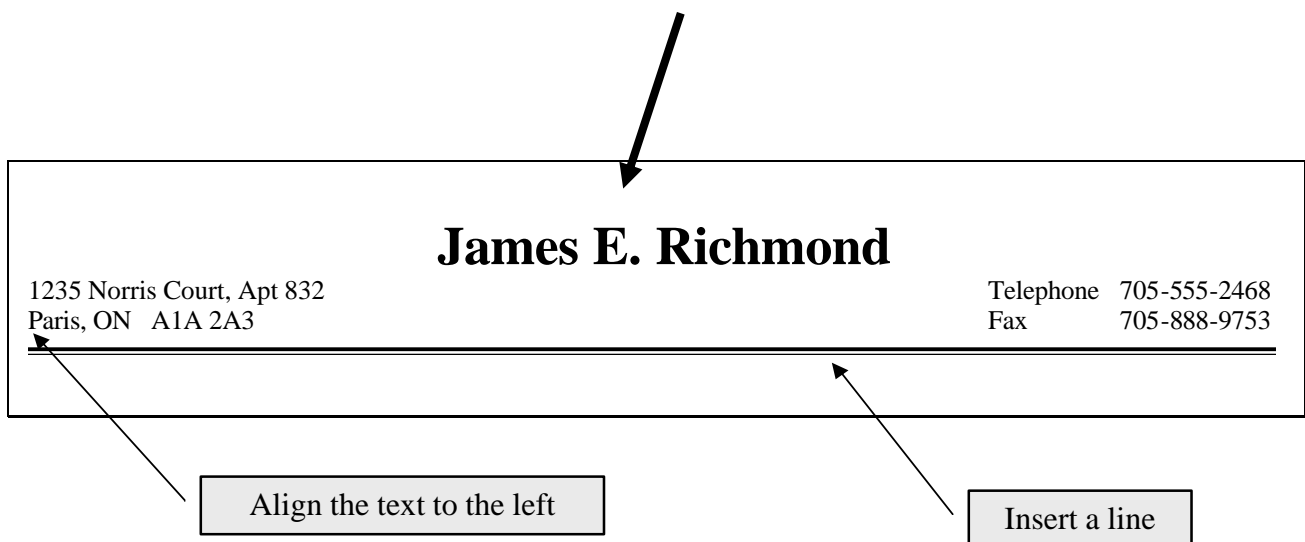
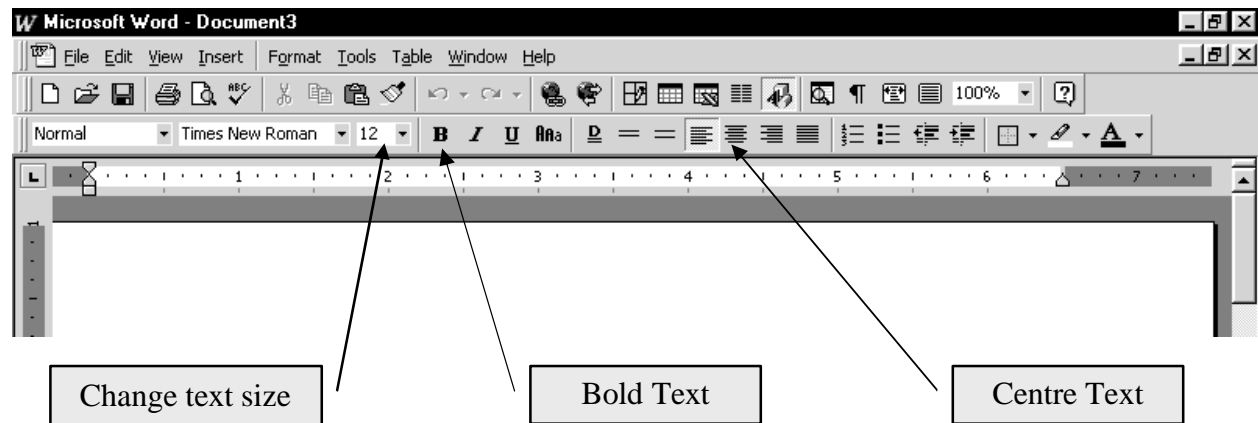
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# WRITING A RÉSUMÉ

A résumé is *a one or two page summary of your education, skills, accomplishments, and experience*. It is a kind of personal advertisement used *to help you get an interview* where you can sell yourself! A successful résumé will review, summarize, and present your training, experience, and achievements clearly and concisely.

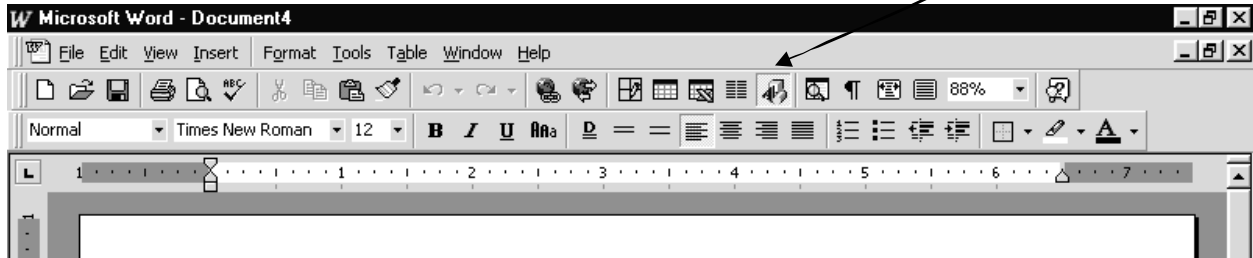
## Parts of a Résumé

- 1) **HEADING:** The heading is your contact information and should include your name, address, postal code, telephone numbers, fax number, and e-mail address.

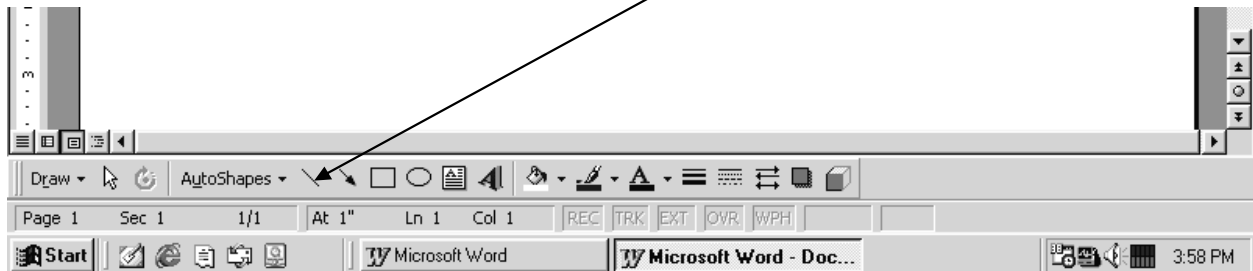


To *insert a line* under the heading:

- a) Activate the drawing tool bar by pressing the drawing toolbar button.



- b) The tools will be visible at the bottom of the page. Choose the line shape.



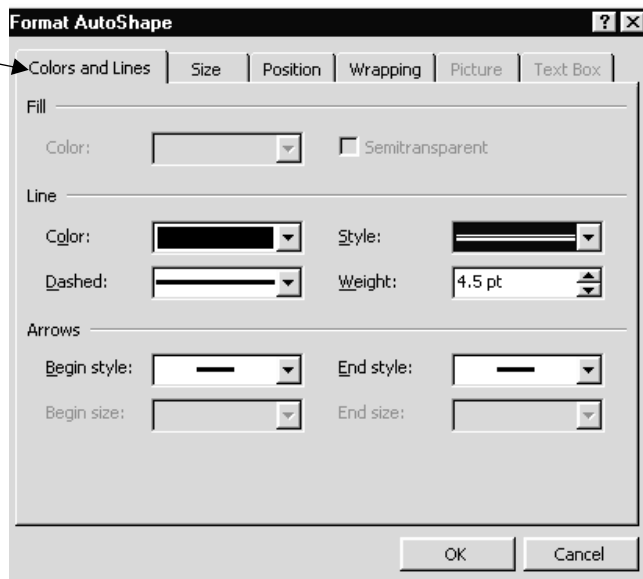
A crossed pair of lines will appear in place of the cursor. Drag to draw the line. You can edit the line by right clicking on the line and choosing *Format Auto Shape*. (You can return later to edit the line by left clicking on the line to select it, and then right click.)

Choose the *Colours and Lines* tab to change the line style or thickness

Choose the *Size* tab to change the length of the line.

Choose the *Position* tab to move the line. Generally, the horizontal position will be 0" from the margin. You can adjust the vertical position to make the line closer to or farther from the text.

The *Wrapping* tab shows how the line *wraps* around the text. The default will be *Top & Bottom*, which should work well in a heading. (If it seems that line is 'pushing' the text out of the way, you may need to adjust the wrapping.)



- 2) **JOB OBJECTIVE:** A clear, brief, specific job or career objective provides focus and clarity for the writing to follow. An objective clearly states, “This is what I want to do!” Be specific about the job you want. Tailor your objective to each employer you target/every job you seek.

**Sample Objective:**

Objective: Position as a Supermarket Checker or Head Clerk.

- 3) **SUMMARY:** The summary supports your job objective and summarizes your resumé in two or three sentences. The summary declares, “Here is why I will be good at this job!” It highlights your special qualifications and skills, as well as the scope of your experience. (Don’t use “I” or “me” statements. Instead of “*I developed a new..*” - “*Developed new..*”)

This part may be called:

- Summary
- Profile
- Summary of Qualifications
- Highlights


Sample Summaries:

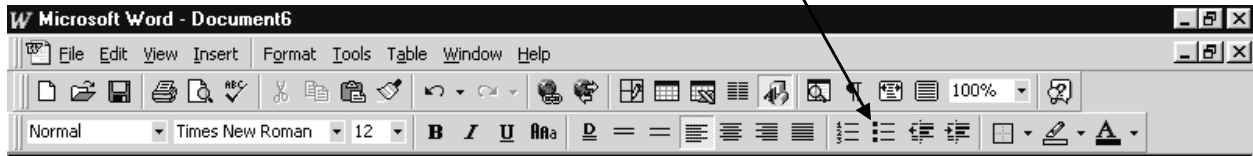
**SUMMARY OF QUALIFICATIONS**

- 15 years experience in the grocery industry as head clerk, checker, and cashier.
- Excellent reputation with customers as a competent, knowledgeable and helpful professional.
- Enjoy my work and consistently greet customers with a smile.
- Honest, reliable, and productive.

Performing artist with a rich baritone voice and unusual range, specializing in classical, spiritual, gospel and rap music. Featured soloist for two nationally televised events. Accomplished pianist. Extensive performance experience includes television, concert tours and club acts. Available for commercial recording and live performances.


To *insert bullets* as you type the summary:

- a) Press the *bullet button* on the *formatting toolbar*. 
- b) A bullet will appear at the start of the line.

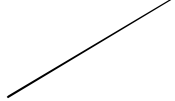



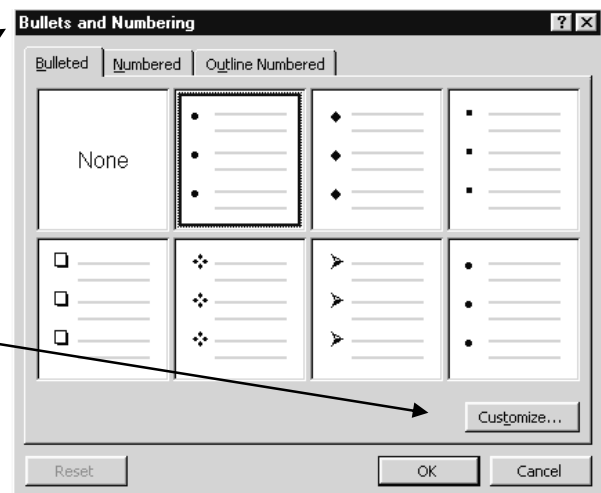
- c) When you press *Enter* to add the next item in the list, a new bullet will be automatically entered.
- d) To end the bulleted list, press *Enter* twice or *Backspace* over the bullet.

To *insert bullets* after you have typed the list:

- a) *Select* the whole list.
- b) Follow the steps above using the *bullet button*  on the *formatting toolbar*.

To *edit* (change) *bullets*:

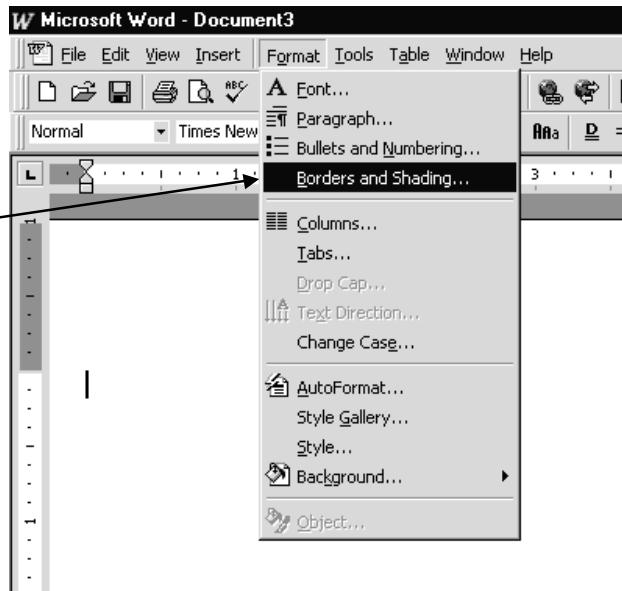
- a) In the *Format Menu*,
- b) choose *Bullets and Numbering*. 
- c) Select the style of bullets that you wish to use.
- d) The *customize button* allows you to change the distance from the bullets to the text or to customize the bullet. 



To *insert a box or border* around the summary:

a) *Select* the text that you want to have a border.

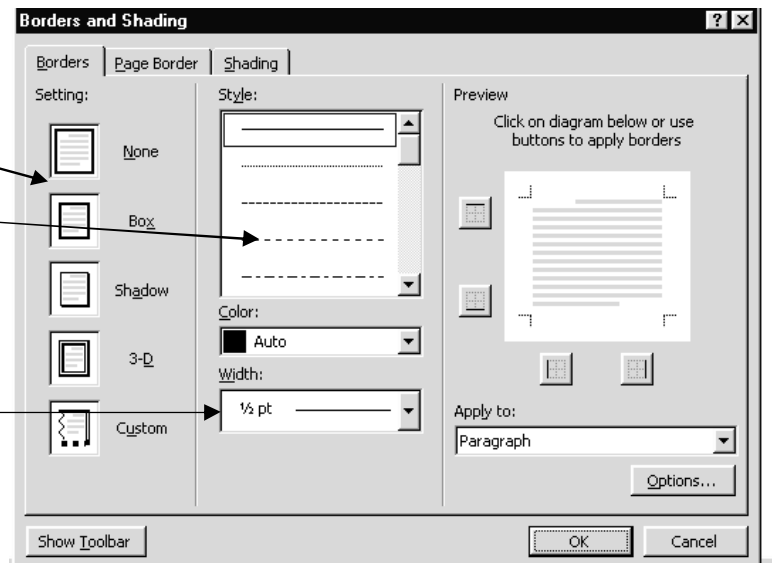
b) On the *Format menu*, choose *Borders and Shading*



c) Choose the kind of border that you want .

d) Choose the style of line that you want.

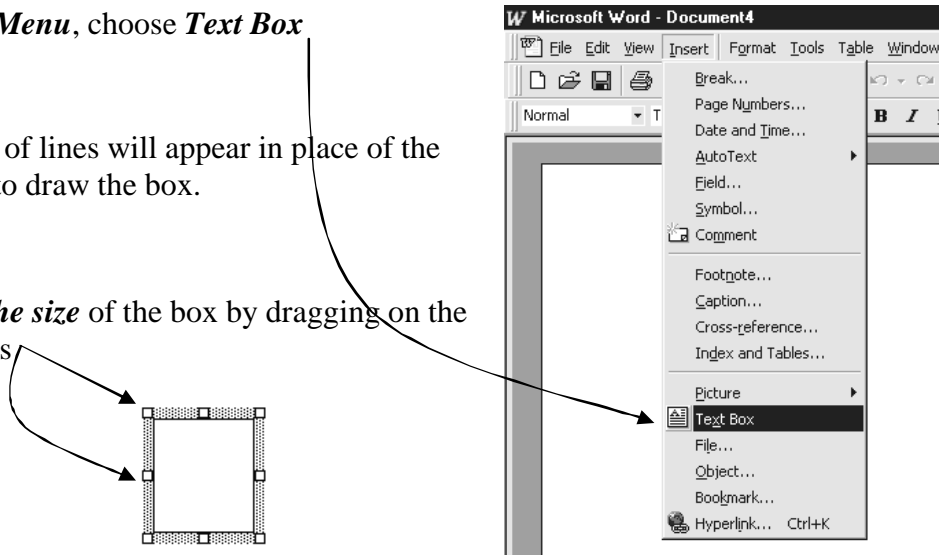
e) Choose the thickness of line that you want.



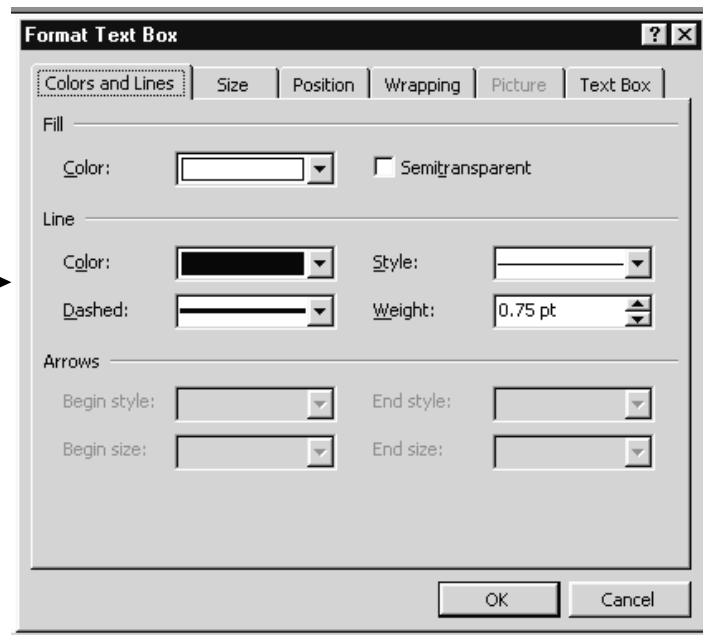
? Word **will not** put a border around a bulleted list, so you may need to use a *text box*. ?

To *insert a Text Box*:

- a) On the *Insert Menu*, choose *Text Box*
- b) A crossed pair of lines will appear in place of the cursor. *Drag* to draw the box.
- c) You can *edit the size* of the box by dragging on the sides or corners



- d) Type inside the text box
- e) To edit the border of the box, right click on the border and choosing *Format Text Box*.
- f) You can now change the line style, the size, the position, the wrapping, and the internal margins of the text box.
- f) You can return later to edit the box by left clicking on the box to select it, and then right click to *Format Text Box*.



- 4) **EDUCATION and TRAINING:** New graduates without a lot of work experience should list their educational information first. People with more work experience can list it after the work experience section.
- a) Your most recent educational information is listed first.
  - b) Include degree / diploma, major, institution attended, minor/concentration.
  - c) Mention academic honors and awards
  - d) Include courses, training, and workshops you have taken that are related to your job objective or goal.

<b>EDUCATION AND TRAINING</b>		
MS Access (Distributed Learning Course)	Loyalist College	Ongoing
Web Design Workshop (2 days)	Loyalist College	2001
Computers in the Workplace Course	Sir Sandford Fleming College	2000
Ontario Secondary School Diploma	Merton Secondary School, Wilmont Honour Student Prize for Computer Studies	1999



- 5) **WORK EXPERIENCE:** Briefly give the employer an overview of work that has taught you your skills. Use action words to describe your job duties.

For a **chronological résumé**, include your work experience in reverse chronological order—that is, put your last job first and work backward to your first, relevant job. Include:

- a) Title of position
- b) Employer - name and location
- c) Dates of employment
- d) A description of your work responsibilities with emphasis on achievements.
- e) Unpaid work that fills a gap or shows that you have the skills for the job.

**Sample:**

1997 – 2000	<b>ANGLIN OIL RECYCLING</b>	<b>Driver</b>
<ul style="list-style-type: none"><li>• Drove oil trucks, safely providing pick up and delivery service for waste oil recycling</li><li>• Supervised product safety, working with thousands of gallons of oil per week</li><li>• Promoted services as “on the road representative” for the company</li><li>• Co-ordinated deliveries and service calls for the retail fuel oil division</li></ul>		

For a **functional or skills based résumé**, create headings that emphasize skills you have that are relevant to the job objective. Under these headings include

- a) specific duties that you have performed or responsibilities that you have had that show this particular skill
- b) accomplishments or awards that you have received

**Sample:**

<b>CUSTOMER SERVICE</b> <ul style="list-style-type: none"><li>• Developed a reputation for <b>excellent customer service</b> by: acknowledging the customer's presence and making eye contact; greeting customers in a friendly manner, and giving them full attention; taking time to answer a question or find someone else who could.</li><li>• Served as <b>product expert</b> on sophisticated items, directing customers to: exotic spices and ingredients ...ethnic foods ...unusual gourmet items.</li><li>• <b>Increased sales</b> in the higher-profit Natural Foods Department (and increased customer satisfaction) by <b>advising customers</b> on bulk alternatives to name-brand items.</li></ul>
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Some action words that you could use in your résumé.

<ul style="list-style-type: none"><li>• achieved</li><li>• acquired</li><li>• adapted</li><li>• addressed</li><li>• administered</li><li>• analyzed</li><li>• anticipated</li><li>• assembled</li><li>• assisted</li><li>• audited</li><li>• budgeted</li><li>• calculated</li><li>• centralized</li><li>• changed</li><li>• collaborated</li><li>• composed</li><li>• condensed</li><li>• conducted</li><li>• constructed</li><li>• contracted</li><li>• converted</li><li>• coordinated</li><li>• created</li><li>• cultivated</li><li>• demonstrated</li><li>• designed</li><li>• developed</li><li>• devised</li><li>• discovered</li><li>• doubled</li></ul>	<ul style="list-style-type: none"><li>• drafted</li><li>• edited</li><li>• eliminated</li><li>• enforced</li><li>• established</li><li>• evaluated</li><li>• expanded</li><li>• explained</li><li>• forecasted</li><li>• formed</li><li>• founded</li><li>• generated</li><li>• guided</li><li>• hired</li><li>• implemented</li><li>• improved</li><li>• informed</li><li>• insured</li><li>• interpreted</li><li>• interviewed</li><li>• launched</li><li>• maintained</li><li>• managed</li><li>• marketed</li><li>• minimized</li><li>• motivated</li><li>• negotiated</li><li>• obtained</li><li>• operated</li><li>• organized</li></ul>	<ul style="list-style-type: none"><li>• originated</li><li>• oversaw</li><li>• performed</li><li>• planned</li><li>• prevented</li><li>• produced</li><li>• programmed</li><li>• promoted</li><li>• provided</li><li>• publicized</li><li>• published</li><li>• recruited</li><li>• reorganized</li><li>• reported</li><li>• researched</li><li>• resolved</li><li>• reviewed</li><li>• selected</li><li>• separated</li><li>• set up</li><li>• simplified</li><li>• solved</li><li>• surveyed</li><li>• staffed</li><li>• supervise</li><li>• taught</li><li>• tested</li><li>• trained</li><li>• used</li></ul>
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## FORMATTING THE WORK EXPERIENCE OR EDUCATION SECTION.

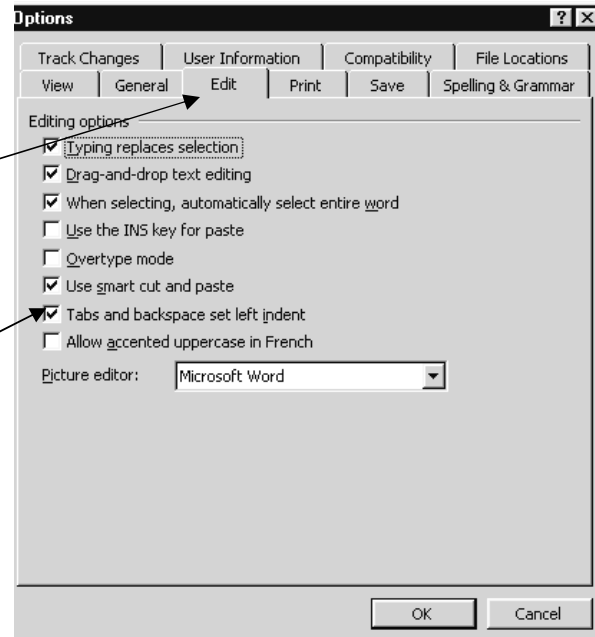
You may need to create a hanging indent so that the first line of text is further to the left than subsequent lines. You may do this to make headings or titles stand out.

### Create a *Hanging Indent*:

Before you start ...

- In the *Tools menu*,
- choose the *Options* command.
- Select the *Edit tab*.
- Verify that the *Tabs and Backspace set Left Indent* check box is selected.

(This is the default position for this check box, so it will likely be checked when you start.)

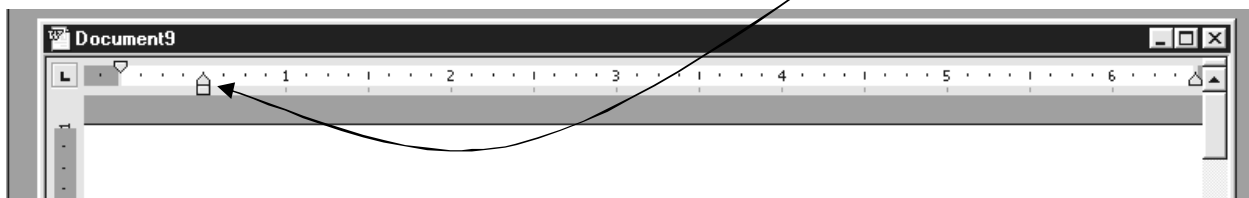


Then

- a) Type the text or item that you want to have on the left.
- b) Press the **TAB** key.
- c) Type text that you want on the right until it wraps to the second line.
- d) Click in front of the text in the second line.
- e) Press the TAB key until the text is positioned where you want the second line to begin.

Word creates a hanging indent, so that the first element hangs  $\frac{3}{4}$  or is offset to the left  $\frac{3}{4}$  of the lines of text that wrap below the first line.

Note You can change hanging indent settings by dragging the indent markers on the ruler or by changing settings in the Paragraph dialog (Format menu).



## 6) OTHER INFORMATION

If there are things that are relevant to your job objective that you have not covered, you may want to add another section. You may want to include:

- Key or special skills or competencies,
- Leadership experience in volunteer organizations,
- Certifications or Professional memberships
- Publications
- Awards or honours

## 7) REFERENCES

- You may note at the bottom of your résumé: "References available on request." (It's not always necessary to add this. Employers know that if you are looking for a job you should have references. Sometimes it is used to signal the end of the résumé or to "fill" the page or give the page a balanced look.)
- References are people (other than family members) who know your skills, your work habits, and your personality.
- Ask people if they are willing to serve as references before you give their names to a potential employer.
- Do not include your reference information on your résumé.
- Have a separate sheet of paper with the names, addresses and phone numbers of 3 or 4 references. Bring them with you to an interview.
- Use the same paper and font for your reference list as you use for your résumé.

### ONLINE RESOURCES:

1. <http://www.damngood.com>  
(Damn Good Résumé Guide; Click on Tips & Help to read sample résumés)
2. <http://www.free-resumee-tips.com>
3. <http://www.rockportinstitute.com/resumes.html>
4. <http://jobstar.org/tools/resume/>
5. [http://www.virtualville.com/employment\\_agency/resume\\_writing.html](http://www.virtualville.com/employment_agency/resume_writing.html)
6. <http://www.adm.uwaterloo.ca/infocecs/CRC/manual/resumes.html>

## RÉSUMÉ RULES:

- 1) One page is best. Unless you have considerable experience, you don't need two pages. For every statement ask yourself, "Will this help me get an interview?"
- 2) Keep things organized. The employer won't read for long if the information is too scattered.
- 3) Presentation is important. It should have an attractive appearance, be well laid out, be neatly typed, have headings that stand out, and be easy to read. Try to avoid long blocks of writing.
- 4) Put most important information on the first line of a writing "block" or paragraph - the first line is read most.
- 5) Proof read carefully for spelling and grammar errors. It should be absolutely perfect; one typo can mean your résumé lands in the garbage! Spell check it; get someone to do a grammar review; ask another friend to proofread. The more people who see your résumé, the more likely that misspelled words and awkward phrases will be seen (and corrected).
- 6) Use white or off-white paper, 8-1/2- x 11-inch paper. Stay away from fancy papers. Print on one side of the paper.
- 7) Use non-decorative fonts. The most commonly used are *Times New Roman* and *Arial*. Use a font size of 10 to 14 points (generally, use 12). Choose one typeface and stick to it. Avoid italics, script, and underlined words – anything that makes the résumé harder to read.
- 8) Do not use graphics or shading.
- 9) Do not fold your résumé. If you must mail your résumé, put it in a large envelope.
- 10) Do not include any personal information, salary information, anything which could turn the employer off, which is controversial (political, etc.) or could be taken in a negative light.

***Employers generally only scan each résumé for about 20 seconds; if it is too long, appears cluttered, or has spelling or grammar errors, it will immediately be rejected.***

# TYPES OF RÉSUMÉS

## Chronological Resume

### Most Widely Used & Readily Accepted!

This type of resumé includes your most recent work history then continues back in time. Here, you list company name, dates of employment, job title and a brief description of responsibilities. For best results, you should add accomplishments (or Success Stories) for each position, set off by bullets or indentations. Quantify your summary or accomplishments whenever possible. Get specific! Use phrases like "supervised seven employees", "handled a budget of 10 million annually", or "produced savings of 15%". Reduce the detail as you go further back in your career. If you plan to submit your resumé to large organizations in openly advertised competitions, the recruiters will be expecting to see the Reverse Chronological format. Use it unless you have strong reasons not to.

This type of resumé works best:

- If you have an uninterrupted work history that shows a clear path in terms of the direction you wish to go.
- If your resumé is targeted for a similar position to the one which you now hold.
- If you have relevant work experience for the position you are applying for.
- If your specific accomplishments relate closely to your job titles/descriptions.
- If your professional strengths tie closely to the specific positions you have held.

## Functional Resumé

### Recommended when you are beginning or changing careers!

This type of resumé organizes your work experience by functions or competencies, rather than by calendar dates. Here you can create a profile of your experience based on skill groupings irrespective of any particular jobs held while attaining them. For greatest effectiveness, this type of resumé will also include in abbreviated form, a listing of company names, position titles, and dates in reverse chronological order.

### A Functional resumé works best:

- If you are entering the workforce for the first time
- If you feel you may need to downplay employment gaps
- If making a dramatic career change
- If you have held numerous positions with numerous employers in a short time span
- If you have been away from the working world for an extended period of time
- If you need to group skills together that are based on strengths not closely tied to the particular jobs you have held
- If your work history includes a series of similar positions with numerous repeating details and accomplishments

# Chronological Format

**NAME**

Local Address  
Address

Telephone Number  
E Mail Address

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## **JOB OBJECTIVE**

*Job Title - Clear, specific statement*

## **SUMMARY OF QUALIFICATIONS**

*Brief Statements*

## **EDUCATION**

*Diploma, Degree (Major, Major), School, Location, Year*

*Relevant Courses*

- *Course Name, Date, Brief description if necessary*
- *Course Name*

## **WORK EXPERIENCE**

*Dates Job Title*

*Employer, Location*

- *Points beginning with action verbs.*
- *Points beginning with action verbs*

*Dates Job Title*

*Employer, Location*

- *Points beginning with action verbs.*
- *Points beginning with action verbs*

## **VOLUNTEER EXPERIENCE**

*Dates Title or Role*

*Organization, Location*

- *Points beginning with action verbs*

## **ACTIVITIES/INTERESTS**

- *Role, Organization, Dates*

## **REFERENCES**

- *Available on Request*

# Chronological Résumé

## BRIAN BRIARSSON

7667 West Highway 421  
Silver City, NM 98765

Telephone: (123) 456-7890

Fax: (123) 555-6666

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### JOB OBJECTIVE

A supervisory position in oil field construction

### SUMMARY

Experienced in pipeline and oil field construction work.

Since 1986, specialist in asbestos abatement, including job management and crew supervision.

### WORK HISTORY

#### **General Superintendent, Spray Systems Environmental, Phoenix, Arizona (1995 - Present)**

- Superintendent for asbestos abatement contractor at Chino Mines in New Mexico.
- Supervise 30-person crew, set up jobs, oversee safety, order materials, assure that job is done on time.
- Current job involved setting up freestanding asbestos containments around 70-foot-high boilers in a working copper smelter. This has been accomplished with no disruption to plant operations or personnel.

#### **Superintendent, Bcp Construction, Phoenix, Arizona (1992-95)**

- Asbestos abatement for schools, hospitals, and office buildings from Kentucky to California. Ran crews of one to four workers.
- Supervised complete asbestos abatement project for three floors of a high-rise building (Mera Bank) in Phoenix, Arizona.

#### **Apprentice Welder, Wayne Houston Welding, Medicine Hat, Alberta (1985-92)**

- General welding duties, pipe cutting, and job set-up.

#### **Assistant Driller, Roughneck; Various Oil Companies, Alberta (1980-85)**

- Worked on large oil rigs.

### EDUCATION & TRAINING

1994 Advanced Supervision of Abatement, Georgia Inst. of Technology.

1992 Certificate, abatement work in schools under Asbestos Hazard Emergency Response Act

1991 Abatement Supervisor Training, Georgia Inst. of Technology.

1990 Certificate, Welder First Class, Southern Alberta Inst. of Technology.



# Functional Format

## NAME

Local Address  
Address

Telephone Number  
E Mail Address

---

### **JOB OBJECTIVE**

*Job Title – Clear, specific statement*

### **SUMMARY OF QUALIFICATIONS**

*Brief Statements*

### **EDUCATION**

*Diploma, Degree (Major, Minor) School, Location, Year*

*Relevant Courses*

- *Course Name*
- *Course Name*

### **QUALIFICATIONS**

*Function/Skill*

- *Points beginning with action verbs*
- *Points beginning with action verbs*
- *Points beginning with action verbs*

*Functions/Skill*

- *Points beginning with action verbs*
- *Points beginning with action verbs*

### **WORK HISTORY**

*Dates*

*Job Title or Role*

*Organization, Location*

- 
- 

*Relevant duties and accomplishments*

*Relevant duties and accomplishments*

### **CERTIFICATION**

*Name, Date*

### **AWARDS, SCHOLARSHIPS**

*Name, Awarded by, Date*

### **ACTIVITIES/INTERESTS**

*Role, Organization, Dates*

### **REFERENCES**

*Available on Request*

# Functional Resume

**CLAIRE MACKAY**

123 Queens Road  
Medicine Hat, AB T1J 3A7

Phone: (403) 299-9929

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**OBJECTIVE:** Management position at courier company

**PROFILE:** Dedicated, hard-working and highly responsible individual with over 20 years experience in a variety of supervisory and technical roles. Close to seven years as lead driver for a national courier company, seven years store management experience and several years combined experience in equipment and technical positions. Key strengths contribute to success at work:

### Self-Motivation, Self-Reliance

- maintained a strong work ethic and high standards of performance throughout entire career - promoted quickly to "lead" positions
- achieved safe operation of all work-related equipment - received 1, 2, and 3 year safe driving awards from ABC Courier for accident-free driving
- while working part-time reinstating utility lines and switches for Manitoba Utility Company, obtained Certificate of Recognition for correspondence course work in Calculus and Drafting

### Strong Business and Organizational Skills

- successfully managed the day-to-day operations and staffing of a busy postal outlet - have been responsible for shipping and receiving of merchandise, displaying merchandise and inventory control
- as lead driver, managed the work load of 10 to 15 drivers, consistently meeting deadlines despite volume, weather, road conditions and unforeseen problems

### Excellent People Skills

- developed strong rapport with management, peers and subordinates - communicated effectively and accurately
- managed to effectively and accurately relay information between management and all drivers at ABC Courier
- provided friendly and professional service to all customers, ensuring customer satisfaction and resulting in repeat business

### CAREER HISTORY

ABC COURIER, Medicine Hat, Alberta (1986-1992)	Lead Driver
WATER QUALITY PLANT, Medicine Hat, Alberta (1984-1986)	Equipment Supervisor
POSTAL OUTLET, Medicine Hat, Alberta (1976-1983)	Manager
MANITOBA UTILITY COMPANY, Winnipeg, Manitoba (1970-1975)	Technician

### TRAINING & EDUCATION

Electronics Diploma, 1992	Southern Alberta Institute of Technology, Calgary, Alberta
Completed Grade 12, Electronics Major	Sir Wilfred Laurier Memorial High, Medicine Hat, AB
St. John Ambulance First Aid and CPR Certificates, 1989	