

## Resume Tips

### Parts of a Resume

#### CONTACT INFORMATION

- Name
- Address
- Phone
- E-mail address

#### JOB OBJECTIVE

- Job title  
*or*
- Functional area

#### SUMMARY STATEMENT

- Relevant education and experience
- Relevant skills for the job objective — “buzz words”
- Personal qualities

#### EDUCATION & TRAINING

- Relevant to job objective
- Include expected date of completion

#### EXPERIENCE

- Relevant to job objective
- Use action words in the past tense (e.g., did, was, performed, completed)
- Include accomplishments when possible

#### ADDITIONAL INFORMATION

- Interests
- Volunteer work
- Extracurricular activities

## Summary Statement

The summary statement is an effective tool for you to communicate what you have to offer to a prospective employer. The summary statement is usually placed at the top of your resume right after the job objective.

Here is a **three-part formula** for developing your summary statement:

<b>First Part:</b>	<p><i>"I recently completed a certificate program in _____ with hands-on experience doing _____."</i></p> <p>Describe training and related experience obtained through classwork or school projects.</p>
<b>Second Part:</b>	<p><i>"My skills include _____."</i></p> <p>List your skills, highlighting job-specific skills that make you qualified for the position.</p>
<b>Third Part:</b>	<p><i>"I am a _____ and _____ person with a reputation for _____."</i></p> <p>Describe any personal qualities that might be relevant to the position.</p>

### Examples of Summary Statements:

#### *Auto Repair*

ASE-certified automotive technician with hands-on experience in automotive repair, including diagnostic testing. Strong ability to explain technical diagnoses and needed repairs to non-mechanical individuals. Reliable, honest, and trustworthy with excellent customer service skills.

#### *Culinary Arts*

ServSafe-certified with experience in food preparation including washing, portioning, chopping, weighing, measuring, and mixing ingredients. Strong understanding of the need to rotate inventory and maintain a sanitary work environment. Ability to handle multiple priorities with excellent written and verbal communication skills.

## Transferable Skills

### FINANCE

_____ Accounting	_____ Balancing	_____ Forecasting	_____ Resolving
_____ Adjusting	_____ Bookkeeping	_____ Managing	_____ Solving
_____ Administering	_____ Calculating	_____ Planning	
_____ Allocating	_____ Computing	_____ Preparing	
_____ Analyzing	_____ Consolidating	_____ Projecting	
_____ Appraising	_____ Depositing	_____ Reconciling	
_____ Auditing	_____ Developing	_____ Record-keeping	
_____ Budgeting	_____ Estimating	_____ Researching	

### CREATIVE

_____ Abstracting	_____ Discriminating	_____ Instituting	_____ Playing
_____ Acting	_____ Dramatizing	_____ Integrating	_____ Revitalizing
_____ Conceptualizing	_____ Drawing	_____ Introducing	_____ Sculpting
_____ Constructing	_____ Establishing	_____ Inventing	_____ Shaping
_____ Creating	_____ Fashioning	_____ Memorizing	_____ Sharing
_____ Customizing	_____ Founding	_____ Originating	_____ Singing
_____ Designing	_____ Generating	_____ Painting	_____ Synthesizing
_____ Developing	_____ Illustrating	_____ Perceiving	_____ Visualizing
_____ Directing	_____ Imagining	_____ Performing	_____ Writing
_____ Discovering	_____ Innovating	_____ Planning	

### TECHNICAL / MANUAL

_____ Assembling	_____ Drilling	_____ Making	_____ Repairing
_____ Bending	_____ Driving	_____ Manipulating	_____ Setting-up
_____ Binding	_____ Engineering	_____ Moving	_____ Shipping
_____ Building	_____ Fabricating	_____ Operating machinery	_____ Solving
_____ Calculating	_____ Feeding	_____ Operating tools	_____ Sorting
_____ Controlling	_____ Fixing	_____ Overhauling	_____ Tending
_____ Cutting	_____ Grinding	_____ Packing	_____ Testing
_____ Delivering	_____ Handling	_____ Programming	_____ Typing
_____ Designing	_____ Installing	_____ Pulling	_____ Weighing
_____ Devising	_____ Lifting	_____ Punching	
_____ Diagnosing	_____ Maintaining	_____ Remodeling	

### DETAIL / CLERICAL

_____ Approving	_____ Dispatching	_____ Inspecting	_____ Responding
_____ Arranging	_____ Dispensing	_____ Inventorying	_____ Retaining
_____ Cataloguing	_____ Distributing	_____ Logging	_____ Retrieving
_____ Checking	_____ Enforcing	_____ Monitoring	_____ Tabulating
_____ Classifying	_____ Executing	_____ Operating	_____ Screening
_____ Collating	_____ Extracting	_____ Organizing	_____ Specifying
_____ Collecting	_____ Facilitating	_____ Preparing	_____ Systematizing
_____ Comparing	_____ Filing	_____ Processing	_____ Transcribing
_____ Compiling	_____ Following through	_____ Proof-reading	_____ Validating
_____ Copying	_____ Generating	_____ Purchasing	
_____ Detecting	_____ Implementing	_____ Recording	

## Transferable Skills (cont'd)

### RESEARCH

_____ Analyzing	_____ Examining	_____ Interpreting	_____ Researching
_____ Ascertaining	_____ Experimenting	_____ Interviewing	_____ Surveying
_____ Clarifying	_____ Extracting	_____ Investigating	_____ Synthesizing
_____ Collecting	_____ Extrapolating	_____ Isolating	_____ Systematizing
_____ Critiquing	_____ Gathering	_____ Organizing	_____ Summarizing
_____ Deciding	_____ Identifying	_____ Reading	_____ Troubleshooting
_____ Diagnosing	_____ Inspecting	_____ Receiving	_____ Writing

### HELPING

_____ Adjusting	_____ Demonstrating	_____ Leading	_____ Rendering
_____ Assessing	_____ Diagnosing	_____ Listening	_____ Representing
_____ Attending	_____ Directing	_____ Mentoring	_____ Servicing
_____ Caring	_____ Educating	_____ Motivating	_____ Speaking
_____ Clarifying	_____ Expediting	_____ Observing	_____ Understanding
_____ Classifying	_____ Facilitating	_____ Referring	
_____ Coaching	_____ Familiarizing	_____ Rehabilitating	
_____ Counseling	_____ Guiding	_____ Relating	

### TEACHING

_____ Adapting	_____ Demonstrating	_____ Goal-setting	_____ Motivating
_____ Adopting	_____ Demystifying	_____ Guiding	_____ Performing
_____ Advising	_____ Developing	_____ Influencing	_____ Persuading
_____ Briefing	_____ Educating	_____ Informing	_____ Presenting
_____ Clarifying	_____ Enabling	_____ Initiating	_____ Stimulating
_____ Coaching	_____ Encouraging	_____ Inspiring	_____ Teaching
_____ Communicating	_____ Evaluating	_____ Instructing	_____ Training
_____ Coordinating	_____ Explaining	_____ Inventing	_____ Tutoring
_____ Deciding	_____ Facilitating	_____ Lecturing	_____ Valuing

### MANAGEMENT

_____ Addressing	_____ Controlling	_____ Increasing	_____ Problem-solving
_____ Administering	_____ Coordinating	_____ Initiating	_____ Producing
_____ Analyzing	_____ Delegating	_____ Inspiring	_____ Recommending
_____ Anticipating	_____ Developing	_____ Managing	_____ Reviewing
_____ Appraising	_____ Directing	_____ Mentoring	_____ Scheduling
_____ Assessing	_____ Evaluating	_____ Motivating	_____ Strengthening
_____ Assigning	_____ Executing	_____ Organizing	_____ Supervising
_____ Attaining	_____ Expanding	_____ Overseeing	_____ Team-building
_____ Chairing	_____ Firing	_____ Piloting	_____ Troubleshooting
_____ Charting	_____ Generating	_____ Planning	
_____ Consolidating	_____ Hiring	_____ Policy-making	
_____ Contracting	_____ Improving	_____ Prioritizing	

### COMMUNICATION

_____ Addressing	_____ Directing	_____ Learning	_____ Reading
_____ Arbitrating	_____ Drafting	_____ Lecturing	_____ Reasoning
_____ Arranging	_____ Editing	_____ Listening	_____ Reconciling
_____ Authorizing	_____ Enlisting	_____ Mediating	_____ Recruiting
_____ Collaborating	_____ Facilitating	_____ Moderating	_____ Selling
_____ Convincing	_____ Formulating	_____ Motivating	_____ Translating
_____ Corresponding	_____ Helping	_____ Obtaining	_____ Writing
_____ Counseling	_____ Influencing	_____ Persuading	
_____ Creating	_____ Interpreting	_____ Promoting	
_____ Developing	_____ Leading	_____ Publicizing	



## Writing Your Summary Statement

The summary statement should be a concise and powerful summary of who you are and why you are the best candidate for the targeted job. In writing your summary statement, describe your most marketable skills in three concise sections.

In the spaces below write your specific job objective and then work sentence by sentence, referring to page 2 for examples.

*Hints:*

- Use the job description to identify relevant skills.
- Use the lists of transferable skills and personal qualities to identify your skills.

**Specific Job Objective:** \_\_\_\_\_

**First Part: *Relevant Training***

---

---

---

**Second Part: *Job-Specific and Transferable Skills***

---

---

---

**Third Part: *Personal Qualities***

---

---

---

## Presenting Your Skills & Accomplishments

An effective way to show your skills & personal qualities is to illustrate them with an example or story.

### **PSR:**

**Problem** or situation — not written on resume; implied

**Solution** — how you took action

**Result** of your effort

In the following examples, notice the difference between the traditional statements (which merely list your duties) and the accomplishment statement (which show how you handled a **problem** or situation and how your **solution** produced **results** that benefited the employer). *Note that only the **solution** and **results** are stated on the resume — the **problem** is simply implied.*

### **Example 1:**

**Traditional:** I trained staff.

**PSR:** **Problem:** Staff accidents and injuries were occurring on the job.  
**Solution:** I developed training materials and presented them to staff.  
**Results:** Fewer injuries now occur by educated staff.

**Accomplishment:** Designed safety manuals and trained department personnel, increasing staff awareness and decreasing work-related injuries.  
*(for resume)*

### **Example 2:**

**Traditional:** I provided good customer service.

**PSR:** **Problem:** Customer calls were not being routed effectively.  
**Solution:** I suggested a quicker method.  
**Results:** More satisfied customers.

**Accomplishment:** Suggested more-efficient method of routing customer calls, which resulted in quicker response time and improved customer service.  
*(for resume)*