

CHAPTER 7

PREPARING A RESUME

A resume represents a picture of you to the employer and should be a short but concise biography that highlights qualities that might be valuable to an employer. The resume has but one main purpose -- **TO GET YOU A JOB INTERVIEW.**

Keep in mind that employers are buyers, and buyers will want to buy if applicants have the skills they need and the abilities to sell them. Always create your resume using some form of computer technology, make it neat and as brief as possible, highlight your education, work experience, military experience if applicable, and provide any other important information interesting enough to compel the reader to call you and grant you an interview.

Many companies pre-screen and, if the resume does not catch the eye of the pre-screener, the candidate, however great, will never get the opportunity to interview. It's a critical instrument and requires more attention than many candidates give it!

There is no one "right" style of resume, though some are more effective than others are. It all depends on your situation. What works for you may not work for others. To determine what style would work for you, study all of the following styles and select whichever meets your needs. Different styles work better in different situations.

THE CHRONOLOGICAL RESUME

The chronological resume, the most commonly used style, is widely accepted by employers and is the easiest to write for most people. It is a fact sheet arranged according to dates, starting with the most recent and working backwards. The following table shows the pros and cons of the chronological resume.

PROS

CONS

1. Some personnel people like it because it is familiar to them.	1. It highlights gaps in your employment record.
2. It provides a good outline for the interviewer to discuss your work history.	2. It emphasizes all of your jobs evenly even though you might wish to de-emphasize some of them.
	3. Many call it an obituary for a reentrant, displaced homemaker or career changer because it stresses jobs you've done that may be unrelated to what you want to do.

The chronological resume usually has the following format.

Heading:

Include only name, address and telephone number. If you have an Internet provider, also include your email address.

Job Objective:

Indicate the type of job you want on a short-term basis, and perhaps a long-range career objective. If you have difficulty stating an objective, delete it from the resume and deal with it in your cover letter.

Education:

Indicate the extent of your formal education, present to past, and give dates of attendance, graduation date and degree or diploma earned. If you are an honor student, indicate your grade point average and show the title of honor student. If not an honor student, it may be better to leave your grade point average off the resume or mention it in your cover letter.

Work Experience:

Provide the company name and address, supervisor's name, job title, and a short, clear description of work duties performed.

Military Experience:

If applicable, give dates, branch, last rank held, job title and duties and responsibilities performed.

Interests & Organizations:

If appropriate, indicate information such as special knowledge, extra-curricular activities, organizations in which you participated and offices held. You should also list any volunteer work performed, leadership roles exhibited in school.

References:

In most cases, making the statement - **Available upon request** - is acceptable to most employers.

If you desire to include references, list them on a **separate** sheet of paper and provide them to the employer. Three references are sufficient. List a past or current employer, one instructor you have had recently, and a personal friend (not a relative) you have known for at least two years. Use persons who have direct knowledge of your qualifications. Ask permission first before listing them as a reference.

Those students who have a credential file in the NWTC Center for Careers and Student Employment should state that information here. Insert a statement such as:

Credential file information is available from the Center for Careers and Student Employment
Northeast Wisconsin Technical College (920) 498-5528, or (800) 422-6982, Extension 5528

CHRONOLOGICAL RESUME EXAMPLE

Maria K. Martinez

458 N. Maple Street
Green Bay, Wisconsin 54303
920-498-5400

OBJECTIVE A position to plan, provide, and evaluate patient care, and act as liaisons between physicians, other health care workers, and the patient

EDUCATION **Associate Degree: Nursing – Associate Degree** 2007 – 2009
Northeast Wisconsin Technical College – Green Bay
Graduation: May 2009 Grade Point Average: 3.45/4.00

Nursing Skills:

- Adhere to professional standards of practice within legal compliance
- Use effective communication skills incorporating lifespan considerations
- Assess health of individuals, families, and groups
- Make clinical decisions to assure safe and accurate nursing care
- Manage care to facilitate continuity within and across health care settings

EMPLOYMENT **Clinical Experience**
St. Vincent Hospital, Green Bay, Wisconsin; September 2008 – May 2009
St. Mary's Hospital Medical Center, Green Bay, Wisconsin;
September 2007 – July 2008

- Performed nursing care concepts on patients under the supervision and direction of hospital staff
- Demonstrated independent judgment in the performance of clinical competencies
- Used learning processes to promote and restore health incorporating lifespan considerations

Nursing Assistant 2006 – Present
Santa Maria Nursing Home, Green Bay, Wisconsin

- Perform basic nursing/personal care skills
- Interact on a one-to-one-basis with residents
- Work flexible hours as needed

Sales Associate 2002 – 2006
Kohl's Department Stores, Green Bay, Wisconsin

- Assisted customers in selecting products
- Determined merchandise selection in cooperation with corporate management
- Inventoried and arranged products

REFERENCES Credential file available from Northeast Wisconsin Technical College
Center for Careers and Student Employment, Green Bay Campus,
(920) 498-5528

CHRONOLOGICAL RESUME WORKSHEET

Name: _____
Street Address: _____
City, State, Zip Code: _____
Telephone Number: (____ __) ____ - ____ - ____

Professional Objective

Education

Name of Institution: _____
City, State, Zip Code: _____
Dates of Attendance: _____ Major _____
Date Graduated: _____ Degree/Diploma _____

Work Experience

Name of Employer: _____
Street Address: _____
City, State, Zip Code: _____
Telephone Number: _____ Supervisor: _____
Dates of Employment: _____ to _____
Your Job Title: _____
Job Duties: _____

Name of Employer: _____
Street Address: _____
City, State, Zip Code: _____
Telephone Number: _____ Supervisor: _____
Dates of Employment: _____ to _____
Your Job Title: _____
Job Duties: _____

Chronological Resume Worksheet (cont.)

Work Experience

Name of Employer: _____

Street Address: _____

City, State, Zip Code: _____

Telephone Number: _____ Supervisor _____

Dates of Employment: _____ to _____

Your Job Title: _____

Job Duties: _____

Interests and Organizations

Military Experience

Branch of Service: _____

Service Dates: _____ to _____

Highest Rank Held: _____

Your Job Title: _____

Job Duties: _____

References (place on a separate sheet as shown on page 60 of this workbook)

Name of Reference: _____

Street Address: _____

City, State, Zip Code: _____

Telephone Number: (___ ___ ___) ___ ___ ___ -- ___ ___ ___ ___

Name of Reference: _____

Street Address: _____

City, State, Zip Code _____

Telephone Number: (___ ___ ___) ___ ___ ___ -- ___ ___ ___ ___

THE COMBINATION OF THE FUNCTIONAL AND CHRONOLOGICAL RESUME

Although the chronological resume is the most frequently used to date, it may not be as effective as other formats. An effective resume helps you get a face-to-face interview. It describes you and sells you to an employer.

The chronological resume, in most cases, would be a real disaster for a career changer, displaced homemaker or job reentrant because the resume format shows what you did in the past, instead of what you want to do in the future. A career changer has to sell skills transferred from an old career to their newly chosen career field. That type of selling calls for a combination of the functional and chronological resume, which emphasizes your skills.

PROS

CONS

<ol style="list-style-type: none"> 1. It divides experience into selected transferable skills that are marketable and support career goals. 2. It can emphasize the dates of the chronological resume and the skills of the functional resume. 3. It is similar to a chronological resume in terms of sequential order, and this is more acceptable to employers. 4. This resume style is good for the individual who wants to highlight both employers and skills. 5. It is useful for individuals with little or no paid work experience in the career field where they are seeking employment. It is a particularly good style for career changers, reentrants, and displaced homemakers. 	<ol style="list-style-type: none"> 1. It looks artificial if not done well and is difficult to recognize and write up the skills developed in each job area. 2. Some employers mistrust it and will ask to see more information on your work history. During an interview, you will have the opportunity to discuss in greater detail. 3. It takes longer to read and thus should be written concisely, with key skills highlighted. 4. It does not emphasize prestigious job titles or companies for which you have worked.
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The combination of the functional and chronological resume usually has a format similar to the example shown after the function words list on the following page. Basic titles used on the chronological resume are also seen on the combination of the functional and chronological resume; however, other titles can be instituted to provide emphasis.

FUNCTION WORDS USED TO DESCRIBE SKILLS

The following list of function words may be used to describe your skills. Several examples are provided for your use in expressing accomplishments.

1. Maintained payroll records of all employees
2. Estimated bill of materials for customers
3. Chaired the NWTC Business Professionals of America Club
4. Prepared manual accounting methods for computerization
5. Judged the livestock competition at the Brown County Fair

accomplish	enlist	participate
achieve	establish	perceive
act	estimate	perform
adjust	evaluate	persuade
administer	examine	plan
advertise	expand	prepare
advise	facilitate	present
analyze	familiarize	preside
apply	forecast	process
approve	formulate	produce
arrange	generate	promote
assemble	govern	propose
assess	guide	provide
assign	handle	publicize
assist	hire	publish
budget	identify	purchase
build	implement	recommend
calculate	improve	reconcile
catalog	increase	record
chair	inform	recruit
communicate	initiate	redesign
compare	inspect	renew
conduct	install	report
consult	institute	represent
contract	instruct	research
control	interpret	resolve
cooperate	interview	review
coordinate	investigate	revise
counsel	judge	scan
create	lead	schedule
decide	maintain	screen
define	manage	select
delegate	manipulate	serve
demonstrate	market	solve
design	mediate	speak
determine	moderate	summarize
develop	modify	supervise
devise	monitor	survey
direct	negotiate	teach
distribute	obtain	train
edit	operate	update
educate	organize	utilize
enlarge	originate	write

COMBINATION OF THE FUNCTIONAL AND CHRONOLOGICAL RESUME EXAMPLE

Maria K. Martinez

458 N. Maple Street
Green Bay, Wisconsin 54303
920-498-5400 or martinezm@hotmail.com

OBJECTIVE A position to plan, provide, and evaluate patient care, and act as liaisons between physicians, other health care workers, and the patient

Qualifications

- Completed 672 hours of clinical training at two medical facilities
- Many years of experience working with all age groups and ethnicities
- Graduated with “Honors” from the Nursing – Associate Degree program
- Possess excellent college and work attendance record

Nursing Skills

- Adhere to professional standards of practice within legal compliance
- Use effective communication skills incorporating lifespan considerations
- Assess health of individuals, families, and groups
- Make clinical decisions to assure safe and accurate nursing care
- Manage care to facilitate continuity within and across health care settings
- Prepare accurate records of patient procedures

Communication Skills

- Communicate effectively within a team of medical professionals
- Communicate nursing procedures in lay terms for patients

EMPLOYMENT **Nursing Assistant**

Santa Maria Nursing Home, Green Bay, Wisconsin November 2006 – Present

Clinical Experience

St. Vincent Hospital, Green Bay, Wisconsin September – December 2008

January – May 2009

St. Mary’s Hospital Medical Center September – December 2007

January – May 2008

Nursing Assistant

Santa Maria Nursing Home, Green Bay, Wisconsin November 2006 – Present

Sales Associate

Kohl’s Department Stores, Green Bay, Wisconsin 2002 – 2006

EDUCATION

Associate Degree: Nursing – Associate Degree

Northeast Wisconsin Technical College – Green Bay

Graduation: May 2009

Grade Point Average: 3.45/4.00

REFERENCES

Available upon request

COMBINATION OF THE FUNCTIONAL AND CHRONOLOGICAL RESUME WORKSHEET

Name: _____
Street Address: _____
City, State, Zip Code: _____
Telephone Number: (____ __ __) ____ __ __ -- ____ __ __
E-Mail: _____

Job Objective

Qualifications

- 1) _____
- 2) _____
- 3) _____
- 4) _____

Skills

- 1) _____
- 2) _____
- 3) _____
- 4) _____

Education

Name of Institution: _____
City, State, Zip Code: _____
Dates of Attendance: _____ Major _____
Date Graduated: _____ Degree/Diploma _____

Name of Institution: _____
City, State, Zip Code: _____
Dates of Attendance: _____ Major _____
Date Graduated: _____ Degree/Diploma _____

Combination Of The Functional And Chronological Resume Worksheet (cont.)

Employment

Name of Employer: _____

City, State: _____

Dates of Employment: _____ to _____

Job Duties: _____

Name of Employer: _____

City, State: _____

Dates of Employment: _____ to _____

Job Duties: _____

Name of Employer: _____

City, State: _____

Dates of Employment: _____ to _____

Job Duties: _____

Name of Employer: _____

City, State: _____

Dates of Employment: _____ to _____

Job Duties: _____

Military Experience

Branch of Service: _____

Service Dates: _____ to _____

Highest Rank Held: _____

Job Duties: _____

Combination Of The Functional And Chronological Resume Worksheet (cont.)

Relevant Activities and Organizations

- 1) _____
- 2) _____
- 3) _____
- 4) _____
- 5) _____
- 6) _____

References (place on a separate sheet as shown on page 60 of this workbook)

Name of References: _____

Street Address: _____

City, State, Zip Code: _____

Telephone Number: (____ ____) _____ -- _____

Name of References: _____

Street Address: _____

City, State, Zip Code: _____

Telephone Number: (____ ____) _____ -- _____

Name of References: _____

Street Address: _____

City, State, Zip Code: _____

Telephone Number: (____ ____) _____ -- _____

THE SCANNABLE RESUME

Countless large and midsize companies now are beginning to scan resumes electronically. Electronic storage of online or hard copy resumes offers an efficient way to screen many applicants and evaluate them fairly.

An optical scanner feeds in the printed page, stores it as a file, and searches the file for **KEY WORDS** associated with the job opening. Nouns are used instead of the more traditional action verbs. Specialized skills are listed as are general skills, job titles, and synonymous versions of key terms to increase the chances of a key word the employer may be looking for.

- Keep this resume format simple, avoid fancy highlighting, avoid a two-column format, and do not staple or fold your pages.

PROS

CONS

<ol style="list-style-type: none"> 1. It makes your resume accessible for positions in organizations that scan resumes or online. 1. It uses keywords that cover a variety of positions in your field. 2. It presents you as a candidate who understands the responsibilities of the position for which you are applying. 3. It identifies occupational skills, accomplishments, and experience. 4. It easily translates to online formats for publication on the Web. 5. If a company asks for a scannable resume, it gets to them faster than a mailed resume. 	<ol style="list-style-type: none"> 1. It requires researching the correct keywords that match your profession. 2. It uses left-to-right, single-column format for computer transmission. 3. It demands specifics and is difficult to construct for those with limited experience. 4. It is limited to those companies that actually scan resumes. 5. Being sent through the Internet, it can get lost or intercepted by someone else.
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SCANNABLE RESUME EXAMPLE

Maria K. Martinez

458 N. Maple Street

Green Bay, Wisconsin 54303

(920) 498-5400
martinezm@hotmail.com

Keywords

Registered nurse, clinical experience, NCLEX-RN examination, manage care, supervision, pharmacology

Goal

I am seeking a position as a Registered Nurse in a hospital, clinical, or nursing home/home health environment. My future goal is to acquire a baccalaureate degree in nursing.

Education

Associate Degree in Nursing – Associate Degree from Northeast Wisconsin Technical College in May 2009

Earned a GPA of 3.45 on a 4.00 scale

Accomplishments

- Graduated with “Honors” from the Nursing – Associate Degree program
- Member of Phi Theta Kappa National Honor Society
- Received the NWTC Educational Foundation and Green Bay Packers Scholarships at an awards banquet the second year of the program

Abilities

- Making nursing diagnoses and treating human responses to patients in a health care facility
- Demonstrate independent judgment in the performance of nursing competencies
- Apply nursing fundamentals and drug administration
- Perform nursing procedures on patients under the supervision and direction of nursing supervisor
- Prepare accurate records of patient procedures

Work Experience

- **Clinical Experience**
St. Vincent Hospital, Green Bay, Wisconsin, September – December 2008 and January – May 2009
St. Mary’s Hospital Medical Center, Green Bay, Wisconsin, September – December 2007 and January – May 2008
- **Nursing Assistant**
Santa Maria Nursing Home, Green Bay, Wisconsin, 2006 – Present
- **Sales Associate**
Kohl’s Department Stores, Green Bay, Wisconsin, 2002 – 2006

References

Available upon request and credential file available from NWTC: (920) 498-5528

THE TARGETED RESUME

The targeted resume focuses on one specific job that is listed on the resume as the **JOB TARGET** or **JOB OBJECTIVE**. This format then lists only the capabilities and supporting accomplishments that relate to the selected job. Remember, capabilities are what you know; accomplishments are what you have done with that knowledge. A targeted resume can follow the chronological, functional, or combination style.

PROS

CONS

<ol style="list-style-type: none"> 1. It makes a very impressive list of skills and accomplishments as they relate to the career field. 2. It shows the writer has an excellent understanding of the responsibilities of a specific job. 3. It portrays the writer as an accomplished, talented, skilled prospective worker, even if the writer has had no experience in the field beyond college work. 4. It provides a work record, so it is trusted by employers. 5. Education can be emphasized or de-emphasized, depending upon its placement in the resume. 6. It is an organized, easy-to-read format. 	<ol style="list-style-type: none"> 1. For each job target, a new resume must be prepared to show how the writer has the skills to meet the needs of that particular job. 2. The ABILITIES and ACCOMPLISHMENTS sections take thought and Planning. 3. It downplays work experience, so this should not be used by people with solid work-related experience.
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The target resume is best used when the writer is one of the following individuals:

- a person with several career-related skills, learned either on a previous job or through education
- a person who has been retrained for a new career
- a person who has changed jobs frequently (since dates may be omitted from the work history section)
- a graduating student with little or no work experience in the field

TARGETED RESUME EXAMPLE

Maria Katrina Martinez

458 N. Maple Street
Green Bay, Wisconsin 54303
(920) 498-5400
martinezm@hotmail.com

Job Target: Registered Nurse

Education: **Associate Degree – Nursing – Associate Degree**
Northeast Wisconsin Technical College
Graduation: May 2009 GPA: 3.45/4.00

Abilities:

- Making nursing diagnoses and treating human responses to patients in a health care facility
- Demonstrate independent judgment in the performance of nursing competencies
- Apply nursing fundamentals and drug administration
- Perform nursing procedures on patients under the supervision and direction of nursing supervisor
- Prepare accurate records of patient procedures

Accomplishments:

- Graduated with “Honors” from the Nursing – Associate Degree program
- Member of Phi Theta Kappa National Honor Society
- Received the NWTC Educational Foundation and Green Bay Packers Scholarships at an awards banquet the second year of the program

Work Experience:

Clinical Experience

St. Vincent Hospital, Green Bay, Wisconsin, January – May 2009

St. Vincent Hospital, Green Bay, Wisconsin, September – December 2008

St. Mary’s Hospital Medical Center, Green Bay, Wisconsin, January – May 2008

St. Mary’s Hospital Medical Center, Green Bay, Wisconsin, September – December 2007

Nursing Assistant

Santa Maria Nursing Home, Green Bay, Wisconsin, 2006 – Present

Sales Associate

Kohl’s Department Stores, Green Bay, Wisconsin, 2002 – 2006

References: Available upon request and credential file available from NWTC, 920-498-5528

POINTS TO REMEMBER IN PREPARING A RESUME

1. Use only 8-1/2" x 11" paper and type your resume using one inch margins all the way around.
2. Make your resume neat, complete and error free.
3. If desired, provide dates, using year in work experience, education and military service areas.
4. Proofread your resume before making copies.
5. Have printed copies made by a reputable, quick print, graphics shop on a good quality stock paper. White, off-white or cream colored paper is your best choice with black ink.

AVOID COMMON RESUME MISTAKES

1. Don't date your resume.
2. Don't EVER list your social security number or drivers license number.
3. Leave some white spaces on your resume.
4. Don't attach a picture to your resume.
5. Don't abbreviate. Spell words out in their entirety.
6. If a change of information occurs on your resume, don't cross out the old information and write in new data. It's much better to correct and reprint the entire resume.

Can you answer YES to all of the following questions pertaining to your resume?

1. Is it neat, accurate, complete, concise, contain correct spelling and grammar and have adequate spacing?
2. Does it sell you, tell the honest story of your background and show accomplishments?
3. Does it accentuate the positive, emphasize your strengths, and stress your value to the employer?
4. Is the resume such that it stands out from the competition?
5. Does it omit unnecessary information such as photograph, height, weight, age, sex, date of birth, marital status, ethnicity, or handicap?

ANOTHER CRITICAL POINT THAT MUST BE REMEMBERED:

- When sending a resume in the mail, an accompanying cover letter **must** be included identifying why the resume is being sent to the employer.

REFERENCES

For

Maria Katrina Martinez

Mrs. Elaine MacPherson
Director of Nursing
Santa Maria Nursing Home
430 S. Clay Street
Green Bay, WI 54301
Work: 920-432-5231
Home: 920-465-5555

Ms. Rachel Williams
Nursing – Associate Degree Instructor
Northeast Wisconsin Technical College
PO Box 19042
2740 West Mason Street
Green Bay, WI 54307-9042
Work: 920-498-5400
Home: 920-466-5555

Mr. Terrence Creighton
Nursing Supervisor
St. Vincent Hospital
835 S Van Buren Street
Green Bay, WI 54313-5401
Work: 920-433-5555
Home: 920-467-5555