

RESUMES



Student Career Centre

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Winning Resumes

The resume is the driving force behind career design. The energy, planning, strategy, and commitment behind the resume is critical. The effort that goes into the preparation of your resume will play a major role in the outcome of your job search.

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 have what it takes to be successful in the position.

Resume Formats

There are three resume formats that can be used:

1. Chronological
2. Functional
3. Combination

Chronological

- A chronological resume highlights your employment background, education and training by starting with your most recent or present job and working back.
- The focus is on time, job continuity, growth, advancement, and accomplishments.

Functional

- 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.

Combination

- 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 and is later supported by a strong employment section.

	Pro's	Con's
Chronological	<ul style="list-style-type: none"> • Emphasizes experience, continuity and career growth • Showcases strong employers and positions held • Sets the stage for the next logical growth move in your career 	<ul style="list-style-type: none"> • Exposes negatives such as gaps in employment, age, frequent job changes, under-employment, breaks in employment, lack of related experience, lack of career progression • Highlights most recent employment rather than skills • Highlights inconsistencies in levels and types of employment; reveals insignificant positions
Functional	<ul style="list-style-type: none"> • Good for showing skills not apparent in job descriptions • Can emphasize areas of expertise not necessarily represented in your employment history • Makes the best use of disjointed employment experiences; good for beginning or changing career directions 	<ul style="list-style-type: none"> • Unclear as to which skills relate to which jobs; fails to provide support, with specific sources, for the expertise presented • Represents no clear career path if generic transferable skills sets are selected • May lack the support of previous employment
Combination	<ul style="list-style-type: none"> • Highlights relevant skills and accomplishments • Makes a strong case for a specific type of job; may be customized with a different focus for each of several situations • Most detailed and comprehensive format 	<ul style="list-style-type: none"> • Can omit things that may have been valued by the reader. • Can be confusing if not well written; you can misjudge what the emphasis should be • More complex and difficult to prepare • Could lose focus if overly lengthy

Components of a Resume

Contact Information

- This section is located at the top of the resume and includes essential contact information: your name, present and/or permanent addresses, phone numbers and e-mail address.

- This section should include:

Your First and Last Name (use the name you wish to be called by)

Address

City/Town, Province, Postal Code

(Area Code) Telephone Number

E-mail Address

Objective

- The objective should be brief, unique and matched to the job/company for which you are applying.

Summary of Strengths / Highlights / Qualifications / Skills

- Several points highlighting your skills, strengths or qualifications that are important to the position you are applying.

Education

- Should be in 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 should follow the 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.
- Include your accomplishments and key responsibilities for each position.
- Experiences are listed in chronological order starting with your most recent.

References

- Include 3 references on your resume, that can be a previous supervisor, managers, co-workers and/or faculty.

Features common to all good resumes

1. **They are attractive to the eye.** Use a good layout; a clear, easy to read font and well organized information. Use white or light coloured paper. 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. Use a vocabulary meaningful to your reader.
3. **Create a good impression.** Make sure that there are no spelling, punctuation, grammatical mistakes or typos. Use consistent tense.
4. **Present only relevant information.** Do not include age, sex, marital status, SIN, health, or other unnecessary personal information.
5. **Use a clear and concise writing style.** Bullet (point) form is easiest to read and digest than complete sentences. Use action verbs.

Use of power words for impact

Communication / People Skills

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

Creative Skills

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

Data/Financial Skills

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

Helping Skills

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

Organizational Skills

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

Management /Leadership Skills

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

Research Skills

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

Teaching Skills

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

Technical Skills

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

Draft Resume Template

Your Name
Your Address
Your Phone Number
Your email address

JOB OBJECTIVE or PERSONAL PROFILE

Objective:

A position in the _____ field where I can use my skills and experience to add to the existing team.

SUMMARY OF SKILLS

Below, list the skills you bring to the job you are seeking; list in descending order (strongest or most important first and down from there). Tailor the resume to the skills or qualities the employer is looking for.

Include certifications here: WHMIS, First Aid (include level), Food Safe, Serving It Right, H2S, TDG, Class 1 License, Air Endorsement.

EDUCATION

Credential _____

Name of School, City, Province

Date obtained

WORK EXPERIENCE

(Write out your work experience or use the handout worksheets and type from there)

Your Job Title _____
Company Name, City, Province
Dates Worked
• Brief description of duties in point form

(Generally, list your last five positions, or the last five years in the workplace, in descending order)

VOLUNTEER EXPERIENCE

Your Job Title _____
Company Name, City, Province
Dates Worked
• Brief description of duties in point form

HOBBIES

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

REFERENCES

Supervisor, Co-worker, Manager and/or Faculty.

Reference 1	Reference 2	Reference 3
Name _____	Name _____	Name _____
Job Title _____	Job Title _____	Job Title _____
Company Name _____	Company Name _____	Company Name _____
Phone _____	Phone _____	Phone _____

Sample Chronological Resume

JOHN SMITH

3333 University Way, Prince George, BC V2N 4Z9

Tel: (250) 999-9999

Email: johnsmith@unbc.ca

OBJECTIVE

- To obtain full time employment as a 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

Bachelor of Business Human Resources Management

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.

PROFESSIONAL AFFILIATIONS

- Association of Alternate Postal Systems (AAPS)

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

- Volunteer with YM Children with Disabilities Program – Prince George
- Volunteer with Canadian Mental Association – Prince George

HOBBIES

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

REFERENCES

Mr. John Doe
Manager, Sales
Tom's Traders
Phone: 250-988-5555
Fax: 250-988-5553
Email: jdoe@home.com

Mr. Jeff Doe
Director
Tom's Traders
Phone: 250-988-5555
Fax: 250-988-5553
Email: jdoe@home.com

Ms. Jane Smith
Manager, Sales
Tom's Traders
Phone: 250-988-5555
Fax: 250-988-5553
Email: jdoe@home.com

Sample Functional Resume

JOHN SMITH

3333 University Way, Prince George, BC V2N 4Z9

Tel: (250) 999-9999

Email: johnsmith@unbc.ca

OBJECTIVE

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

SUMMARY OF QUALIFICATIONS

- Solid managerial and administrative experience
- Exceptional versatility and adaptability.
- Dedication and drive as a hard-working individual.
- Superlative communication and team-building skills.
- Ability to manage multiple tasks in a pressured environment.

EDUCATION & CERTIFICATES

2004 – Present	Currently working towards Bachelor of Arts: Geography University of Northern British Columbia
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) Immigrant & Multicultural Services Society, Prince George, BC
1992	Grade 12 Diploma, Prince George Secondary School, BC

PROFESSIONAL SKILLS

MANAGERIAL AND SUPERVISORY SKILLS

- Proved multi-tasking abilities by scheduling and supervising staff, consisting of kitchen workers, bartenders, and food servers while functioning as clubhouse assistant manager at country club and simultaneously serving as pool manager and swim instructor.
- 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

- Volunteer with YM Children with Disabilities Program – Prince George
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HOBBIES

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Ms. Jane Smith
Manager, Sales
Tom's Traders
Phone: 250-988-5555
Fax: 250-988-5553
Email: jdoe@home.com

Sample Combination Resume

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3333 University Way, Prince George, BC V2N 4Z9

Tel: (250) 999-9999

Email: johnsmith@unbc.ca

Objective

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

Skills Highlights

- Accomplished customer service, administrative and interpersonal skills
- Experienced in researching, interpreting and presenting data
- Recently completed Business Income Tax Course
- Patient and Reliable with clients, co-workers and supervisors

Education

Bachelor of Commerce – Accounting 2nd Year

University of Northern British Columbia
Prince George, BC

Sept 2002 – Present

- GPA 4.04 (A)
- Relevant courses include Auditing Principles, Macroeconomics, Microeconomics, Business Communication, Financial Accounting, Managerial Accounting, Introduction to Marketing

Professional Experience

Administrative Support Services

- Accomplished handling of all administrative and secretarial duties for VP Accounting at a large local sawmill
- Coordinated all appointments and schedules for 5 staff members

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

Salmon Arm Chamber of Commerce

- Greeted customers and advised them of points of interest and events
- Maintained tourist information supplies inventory

Volunteer Experience

- Volunteer with YM Children with Disabilities Program – Prince George
- Volunteer with Canadian Mental Association – Prince George

Hobbies

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

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