

RÉSUMÉ



Student Career Centre

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Importance of a Resume

Within the first **20 seconds** of reading your resume, employers have already made a first impression about you. It is crucial to be able to clearly demonstrate your skills, education, experience, and qualifications that pertain to a job on paper. The easier you make it for employers to pick out the qualities they are looking for, the more likely you will be called in for an interview.

The Purpose of a Resume

The primary objective of a resume is to **win an interview**. A great resume, one that is concise, powerful, persuasive and well written, not only tells the employer what you have done, but also convinces the employer that you communicate well, and have what it takes to be successful in the position.

Components of a Resume

Contact Information

This section is located at the top of the page and should include:

- **Your First and Last Name**
- Address
- City/Town, Province, Postal Code
- (Area Code) Telephone Number
- **Professional** E-mail Address
- **LinkedIn**

Objective

- The objective should be brief, unique and **tailored to the job/company** for which you are applying; avoid vague statements (e.g. “to find summer employment that will allow me to grow and learn”)
- This is unnecessary to include if you are giving your resume out at a career fair

Summary of Strengths / Highlights / Qualifications / Skills/ Profile

- 5-6 points highlighting your skills, strengths or qualifications that are **tailored** to the position you are applying.

Education

- Chronological order starting with your most recent education (either completed or working towards completion).
- Include specific course work such as clinical placements, practicums, co-op work terms or specific certification that suits the position.

Education continued

- Should follow work experience if you have relevant work experience. If you have no relevant work experience, education should be emphasized before work experience.

Work Experience

- List your **position title, company and dates** of employment.
- Briefly describe your key responsibilities and accomplishments in 3-4 bullet points for each position that highlight skills gained and relate to the position you're applying for.
- Experiences are listed in chronological order starting with your most recent.

Volunteer Experience

- List your **position title, organization, and dates** of involvement.
- Briefly describe your key responsibilities and accomplishments in 3-4 bullet points for each position that are related to the position you're applying for.
- Experiences are listed in chronological order starting with your most recent

Additions

- Additional sections for Hobbies/Interests and Accomplishments/Awards may be included but it is **optional!**
- List awards in chronological order

References

- Consists of 3 contacts that can include: previous supervisors, managers, co-workers and/or faculty
- It is best to use previous work or volunteer supervisors, or anyone who has reviewed your work

Features of a good resume

1. **They are attractive to the eye.** Use a good layout; a clear, easy to read font (Arial 11 or New Times Roman 12), and well organized format. Use white paper and black coloured font. Make sure that the printer/photocopier you use produces a clean, sharp copy.
2. **Focus on the needs of the employer.** Make it easy for the reader to extract the information that is directly relevant to the position
3. **Create a good impression.** Make sure that there are no spelling, punctuation, grammatical mistakes or typos. Use consistent tense and formatting.
4. **Present only relevant information.** Do not include age, sex, marital status, SIN, health, or other unnecessary personal information. The first page is the most important; highlight your most relevant skills, education, and experience here.
5. **Use a clear and concise writing style.** Bullet point form is easiest to read and digest than complete sentences and paragraphs. Use action verbs.

Impacting word choices for a resume

Creative Skills

Acted	Designed	Founded	Originated
Adapted	Developed	Illustrated	Performed
Began	Directed	Initiated	Photographed
Combined	Displayed	Instituted	Planned
Composed	Drew	Integrated	Revised
Conceptualized	Entertained	Introduced	Revitalized
Condensed	Established	Invented	Shaped
Created	Fashioned	Modeled	Solved
Customized	Formulated	Modified	

Communication / People Skills

Addressed	Defined	Involved	Reconciled
Advertised	Developed	Joined	Recruited
Arbitrated	Directed	Judged	Referred
Arranged	Discussed	Lectured	Reinforced
Articulated	Drafted	Listened	Reported
Authored	Edited	Marketed	Resolved
Clarified	Elicited	Mediated	Responded
Collaborated	Enlisted	Moderated	Solicited
Communicated	Explained	Negotiated	Specified
Composed	Expressed	Observed	Spoke
Condensed	Formulated	Outlined	Suggested
Conferred	Furnished	Participated	Summarized
Contacted	Incorporated	Persuaded	Synthesized
Conveyed	Influenced	Presented	Translated
Convinced	Interacted	Promoted	Wrote
Corresponded	Interpreted	Proposed	
Debated	Interviewed	Publicized	

Data/Financial Skills

Administered	Budgeted	Forecasted	Projected
Adjusted	Calculated	Managed	Qualified
Allocated	Computed	Marketed	Reconciled
Analyzed	Conserved	Measured	Reduced
Appraised	Corrected	Netted	Researched
Assessed	Determined	Planned	Retrieved
Audited	Developed	Prepared	
Balanced	Estimated	Programmed	

Helping Skills

Adapted	Contributed	Familiarized	Rehabilitated
Advocated	Cooperated	Furthered	Represented
Aided	Counseled	Guided	Resolved
Answered	Demonstrated	Helped	Simplified
Arranged	Diagnosed	Insured	Supplied
Assessed	Educated	Intervened	Supported
Assisted	Encouraged	Motivated	Volunteered
Clarified	Ensured	Prevented	
Coached	Expedited	Provided	
Collaborated	Facilitated	Referred	

Management /Leadership Skills

Administered	Delegated	Incorporated	Presided
Analyzed	Developed	Increased	Prioritized
Appointed	Directed	Initiated	Produced
Approved	Eliminated	Inspected	Recommended
Assigned	Emphasized	Instituted	Reorganized
Attained	Enforced	Led	Replaced
Authorized	Enhanced	Managed	Restored
Chaired	Established	Merged	Reviewed
Considered	Executed	Motivated	Scheduled
Consolidated	Generated	Navigated	Secured
Contracted	Handled	Organized	Selected
Controlled	Headed	Originated	Streamlined
Converted	Hired	Overhauled	Strengthened
Coordinated	Hosted	Oversaw	Supervised
Decided	Improved	Planned	Terminated

Organizational Skills

Approved	Distributed	Ordered	Routed
Arranged	Executed	Organized	Scheduled
Catalogued	Filed	Prepared	Screened
Categorized	Generated	Processed	Submitted
Charted	Incorporated	Provided	Supplied
Classified	Inspected	Purchased	Standardized
Coded	Logged	Recorded	Systematized
Collected	Maintained	Registered	Updated
Compiled	Monitored	Reserved	Validated
Corrected	Obtained	Responded	Verified
Corresponded	Operated	Reviewed	

Research Skills

Analyzed	Diagnosed	Inspected	Reviewed
Clarified	Evaluated	Interviewed	Searched
Collected	Examined	Invented	Solved
Compared	Experimented	Investigated	Summarized
Conducted	Explored	Located	Surveyed
Critiqued	Extracted	Measured	Systematized
Detected	Formulated	Organized	Tested
Determined	Gathered	Researched	

Teaching Skills

Adapted	Critiqued	Guided	Stimulated
Advised	Developed	Individualized	Taught
Clarified	Encouraged	Informed	Tested
Coached	Evaluated	Instilled	Trained
Communicated	Explained	Motivated	Transmitted
Conducted	Facilitated	Persuaded	Tutored
Coordinated	Focused	Simulated	

Technical Skills

Adapted	Debugged	Operated	Restored
Applied	Designed	Overhauled	Solved
Assembled	Determined	Printed	Specialized
Built	Developed	Programmed	Standardized
Calculated	Engineered	Rectified	Studied
Computed	Fabricated	Regulated	Upgraded
Conserved	Fortified	Remodeled	Utilized
Constructed	Installed	Repaired	
Converted	Maintained	Replaced	

Types of Resumes

There are three different types of resumes that can be used:

1. Chronological

Advantages

- Highlights your employment background, education and training by starting with your most recent or present job and working back.
- Good if you are staying in the same field as past jobs

Disadvantages

- Not the best format to use if you are looking for your first job
- Changing or planning to change your career goals and work focus

2. Functional

Advantages

- A functional resume emphasizes skills, abilities, credentials, qualifications, or accomplishments at the beginning of the resume.
- The focus is squarely on what you did, not when or where you did it.
- Useful for students, individuals who are changing careers, and anyone re-entering the workforce

Disadvantages

- Can emphasize areas of expertise not necessarily represented in your employment history
- Generally disliked by employers due to the difficulty of seeing where skills are obtained

3. Combination

Advantages

- This format offers the best of both worlds, a quick synopsis of your market value (functional) followed by your employment (chronological).
- The focus is on relevant skills and accomplishments that relate most closely to the job

Disadvantages

- May be longer than the chronological and functional formats

Type of Resume: Chronological

JOHN SMITH

3333 University Way, Prince George, BC V2N 4Z9

Tel: (250) 999-9999

Email: john.smith@alumni.unbc.ca

OBJECTIVE

- To obtain full time employment as an Administrative Assistant where I can apply my skills and work experience.

SUMMARY OF QUALIFICATIONS

- Experience includes diverse managerial skills in distribution, planning and organizing.
- Restructured two alternate delivery companies to obtain quality distribution, requiring the recruitment of a competent staff.
- Experience in establishing sales and circulation goals and motivating staff to attain goals.
- Heavy focus on excellent customer service of subscribers, advertisers and inter-company clients.
- Highly competent with Windows, MS Office, DOS, Excel, Lotus 123, Map Info, Microsoft FrontPage, Word, WordPerfect.

EDUCATION

Bachelor of Business: Human Resources Management (3rd year)

University of Northern British Columbia, Prince George, BC (Spring 1997)

Relevant courses:

- *Recruitment, Selection & Retention*: Concept and technique of recruitment, selection and orientation.
- *Compensation*: Design and administration of compensation and benefit programs that attract and retain employees and support an organization's goal.

British Columbia Grade 12 Diploma

Prince George Secondary School, Prince George, BC

(June 1993)

PROFESSIONAL AFFILIATIONS

- Association of Alternate Postal Systems (AAPS)
- UNBC Commerce Society Member

WORK EXPERIENCE

Consultant/General Manager

April 2005 - Present

Greenview Communications Inc., Prince George, BC

- Created and implemented actions that restored quality and profitability to division.
- Oversaw distribution and packaging of more than 200,000 products.
- Coordinated expansion of business into new territory.
- Developed and maintained expense and revenue budgets.
- Recruited, trained, and supervised 65 full- and part-time employees.

Alternate Delivery Manager

Jan. 2001 – April 2005

Free Press, Prince George, BC

- Oversaw contracts with Alternate Postal Delivery and 200+ delivery agents.
- Assisted clients in maximizing their advertising dollar.
- Developed and maintained expense and revenue budgets.
- Created and implemented action plans for delivery program's success.
- Recruited and trained 20 employees.
- Oversaw distribution of various products to 450,000 households.

District Operations Counselor

June. 1997 – Jan. 2001

Providence Journal Bulletin, Prince George, BC

- Maintained home-delivery and single-copy accounts.
- Promoted sales and established routes in new growth areas.
- Recruited, oriented, and motivated carriers.
- Conducted audits for 12 district offices.

VOLUNTEER EXPERIENCE

- **Disabilities Program Coordinator** Summer 2004
YM Children with Disabilities, Prince George, BC
- **Summer Volunteer** Summer 2003
Canadian Mental Association, Prince George, BC

HOBBIES

- I enjoy reading, soccer, rugby and playing the drums

REFERENCES

Mr. John Doe Manager, Sales Tom's Traders Phone: 250-988-5555 Email: jdoe@home.com	Mr. Jeff Doe Director Tom's Traders Phone: 250-988-5555 Email: jdoe@home.com	Ms. Jane Smith Manager, Sales Tom's Traders Phone: 250-988-5555 Email: jdoe@home.com
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Type of Resume: Functional

JOHN SMITH

3333 University Way, Prince George, BC V2N 4Z9

Tel: (250) 999-9999

Email: john.smith@alumni.unbc.ca

OBJECTIVE

- To obtain full time employment as an Administrative Assistant where I can apply my skills and work experience.

SUMMARY OF QUALIFICATIONS

- Experience includes diverse managerial skills in distribution, planning and organizing.
- Restructured two alternate delivery companies to obtain quality distribution, requiring the recruitment of a competent staff.
- Experience in establishing sales and circulation goals and motivating staff to attain goals.
- Heavy focus on customer service of subscribers, advertisers and inter-company clients.
- Highly competent with Windows, MS Office, DOS, Excel, Lotus 123, Map Info, Microsoft FrontPage, Word, WordPerfect.

EDUCATION & CERTIFICATES

2004 – Present	Bachelor of Arts: Geography (2nd Year) University of Northern British Columbia, Prince George, BC
1999 – 1999	Bookkeeping & Simply Accounting College of New Caledonia, Prince George, BC
1999 – 2000	Computer Training Program (Microsoft Office, Word, Excel, AmiPro, WordPerfect, BizCon, Contact IV Database)
1992	Grade 12 Diploma , Prince George Secondary School, BC

PROFESSIONAL SKILLS

MANAGERIAL AND SUPERVISORY SKILLS

- Proved multi-tasking abilities by scheduling and supervising staff
- Served as right hand to lead managers of Entertainment Company in an administrative assistant capacity.

INTERPERSONAL AND TEAMWORK SKILLS

- Entrusted to process confidential employee records such as salary changes, vacation/absenteeism reports, and performance appraisals.
- Interacted with a wide variety of personalities while scheduling meetings/appointments and making travel arrangements for executives

QUANTITATIVE SKILLS

- Completed and submitted invoices and process for payments.
- Handled expense reports with account summaries.
- Demonstrated knowledge of and accountability for payroll and employee records, daily sales operations, and profit and loss statements, including inventories, labor, petty cash, bank deposits, change orders, and bank deposit verifications.
- Managed petty cash, payroll, inventory, member statements, accounts receivable, and payable.

EMPLOYMENT HISTORY

- ***Office Manager***, City of Entertainment, Victoria, BC, 9/03 - Present
- ***Clubhouse Assistant Manager***, Golden Bear Country Club, Victoria, BC 2003
- ***Administrative Assistant***, Blue Ribbon Tech., Vancouver, BC, 2/96 – 8/98

VOLUNTEER EXPERIENCE

- ***Disabilities Program Coordinator***, YM Children with Disabilities, Prince George Summer 2004
- ***Summer Volunteer***, Canadian Mental Association, Prince George Summer 2003

REFERENCES

Dr. John Doe
Commerce Professor
University of Northern
BC
Phone: 250-555-5555
Email: jdoe@unbc.ca

Mr. Jeff Doe
Coworker
Tom's Traders
Phone: 250-988-5555
Email: jdoe@home.com

Ms. Jane Smith
Volunteer Supervisor
Canadian Volunteers
Phone: 250-988-5555
Email:
jdoe@volunteer.com

Type of Resume: Combination

JOHN SMITH

3333 University Way, Prince George, BC V2N 4Z9

Tel: (250) 999-9999

Email: john.smith@alumni.unbc.ca

Objective

- To obtain full time employment as an Administrative Assistant where I can apply my skills and work experience.

Skills Highlights

- Accomplished customer service, administrative and interpersonal skills by interacting with customers on a regular basis
- Developed excellent communication and interpersonal skills working with students and faculty on projects
- Experienced in researching, interpreting and presenting data through class presentations and assignments
- Recently completed Business Income Tax Course that provided me with a great understanding of rules and regulations

Education

Bachelor of Commerce – Accounting

2nd Year

University of Northern British Columbia, Prince George, BC Sept 2002 - Present

- Courses include: **Auditing**: Principals of external auditing, reporting requirements, standards in auditing and ethics; **Macroeconomics**: the determinants of unemployment, inflation and growth

British Columbia Grade 12 Diploma

Prince George Secondary School, Prince George, BC

June 2001

Professional Experience

Administrative Support Services

- Performed all administrative and secretarial duties for VP Accounting at a large local sawmill
- Coordinated all appointments and schedules for five staff members
- Entered data into excel, answered emails and incoming phone calls professionally

Accounting Skills

- Competent and confident with Generally Accepted Accounting Principles
- Adapt with Small Business Income Tax practices
- Efficiently maintained journals and handled Accounts Payable and Receivable

Employment Experience

Sales Associate

June – August 2003

Tom's Traders, Salmon Arm, BC

- Provided professional and personal assistance and information to customers in a busy retail environment
- Proficient daily cash reconciliation
- Processed purchase transactions using cash, debit, credit card and honors system

Tourist Information Officer

July-September 2001

Salmon Arm Chamber of Commerce

- Greeted customers and advised them of points of interest and events
- Maintained tourist information supplies inventory
- Developed brochures and handouts using Photoshop and graphic design

Volunteer Experience

- **Disabilities Program Coordinator** Summer 2004
YM Children with Disabilities – Prince George, BC
- **Summer Volunteer** Summer 2003
Canadian Mental Association – Prince George, BC

REFERENCES

Dr. John Doe
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Mr. Jeff Doe
Coworker
Tom's Traders
Phone: 250-988-5555
Email: jdoe@home.com

Ms. Jane Smith
Volunteer Supervisor
Canadian Volunteers
Phone: 250-988-5555
Email:
jdoe@volunteer.com