

Tech Goes Home Resume Workshop

Purpose:

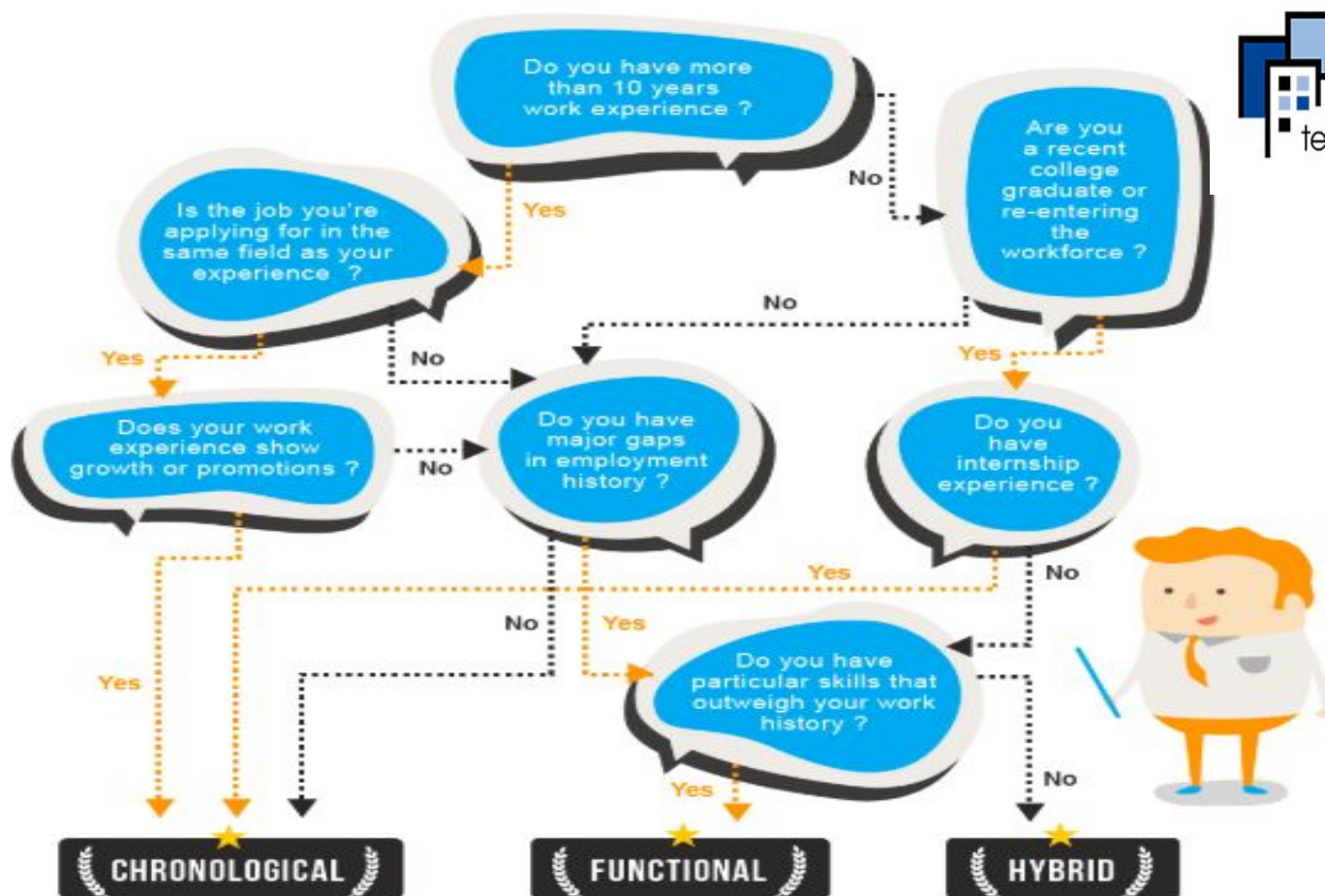
To provide a detailed explanation, as well as step-by-step processes, for creating an effective resume

What's Resume?

Is a brief document that summarizes your education, employment history, and experiences **that are relevant** to your qualifications for a particular job for which you are applying. The purpose of a resume is to get an interview.

Types of Resume

- Functional
- Chronological
- Combination/Hybrid



Functional Resume

Functional resumes split a professional's experience into domains of knowledge and ability.

For example, a functional resume for a Director of IT might have the following sections:

Leadership/Management Experience, Key Projects, Information Technology Experience. I'd also expect this resume to include a Technical Skills section, along with the classic Education and Summary sections.

SALES CLERK (FUNCTIONAL)

From Resume Genius

QUALIFICATIONS SUMMARY

- Proven Track Record of boosting month-to-month sales figures by +10%
- Strong customer service skills: Predict, evaluate, and meet the specific needs of customers
- Interpersonal skills: Expert at getting product from the backroom to the floor in a cost-effective and timely manner
- Awarded "Employee of the Month" for consistently receiving positive customer feedback

RELEVANT SKILLS

CUSTOMER SERVICE

- Receive a +95% on customer service feedback surveys on a consistent basis by providing a friendly in-store environment
- Enhance the customer experience by providing quality assistance and in-depth product knowledge
- Educate customers on up-and-coming brands and the latest fashion trends

SALES

- Exceeded sales goals an average of 10% for 5 straight months
- Upsell customers through the recommendation of products that meet their specific needs
- Process 30+ customer transactions a day and factored sales, discounts, and promotions into the final price

MERCHANDISING

- Restock and organize new shipments of inventory in a timely manner, cutting average of 2 days off the merchandising process
- Develop and create unique displays that attract customers to a desired product
- Team worker who is able to adapt in highly dynamic and changing situations in the office

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Los Angeles, CA 24542

🌐 [linkedin.com/in/mansztjin](https://www.linkedin.com/in/mansztjin)

WORK HISTORY

Ulta, Manhattan, NY
(2016-2017)
Sales Clerk

GAP, Albany, NY
(2014-2015)
Sales Representative

The North Face, Albany, NY
(2012)
Retail Clerk

EDUCATION

**Associates Degree /
Fine Arts**
Nassau Community
College, Garden
City, NY
- 3.77 GPA

AWARDS & HONORS

**Employee of the
Month**
GAP, August 2014

Chronological

A chronological resume will actually be written in reverse-chronological order (with the most recent position appearing at the top of the page). This is, and has been, the gold standard for resume writing. Chronological resumes paint a very clear picture of the career trajectory, letting recruiters understand your path of promotions and job movement over the course of time. They often include the first career-oriented job after college, and describe every position held since then.

Example

REVERSE-CHRONOLOGICAL RESUME TEMPLATE

RESUME SUMMARY OR RESUME OBJECTIVE

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Frank Shelby

Master Electrician

Dependable master electrician with 10+ years experience with construction, residential, and industrial electrical installations. Substantial knowledge of industrial control, circuit management, and power distribution. Named Mosaic Life Claire's employee of the year for 3 years in a row.

Experience

2012-03 - present Master electrician

- Mosaic Life Claire, St Joseph, MO
- Interpreted contract plans and specifications: one-line diagrams, cable and conduit schematics and wiring diagrams.
- Installed and repair electrical systems, wiring, fixtures, motors per plans.
- Supervised and assigned work to apprentices, electrical helpers, and journey-level electricians.
- Trained and mentored electrical apprentices.
- Diagnosed problems and checked leakages in low and high voltage systems.
- Took the highest level of care for keeping the workplace area safe and organized by implementing the NEC safety regulations and guidelines.
- Installed circuit breaker panels, switches, relays, and grounding leads.

Key achievements:

- Increased efficiency by 32% by identifying our client's complex wiring issue. Scheduled a repair plan and supervised a team of 6 specialists.
- Supervised an internal training program, fully trained 11 apprentices.

2007-10 - 2012-02 Journeyman maintenance electrician

- Mosaic Life Claire, St Joseph, MO
- Troubleshoot and maintained electrical work on low and high voltage equipment including variable frequency and DC speed control equipment.
- Installed, maintained and repaired switchboards and circuits.
- Carried out preventive maintenance on electrical circuits and machinery.
- Repaired a variety of telemetry systems: two-wire alarm circuits, security systems, fire alarm devices and other electronic alarm systems.

Key achievement:

- Installed energy saving devices which reduced the client's quarterly electricity consumption costs by 24% without affecting power efficiency.

2003-04 - 2007-08 Electrical helper

- Tradesmen International, Overland Park, KS
- Helped with installing wiring and conduits: struts and MS cables.
- Used measuring tools to measure and cut wire and conduit.
- Assisted in maintaining electrical tools and equipment.
- Prepared cost estimates for materials and services.

Education

- 2005-10 - Associate of Science in Electrical Technology
- 2007-07 - Johnson County Community College, Overland Park, KS

Certificates

- 2016-01 - Certified Electrical Inspector - Master (International Association of Electrical Inspectors)
- 2010-07 - ALA Certified Lighting Consultant (American Lighting Association)

WORK EXPERIENCE

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EDUCATION

4

ADDITIONAL SECTIONS

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Personal info

Address
2923 Olive St
St Joseph, MO 64507
USA

Phone
415 555 2671

E-mail
francis.s.shelby@gmail.com

LinkedIn
linkedin.com/in/frank-sean-shelby/

Skills

Analyzing blueprints
●●●●○
Advanced

Programmable Logic Controllers
●●●●○
Advanced

Industrial control systems
●●●●○
Intermediate

Wiring diagrams
●●●●○
Advanced

Mathematics knowledge
●●●●○
Basic

Mentoring
●●●●○
Advanced

Customer service
●●●●○
Intermediate

Languages

Spanish
●●●●○
B2

Interests

Astronomy (life-long subscriber of Sky&Telescope)
Rock music (AC/DC, Black Sabbath, The Rolling Stones)

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CONTACT INFORMATION

5

SKILLS

6

ADDITIONAL SECTIONS

Combination

These resumes offer a combination of functional “grouping” of skills, but still make use of an easy-to-understand timeline. Some combination resumes can be very effective for the right career

WR

COMBINATION RESUME

From Resume Genius

RESUME INTRODUCTION

- **Project Execution:** Implemented new menu introduction strategies, increasing customer purchases of wine by 10% on avg.
- **Management:** Assisted in the training of 6 new waiters, ensuring attention to detail and comprehensive understanding of restaurant methodology and practices
- **Awards & Recognition:** Frequently praised for excellent service on restaurant's online rating system
- **Salesmanship:** Deep and broad knowledge of wines and pairings

SKILLS SECTION

- Familiarity with Point of Sale (POS) terminals and common restaurant equipment / machinery
- Able to memorize entire menus within a day, including ingredient combinations
- Proven ability to "upsell" alcohol, dessert, and appetizers to customers
- Bilingual – English (native) and Spanish (conversational). Able to comfortably take care of customers in either language

EXPERIENCE SECTION

LONGHORN GRILL

WAITRESS / RENO, NV / 2012 – Present

- Memorized restaurant's wine stock and appropriate entrée pairings, leading to daily wine sales averaging \$180, fully 15% higher than the company average
- Write patron's food orders on slips, memorize orders, and manage food resources in a 120+ seat restaurant
- Operate POS terminals to input customer orders, swipe credit cards, and enter cash amounts received

LONGHORN GRILLMIKE'S FANCY KITCHEN

HOSTESS & WAITRESS / RENO, NV / June 2010 – August 2012

- Awarded "Employee of the Month" two months consecutively
- Bussed tables, presented menus, seated customers, and assisted waiters with drink orders
- Trained 3 new hosts in providing excellent customer service and conflict resolution techniques

CONTACT INFO

Email: youremail@gmail.com

Phone: 895 555 555

Address: 4397 Las Brisas Drive,
Reno, NV 89523

SOCIAL MEDIA

-  your facebook
-  your instagram
-  your linkedIn
-  your twitter

SKILLS SECTION

Problem Solving
Adaptability
Collaboration Strong
Work Ethic Time
Management Critical
Thinking
Handling Pressure
Leadership

EDUCATION SECTION

B.A. / Psychology

University of
Nevada, Reno

2009 – 2013

3.95 GPA

General features of a resume

1. Contact
2. Key skill summary(top 8 skills)
3. Education
4. Work history/Experience
5. Honors, activities, and outreach

Things to cover on contact

- Full name
- Email address
- Permanent address
- Local or campus address (if applicable)
- Phone number(s)
- Web address/URL
- Fax number, etc.
- LinkedIn

Formating educational section

Schools you have attended such as universities and 4-year colleges, junior and community colleges, as well as professional and technical schools (rarely high schools, unless somehow relevant)

- The name of your school
- Location of your school
- The degree you obtained (if applicable)
- Your field of study
- Graduation year (if applicable)
- Your GPA (Note: You may not want to include this if it's not above 3.4)

Formatting Your Experience/Skills

An experience section emphasizes your past and present employment and/or your participation in relevant activities. Sometimes this section goes under other names such as the following:

- Work Experience
- Professional Experience
- Work History
- Field Work
- Volunteer Work
- Relevant Experience

Power Verbs Vs. Weak Verbs

- Did/Handle
 - Executed
 - Implemented
 - Carried out
 - Processed
 - Initiated
 - Facilitated
 - Conducted
 - Created
- Help
 - Assisted
 - Aided
 - Demonstrated
 - Provided
- Led
 - Managed
 - Coordinated
 - Supervised
 - Spearheaded
 - Oversaw.. I.e the operation
 - Directed
- Got results
 - Increased. I.e gross sales by...%
 - Generated...
 - Identified
 - Strengthen
 - Improved

Continuation

- Organized
 - Maintained
 - Arranged
- Communicated
 - Collaborated
 - Reported
 - Highlighted
- Researched
 - Analyzed
 - Diagnosed
 - Measured
- Used
 - Operated

Structure of Awards, Certificates, & Honors

This section of the resume highlights the relevant activities you have been involved with and the honors you have received that you could discuss with your prospective employer. You also want to communicate how these activities and honors might make you an asset to the organization.

An honors and activities section might include the following:

- Academic awards and scholarships
- Membership in campus, national, or international organizations
- Leadership positions held in campus, national, or international organizations
- University and community service positions
- Work-related awards or honors
- Date of award or dates of involvement in an activity

Don'ts on a resume

- Don't use the same resume to apply for multiple jobs
- Don't include work with controversial organizations
- Don't try to hide gaps
- Don't have tables on your resume
- Don't use objective profile-it's outdated
- Don't include jargons
- Don't try to squish everything on one page
- Don't use more than 2 fonts
- Don't use the job description verbatim
- Don't include anything confidential
- Avoid using high school information if you're a college graduate
- Don't put your job description as your skills

Tips on writing an excellent resume

- Use a professional email
- Set your font between 10-12 points
- Align your content to the left
- Make a strategic use of bold, caps, italics
- Diversify the use of verbs
- Avoid ambiguous words that require using dictionary
- Choose an attractive and readable font
 - eg. Verdana
 - Arial
 - Helvetica
 - Time New Roman
 - Not: Comic sans
 - Caveats
 - Pacifico

Continuation

- Write explanations for large gaps in career history
- Use action/power verbs
- Use numbers, %, and power verbs in listing achievements-quantify everything
- Save resume in PDF format; unless the employer says otherwise
- Use proofreading and a 2nd eye before submitting
- Name your resume. I.e Gabe_Vorleto_Resume
 - Not. resume, gabe vorleto, unknown, etc.
 - Key reason, your resume is going to be in the pool of many other resumes
- Read the job description
 - Mirror the job description to your skills
- Keep white spaces to make it reader friendly

Resources for writing an excellent resume

1. [Resume Genius](#)
2. [The Job Network](#)
3. [Executive draft resume services](#)
4. [Zety.com](#)
5. [America's Job Exchange](#)
6. [HLoom.com](#)
7. [Resumehelp.com](#)