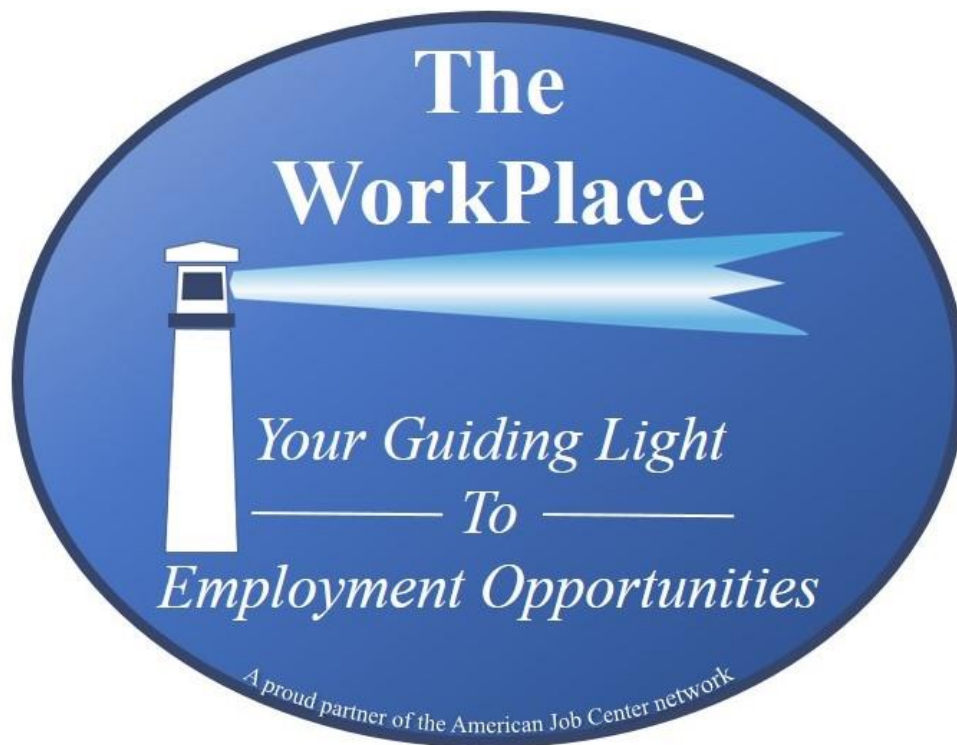


# Resume Packet for Job Seekers



## The WorkPlace

1000 Coffeen Street • Watertown, New York 13601 • 315-782-9252

### Why Do I Need a Resume?

1. The job market is very competitive and all serious job seekers should be equipped with this job search tool.
2. Many employers who advertise job openings request that resumes be sent to be considered for the position. Some help wanted ads request that no phone calls be made. The employers wish to review candidates' resumes and selectively decide who to interview.
3. A resume is your personalized marketing tool and is designed to emphasize your strong points while excluding any weaknesses. An application for employment, on the other hand, is used to screen out candidates and reveal any potentially undesirable information.
4. The process of developing a resume will clarify your strengths, identify your skills, and increase your self-confidence. Having an attractive and well-organized resume is the first step towards landing the job.

### Types of Resumes

1. The **Chronological Resume** is the most common resume used. Work history and education are listed with the most recent position or degree listed first. This type of resume is beneficial to those with a steady work history and significant work experience.
2. The **Functional** or **Skills Resume** is helpful to those with limited on-the-job experience, multiple types of employment, a spotty work history or who've had multiple employers. It focuses solely on job skills and doesn't highlight employment history.
3. A **Combination** resume combines the professional skills summary and a brief work history. This is an excellent choice for those who have a spotty work history, are a "jack-of-all-trades", have several years in one profession, or are looking to emphasize transferable skills.

### Anatomy of a Resume

#### 1. The Heading

- A. First name, middle initial and last name is the best format. You may want to use all capital letters or bold to highlight the details.
- B. Address information should include your street address or PO Box. City, State, and Zip Code should be included on the next line, just as if you were addressing an envelope.
- C. List your phone number with area in one of the following formats. (315) 123-4567 or 315-123-4567. If you do not have voicemail, be sure to list a **reliable** message phone.
- D. An email address is crucial and should come after the phone number. Avoid unprofessional email addresses that include nicknames, birth dates, activities, or inappropriate words. Examples of a professional email address would be john.smith@yahoo.com or janedoe@gmail.com

### 2. Summary or Job Objective

- A. A summary of your qualifications is a 3 to 5 sentence paragraph summing up your skills and abilities or it can be an introductory sentence followed by a few bulleted highlights.
- B. You may choose an objective statement if you are searching for employment in a specific field or are writing a targeted resume for each position you are applying for.

### 3. Work Experience

- A. Dates of employment, the employer's name and location, and your title or position are provided here. You may wish to emphasize your position with bold script. Just be careful not to have so much specialized script that your resume becomes hard to read. Always start with your most recent employer going back 10 years. Try to avoid gaps in your employment history.
- B. Describe your job in terms of skills and accomplishments. This is usually presented in short bulleted statements beginning with an action verb. Be sure to include relevant job-related and transferable skills with specific examples. Using examples that are quantitative or qualitative will enhance your resume more.

### 4. Education

- A. Your last educational should be listed first whether it was college, vocational training, or high school. If degree is unrelated, but you've taken relevant classes, only list courses that directly impact the position you are applying for.
- B. Include any relevant apprenticeships, on-the-job training, seminars, military training, or self-study.
- C. List GPAs that are 3.5 or higher.
- D. Education should come after your work experience **unless** you are a recent graduate or are transitioning into a new career field that is based on your education. If that is the case, the education section should come before your work experience.

### 5. Other Skills/Abilities/Accomplishment/Awards

- A. Do you have any special certificates, licenses, or qualifications that relate to the position being applied for and that have not been listed elsewhere in your resume?
- B. Have you won any awards or been acknowledged for volunteer work or community service? Employers like community involvement especially if it relates to the job in which they're applying.

### 6. References

- A. Have a separate reference page listing at least three people that may be contacted about your work experience or who can be a character reference. Select individuals you know will give you a good reference and be sure to ask their permission.
- B. Most employers complete the hiring process during the day time hours. Having references that can be reached during the day by phone may expedite your chances of being called in for an interview.

### Addressing Common Resume Problems

#### 1. Gaps in dates of employment

Use only month and year or even just the years of employment to avoid showing gaps in work history. Consider eliminating dates completely if there are large periods of unemployment. If the employment gaps have been due to educational pursuits, travel, or other worthwhile activities, it is okay to list them in the work experience section.

#### 2. Criminal record

Do not mention any arrests or convictions on a resume, but you should be up front about any felony convictions if asked by a potential employer.

#### 3. Fired from previous position(s)

Most employers will verify only employment dates. If there's a possibility that they will provide further negative information, list a supervisor or co-worker that will speak well of you. Contact previous employers that you may be concerned with to discuss what they will say if contacted. If the job was short-term, consider not listing it at all.

#### 4. Disabilities

The American Disabilities Act states that an employer shall make reasonable efforts to accommodate a disability if the disability does not prevent a worker from carrying out the duties of the job. This information need not be included in a resume. However, it would be wise to be knowledgeable of job duties required prior to applying for any position.

#### 5. Age and Personal Information

If you feel you may not be considered because of your age, do not list your high school graduation date. It is human nature to automatically determine an applicant's age based on this information.

You should not include personal information such as date of birth, marital status, religious affiliation, or a picture of yourself on a resume. Doing so will hurt your chances of being offered a position.

## SAMPLE LIST OF SKILLS HEADINGS

Accounting	Engineering	Presentations
Acquisitions	Finance	Printing
Administrative	Food Service	Product Development
Advertising	Fund Raising	Production
Advocacy	Graphic Design	Program Development
Architecture	Hospitality	Programming
Aviation	Human Resources	Promotion
Business Relations	Inspection	Publicity
Career Development	Instruction	Public Speaking
Childcare	Investigation	Purchasing
Clerical	Investment	Real Estate
Communication	IT Support Technician	Research
Community Affairs	Legal	Resource Management
Computer Networking	Maintenance	Sales
Construction	Management	Scheduling
Counseling	Marketing	Secretarial
Culinary Arts	Materials Handling	Security
Customer Service	Mechanics	Social Work
Cyber Security	Medical	Supervision
Data Processing	Navigation	Systems and Procedures
Design	Negotiations	Teaching
Drafting	Organization	Web Development
Electronics	Planning	Writing & Editing

## Action Verbs

accompanied	contacted	fired	negotiated	scheduled
accomplished	coordinated	focused	notified	secured
accountable for	counseled	founded	observed	selected
achieved	created	facilitated	obtained	served
acted	corrected	filed	offered	settled
activated	clarified	guarded	operated	setup
adapted	captured	gathered	ordered	sold
addressed	chaired	generated	organized	solved
adjusted	collaborated	granted	participated	sorted
administered	copied	guided	performed	sponsored
advised	constructed	handled	planned	started
advocated	defined	helped	prepared	stimulated
aided	delivered	hired	prescribed	stocked
allowed	demonstrated	implemented	presented	strengthened
analyzed	designed	improved	prioritized	structured
answered	determined	informed	processed	studied
appointed	developed	initiated	produced	succeeded
approved	diagnosed	inspected	profiled	supervised
arranged	directed	installed	programmed	supported
assembled	disbursed	instructed	promoted	surveyed
assessed	disciplined	insulated	provided	tabulated
assisted	displayed	introduced	published	taught
attended	distributed	investigated	purchased	telephoned
authorized	drafted	issued	rebuilt	terminated
balanced	earned	itemized	recommended	tested
billed	educated	interviewed	reconstructed	trained
built	elected	influenced	recorded	transferred
calculated	enabled	invented	recruited	translated
carried out	encouraged	increased	referred	transmitted
certified	endorsed	interviewed	registered	transported
coached	enrolled	identified	repaired	troubleshoot
collected	established	launched	reported	tutored
communicated	estimated	led	represented	typed
compiled	evaluated	learned	researched	validated
completed	examined	maintained	resolved	verified
composed	executed	managed	responded	volunteered
conducted	explained	manufactured	responsible for	won
confirmed	expanded	monitored	reviewed	worked
controlled	edited	marketed	saved	wrote

1. **Adaptive (or Personal)** - Strong personality traits that employers appreciate such as:

(Check all that apply to you)

- |                                      |                                    |
|--------------------------------------|------------------------------------|
| <input type="checkbox"/> Accuracy    | <input type="checkbox"/> Energetic |
| <input type="checkbox"/> Active      | <input type="checkbox"/> Flexible  |
| <input type="checkbox"/> Adaptable   | <input type="checkbox"/> Friendly  |
| <input type="checkbox"/> Aggressive  | <input type="checkbox"/> Honest    |
| <input type="checkbox"/> Alert       | <input type="checkbox"/> Inventive |
| <input type="checkbox"/> Ambitious   | <input type="checkbox"/> Loyal     |
| <input type="checkbox"/> Artistic    | <input type="checkbox"/> Neat      |
| <input type="checkbox"/> Considerate | <input type="checkbox"/> Organized |
| <input type="checkbox"/> Competent   | <input type="checkbox"/> Outgoing  |
| <input type="checkbox"/> Confident   | <input type="checkbox"/> Patient   |
| <input type="checkbox"/> Cooperative | <input type="checkbox"/> Punctual  |
| <input type="checkbox"/> Creative    | <input type="checkbox"/> Reliable  |
| <input type="checkbox"/> Dependable  | <input type="checkbox"/> Versatile |
| <input type="checkbox"/> Determined  |                                    |

2. **Job Skills** - Specific skills you have gained through work experience are your job or work skills. It is helpful to consult O\*Net at [www.onetonline.org](http://www.onetonline.org) to review typical skills applicable to jobs you have held in the past. You may be reminded of tasks you performed but have forgotten about. It is also helpful to look up positions you would like to apply for and familiarize yourself with the common duties of those jobs. When listing job skills, it is most effective to include accomplishments related to those skills. For example, "Typed all memos and correspondence for three managers accurately at 80 words per minute." Compose a few bulleted statements describing your job skills. Don't forget to start with an **action verb** to add strength to your resume.

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

3. **Transferable Skills** - These skills are developed through work and life experience. They are adaptable for any situation.

**(Check all that apply to you)**

- |  |   |
|--|---|
| <input type="checkbox"/> analyze data          | <input type="checkbox"/> assess situations  |
| <input type="checkbox"/> adapt to situations   | <input type="checkbox"/> budget money       |
| <input type="checkbox"/> coordinate activities | <input type="checkbox"/> calculate numbers  |
| <input type="checkbox"/> collect money         | <input type="checkbox"/> check for accuracy |
| <input type="checkbox"/> chart information     | <input type="checkbox"/> communicate        |
| <input type="checkbox"/> consult with others   | <input type="checkbox"/> design             |
| <input type="checkbox"/> develop               | <input type="checkbox"/> make decisions     |
| <input type="checkbox"/> explain               | <input type="checkbox"/> direct others      |
| <input type="checkbox"/> follow directions     | <input type="checkbox"/> demonstrate        |
| <input type="checkbox"/> gather information    | <input type="checkbox"/> help others        |
| <input type="checkbox"/> implement             | <input type="checkbox"/> interpret data     |
| <input type="checkbox"/> manage                | <input type="checkbox"/> learn quickly      |
| <input type="checkbox"/> organize              | <input type="checkbox"/> perform tasks      |
| <input type="checkbox"/> raise money           | <input type="checkbox"/> run meetings       |
| <input type="checkbox"/> schedule              | <input type="checkbox"/> set up systems     |
| <input type="checkbox"/> meet goals            | <input type="checkbox"/> take instructions  |
| <input type="checkbox"/> teach others          | <input type="checkbox"/> lead groups        |



# Sample Combination Resume

## Name

Address ♦ City, State Zip Code

Email address ♦ Phone number

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## SUMMARY

List your accomplishments in a brief statement that sells your skills to the employer.

Example: Administrative support professional with 20 years of experience working in fast-paced environments demanding strong organizational, interpersonal, and problem-solving skills.

Confident and poised in interactions with the public. Detail-oriented and resourceful. Committed to providing superior customer service and problem resolution.

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## EXPERIENCE HIGHLIGHTS

### Administrative Support (Job Skill)

- Performed administrative assistant and secretarial functions for the Executive Director of a busy xx company
- Answered telephones and assisted customers with questions and problem resolutions
- Maintained multiple banking accounts and ledgers, and created monthly invoices
- Developed and implemented organizational and record-keeping systems
- Created desktop publishing items to include: fundraising materials, bills, brochures, forms, posters and records

### Fundraising & Public Education

- Scheduled and conducted tours and public education sessions
- Solicited donations for fundraising events
- Created and distributed fundraising materials, newsletters and information pamphlets
- Performed public education and awareness classes

### Management & Supervision

- Developed and conducted employee and volunteer training programs
- Coordinated and supervised volunteers and community service workers
- Evaluated and hired employees
- Counseled and recommended termination of employees as necessary
- Trained and supervised summer interns

## PROFESSIONAL EXPERIENCE

List company – City, State

ABC Company - Watertown, NY

XYZ Company - Watertown, NY

List dates of employment

1/10 to 12/11

1/08 to 12/09

## EDUCATION

List degree

School Name

Dates attended

City, State

# Sample Combination Resume

## Name

Address ♦ City, State Zip Code

Email address ♦ Phone number

---

## JOB OBJECTIVE

Seeking employment which will fully utilize my educational and hands-on experience in the nutrition field.

## EDUCATION

**B.S. in Administration Dietetics**

*North Dakota State University*

**1998**

*Fargo, ND*

## SKILLS SUMMARY

### Experimental Methods

- Devised and carried out experiments in advanced food classes
- Operated an assortment of precise laboratory measuring equipment
- Wrote results and reported orally experimental findings

### Recipe Development and Meal Planning

- Formulated and tested recipes in class and field evaluations
- Critiqued and evaluated a variety of recipes
- Assisted in creating the layouts for recipes
- Organized and edited promotional materials in preparation for sales

### Food Preparation

- Have prepared complete, balanced, and appetizing meals in quantity
- Strong familiarity with all basic principles of food preparation
- Extensive experience in baking breads, cakes, cookies

### Food Service Management

- Supervised all aspects of food service for a special weekend project
- Directed meal preparation for mentally handicapped residents
- Took charge of all summer food procurement and preparation

## EMPLOYMENT

**RESIDENT DINING AIDE**

*North Dakota State University*

**1996 - 1998**

*Fargo, ND*

## ACCOMPLISHMENTS

- Graduated Phi Beta Kappa
- Minored in Business Management

# Chronological Resume Sample

## Name

Address ♦ City, State Zip Code

Email address ♦ Phone number

---

---

## SUMMARY

List your accomplishments in a brief statement that sells your skills to the employer.

Example: Administrative support professional with 20 years of experience working in fast-paced environments demanding strong organizational, interpersonal, and problem-solving skills.

Confident and poised in interactions with the public. Detail-oriented and resourceful. Committed to providing superior customer service and problem resolution.

---

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## PROFESSIONAL EXPERIENCE

Employer – City, State

Dates of employment

Job Title

- ♦ List your major accomplishments with the company
- ♦ Highlight your skills and abilities that fulfill the need of the employer
- ♦ Use figures where appropriate. Example: Decreased supply costs by 10% by implementing an inventory tracking system

Employer – City, State

Dates of employment

Job Title

- ♦ List your major accomplishments with the company
- ♦ Highlight your skills and abilities that fulfill the need of the employer
- ♦ Use figures where appropriate. Example: Decreased supply costs by 10% by implementing an inventory tracking system

## EDUCATION

List your most recent degree first; starting with title, then college/high school name, and then city and state. Example:

Associate of Science (A.S.)  
Jefferson Community College

Date Received  
City, State

# Chronological Resume Sample

## NAME

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Address  
City, State Zip

Phone  
Email

### Professional Summary

List your accomplishments in a brief statement that sells your skills to the employer.  
Example: Administrative support professional with 20 years of experience working in fast-paced environments demanding strong organizational, interpersonal, and problem-solving skills. Confident and poised in interactions with the public. Detail-oriented and resourceful. Committed to providing superior customer service and problem resolution.

### Education

**Degree**  
College name

**Date Received**  
City, State

### Professional Experience

**Job Title**  
Employer, City, State

**Start to End Date**

- ❖ List your major accomplishments with the company
- ❖ Highlight your skills and abilities that fulfill the need of the employer
- ❖ Use figures where appropriate. Example: Decreased supply costs by 10% by implementing an inventory tracking system

**Job Title**  
Employer, City, State

**Start to End Date**

- ❖ List your major accomplishments with the company
- ❖ Highlight your skills and abilities that fulfill the need of the employer
- ❖ Use figures where appropriate. Example: Decreased supply costs by 10% by implementing an inventory tracking system

**Job Title**  
Employer, City, State

**Start to End Date**

- ❖ List your major accomplishments with the company
- ❖ Highlight your skills and abilities that fulfill the need of the employer
- ❖ Use figures where appropriate. Example: Decreased supply costs by 10% by implementing an inventory tracking system

## **Sample Reference Page**

### **Name**

Address ♦ City, State Zip Code

Email address ♦ Phone number

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### **REFERENCES**

Name

Title, Company

City, State

Phone Number

Email Address if available

Name

Title, Company

City, State

Phone Number

Email Address if available

Name

Title, Company

City, State

Phone Number

Email Address if available

## Combination Resume Draft

Name (no nicknames):

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Address:

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Home Phone:

(       )

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Cell or Message Phone:

(       )

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Email Address:

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### OJECTIVE

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### QUALIFCATIONS SUMMARY

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### SKILL HEADING

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Bulleted Description:

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- ---
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- ---

### SKILL HEADING

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Bulleted Description:

- ---
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- ---
- ---

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**SKILL HEADING** \_\_\_\_\_

Bulleted Description:

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**SKILL HEADING** \_\_\_\_\_

Bulleted Description:

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**EDUCATION**

**Degree & Major:** \_\_\_\_\_

**School:** \_\_\_\_\_

**City, State:** \_\_\_\_\_

**Dates:** \_\_\_\_\_

**to** \_\_\_\_\_

List honors or accomplishments that are relevant to your employment goals:

- \_\_\_\_\_
- \_\_\_\_\_

**The WorkPlace**

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**EMPLOYERS** (This section is optional if you wish to do a combination résumé)

_____ Job Title	_____ Dates
_____ Employer	_____ City, State
_____ Job Title	_____ Dates
_____ Employer	_____ City, State
_____ Job Title	_____ Dates
_____ Employer	_____ City, State
_____ Job Title	_____ Dates
_____ Employer	_____ City, State

**MILITARY EXPERIENCE**

**Branch of Service:** \_\_\_\_\_

**Last Base, State:** \_\_\_\_\_

**Dates:** \_\_\_\_\_

**Job Title/MOS:** \_\_\_\_\_

List job duties and any recognitions, medals, or awards received.

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_



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**VOLUNTEER EXPERIENCE**

**Organization:**

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**City, State:**

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**Dates:**

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**Title:**

---

List Volunteer Duties:

- ---
- ---
- ---
- ---
- ---

**OTHER SKILLS/ABILITIES/ACCOMPLISHMENTS:**

- ---
- ---
- ---
- ---

**REFERENCES**

**Name:** \_\_\_\_\_  
**Occupation:** \_\_\_\_\_  
**City, State:** \_\_\_\_\_  
**Phone #:** \_\_\_\_\_  
**Cell #:** \_\_\_\_\_  
**Email Address:** \_\_\_\_\_

**Name:** \_\_\_\_\_  
**Occupation:** \_\_\_\_\_  
**City, State:** \_\_\_\_\_  
**Phone #:** \_\_\_\_\_  
**Cell #:** \_\_\_\_\_  
**Email Address:** \_\_\_\_\_

**Name:** \_\_\_\_\_  
**Occupation:** \_\_\_\_\_  
**City, State:** \_\_\_\_\_  
**Phone #:** \_\_\_\_\_  
**Cell #:** \_\_\_\_\_  
**Email Address:** \_\_\_\_\_

## Chronological Resume Draft

Name (no nicknames):

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Address:

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Home Phone:

(       )

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Cell or Message Phone:

(       )

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Email Address:

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### JOB OBJECTIVE or QUALIFICATIONS SUMMARY

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### EXPERIENCE

Employer:

---

City, State:

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Dates:

to

---

Title:

---

Bulleted job description including duties, accomplishments, and details:

- ---
- ---
- ---
- ---
- ---

**EXPERIENCE**

**Employer:** \_\_\_\_\_  
**City, State:** \_\_\_\_\_  
**Dates:** \_\_\_\_\_ **to** \_\_\_\_\_  
**Title:** \_\_\_\_\_

Bulleted job description including duties, accomplishments, and details:

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**Employer:** \_\_\_\_\_  
**City, State:** \_\_\_\_\_  
**Dates:** \_\_\_\_\_ **to** \_\_\_\_\_  
**Title:** \_\_\_\_\_

Bulleted job description including duties, accomplishments, and details:

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**MILITARY EXPERIENCE**

**Branch of Service:** \_\_\_\_\_  
**Last Base, State:** \_\_\_\_\_  
**Dates:** \_\_\_\_\_  
**Job Title/MOS:** \_\_\_\_\_

List job duties and any recognitions, medals, or awards received.

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**VOLUNTEER EXPERIENCE**

**Organization:** \_\_\_\_\_  
**City, State:** \_\_\_\_\_  
**Dates:** \_\_\_\_\_  
**Title:** \_\_\_\_\_

List Volunteer Duties:

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

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**EDUCATION**

**Degree & Major:**

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**School:**

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**City, State:**

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**Dates:**

**to**

---

List honors or accomplishments that are relevant to your employment goals:

- ---
- ---

**Degree & Major:**

---

**School:**

---

**City, State:**

---

**Dates:**

**to**

---

List honors or accomplishments that are relevant to your employment goals:

- ---
- ---

**OTHER SKILLS/ABILITIES/ACCOMPLISHMENTS:**

- ---
- ---
- ---
- ---

**REFERENCES**

**Name:**

---

**Occupation:**

---

**City, State:**

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**Phone #:**

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**Cell #:**

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**Email Address:**

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**Name:**

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**Occupation:**

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**City, State:**

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**Phone #:**

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**Cell #:**

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**Email Address:**

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**Name:**

---

**Occupation:**

---

**City, State:**

---

**Phone #:**

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**Cell #:**

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**Email Address:**

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