



U.S. Department of Labor

Creating Your Resume: Writing Workshop Participant Guide

**Off-Base Transition Training (OBTT)
Veterans' Employment & Training Services (VETS)
Transition Assistance Program (TAP)**

January 2022

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Workshop Introduction

Welcome to the Resume Writing Workshop. This two-hour workshop is provided by the Department of Labor (DOL) to veterans, including those veterans currently serving in the Reserve Component (National Guard and Reserve members), and their spouses preparing their first resume or updating their resume for a career change.

Workshop Section Focus

In this workshop, you will

- Prepare a draft resume.
- Review and evaluate a resume.

Why is writing a resume important if I'm filling out applications?

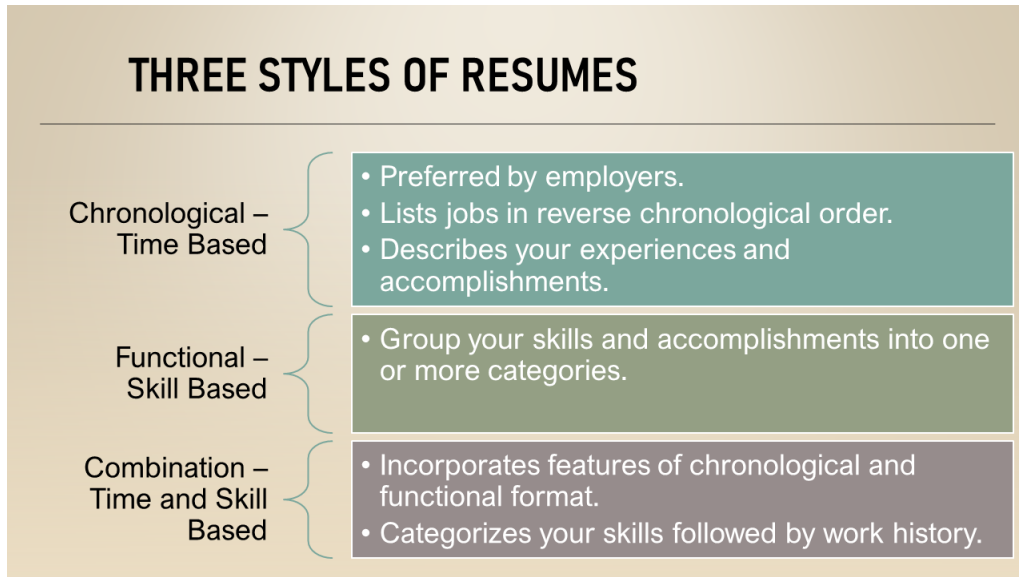
A resume highlights and outlines your work history. A resume allows you to add measurable accomplishments. Having a resume allows you to quickly identify knowledge, skills, and abilities (KSA) plus your education. You can often copy and paste your most attractive KSAs from your resume into an application.

The workshop consists of four sections. Each section has a focus which covers specific topics and has supporting activities.

- **Resume Styles Review** provides a review of the three styles of resume covered in the workshop Understanding Resume Essentials.
 - Chronological
 - Functional
 - Combination
- **Drafting Your Resume** focuses on how to best represent your skills and qualifications. Topics and activities include:
 - Activity: Drafting each part of the resume
- **Reviewing Your Resume** focuses on what techniques will help you polish your resume. Topics and activities include:
 - Finalizing Your Resume
 - Activity: Resume Review
- The last section is **Submitting Your Resume** which focuses on how to effectively deliver your resume. Topics and activities include
 - Submitting Digital Resumes
 - Uploading Resumes Online
 - Sending Resumes in Email

Section 1: Resume Styles Review

Resume Styles Review provides a review of the three styles of resume covered in the workshop Understanding Resume Essentials.



- Chronological
 - Time-based
 - Recommended for its easy format and logical flow
 - Style is compatible with many Applicant Tracking Systems (ATS)
- Functional
 - Skill-based
 - Are sometimes viewed with suspicion by employers due to lack of information about specific employers and dates
 - Showcases skills. Typically used by job seekers who are changing careers, as it allows them to focus more on transferable skills rather than less relevant companies and job titles.
- Combination
 - Has elements of both time and skill. Good compromise between chronological and functional formats.
 - Job seekers can show skills and work history.
 - Job seekers can highlight their skills from non-work experience and/or may be changing careers.

Do you know what style of resume you will create?

WHAT STYLE WILL YOU USE?

<p style="text-align: center;">ALEX SPENCER Email Phone</p> <p style="text-align: center;">PROFESSIONAL SUMMARY</p> <p>U.S. Navy veteran with over 4 years of experience in healthcare business administration. Highly skilled at budgeting, scheduling, and seeking out ways to improve patient care. Experience collecting relevant business intelligence for healthcare and financial services industries and in managing large teams and streamlining workflows. Recipient of multiple awards for outstanding performance, professionalism, and leadership including 9 awards for excellent customer service.</p> <p style="text-align: center;">PROFESSIONAL EXPERIENCE</p> <p>UNITED STATES NAVY – Norfolk, VA September 20XX – present Hospital Corpsman</p> <p>Command Pay and Personnel Administrator (Sept. 20XX-present)</p> <ul style="list-style-type: none"> • Assisted the manager in providing day-to-day direction for the overall administration, coordination, and evaluation of the organization's human resource function. • Developed a master tracking database that decreased administrative errors by 10%. • Conducted periodic pay surveys, scheduled, and conducted job evaluations, preparing pay budgets, and monitored and rebid individual pay actions. • Processed routine day-to-day tasks such as preparing personnel status and strength reports, preparing personnel awards, and other administrative support as required. • Implemented monthly safety training for three administrative departments (22 sailors) to educate and inform the workforce on work safety and accident prevention regulations. • Ensured 100% training compliance and conducted quarterly safety inspections with a 100% resolution rate. <p>Customer Relation Representative (CRR) Manager (Apr. 20XX - Sept. 20XX)</p> <ul style="list-style-type: none"> • Supervised 298 CRRs for the command and Hampton Road divisional clinic, resulting in an increase of patient satisfaction by 7% in one fiscal quarter. • Coordinated communication between patients, family members, and medical staff to facilitate optimal quality healthcare, obtaining a 100% resolution rate. 	<p style="text-align: center;">MORGAN POSTER Email Phone LinkedIn</p> <p>Professional Summary: Strategic supply and logistics planner with 7+ years of experience improving military movement capabilities. Expert in identifying capacity constraints. Thorough in leading decision analysis processes and optimizing supply chain capabilities through thoughtful and careful prioritization. Collaborative spirit and a bias for action. Prioritized ahead of peers.</p> <p>Areas of Expertise:</p> <ul style="list-style-type: none"> - Contract Planning - Data Analysis and Visualization - Forecasting - Relationship Building - Forecast Management - Budgeting - Project Management - Process Improvement - Compliance <p>Professional Experience:</p> <p>Strategic Management</p> <ul style="list-style-type: none"> • Spearheaded Department of the Army's 10-year plan for personnel restructuring and reorganization. • Identified key senior executive stakeholders and market plan and strategy, soliciting feedback, and integrating multiple conflicting processes. • Develop, integrate, and manage training operations and requirements, concepts, policies, and plans across entire Human Capital Enterprise. <p>Leadership</p> <ul style="list-style-type: none"> • Oversee acquisition of equipment for 4,000 personnel global military movement, enabling in-time delivery and zero loss. • Tracked key performance indicators to improve load-time in supply acquisition. • Led high-level discussions with global stakeholders and cross-functional partners to resolve bottlenecks and successfully ensured zero shortage related issues. • Collaborated with remote organization headquarters and oversee the restructuring of a 400-staff office. • Analyzed key inputs for senior executives of allied nations to create detailed reports. <p>Research</p> <ul style="list-style-type: none"> • Emphasis in research, long-range planning, forecasting, senior executive leadership, and personnel management. • Led grant funded research project to defend road and sea for multi-million-dollar equipment purchase. • Researched all global regulatory policies and presented contributions to senior executives. 	<p style="text-align: center;">AUGUST "GUS" TURNER Email Phone LinkedIn Location</p> <p style="text-align: center;">SUMMARY</p> <p>Instrumentation electrician and U.S. Navy Veteran with 6 years of experience in electrical wiring and theory. Extensive knowledge of electrical safety procedures and cross troubleshooting. Experience managing small teams and projects. Consistently recognized for precision and attention to detail.</p> <p style="text-align: center;">CERTIFICATIONS and TECHNICAL SKILLS</p> <p>CompTIA A+ (pending Dec. 2020) Security + (2020) Software: Microsoft Office Operating System: Linux / Microsoft Windows</p> <p style="text-align: center;">WORK EXPERIENCE</p> <p>UNITED STATES NAVY – Norfolk, VA April 2020 – present Electrician Mate</p> <p>ELECTRICAL</p> <ul style="list-style-type: none"> • Instrumentation electrician team lead for a team of 4 apprentice electricians. • Identify, maintain, and repair shipboard electronic equipment and systems to ensure that they function properly. • Install, service, troubleshoot, and repair wiring, conduits, controls, power distribution, and other electrical devices and systems in all types of settings using test equipment such as a multimeter. <p>SUPERVISORY</p> <ul style="list-style-type: none"> • Train and delegate tasks to apprentice electricians, while meeting deadlines for the project. • Manage day-to-day electronic projects such as the use of 10 transformers. • Provide estimate and complete time, materials and equipment estimates required for assigned project work. • Provide oversight for apprentice electricians. <p>SAFETY</p> <ul style="list-style-type: none"> • Maintain safety records for computer to meet all OSHA standards. • Provide annual safety training to team of 15 electricians to meet licensing requirements. <p style="text-align: center;">EDUCATION</p> <p>Associate of Arts (A.A.) in General Studies May 2020 UNIVERSITY OF MARYLAND GLOBAL CAMPUS, Adelphi, MD</p>
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Section 2: Drafting Your Resume

Building Your Resume

Employers often spend fewer than 30 seconds looking at your resume on the first review. To pass the initial screening, you should ensure that your resume format is visually appealing and easy for an employer to quickly scan. There are many resume formats and templates, so you will want to find one that works best for you.

The commonly included sections of a resume are:

- Contact Information
- Career/Job Objective Statement (Optional)
- Summary of Qualifications
- Work Experience / Accomplishments
- Education/Training

There may be times when it is also appropriate to include additional sections or use other headings, such as Awards and Recognitions, Volunteer Service, etc.

Keep your resume formatting professional and simple using the following guidelines:

- **Length:** One to two pages (add your name to additional page)
- **Alignment:** Left-aligned
- **White space:** Clear margin, one inch all around is recommended
- **Styles:** Use bold, italics, and underlines sparingly
- **Font:** Arial, Calibri, Cambria, Franklin Gothic, Garamond, Helvetica, Times New Roman, and Verdana
- **Font size:** Optimal size is 10 to 12-points font. Section titles and headers can be 14 to 16-points.
- **Review:** Proofread and spell check

Remember, your resume will introduce you to a potential employer. Be sure that your brand is presented well in your resume and that it makes an excellent first impression. Misspellings, inconsistent use of font and type size, and misaligned margins can all indicate a lack of attention to detail. In the eyes of the employer, a sloppy resume equates to a sloppy work performance.

Now, use the following sections as a guide to create your targeted resume.

Contact Information



Your contact information goes at the very top of your resume and should be up to date.

Traditionally, your home address would go in the contact section, but this is no longer required by most employers, as it could lead to discrimination and privacy concerns. Most recruiters recommend not including an address. If the employer is interested in the skills offered, they will contact the applicant who can explain their relocation. Ensure the email address you list is professional and include the web address to your LinkedIn profile and/or professional websites. Also make sure your voice mail message is appropriate and professional. It may be cute to have one of your kids record your greeting, but you should refrain from doing so while job hunting. The following three examples show how contact information can differ

Contact Information Example 1 in Calibri font with location:

Taylor Lee
Coral Springs, FL - (301) 555-1111
Taylor.Lee@email.com

Contact Information Example 2 in Franklin Gothic Book font, without location information:

Taylor Lee
(301) 555-1111 - Taylor.Lee@email.com

Contact Information Example 3 in Times New Roman font, with LinkedIn URL information:

Taylor Lee

(301) 555-1111 - Taylor.Lee@email.com - www.linkedin.com/in/taylor-lee

Activity: Create Your Contact Information

Use the space below to create the contact information section of your targeted resume.

Summary of Qualifications

CAREER OBJECTIVE (OPTIONAL)

Career or Industry change example:

Recent graduate in marketing communications seeking a new career path with Goodwill Industries to apply my professional experience to create opportunities for people and change lives in my community.

The career objective statement might be the second section of a resume. However, it is typically unnecessary. Resume objectives or career objective statements can be effective for job seekers who are shifting careers or industries. In these cases, an objective statement can be used to explain how you plan to transfer the skills you developed in the past jobs into the new job or industry.

Example of targeted career objective statement for an individual who recently graduated and has a career change:

Recent graduate in marketing communications seeking a new career path with Goodwill Industries to apply my professional experience to create opportunities for people and change lives in my community.



Since you want to catch the reader's attention in the first seven seconds of reviewing the resume, the best way to do this is to provide a summary of skills and experience that match the qualifications and skills needed for the position.

The goal of the summary of qualifications is to summarize your skill set and let the reader know you are qualified for the position by highlighting relevant experience, key skills, and accomplishments. Skills are classified as either hard or soft. Hard skills are technical knowledge or training that you have gained through any life experience, including your career or education. Soft skills are personal habits and traits that shape how you work on your own and with others. Hard skills can be specific within a career field. Review the following examples of hard and soft skills.

Hard (measurable and/or technical abilities) Skills

1. Accounting
2. Computer programming
3. Contract development
4. Developing presentations
5. Diagnostics
6. HTML, JavaScript, CSS
7. Typing
8. Web design
9. Vehicle operations, e.g., driving a semi-tractor trailer
10. Writing

Soft (social, communication, problem-solving) Skills

1. Adaptability
2. Attention to detail
3. Conflict resolution
4. Critical thinking
5. Integrity
6. Negotiation
7. Open mindedness
8. Organization
9. Risk management
10. Writing

Remember, this section must be **targeted** so that you include information relevant to the job posting and the future employer (rather than just a summary of your best skills). Use your company research and job posting to help you identify the preferred and required qualifications so you can create a targeted resume for the position. Use the exact terms in your targeted resume that are listed in the job posting.

Your summary can be a short introductory paragraph, a brief list of skills to showcase your talent, or you can combine the two. The following examples demonstrate the three different ways you can write your summary of qualifications.

Example 1: Bulleted List

Summary of Qualifications for a Project Manager role:

Project Manager with 10+ years of proven experience overseeing application development, vendor management, and implementation strategies supporting business and financial goals.

- Respected leader with excellent communication skills and experience building highly motivated teams focused on achieving project goals
- Diligent Project Manager with a proven record of success working with Microsoft Project Server
- Proficient in MS Office Suite (Project, Excel, Word, PowerPoint) and Visio
- Graduated with a bachelor's degree in Project Management

Example 2: Paragraph

Summary of Qualifications for an Education role:

Instructor with over 10 years of experience working with students in component level repair of High-Frequency (HF) transmitters, Ultra High-Frequency (UHF) transceivers, and cryptographic systems, also working with students in basic and advanced test equipment operation and electronic test equipment calibration with zero attrition.

Example 3: Combined

Statement of Qualifications for a Law Enforcement Professional role:

Law Enforcement Professional with over 15 years of experience providing protective services for over \$10M in assets during state, federal, and global security operations. Key skills:

- Patrol procedures
- Testifying in court
- Investigations
- Interrogation
- Search and rescue
- Surveillance

Activity: Create Your Summary of Qualifications

Use the space below to create the summary of qualifications section of your targeted resume.

Experience/Accomplishments

EXPERIENCE/ACCOMPLISHMENTS

- List your work history
- List your results and/or accomplishments from each job.
- Illustrate your accomplishments with STAR skill statements.
- Show progress in your current work history.

The experience section provides the details of your professional experience. This is where you need to use company information and keywords that relate directly to the position and/or company.

This section should:

- List your work history (organization names, job titles, and start and end dates of the positions).
- List your results and/or accomplishments from each job you have held that relate to the position or occupation you are targeting.
- Include time, numbers, financial savings, percentages, statistics, and examples to illustrate your accomplishments with STAR skill statements.
- Show progress in your current work history; do this by making your promotions stand out.

Work History Format

The experience section provides the hiring manager with a list of the companies you have worked for, dates of employment, and the position titles you held.

Format for listing your work history

Job Title Month and Year Start Date – Month and Year End Date

Company, City, State Location

- List your job skills and accomplishments for this position. Use STAR statements.
- List your job skills and accomplishments for this position. Use STAR statements.
- List your job skills and accomplishments for this position. Use STAR statements.

Example:

System Administrator January 2017 – Present

USAA Dallas, TX

- Resolve Service Desk tickets for more than 3,000 users across 21 states and abroad
- Maintain three domains to include updating, troubleshooting, and repair of network connectivity to achieve goal of 95% continuous connectivity
- Act as Active Directory and Exchange Administrator for over 3,000 users
- Serve as Information Assurance (IA) Manager; annually train over 150 staff on IA protocols to ensure standards are maintained

How to Format a Resume for Multiple Jobs at One Organization

You can combine the experience into one listing or separate into multiple listings using either stacking the information or keeping it separate.

Option 1: Stacking Format

This method is the most common. Use this method to draw attention to progressive responsibilities, accomplishments, and dedication to the company.

- Include the overall date range at the top
- List dates for each position next to the title
- Use STAR statements. Place job descriptions and bulleted key accomplishments directly below each position.

Option 2: Separate Listings

You can list each position separately on your resume as you would if they were positions at different companies. This approach draws attention to your accomplishment history according to both the position and time frame.

Stacking Format Template

**Company A's Name, City, State,
Position Title 1**

**Company Start Date – End Date
Position Start Date – End Date**

Job description

- Key achievement 1.
- Key achievement 2.

Position Title 2

Position Start Date – End Date

Job description

- Key achievement 1.
- Key achievement 2.

Stacking Format Example

**USAA Dallas, TX
Systems Administrator**

**June 2002 – Present
May 2008 – Present**

Oversaw company network ensuring computer software and hardware system ran efficiently.

- Resolve Service Desk tickets for more than 3,000 users across 21 states and abroad, maintaining a 24-hour resolution time
- Maintain three domains to include updating, troubleshooting, and repair of network connectivity to achieve goal of 95% continuous connectivity
- Act as Active Directory and Exchange administrator for over 3,000 users

Service Desk Manager

June 2002 – May 2008

Managed day-to-day activities of service-desk operations ensuring users and business teams received required support.

- Maintained and provided troubleshooting for desktops, laptops, and tablets with Windows 7 and 10 to prevent breaks in service or work productivity
- Managed life cycle replacement, backup, and disaster recovery for computers, Blackberries, iPhones, and other portable devices within the organization to ensure no loss of connectivity
- Proficient in all Microsoft Office products including Office 365, Office 2016, Skype, and OneDrive

Separate Listings Format Template

Company A's Name, City, State

Position Start Date – End Date

Position Title 1

Job description

- Key achievement 1.
- Key achievement 2.

Company A's Name, City, State

Position Start Date – End Date

Position Title 2

Job description

- Key achievement 1.
- Key achievement 2.

Separate Listings Example

USAA Dallas, TX

May 2008 – Present

Systems Administrator

Promoted within from Service Desk Manager to Systems Administrator. Oversaw company network ensuring computer software and hardware system ran efficiently.

- Resolve Service Desk tickets for more than 3,000 users across 21 states and abroad, maintaining a 24-hour resolution time
- Maintain three domains to include updating, troubleshooting, and repair of network connectivity to achieve goal of 95% continuous connectivity
- Act as Active Directory and Exchange administrator for over 3,000 users

USAA Dallas, TX

June 2002 – May 2008

Service Desk Manager

Managed day-to-day activities of service-desk operations ensuring users and business teams received required support.

- Maintained and provided troubleshooting for desktops, laptops, and tablets with Windows 7 and 10 to prevent breaks in service or work productivity
- Managed life cycle replacement, backup, and disaster recovery for computers, Blackberries, iPhones, and other portable devices within the organization to ensure no loss of connectivity
- Proficient in all Microsoft Office products including Office 365, Office 2016, Skype, and OneDrive

Accomplishment Statements

ACCOMPLISHMENT STATEMENTS

- **Select** the skills and highlight your major accomplishments.
- **Use** the STAR method.
- **Use** civilian terms and avoid acronyms.
- **Begin with** an action verb or dynamic adjective.
- **Write** in past tense for all previous jobs.
- **Avoid using** the phrases “skills included” and “responsible for.”
- **Avoid** the use of personal pronouns (I, me, she, he, we, they, etc.)

One of the critical aspects in the resume writing process is integrating keywords into your accomplishment statements. The goal is to demonstrate to a potential employer how well you performed the skill, NOT to simply state what skills you have or were responsible for performing.

You can use your performance reviews, collateral duties, internships, awards, volunteer activities, and training records to identify and explain where and when you executed each skill and how it will contribute to the success of the organization.

As you describe your experience and accomplishments:

- Select the skills related to the job you are targeting and highlight your major accomplishments that relate to the job.
- Use the STAR method.
- Use civilian terms and avoid acronyms.
- Begin with an action verb or dynamic adjective. Using action verbs will demonstrate to an employer that you acted and produced results
- Avoid using the phrases “skills included” and “responsible for.”
- Write in past tense for all previous jobs.
- Avoid the use of personal pronouns (I, me, she, he, we, they, etc.)

Review the sample accomplishment statements. The most effective statements are those that are both targeted and results-oriented. Not every statement needs to be a STAR bullet, but the majority should follow the STAR method.

Examples of Accomplishment Statements

Personnel/ Human Resources

- Lead a heavy equipment team during Operation Desert Storm meeting all requirements for mission completeness and team survival, under extremely hazardous and stressful conditions
- Directly supervised the activities and performance of over 17 equipment technicians, and 4 equipment managers, in 3 separate maintenance facilities in the daily performance of maintenance applications, training missions, and quality control.
- Accountable for ## staff sales and recruiting representatives, ## government sedans, and ## computer networks, with a regional responsibility of ### square miles.
- Created “hip-pocket” informal training classes for numerous topics including weapon systems and maintenance, vehicle systems and maintenance, and position improvement to provide instruction to groups ranging from 5–40 participants using manuals and hands-on applications.
- Coordinated and organized effective instructional programs with various organizations resulting in being recognized by senior management for obtaining a 100% training proficiency rating in all evaluated areas.

Engineer

- Conducted job analysis and provided suggestions for improvement, saving the company \$300,000 over a two-year period, and saving five labor-hours each week.
- Directed daily operations for an engineering department, including supervision of 4 administrative personnel, and receiving the department award for internal customer service.
- Directed design, installation, and testing of custom software equipment, ensuring satisfactory and timely completion of tasks on time and on budget.

Maintenance

- Supervised and trained a team of 35 mechanics in the safe operation of an engine, drive train and fuel / electric rebuild shop.
- Maintenance and Training Inspector / Observer for two Army Attack Helicopter units consisting of approximately 117 personnel as well as 14 Apache Helicopters and over 35 wheeled vehicles each.
- Maneuvered trucks weighing over 70,000 pounds into loading or unloading positions, following signals from ground crew while checking that proper placement and securement of load.

Medical

- Administered over 1000 inoculations for protection against diseases to include: Anthrax, Polio, and Yellow Fever.
- Assisted and supervised multiple medical related missions, supporting over 10,000 personnel annually, supplying emergency medical coverages for field training exercises, and on weapon ranges.
- Qualified: Nationally Registered Emergency Medical Technician-Basic 20XX, updated in 20XX.
- Received a 100% rating; kept Competency Based Orientation Folders from JCAHO evaluators.
- Received recognition for converting a cargo vehicle into a field ambulance capable of safely carrying 2-litters saving the government more than \$60,000.00.

Management

- Pursued repairs and warranty work for Aggressively pursued repairs and warranty work for 5 housing complexes totaling over 50,000 sq. ft. of living space, ensuring quick and timely correction of over 35 major deficiencies within warranty period saving more than \$60,000.
- Supervised the activities and performance of a 72-person workforce, directly managing 3 senior instructors and 18 equipment managers.
- Supervised and trained 15 technicians and operators to react as one entity positioning equipment to maximize efficiency while minimizing any possibility of harm.
- Delegated work to 4 senior personnel based on priorities, selective consideration of the difficulty and requirements of assignments and the capabilities of the employees, set and adjusted short-term priorities, prepared schedules for completion of work and evaluated work performance.

Activity: Create Your Accomplishment Statements

Begin the descriptions of your experience with action verbs from the list in the Appendix. Use the space below to create the accomplishment statement for your targeted resume:

Education and Training



Formal education and specialized training belong on your resume. The key is to determine what is most relevant to the future employer and what will best position you as the ideal candidate for the job. Use the following guidelines to list your education and training history:

- List your most recent education and training first.
- Indicate the number of credit hours completed or provide an expected graduation date if you have not yet graduated.
- Provide certification or renewal year for any certifications you have. Discard irrelevant certifications (e.g., Do not list CPR unless it is used in the job).
- List special honors you achieved, such as graduating Cum Laude, with honors, or having a grade point average (GPA) at or above a 3.5.
- Include licenses, course work, and schools relevant to the job.
- Include all degrees achieved beyond high school, highest to lowest.
- List the locations of colleges and universities, but it is not necessary to include dates attended.

Use the following examples to list your education:

If you have completed your degree

- Type of degree, major, university name, city, state, and date (optional), honors or GPA (optional)
- Master of Arts in Educational Leadership, University of Arizona, Tucson, AZ, June 2017, Summa Cum Laude
- Bachelor of Arts, Political Science, Emory University, Atlanta, GA
- Associate of Science in Human Resources Management, Georgia State University, Atlanta, GA, May 2016

If you are still working on your degree

There are different ways to list degrees in progress:

- Master of Arts in Educational Leadership, University of Arizona, Tucson, AZ, 25/30 semester hours completed
- Bachelor of Arts, Political Science, Emory University, Atlanta, GA, Expected in 20XX
- Associate of Science in Human Resources Management, Georgia State University, Atlanta, GA, in progress—16 credit hours completed

If you are including a certification or license

Type of certification, certifying organization, date completed/expires

- Senior Professional of Human Resources (SPHR), HR Certification Institute, December 2018/December 2021

Activity: Create Your Education and Training

Use the space below to create the education and training section of your targeted resume:

Other Additions

Volunteer Service

Volunteer experience is valuable because it illustrates important skills you possess and shows that you are involved in your community. If you have volunteer experience, it is highly recommended that you add it to your resume.

If you have **relevant** volunteer experience, list it in your experience section as if it is a paid position. Use the STAR method to create your skill statements.

Example

Website Designer – volunteer

June 20XX-present

Lifehealth Foundation, Fayetteville, NC

- Designed website for the Lifehealth Foundation, increasing traffic to website by 25%
- Developed a front-end WordPress site and blog with 341+ pages
- Customized a web app to schedule donations pickup to facilitate on-site processes
- Created an online presence on social media sites such as Facebook, LinkedIn, and Twitter, and increased market awareness by 65%

If you have non-relevant volunteer experience, list it in a separate section at the bottom of your resume titled Volunteer Experience, Community Service, or Additional Activities.

Awards

Awards are valuable because it shows you performed so well in a specific position that your efforts were recognized. Use the following guidelines to list your awards:

- Provide the name of the award and a brief statement explaining why you received the award.
- Include the award as a bullet point in the experience section under the position you earned it. (It is no longer customary to have an award section at the end of your resume. Including the award under a specific job position is better.)

Web Design and Development Award Example:

Website Designer – volunteer

June 20XX-present

Lifehealth Foundation, Fayetteville, NC

- Designed website for the Lifehealth Foundation, increasing traffic to website by 25%
- Recognized by CSS Design Awards (CSSDA) in 20XX for outstanding work in developing website
- Developed a front-end WordPress site and blog with 341+ pages
- Customized a web app to schedule donations pickup to facilitate on-site processes
- Created an online presence on social media sites such as Facebook, LinkedIn, and Twitter, and increased market awareness by 65%

Section 3: Reviewing Your Resume

Matching Resumes to Job Descriptions



Targeted resumes should address the specific needs of the employer and demonstrate how you can and will meet the goals of the role. In addition, they should be optimized with the keywords from that job posting. Once your targeted resume is ready and you are prepared to submit for a job application, find out how well your resume might do in an ATS scan. Refer to Jobscan.co, an online tool that will instantly analyze your resume against a particular job description. On the Jobscan site, you can either paste in the text of your resume or upload a Word or PDF file, then paste the text of the job posting you're interested in.

Use the result of the Jobscan analysis to revise your resume so that it is optimized for your selected job description. Repeat these scans for each job that you apply for.

Finalizing Your Resume

When you finish writing your resume, put it aside for a day before you start making revisions. You will be better able to identify errors or other issues if you view it from a fresh perspective. Use the editor tool in your word processing software to identify spelling and grammar problems. Also consider downloading Grammarly to help you identify errors in your document.

As useful as these tools are, they will not pick up every error. You should not rely on them to identify all issues in your resume; you will need to do your own careful review. When you are ready to review, keep in mind that you are not simply looking for spelling errors. You should read your resume thinking like an employer. Ensure all information flows logically and presents your skills and qualification clearly.

Follow these tips to create a polished final version of your resume.

- Take time to review your draft carefully and give you resume your full concentration.
- Verify all dates, names, and phone numbers are accurate. Check for consistent verb tenses and parallel structure in bulleted lists.
- Review several times, each time looking for a type of error. For example, read one time for organization of content, another time for formatting, and another time for spelling and accuracy.
- Read it backwards. This tip forces you to slow down and look at each word. Do not trust spell check to catch your errors; many words can be spelled correctly but be incorrect in the context.
- Ask a trusted friend or colleague to read your resume after you have reviewed and revised. Explain to them that you are looking for feedback and accept their input graciously.

Activity: Resume Review

RESUME REVIEW AND REVISION

- Review your resume and cover letter carefully.
- Verify all dates, names, and phone numbers are accurate.
- Read:
 - once for organization of content
 - a second time for formatting
 - a third time for spelling and accuracy
- Read the documents backwards.
- Ask a trusted friend or colleague to read the documents for you.

Review the resumes excerpts below and note any errors or issues, such as weak verb usage, you think will distract from the content of the resume.

Resume Excerpt 1 Review

Operations Manger

- Successfully managed the daily operations of a fleet of 24 military aircraft with and annual flying hour program of 4000 accident-free flying hours and over 100 aviation crewmember personal.
- Present quality leadership instruction to over 700 employees of the organization proving an incentive for organizational growth and development.

Make your comments in the following box for each excerpt and prepare to discuss how they might affect a hiring manager's impression of the candidate.

Resume Excerpt 1 Findings

Grammar Errors. The following items were correctly spelled.

- Manger should be Manager
- and should be an
- personal should be personnel
- proving should be providing

Wrong Verb Tense

- present should be past tense, presented

Resume Excerpt 1 – Corrected

Operations **Manager**

- Successfully managed the daily operations of a fleet of 24 military aircraft with **an** annual flying hour program of 4000 accident-free flying hours and over 100 aviation crewmember **personnel**.
- **Presented** quality leadership instruction to over 700 employees of the organization **providing** an incentive for organizational growth and development.

Resume Excerpt 2 Review

Shipping and Receiving Clerk

UASF Little Rock, Arkansas Jan. – September 20XX

Responsible for incoming and outgoing shipment schedules to maintain productive operations and documenting damages to inventory.

- Tracked daily shipments insuring an accurate inventory for 500 line items of electronic parts.
- Received goods and distributed parts to proper location in warehouse.
- Inspected and operated different types of forklifts.
- Class A CLD

Make your comments in the following box for each excerpt and prepare to discuss how they might affect a hiring manager's impression of the candidate.

Resume Excerpt 2 Findings

Spell check wasn't set to check capitalized words, acronym letters were transposed

- USFA should be USAF
- CLD should be CDL

Formatting Issues

- The month January was abbreviated as Jan. while September was spelled out. Formatted both to be spelled out.

Grammar Errors. The following items were correctly spelled.

- insuring (insurance) should be ensuring (safeguarding)

Better choice of wording to highlight skills

- different types of forklifts could be changed to say two different types of forklifts: the Warehouse Forklift and the Side Loader.

Resume Excerpt 2 – Corrected

Shipping and Receiving Clerk

USAF Little Rock, Arkansas **January** – September 20XX

Reviewed incoming and outgoing shipment schedules to maintain productive operations and documenting damages to inventory.

- Tracked daily shipments **ensuring** an accurate inventory for 500 line items of electronic parts.
- Received goods and distributed parts to proper location in warehouse.
- Inspected and operated **two different types of forklifts: the Warehouse Forklift and the Side Loader.**
- Class A **CDL**

Section 4: Submitting Your Resume

Submitting Resumes in Digital Form

SUBMITTING YOUR RESUME DIGITALLY

- **Follow** directions in applications about how to submit your resume.
- **Consider** the pros and cons of each file format.
- **Give** your resumes and cover letters logical and professional filenames.
- **Provide** informative subject lines and content in the body of the email to explain attachments when you email resumes and cover letters,
- **Strive** for clear and professional communications with recruiters and potential employers.

Once your targeted resume is finalized, you will be ready to upload it to a job application or send it as an email attachment. Most resumes are delivered in digital form.

Digital resumes can be sent as either word documents (.docx or .doc) or as a PDF. Recruiters and hiring managers do not agree which format is best. Each format has its own benefits, but in certain situations, you should definitely use one over the other.

Always go with the format the employer requests. If job application instructions specifically say, "Please submit your resume in PDF format," then do that. And the same goes for a word document. If a choice isn't given, consider the pros and cons of each file format:

- A PDF cannot be altered, whereas a word document can be edited (either accidentally or intentionally) by the recruiter or company you submit it to.
- A PDF requires Adobe Acrobat Reader to be viewed correctly, and some computers may not have that software installed.
- Traditionally, a word document is the preferred format for ATS tracking systems. When recruiters upload a resume using this scanning software, it's easier for the system to scan for keywords and chosen phrases if the document is saved in a word format. However, recent advancements have made PDF readable by ATS tracking system if the document doesn't contain images.

Employers and recruiters do notice if you can't follow directions, and they generally favor employees who are savvy with technology, so be sure to take the time to provide what is requested.

DIGITAL FORMS

ONLINE

- Look for a text box. Ensure formatting is correct if you copy/paste within the text box.
- Search for a button that says "Upload" or "Upload a resume."
- Pay special attention to any instructions about uploading.
- Look for any notes specifying a preferred format.

EMAIL

- Follow directions provided in the job posting
- Ensure formatting is correct if you paste into body of email
- Give your documents a logical file name
- Put the name of the position and job reference number for which you are applying, if applicable, in the subject line.
- Think of it as a mini cover letter.

How to Upload a Resume Online

You may need to upload a targeted resume and cover letter to a job search engine or a specific company's job site page. Here are some general tips to follow:

- Look for a text box. Some sites will let you copy/paste the text of your resume into a box on their job application form. If you choose to do this, make sure the formatting looks professional and correct within the text box.
- Search for a button that says "Upload" or "Upload a resume." When you click this button, you can then find the file on your computer to add it as an attachment to your job application.
- Pay special attention to any instructions about uploading. Look for any notes specifying a preferred format.

How to Send a Resume in an Email

Sometimes employers will ask that you submit your resume, cover letter, and other required credentials via email to the hiring manager or other human resources professional. Follow specific directions provided in the job posting regarding attaching or pasting the content of your resume in the body of the email. Do not do both unless specifically requested. If no specific request is given, attach your resume to the email.

If the employer requests the resume in the body of the email, ensure that your formatting is correct. Sometimes formatting changes when copying and pasting, especially fonts, spacing, and paragraph alignment.

Put the name of the position and job reference number for which you are applying, if applicable, in the subject line. Include a message in the body of the email with a brief explanation of why you are writing and submitting your resume. Think of it as a mini cover letter. You may want to attach a longer cover letter separately. Definitely if the application instructions ask for it. Make the email and cover letter separate attachments to reduce confusion.

Give your documents a logical file name. Employers often download resumes and cover letters to a common folder so your filename should help them identify your document later. Make sure your filenames do not have any spaces in them. If you want to include a space in the name, use an underscore.

- AveryThomas_resume
- AveryThomas_coverletter

When you take the time to upload a targeted resume that is professional and easy to read, it can help you stand out from the competition and land a job you really want.

Recap and Closing Remarks



Congratulations! You have taken significant steps toward setting yourself up for success. There will be many more steps you need to take to get ready for your transition but know that you have a network of supporters to assist you on your journey. You are not alone.

In this training you have:

- **Reviewed resume styles:**
 - Chronological
 - Functional
 - Combination
- **Drafted your resume** and focused on how to best represent your skills and qualifications.
- **Focused on reviewing your resume** and what techniques will help you polish your resume.
- Finally, you learned about various method for **submitting your resume**.

You are informed, prepared, and well on your way to a successful transition to a new and rewarding career.

Lastly, please remember what the American ice hockey player and coach, Herb Brooks (1937-2003), said,

“Write your own book instead of reading someone else’s book about success.”

Appendix

1-Page Chronological Resume Template Example

FIRST NAME LAST NAME
Email | Phone | LinkedIn | Location

PROFESSIONAL SUMMARY

Introduction sentence. Include length of employment with what organization doing what. Next, mention your hard skills. Convey your proficiency, experience, and knowledge for each skill. Add two to three soft skills that would fit well. End with other information relevant to the position, such as clearances, foreign languages, travel availability, etc.

SKILLS

Hard Skill 1	Hard Skill3	Soft Skill 5
Hard Skill 2	Soft Skill 4	Soft Skill 6

PROFESSIONAL EXPERIENCE

Company A’s Name, City, State	Position Start Date – End Date
Position Title 1	

Job description

- Key achievement 1. Use STAR statement.
- Key achievement 2. Use STAR statement.
- Key achievement 3. Use STAR statement.

Company B’s Name, City, State	Position Start Date – End Date
Position Title 2	

Job description

- Key achievement 1. Use STAR statement.
- Key achievement 2. Use STAR statement.
- Key achievement 3. Use STAR statement.

EDUCATION

College or University, Location: State:	(Date obtained) Month Year
Degree: Major(s): Minor(s):	

2-Page Functional Resume Template Example

FIRST NAME LAST NAME
Email | Phone | LinkedIn | Location

Professional Summary:

Strategic supply and logistics planner with 7+ years of experience improving military movement capabilities. Expert in identifying capacity constraints. Thrives in leading decision analysis processes and optimizing supply chain capabilities through thoughtful and careful prioritization. Collaborative spirit and a bias for action. Promoted ahead of peers.

Areas of Expertise:

Hard Skill 1

Hard Skill3

Soft Skill 5

Hard Skill 2

Soft Skill 4

Soft Skill 6

Professional Experience:

Function 1 (such as Strategic Planning)

- Key achievement 1. Use STAR statement.
- Key achievement 2. Use STAR statement.
- Key achievement 3. Use STAR statement.

Function 2 (such as Training)

- Key achievement 1. Use STAR statement.
- Key achievement 2. Use STAR statement.
- Key achievement 3. Use STAR statement.

Function 3

- Key achievement 1. Use STAR statement.
- Key achievement 2. Use STAR statement.
- Key achievement 3. Use STAR statement.

Function 4

- Key achievement 1. Use STAR statement.
- Key achievement 2. Use STAR statement.
- Key achievement 3. Use STAR statement.

PAGE #

FIRST NAME LAST NAME

Function 5

- Key achievement 1. Use STAR statement.
- Key achievement 2. Use STAR statement.
- Key achievement 3. Use STAR statement.

Education and Training:

First College or University, Location: State: (Date obtained) **Month Year**
Degree:

Major(s): Minor(s): Major GPA: Overall GPA: (only if 3.5 or above)

Second College or University, Location: State: (Date obtained) **Month Year**
Degree:

Major(s): Minor(s):

First Certificate Name (Employer, Location: State): (Date obtained) **Month Year**

Second Certificate Name (Employer, Location: State): (Date obtained) **Month Year**

2-Page Combination Resume Template Example

FIRST NAME LAST NAME
Email | Phone | LinkedIn | Location

PROFESSIONAL SUMMARY

Introduction sentence. Include length of employment with what organization doing what. Next, mention your hard skills. Convey your proficiency, experience, and knowledge for each skill. Add two to three soft skills that would fit well. End with other information relevant to the position, such as clearances, foreign languages, travel availability, etc.

SKILLS

Hard Skill 1

Hard Skill3

Soft Skill 5

Hard Skill 2

Soft Skill 4

Soft Skill 6

PROFESSIONAL EXPERIENCE:

Function 1 (such as Leadership and Supervision)

- Key achievement 1. Use STAR statement.
- Key achievement 2. Use STAR statement.

Function 2 (such as Logistics and Distribution)

- Key achievement 1. Use STAR statement.
- Key achievement 2. Use STAR statement.

Function 2

- Key achievement 1. Use STAR statement.
- Key achievement 2. Use STAR statement.

EMPLOYMENT HISTORY

Company A’s Name, City, State

Position Start Date – End Date

Position Title 1

Job description

- Key achievement 1. Use STAR statement.
- Key achievement 2. Use STAR statement.
- Key achievement 3. Use STAR statement.

FIRST NAME LAST NAME

PAGE #

Company B's Name, City, State
Position Title 2

Position Start Date – End Date

Job description

- Key achievement 1. Use STAR statement.
- Key achievement 2. Use STAR statement.
- Key achievement 3. Use STAR statement.

Company C's Name, City, State
Position Title 2

Position Start Date – End Date

Job description

- Key achievement 1. Use STAR statement.
- Key achievement 2. Use STAR statement.
- Key achievement 3. Use STAR statement.

EDUCATION

First College or University, Location: State:
Degree:

(Date obtained) **Month Year**

Major(s): Minor(s): Major GPA: Overall GPA:

Second College or University, Location: State:
Degree:

(Date obtained) **Month Year**

Major(s): Minor(s): Major GPA: Overall GPA:

TRAINING

First Certificate Name (Employer, Location: State):

(Date obtained) **Month Year**

Second Certificate Name (Employer, Location: State):

(Date obtained) **Month Year**

Chronological Resume Template

Contact Information

Summary

Skills

<hr/>	<hr/>	<hr/>
<hr/>	<hr/>	<hr/>

Work Experience

<hr/>	<hr/>
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EDUCATION / TRAINING

Action Verbs for Accomplishment Statements

A	Calculate	Convert	Document
Accelerate	Capture	Coordinate	Double
Accomplish	Catalog	Correct	Draft
Achieve	Champion	Counsel	Drive
Acquire	Chart	Craft	E
Adapt	Clarify	Create	Earn
Address	Classify	Critique	Edit
Advance	Close	D	Educate
Advise	Coach	Decrease	Effect
Advocate	Collaborate	Define	Elect
Analyze	Collect	Delegate	Eliminate
Apply	Command	Deliver	Emphasize
Appoint	Communicate	Demonstrate	Enact
Arbitrate	Compare	Deploy	Encourage
Architect	Compel	Design	Endure
Arrange	Compile	Detail	Energize
Ascertain	Complete	Detect	Enforce
Assemble	Compute	Determine	Engineer
Assess	Conceive	Develop	Enhance
Assist	Conclude	Devise	Enlist
Author	Conduct	Direct	Ensure
Authorize	Conserve	Discover	Establish
B	Consolidate	Dispense	Estimate
Brief	Construct	Display	Evaluate
Budget	Consult	Distribute	Examine
Build	Continue	Diversify	Exceed
C	Contract	Divert	Execute

Exhibit	Imagine	Lead	Offer
Expand	Implement	Lecture	Officiate
Expedite	Import	License	Operate
Experiment	Improve	Listen	Orchestrate
Export	Improvise	Locate	Organize
F	Increase	M	Orient
Facilitate	Influence	Maintain	Originate
Finalize	Inform	Manage	Outsource
Finance	Initiate	Manipulate	Overcome
Forge	Innovate	Manufacture	Oversee
Form	Inspect	Map	P
Formalize	Inspire	Market	Participate
Formulate	Install	Mastermind	Perceive
Found	Institute	Measure	Perfect
G	Instruct	Mediate	Perform
Generate	Integrate	Mentor	Persuade
Govern	Intensify	Model	Pilot
Graduate	Interpret	Modify	Pinpoint
Guide	Interview	Monitor	Pioneer
H	Introduce	Motivate	Plan
Halt	Invent	N	Position
Head	Inventory	Navigate	Predict
Hire	Investigate	Negotiate	Prepare
Honor	J	Nominate	Prescribe
Hypothesize	Judge	Normalize	Present
I	Justify	O	Preside
Identify	L	Observe	Process
Illustrate	Launch	Obtain	Procure

Program	Reengineer	Select	Teach
Progress	Regain	Separate	Terminate
Project	Regulate	Serve	Test
Promote	Rehabilitate	Simplify	Thwart
Propose	Reinforce	Sold	Train
Prospect	Rejuvenate	Solidify	Transcribe
Provide	Render	Solve	Transfer
Publicize	Renegotiate	Speak	Transform
Purchase	Reorganize	Specify	Transition
Q	Report	Standardize	Translate
Qualify	Reposition	Stimulate	Troubleshoot
Question	Represent	Streamline	U
R	Research	Structure	Unify
Rate	Resolve	Succeed	Unite
Realign	Respond	Suggest	Update
Rebuild	Restore	Summarize	Upgrade
Recapture	Restructure	Supervise	Use
Receive	Retrieve	Supply	Utilize
Recognize	Review	Support	V
Recommend	Revise	Surpass	Verbalize
Reconcile	Revitalize	Synthesize	Verify
Record	S	Systematize	W
Recruit	Satisfy	T	Win
Redesign	Schedule	Tabulate	Write
Reduce	Secure	Target	