

What is a RESUME and why do I need one?

- It is a summary of your unique skills, education, and employment history
- A resume is typed and generally one-page in length, outlining your last 10-15 years of work history
- Several employers require a resume to be submitted to apply for positions within their company
- It can be mailed, faxed, e-mailed, handed out, or posted online
- Employers use a resume as a screening tool before scheduling interviews to narrow their search for the best candidate

A Resume is not . . .

- A detailed history of your life and work experience
- A summary of your personal information
- A description of why you left previous employers
- An outline of your weaknesses

What do I need to create a Resume?

- Personal Information – Name, Address, Phone Number, E-Mail Address.
- Job Objective – Employment goal
- Education – Diplomas, Degrees, Certifications, Trainings
- Work Experience – Name of company, city, state, position(s) held, and dates of employment.
- Other – Skills, Honors, Awards or Accomplishments

Important Resume Tips

- ✓ Proofread your resume several times for errors
- ✓ Never write on a resume. If something changes, print a new one
- ✓ ALWAYS have someone else proofread your resume
- ✓ Keep previous copies of your resume for updating purposes
- ✓ Make sure your resume is easy to read and find information.
- ✓ Remember – A potential employer will review your resume for an average of only 30 seconds, so make it eye catching
- ✓ **Never use the word “I” on your resume**
- ✓ Do not include personal information on your resume – such as age, SSN, hobbies, etc.
- ✓ If listing an e-mail address, choose an appropriate & professional one

Where can I go for HELP?

OhioMeansJobs/Fairfield County Resource Center

239 W. Main St., Lancaster, OH 43130 ~ Phone: 740-652-7856 Fax: 740-687-9251

Hours of Operation: Monday thru Friday 8:00 am to 4:00 pm

DIFFERENT SECTIONS OF A RESUME

Job Objective

- A concise statement, no more than 1-2 sentences about the type of position you are seeking and an indication of your skills, abilities, and interests
- Be careful not to write an objective that excludes you from other jobs you might consider
- Example: Seeking a position requiring excellent business management skills in an office environment. Position should require a variety of tasks, including office management, word processing, spreadsheet, and database program use.

~OR~

Profile/Summary of Qualifications/Qualification Highlights

- This section can have many similar heading titles with similar information
 - It is typically used in a functional or combination resume
 - Can be used to summarize/highlight your accomplishments, skills, abilities, and strengths
-

Skills

- This section can be used in all types of resumes
- It is designed for you to highlight your skills so that an employer can easily find them
- You may also put any computer programs, equipment, and special abilities in this section

~OR~

Skills Summary/Area of Expertise

- This section can have various heading titles but the information it contains is the same
 - It is primarily used in functional and combination resumes
 - This section highlights what you have done under specific skill headings rather than under past jobs. It emphasizes your key skills, abilities and experiences more clearly
 - You can choose 3-4 different skills that you would like to highlight and then below each skill title, briefly summarize your experience in that area or give examples of how you can apply that area to the job for which you are applying
-

Work Experience

- List most recent job first and no more than 10-15 years of work experience
- When discussing your job duties, be sure to use action verbs Examples would be: Achieved, Created, Improved, Initiated, Organized, Supervised or Trained.

Education

- List your most recent education first
- If you do not have very much work history, the education section should be toward the top of your resume along with a skills section
- Dates of education received can be left off the resume if you do not feel comfortable with the employer knowing what year you graduated

Military Experience

- If you have experience and were honorably discharged, it is recommended that you include this section separately on your resume and keep the format similar to your work history

References

- List at least 3 professional references on a separate page from your resume
- When choosing references, make sure to call ahead and ask permission to use them as a reference before you list them. Give them a recent copy of your resume to review.
- It is recommended that you frequently contact the references you plan to use and make sure their contact information is up to date for employers to contact them

WHAT ARE THE DIFFERENT TYPES OF RESUMES?

Chronological Resume

- Focuses on your experience and lists your work experience in order of time with your most recent job is listed first
- This type is best for people who have had several years of experience in the same type of job they are seeking now or have had a steady work history

Downfalls:

- Shows every little detail about your work history and gaps in your employment

Functional Resume

- Relies on categorical, skills-based sections to demonstrate your qualifications for a particular job
- Company names, employment dates, and position titles are de-emphasized or intentionally omitted
- Focuses on hiding the appearance of an unstable work history

Downfalls:

- It can generate red flags for employers, and they may question what you are trying to hide

Combination Resume

- Combines different sections of a chronological and functional resume
- You can include different sections and list what you feel is necessary within your resume

Downfalls:

- It can also generate red flags for employers



Job A. Seeker

239 West Main Street
740-652-7886
Lancaster, Ohio 43130
email123@yahoo.com

OBJECTIVE A position as a customer service representative utilizing my computer knowledge, organizational abilities, strong people skills, and business experience.

SKILLS

- Internet
- MS Office Professional
- Billing
- Leadership
- Time Management
- QuickBooks
- Office Equipment
- Administration
- Public Speaking
- Relationship Management

EXPERIENCE

2007 - Present **Customer Service Representative** - ABC Group, Inc. Lancaster, OH

- Built a rapport with customers and proposed different products and services based on their account history to help minimize their monthly bill
- Answered inbound sales calls and assisted customers with catalog purchases
- Researched accounts, answered questions, and worked with new customers
- Trained both new and existing personnel in company customer service protocol

2003 - 2007 **Customer Service Representative** - Titan Communications. Columbus, OH

- Consistently provided excellent, informed customer service, and maintained strong reliable work ethic
- Performed all aspects of customer service and satisfaction, including answering busy multi-line phone system, coordinating special promotions, and providing detailed information for various products
- Met with prospective customers to refer accounts, investments, loans, and mortgages
- Provided team leadership to accomplish department goals and monitor workflow

2000 - 2003 **Administrative Assistant** - EGB Company. Pickerington, Ohio

- Filed and retrieved corporation documents, records, and reports
- Analyzed operating practices and procedures to create new and to revised existing methods
- Prepared records and reports, such as recommendations for solutions of administrative problems and annual reports
- Coordinated and directed office services, such as records and budget preparation, personnel, and housekeeping, to aid executives

EDUCATION

1998 H.S. Diploma - Lancaster High School - Lancaster, Ohio

JOB SEEKER

239 West Main Street, Lancaster, Ohio 43130
wantajob@yahoo.com • 740-652-7886

PROFILE

Highly motivated, meticulous, and hardworking administrative support seeking a position within an organization that offers growth both personally and professionally. Ability and willingness to learn new tasks quickly and effectively. Outstanding communication and customer service skills with the ability to manage multiple tasks and responsibilities.

SKILLS SUMMARY

Organizational Skills

- Exceptional organizational skills; work effectively under pressure and stress. Prioritize workload and multi-task. Conscious of deadlines; possess a good sense of urgency.
- Work efficiently and effectively as self-starter in busy environment handling many tasks simultaneously. Initiate action and follow through to conclusion of any commitment. Capability to learn new skills.

Problem Solving Skills

- Creative problem-solver. Identify problems/needs and initiate logical, effective solutions. Consider whole problem and focus on real impact of decisions and actions.
- Handle colleague and customer internal/external telephone inquiries; and coordinate internal/external deliveries. Prepare general office correspondence and reports.

Technical Expertise

- Computer proficiency on Windows platform includes QuickBooks and MS Office applications.
- Perform general office tasks. Courteously answer telephone, take messages, greet customers, place orders for office equipment, create invoices, keep records up-to-date, schedule workers and perform basic accounting.

EMPLOYMENT HISTORY

Office Assistant , 123 Company Inc., Lancaster, OH	<i>2007 – Present</i>
Administrative Assistant , Sterling Inc., Pickerington, OH	<i>2003 – 2007</i>
Secretary , Brooks Accounting, Columbus, OH	<i>2000 - 2003</i>

EDUCATION

Office Technology Certificate , Ohio Career, Columbus, OH	2009
H.S. Diploma , Fairfield High School, Lancaster, OH	1998

Which Format is Best for You?

If you're not sure what type of resume you should use, try using this helpful quiz to identify a format. If the indicator in the first box is true for you, place a check in the shaded box. If it is un-true for you, place a check in the un-shaded box. If you're not sure on your answer, choose one box that would be most applicable to you.

Indicator	Chronological	Functional/ Combination
Strong career progression over the past 5+ years, seeking position similar to current or most recent position		
Unstable Work history (changed jobs often, lots of gaps in employment timeline, etc.)		
Executive or management candidate		
Entry level or recent graduate with experience not related to chosen field		
Recent graduate with experience related to chosen field		
Conservative field or industry (law, accounting, government)		
Reentering the workforce (same career) after several years		
Reentering the workforce (different career) after several years		
Changing careers		
Lots of volunteer experience related to your chosen field		
Leaving the military, performing similar job function		
Leaving the military, pursuing different job function		
Performed very similar responsibilities repeatedly for past employers and looking for similar position		
"Overqualified" and looking for less responsibility		
"Seasoned Citizen" with extensive work history looking for less responsibility		
Criminal record		
Totals		

Now add the checkmarks for each column and place the total in the Totals row. If the number of "chronological" outweigh the "functional/combination" you should probably use the chronological format. If the reverse is true, and you have more "functional/combination" responses, consider using a functional format. If your totals are the same or close, consider combining sections of each type of resume.

PERSONAL INFORMATION

➤ Please Print

NAME: _____ HOME PHONE: _____

ADDRESS: _____ CELL: _____

CITY/STATE/ZIP: _____ EMAIL: _____

Choose an Objective or Profile for Your Resume:

JOB OBJECTIVE / POSITION DESIRED

➤ Can be used for all types of resumes

PROFILE / SUMMARY OF QUALIFICATIONS

➤ Used in functional and combination resumes

- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____

WORK EXPERIENCE

COMPANY NAME: _____

CITY/STATE: _____

JOB TITLE: _____

START DATE (month/year): _____ END DATE (month/year): _____

DESCRIPTION OF JOB DUTIES:

EQUIPMENT OR SOFTWARE USED:

PROMOTIONS OR ACCOMPLISHMENTS:

WORK EXPERIENCE CONTINUED

COMPANY NAME: _____

CITY/STATE: _____

JOB TITLE: _____

START DATE (month/year): _____ END DATE (month/year): _____

DESCRIPTION OF JOB DUTIES:

EQUIPMENT OR SOFTWARE USED:

PROMOTIONS OR ACCOMPLISHMENTS:

WORK EXPERIENCE CONTINUED

COMPANY NAME: _____

CITY/STATE: _____

JOB TITLE: _____

START DATE (month/year): _____ END DATE (month/year): _____

DESCRIPTION OF JOB DUTIES:

EQUIPMENT OR SOFTWARE USED:

PROMOTIONS OR ACCOMPLISHMENTS:

WORK EXPERIENCE CONTINUED

COMPANY NAME: _____

CITY/STATE: _____

JOB TITLE: _____

START DATE (month/year): _____ END DATE (month/year): _____

DESCRIPTION OF JOB DUTIES:

EQUIPMENT OR SOFTWARE USED:

PROMOTIONS OR ACCOMPLISHMENTS:

MILITARY EXPERIENCE

Years of Service _____ to _____ Branch of Service: _____
Job Title _____ Rank Upon Discharge: _____

Responsibilities/Job Duties:

EDUCATION

HIGH SCHOOL

Do you have a:

- _____ High School Diploma
_____ GED
_____ Neither

Name of School: _____ City/State: _____

COLLEGE/VOCATIONAL/TECHNICAL SCHOOLS

Name of School: _____

City/State: _____

Year Graduated: _____ (or) Grade Last Attended: _____

Degree Studied or Obtained: _____

Courses Taken:

Name of School: _____

City/State: _____

Year Graduated: _____ (or) Grade Last Attended: _____

Degree Studied or Obtained: _____

Courses Taken:

SPECIAL TRAINING / OTHER CERTIFICATIONS

Type of Training: _____ City/State: _____

Year Obtained: _____ Training Provider: _____

Description of Training: _____

Type of Training: _____ City/State: _____

Year Obtained: _____ Training Provider: _____

Description of Training: _____

Type of Training: _____ City/State: _____

Year Obtained: _____ Training Provider: _____

Description of Training: _____

PROFESSIONAL REFERENCES

1) Name: _____ Phone: _____
Title: _____ Employer: _____
Address: _____ City/State/Zip: _____

2) Name: _____ Phone: _____
Title: _____ Employer: _____
Address: _____ City/State/Zip: _____

3) Name: _____ Phone: _____
Title: _____ Employer: _____
Address: _____ City/State/Zip: _____

4) Name: _____ Phone: _____
Title: _____ Employer: _____
Address: _____ City/State/Zip: _____