

Resume Handbook



CTE Transitions Your Future Begins at Southwestern College



This booklet is designed to help you with every step in developing a professional looking resume, and has been prepared and produced through funds provided by the CTE Transitions program. It is our hope to assist all CTE Students with their job preparation and resumes. The Career and Technical Education (CTE) Programs prepare students for high skill, high demand, and technical careers in a competitive global economy.

ABOUT CTE TRANSITIONS:

CTE Transitions, formerly Tech Prep, is a federal initiative developed to address the demand for a highly skilled workforce. CTE Transitions is funded through the Carl D. Perkins Career and Technical Education Improvement ACT of 2006 (Perkins IV, using the option of a "10% Reserve" set-aside from Title I, Part C Funding). CTE Transitions requires designated community colleges to fund activities related to CTE Transitions objectives with the goal of helping Career Technical Education students' transition from secondary to postsecondary education and on to the world of work.

TABLE OF CONTENTS

GETTING STARTED: WHAT YOU WILL NEED TO PREPARE YOUR RESUME	2
YOUR PROFESSIONAL DATABASE	3
CAREER OBJECTIVE	4
EDUCATION	5
SKILLS	6
TYPES OF RESUMES	7
ACTION VERBS TO USE FOR YOUR RESUME	8
ONLINE RESUME RESOURCES	9
“Do’s” AND “Don’ts” IN RESUME WRITING	10
SAMPLE RESUME: EXPERIENCED PROFESSIONAL – COMBINATION	11
SAMPLE RESUME: LIMITED WORK EXPERIENCED - FUNCTIONAL	12
SAMPLE RESUME: WORK EXPERIENCE - CHRONOLOGICAL.....	13
THE COVER LETTER	14
THE “THANK YOU” LETTER.....	15
BUSINESS & PERSONAL REFERENCES	16
RESUME CHECKLIST	17

GETTING STARTED: WHAT YOU WILL NEED TO PREPARE YOUR RESUME

What Is A Resume?

A resume is an advertisement of who you are. From the employers' point of view, it must communicate why you are a qualified applicant and worth interviewing for the job.

A Good Resume Will Communicate:

- Who you are and how you can be found
- What you want to do
- What you know
- What you have done in the past
- What you can do in the future

To Prepare To Write Your Resume You Will Need A Complete List of:

- Work, Volunteer Experience, & Community Service
- A Concise Career Objective
- Education
- Your Skills

EDUCATION

This part of your Resume includes all Academic Degrees, Certifications, and relevant Course Work. NOTE: High School Diploma only needs to be included if it is mentioned in the Job Posting.

When Listing Education include:

- **Dates Of Attendance**
- **Type of Degree and Major or Certificate**
- **Name and Address of College**

EXAMPLE

8/2010 - 5/2012

Associates Degree in Nursing

Southwestern College

900 Otay Lakes Rd. Chula Vista, CA

Practice Below:

Dates	School	Address	Degree Earned

TYPES OF RESUMES

When choosing your Resume format, it is important to choose a format that will emphasize YOUR skills and strengths.

Chronological:

- Most Commonly Used
- Begins with Most Recent Education and Work Experience.
- Includes dates of hire, and can list career specific skills per Job Title.

Functional:

- This is used when you do not have a lot of Work Experience but have related skills to the job you are applying for.
- Include a separate Skills Section to highlight Strengths
- Can Omit dates and include Specific Courses taken which are related to Job Announcement.

Mixed:

- May not follow chronological order, due to gaps in employment or unrelated jobs.
- Great choice for professionals who are re-entering the work force after hiatus.
- Combines characteristics from both Chronological and Functional by listing related Work Experience AND list of related Skills and/or Courses.

ACTION VERBS TO USE FOR YOUR RESUME

When describing your Work Experience on your Resume, it is important for you to use Action Verbs in order to summarize your Skills and Abilities.

Some Pointers:

- Be Consistent and Concise with Descriptions
- Try not to use the same Action Verb more than once

People Skills

- Advising
- Advocating
- Collaborating
- Advocating
- Empathizing
- Facilitating
- Managing
- Interviewing
- Communication
- Resolving Conflicts
- Supervising
- Training

Skills With Data and Information

- Analyzing
- Record Keeping
- Translating
- Programming
- Computing
- Budgeting
- Compiling
- Systematizing
- Editing
- Taking Inventory
- Classifying
- Tabulating

Technical Skills

- Assembling
- Building
- Handling
- Installing
- Repairing
- Navigating
- Operating
- Constructing
- Designing

ONLINE RESUME RESOURCES

- www.quintcareers.com
Provides Free Online Sample Resumes and Resources including Job Opportunities and Corporate Websites.
- www.collegegrad.com
Great Free Resource for over 30 Resume Templates that are specialized to specific college majors.
- www.cacareercafe.com
Online Free Step by Step Resume Guide and Resume and Job Search Resources.
- www.rileyguide.com
The Riley Guide is a Great Resource for Creating Cover Letters and provides sample Cover Letters and Resumes.
- www.bls.gov/oco
Occupational Outlook Handbook provides job descriptions for over 100 occupations and is a great resource for completing your Career Objective and Work Experience sections of your Resume.

“Do’s” AND “Don’ts” IN RESUME WRITING

Do:

- Use white or light colored paper
- Use black ink and 10-12 inch font
- Use spell and grammar check
- Keep margins to 1 -1 ½ inch
- Be Accurate and Consistent
- Only include GPA is over 3.5
- Use a clean standard font
- Send with a Cover Letter
- Check and Recheck your Dates, Facts, and Experiences

Don't:

- List inaccurate facts or skills
- Give any info on your Resume regarding your race, age, marital status, religious affiliation
- Use abbreviations unless clearly defined
- List References on Resume. Your Employer will ask for them when needed.
- Send Your Resume and Cover Letter without proof reading.
- List High School Diploma or earlier if you are a College graduate

SAMPLE RESUME:

EXPERIENCED PROFESSIONAL – COMBINATION

Joe Smith

900 Otay Lakes Road
Chula Vista, CA 91902

jsmith@cox.net
619-421-6700

Dedicated professional with 10 years experience in several aspects of Sales Management and Customer Service

SALES and CUSTOMER SERVICE

- Proactively acquire and build customer relationships
- Proficient in various computer software
- Distinguished strengths in problem solving, troubleshooting, and account maintenance
- Skillful in maximizing sales goals
- Excellent verbal/written communication skills

PROFESSIONAL EXPERIENCE

T-Mobile, San Diego, CA

2011-present

Retail Sales Agent

- Received Customer Service & Sales awards by delivering sales quota with 84% attachment rates, which exceeds company's target goal
- Surpass customer service standards, proven through customers' surveys and comments
Identify and qualify customer needs increasing additional sales with a 65%-100% close rate

AT&T Mobility, San Diego, CA

2008-2011

Lead Sales Consultant

- Earned top sales leader in District through outstanding transactions of U-Verse
- Ranked 28th in the Nation in sales at AT&T
- Mentored 10-15 sales associates in the day-to-day operations of selling and customer service

Inner City Youth, San Diego, CA

2006-2009

Youth President

- Led and organized all social events for the Youth Center
- Represented the youth on the Board of Directors and the City to appropriate funding and grants
- Educated and supported multimedia, technological, computer systems and software knowledge of more than 100 classes and seminars

TeleTech/Best Buy, San Diego, CA

2006-2008

Sales/Training Manager

- Trained *new associates in proper selling techniques and product knowledge and advised of company policies*
- Delivered superior service and customer satisfaction scores through surveys and mystery shoppers
- Handled all inbound/outbound calls for sales, service, and solutions for Best Buy retailers

EDUCATION

- Southwestern College, Chula Vista, CA 2011-present
- Cuyamaca College, El Cajon, CA 2010-2011

SAMPLE RESUME:

LIMITED WORK EXPERIENCED - FUNCTIONAL

Lisa Smith

900 Otay Lakes Rd. Chula Vista, Ca 91910 (619) 421-6700 www.swccd.edu

Objective

Executive assistant position allowing for parlay of demonstrated organization, customer service, and communication skills proven by previous Volunteer and Community Service Experience.

Skills Summary

- Project Management
- Report Preparation
- Written Correspondence
- General Office Skills
- Computer Savvy
- Customer Service
- Scheduling
- Insurance Billing
- Accounting/Bookkeeping
- Front-Office Operations
- Professional Presentations

Education

- Medical Office Professional, Major
Southwestern Community College

Courses Completed:

- Java Development
- Medical Coding 1
- Office Professional 1
- C++ Programming
- Microsoft Office

Professional Experience:

- Customer Service Representative, AT&T
- Oversee front-office operations and provide impeccable customer service
- Inputted correspondence with clientele
- Training new Representatives on office procedures
- President, Young Leaders of America
- Author professional correspondence to local businesses
- Design and deliver series of classes for local businesses and associations
- Oversee Chapter 's daily functions and participants
- Rapidly learn and master varied computer programs including; Microsoft Office Word, Power point, and Excel.

THE COVER LETTER

The purpose of the Cover Letter is to introduce you and your Resume to an employer. The Cover Letter should also highlight those top skills that you currently have which make you the best fit for that specific organization.

COVER LETTER: SUGGESTED FORMAT

Street Address
City, State, Zip Code

Dear Ms. Doe:

1st Paragraph: Introduce yourself, state the position you are applying for, and tell them how you heard about the position.

2nd Paragraph: Discuss one or two qualifications you think would be the greatest interest to the employer, explain how these skills relate to the position you are applying for, and why you are particularly interested in this company.

3rd Paragraph: close by making a positive affirmation of your suitability to the position and end with “I look forward to meeting you” or any statement which states reconnecting with them during the interview.

Sincerely,

(Handwritten signature)

Type Your Name
Address
Phone number
Email

THE "THANK YOU" LETTER

The Thank You Letter provides a courteous way to thank the employer for the Opportunity to interview for the position. In addition, the Thank You letter reminds the employer of your skills and qualifications.

THANK YOU LETTER: SUGGESTED FORMAT

Your Name
Address

(Insert current date)

Contact Name
Title
Company
Address
City, State, Zip Code

Dear (Contact name):

1st paragraph: Thank you for the opportunity of interviewing for the _____ position. State the name of the company and mention one reason why you are excited about the position..

2nd paragraph: Mention your top 2 strengths and how these strengths make you a competitive applicant for this position.

3rd paragraph: It was a pleasure meeting you. Thank you for your time and interest in my abilities and professional background. I look forward to hearing from you.

Sincerely,

(Handwritten Signature)

Type your name
Contact phone number
Email address

BUSINESS & PERSONAL REFERENCES

When selecting your references, start with a list of 3-5 professionals who can speak on behalf of your Professional skills. Relatives and friends should ONLY be used if they have interacted with you professionally as your employer.

Make sure to ask if they can be contacted via phone and/or email. Also, notify your Professional References whenever you share this contact information with a brief email or phone call. At this time, give them a brief summary of the position you are applying for and ask if they would like your Resume to help with the Reference.

SAMPLE REFERENCE SHEET

Your Name

Address

City, State, Zip Code

Contact phone number

Email

REFERENCES

Reference #1

Title

Company

Address

City, State, Zip Code

Contact phone

Email

Reference #2

Title

Company

Address

City, State, Zip Code

Contact phone

Email

Reference #3

Title

Company

Address

City, State, Zip Code

Contact phone

Email

RESUME CHECKLIST



Overall Appearance

- Do you have at least 1-inch margins on top, bottom and sides?
- Does your resume have enough white space between sections/lines?
- Did you use 11 or 12 point typeface? (Arial is easier to read if the font is smaller than 12 point)
- Did you use just one font?
- Are you using consistent headings, boldface, punctuation and spacing throughout the document?
- Is your choice of resume format easy to read?
- Do you have zero tolerance for errors and misspellings?
- Did you eliminate artwork, fancy fonts and colored ink?

Organization

- Does the layout and organization showcase your skills and experience to their best advantage?
- Are your section headings clear and related to the target/objective of your resume?
- Did you use commonly used headings, e.g., Objective, Education, Work Experience (or similar title), Summary of Qualifications, Relevant Skills, Volunteer Experience or Related Coursework
- If you used a chronological resume format, did you list jobs, internship and other experience in reverse chronological order (starting with the most recent and continuing back in the past)
- Did you omit references?

Content

- Is it easy for the employer to see how you meet the specific job requirements/qualifications?
- Are the descriptions of your experience, skills and knowledge related to the job?
- Did you include unpaid, volunteer, internship and classroom experience as well as paid experience?
- Did you begin descriptions with an action verb?
- Are your descriptions brief?
- Did you use key industry words and/or words related to the job description?