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# Resume Tips

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**JobJunction**

**A COMMUNITY RESOURCE FOR EMPLOYMENT  
AND CAREER INFORMATION.**

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# RESUME TIPS

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## SOME FACTS ABOUT RESUMES

1. A Resume is a summary of your skills, abilities and accomplishments supported by appropriate information about your work history, education and training.
2. Remember that your Resume is your marketing tool and must be in impeccable condition – **presentation is everything!**
3. There is **no such thing** as a perfect Resume. If your Resume is getting you interviews, it is working!
4. Think of your Resume as your personal “advertisement” of your skills and qualifications. Use descriptive language and action verbs to describe your skills and qualifications.
5. Choose a Resume style from one of the three main types (Chronological, Functional or Combination) to suit your background and work history. Not all styles suit each job seeker.
6. **Keep it brief** - no more than two pages.
7. Regardless of what style of Resume format you choose, list your skills or job experiences in point form for speed and ease of reading for the Resume screener. **OFTEN, AS LITTLE AS 15 SECONDS IS GIVEN TO THE INITIAL SCREENING OF YOUR RESUME.**
8. Choose a font or print that is easy to read. (Times Roman 12, Garamond 12, Arial 11, Verdana 11, Calibri 11 or 12, Sylfaen 11 or 12)
9. Be conservative in your Resume presentation unless you are seeking employment in a unique or creative field. Avoid extremes in paper colour, fonts, and graphic design.
10. Use industry key words throughout your Resume.
11. Have a clear job objective. **Don’t** start your Resume with an objective that is too flowery or general such as “A challenging position that will enable me to fully utilize my skills and abilities.”
12. Every word on your Resume should be designed to “sell” you.
13. **Don’t** list personal or irrelevant information. Include interests or hobbies only if they can somehow be related to the job for which you are applying.
14. Make sure you read your Resume as a prospective employer would. Is it giving him/her the information they need about you?
15. **Always submit a cover letter with every Resume.**
16. Ensure that you can support, with specific examples, any information presented in your Resume.
17. Use dates only when they work FOR you, not AGAINST you; i.e., dates can show age, gaps in work history, etc.
18. **Do not** include your references in the Resume, unless requested. Prepare a separate sheet with references for presentation at the interview.
19. **PROOFREAD CAREFULLY!** There is no excuse for grammar and spelling errors in your Resume. Do not just rely on spell checker!



## TYPES OF RESUMES

The most basic tool for a successful job search is an effective Resume, one that will get you the interview. There are several styles you can choose from, but the most suitable style for one person may not be the best for someone else. Each of the three major Resume formats has both merits and drawbacks. In developing your job search strategy, you must begin by deciding on the best Resume style for your particular circumstances and your job objective.

### CHRONOLOGICAL FORMAT

This type of Resume is the most traditional and commonly known. It is a history of the jobs you have held, beginning with the most recent. It includes the duties you performed while in these positions and employment dates are required.

#### Merits

- Accentuates your formal qualifications for the work you are seeking
- Appropriate format for candidates with linear progression *career paths*
- Shows track record of pertinent and increasingly responsible experiences
- Recruiters and Human Resource personnel often prefer this format, because it is familiar and straightforward for making preliminary screening decisions

#### Drawbacks

- For people who are starting a new career (such as recent graduates) or changing careers, this format emphasizes the candidate's lack of related work experience
- It highlights past activity rather than future potential
- Because dates are required, it can show gaps in employment or numerous short-term jobs, or too long in one job with no career advancement
- Does not allow for the insertion of skills and accomplishments from areas other than employment
- Can be a dry, repetitive recitation of job responsibilities
- No emphasis on those all-important "soft skills"

#### Who Should Use It?

- Effective for people with clear-cut qualifications and related experience
- Good for those who are continuing or advancing in a particular career path

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**JOB OBJECTIVE** To obtain employment coordinating and facilitating instructional programming. Special interest in literacy, teaching English as a Second Language, and working with at-risk students.

**EMPLOYMENT HISTORY**

**English Immersion Teacher**

*The American School of Quito, Quito, Ecuador* (Aug. 2011 - June 2012)

- Designed and taught classes in English Second Language instruction
- Trained teaching colleagues in use of literacy teaching strategies

**Classroom Teacher**

*School District #5, Moncton, NB* (Sept. 2008 - June 2011)

- Planned, organized and taught curriculum for Kindergarten and Grade One

**First Steps Literacy Consultant**

*School District #5, Moncton, NB* (Oct. 2007 - June 2011)

- Implemented CanRead Literacy Resource throughout district
- Trained teachers in CanRead teaching strategies
- Provided in-class support to teachers

**Early Literacy Summer Program Coordinator**

*School District #5, Moncton, NB* (June/July 2006)

- Planned, organized and budgeted for a literacy program for at-risk students
- Hired, trained and managed a staff of eight people
- Prepared and presented an evaluation report

**EDUCATION**

**Bachelors of Education (Distinction)** – *Mount Allison University, Sackville, NB* (2006)

**Intermediate French Certificate** - *University of Sainte Anne, Quebec, PQ* (2006)

**PROFESSIONAL TRAINING**

**CanRead Literacy Tutor** - *Johnson Professional Resources* (2008)

**Reading Recovery Teaching** - *Reading Recovery Canada* (2006)

**AWARDS**

- Rotary Youth Merit Award
- Theatre New Brunswick Outstanding Student in Theatre Arts and English
- St. Cecilia's Alumnae Scholarship
- Mount Allison University Special Entrance Scholarship

**VOLUNTEER / COMMUNITY INVOLVEMENT**

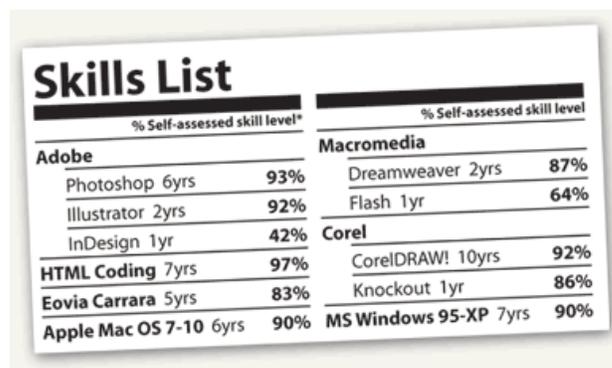
**Elementary School Representative** – *School District #5 Professional Development Committee*

**School Wellness Representative** – *School District #5 Teacher Wellness Committee*

**REFERENCES AVAILABLE UPON REQUEST**

## **FUNCTIONAL FORMAT**

The functional Resume highlights key skills, knowledge and related accomplishments. Be prepared to offer relevant and specific examples of skill effectiveness to prove your ability to contribute to the organization. The emphasis with this Resume format is on what you can do for this prospective employer, rather than what you have done for another.



% Self-assessed skill level*		% Self-assessed skill level	
<b>Adobe</b>		<b>Macromedia</b>	
Photoshop 6yrs	93%	Dreamweaver 2yrs	87%
Illustrator 2yrs	92%	Flash 1yr	64%
InDesign 1yr	42%	<b>Corel</b>	
<b>HTML Coding</b> 7yrs	97%	CorelDRAW! 10yrs	92%
<b>Eovia Carrara</b> 5yrs	83%	Knockout 1yr	86%
<b>Apple Mac OS 7-10</b> 6yrs	90%	<b>MS Windows 95-XP</b> 7yrs	90%

### **MERITS**

- Focus is on transferable, marketable skills
- Skills are not limited to paid employment
- Widens the scope of informal experiences from every area of your life which can support your career objective (can include special projects, volunteer work, internships, community service, and relevant leisure pursuits)
- Skills are categorized allowing for ease of reading for the screener
- Highlights at a glance the skills you can bring to the job
- Does not highlight career changes, employment gaps, age, etc.
- Dates can be eliminated if they are going to highlight trouble areas
- Most flexible and adaptable format

### **DRAWBACKS**

- Some employment professionals prefer a job-by-job description to trace with clarity exactly what you have done, for whom, where, and when
- Some employers assume that this format hides important background information
- The purely functional Resume can omit key dates/gaps, information that employers may want to see and that can be essential to credibility

### **WHO SHOULD USE IT?**

- Most effective and *highly recommended* for people without direct experience in their career objective (recent graduates, people making a career change)
- Because it accents skills and achievements, it is also very effective for people who have been well established in a career
- The format has become increasingly popular since a more flexible and adaptable Resume style was needed by job seekers in the 80's and 90's

## SAMPLE FUNCTIONAL RÉSUMÉ

### PETER RABBIT, B.B.A.

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**JOB OBJECTIVE** To gain a position as a marketing research analyst where I can utilize my five years' experience in marketing and create profitable relationships with clients.

#### **SKILLS / ACCOMPLISHMENTS**

##### **MARKETING RESEARCH:**

- Successfully completed a Bachelor of Business Administration from the University of Prince Edward Island
- Comprehensive knowledge of Internet-based competitive intelligence to gather detailed market research
- Resourceful in developing marketing materials demonstrated through participating as design team member to develop direct marketing campaign
- Well-versed in generating leads and building strong relationships with clients through comprehensive market research
- Experienced and thoroughly trained in qualitative and quantitative research methods to produce accurate reports
- Skilled in conducting market research interviews to ensure customer's satisfaction and to identify potential target markets

##### **TECHNICAL:**

- Proficient in Microsoft Office software: Word, Outlook, PowerPoint for the development of business correspondence, marketing materials and presentations
- Trained in Lotus Notes and SPSS statistical software for research and analytical purposes
- At ease with e-mail communication and Internet-based research techniques and best practices
- Confident in speaking to large groups of up to 75 and in designing and presenting multi-media presentations

##### **COMMUNICATION/SALES:**

- Successful in promoting company's product lines to increase sales by up to 22% on a monthly basis
- Twice awarded top sales associate of the month by Choice Hotels
- Comfortable delivering lessons in market research and data collection to groups of up to 30 students
- Able to write clear, concise and complete business correspondence
- Creative in layout and design of posters, brochures and brand image to promote company profile

**EMPLOYMENT HISTORY**

<b>High School Business Teacher</b> Dufferin Peel Secondary School Board, Brampton, ON	01/08 - 07/08
<b>Loss Prevention Associate</b> Edulinx, Mississauga, ON	09/07 - 01/08
<b>Sales Associate</b> Choice Hotels, Toronto, ON	05/06 - 08/06
<b>Sales Associate</b> Telus Mobility, Toronto, ON	06/05 - 09/05

**EDUCATION**

<b>Bachelor of Business Administration – Emphasis in Marketing</b> University of Prince Edward Island (PEI), Charlottetown, PEI	2007
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**COMMUNITY INVOLVEMENT**

<b>Assistant Coach – Dalhousie University Women’s Basketball Team</b> Dalhousie University, Halifax, NS	09/06 - Present
<b>Marketing Consultant</b> Basketball 101, Halifax, NS	07/06 - Present

**AWARDS AND RECOGNITIONS**

<b>Most Improved Player of the Year Award - University of PEI</b>	2002
<b>Outstanding Rookie of the Year Award - University of PEI</b>	2001

**INTERESTS**

Basketball / Coaching / Reading / Rowing / Camping / Potpourri

**REFERENCES AVAILABLE UPON REQUEST**

## **COMBINATION FORMAT**

This style of Resume recognizes the drawbacks in both the Chronological and Functional format when they are used in their purest form. For example:

- The pure chronological Resume is too mundane and repetitive, a bland work autobiography. It is descriptive, but tends to not be persuasive about personal qualifications.
- The pure functional Resume can be too free-floating and can read like a set of assertions and claimed abilities, unlinked to verifiable sources of confirmation.

### **MERITS**

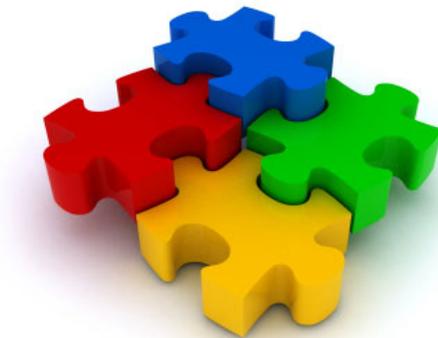
- Effectively blends the best of both the Chronological and Functional Resumes
- Employers can immediately see your relevant skills for a job and continue on to read a detailed description of your work history and job experiences in chronological order

### **DRAWBACKS**

Dates should still be included and this makes it less suitable for those with gaps in their work history, recent graduates, people making career changes, etc.

### **WHO SHOULD USE IT?**

- Those who wish to use a more modern and comprehensive Resume style, but who also have a fairly consistent and progressive career path
- Should be used by people who want to retain the structure of key skills and accomplishments, while incorporating a section detailing work experience
- This style still requires a fairly consistent job history as dates are required in the chronological section



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**JOB OBJECTIVE:** To obtain employment coordinating and facilitating instructional programming. Special interest in literacy, teaching English as a Second Language, and working with at-risk students.

**SKILLS/ACCOMPLISHMENTS**

**Facilitation / Instruction:**

- Successfully completed a Bachelor of Education with Distinction from Mount Allison University
- Over 10 years of experience in planning and implementing youth education and recreation programs both nationally and internationally
- Proven effectiveness in designing and facilitating professional development seminars
- Fully certified in various literacy instructional methods
- One year direct practical experience teaching English as a Second Language to students aged 6 – 15 years
- Resourceful in contributing to a team of teachers that implemented new curriculum objectives in public schools in accordance with legislative requirements

**Co-ordination / Organization:**

- Certified in Special Event Coordination – New Brunswick Community College
- Proven skills in coordinating and implementing a special program for at-risk students with an ability to adapt delivery to accommodate varied learning needs
- Successful in recruiting, hiring, training and motivating staff to maximize effective teaching practices
- Effective in contributing to the creation and administration of recreation programs for children from diverse cultural and socio-economic groups
- Experience in managing and organizing community theatre productions overseeing between 3 – 8 performances annually

**Communication:**

- Highly effective written communication skills with proven abilities in writing reports and lesson plans for delivery to students of diverse populations and ages
- Continuously acknowledged as being able to relate well with individuals and groups, develop rapport and maximize learning experiences
- Confident in delivering presentations to large groups of up to 120 attendees
- Proficient in Microsoft Office Suite, Internet and e-mail software for development of presentations, business correspondence and research purposes

**RELATED EMPLOYMENT HISTORY**

**English Immersion Teacher**

The American School of Quito, Quito, Ecuador

(Aug. 2005 - June 2006)

- Designed and taught classes in English Second Language instruction utilizing a variety of methods, including visual aids, to ensure student understanding
- Trained teaching colleagues in use of literacy teaching strategies enabling them to be implemented in the classroom to maximize student learning
- Increased literacy levels in the 7 – 8 year old group by 12% in a single academic year

**Classroom Teacher**

School District #5, Moncton, NB

Sept. 2008 - June 2011

- Planned, organized and taught age appropriate curriculum for Kindergarten and Grade One children to equip them with basic skills facilitating future development

**RELATED EMPLOYMENT HISTORY CONT'D****First Steps Literacy Consultant**

School District #5, Moncton, NB

Oct. 2007 - June 2011

- Implemented CanRead Literacy Resource throughout district utilizing phonics, phonemic awareness and blending of phono-graphemes
- Trained teachers in CanRead teaching strategies for implementation in the classroom and maximal student benefit
- Provided in-class support to teachers to ensure all students received appropriate levels of support

**Early Literacy Summer Program Coordinator**

School District #5, Moncton, NB

June/July 2009

- Planned, organized and budgeted for a literacy program for at-risk students to help them overcome personal literacy and learning barriers
- Hired, trained and managed a staff of eight people to deliver a high standard of Early Literacy to students with learning barriers
- Prepared and presented an evaluation report to monitor success of the program

**Reading Recovery Teacher**

School District #5, Moncton, NB

Sept. 2008 - June 2010

- Planned and implemented youth programming ensuring a fun and positive learning environment for summer activities
- Coordinated training of summer staff to ensure the program ran smoothly and children received support as required

**EDUCATION**

<b>Special Event Coordinator Certificate</b> - New Brunswick Community College	2011
<b>Bachelor of Education (Distinction)</b> – Mount Allison University	2006
<b>Intermediate French Certificate</b> - University of Sainte Anne	2006

**PROFESSIONAL TRAINING**

<b>Beginner / Intermediate Spanish</b> - Forum Language Services, Quito, Ecuador	2012
<b>Reading Recovery Teaching</b> - Reading Recovery Canada	2009
<b>CanRead Literacy Tutor</b> - Johnson Professional Resources	2008

**AWARDS**

Rotary Youth Merit Award  
 Theatre New Brunswick Outstanding Student in Theatre Arts and English  
 St. Cecilia's Alumnae Scholarship

**VOLUNTEER / COMMUNITY INVOLVEMENT**

**Elementary School Representative** – School District #5 Professional Development Committee  
**Stage Manager** – Fredericton Theatre Company  
**School Wellness Representative** – School District #5 Teacher Wellness Committee

**REFERENCES AVAILABLE UPON REQUEST**

## THE RESUME OBJECTIVE

### CLARIFY YOUR JOB OBJECTIVE - THE FIRST STEP

A clear, realistic occupational goal will help you find the *best possible job in the shortest time feasible*. This goal will be based on your work experience, transferable skills, training, attributes, interests, values and current needs. It will also be influenced by the labour market situation in your own community.

### **My JOB OBJECTIVE**

The most common mistake made by job seekers is to leave out a job objective in the Resume. If you don't show a sense of direction, many employers will not read your Resume.

Write your job objective. Keep it to the point and avoid poetry. An effective job objective gives context and direction to your Resume.

**Example:** *To obtain a position as an administrative assistant.*

**OR**

*To secure employment in the field of customer service / retail sales.*

**NOT :** *To obtain a position where my skills and experience will be recognized and rewarded in a challenging environment.*

***All the skills and experiences on your Resume should support your job objective.***

## **SKILLS**

### **WHAT IS A HARD SKILL?**

A hard skill is a specific teachable skill or ability which tends to be specific to a certain task or activity. Some examples of hard skills include:

- Typing
- Proficiency with specific software
- Operating specific machinery
- Cash handling
- Accounts payable
- Data processing
- Small engine repair
- Document management
- Software development

### **WHAT IS A SOFT SKILL?**

Soft skills are essentially more subtle non-technical skills. They tend to be people skills, or personality specific skills that determine your personal strengths. Some examples include:

- Adaptability
- Dependability
- Organization
- Listening
- Communication
- Flexibility
- Honesty
- Persuading
- Dedication
- Teamwork
- Integrity
- Multitasking

## WHAT IS A TRANSFERABLE SKILL?

A skill is a learned ability or knowledge that allows you to perform a task competently. Once you have learned to do something in one job or life situation, it becomes a skill which you can then use in other work or other areas of your life; that is, it becomes a **transferable skill**.

Job descriptions are often full of transferable skills such as good communication skills, ability to work in a team environment, analytical skills and problem solving skills. One of the most common mistakes made by job seekers is to simply repeat these skills in interviews, on Resumes and in networking, without backing these claims up with evidence.

Everyone will say they have good communication skills. It is important to show how you have demonstrated communication skills and convince the employer of your ability to communicate effectively in the context of the job description.

### For example:

Claim:

- Good communication skills

Proof:

- Five years' experience in delivering successful sales presentations to stakeholders in the oil and gas industry

## HOW DO I WRITE, DESCRIBE OR EXPLAIN TRANSFERABLE SKILLS?

In order to effectively use transferable skills and to powerfully describe our job experiences, we need to ensure the employer has enough details to understand the skill. Through effective description of your skills and experiences, the employer can begin to place your experience within the context of the employment opportunity.

Using the "Proof Statement" formula is a helpful way to ensure you are demonstrating your skill effectively.

### Qualifier + Skill + Detail + Proof

(p.16)

(what you did)

(result)

**Quantify** — numbers jump out to the employer

1. *Over 10 years' experience in...*
2. *Successful at increasing monthly sales volume by 30%*
3. *Proven ability to effectively supervise up to 8 staff*

**Qualify the proof** — where did you perform this skill, who were you working with, what industry?

1. *Over 10 years' experience as an administrative assistant in the insurance financial industry*
2. *Successful at increasing Halifax branch office monthly cellular sales volume by 30% in 4 months*
3. *Proven ability to supervise up to 30 customer service staff in a busy call center*

**Achievements or results** — what were the results and how did you achieve them?

1. *Recognized for superior customer service as an administrative assistant with over 10 years' experience in the insurance financial industry*
2. *Successful at increasing Halifax branch office monthly cellular sales volume by 30% in 4 months by developing and implementing new marketing strategies*
3. *Proven ability to supervise up to 30 customer service staff in a busy call center and ensure sales quotas were met or exceeded.*

**Use a range** — in cases where you have a lot of experience, try to incorporate ranges

- *Effective at working in groups of 2 to 20 staff members*
- *Knowledgeable in a wide range of tasks from small engine repair to calibration of industrial equipment*

**Combine experiences** — in the case where you don't have a lot of experience, combine experience

- *3 years of combined education and professional experience in Human Resources*

## SKILLS INVENTORY

This is a good time to take an inventory of all the skills that you have to offer an employer. We now know we have to qualify and quantify these skills. As you make a list of your most marketable skills and the skills required by the job to which you are applying, think about your evidence for each of the ones that you check. This will become your skills inventory.

<i>8 years experience</i>	<i>Filing</i>	<i>Develop procedures for maintaining files</i>	<i>Easy to retrieve information, files are accurate and complete</i>
<b>Qualifier</b>	<b>Skill</b>	<b>Detail</b>	<b>Proof</b>
<i>“Over 8 years of administrative experience developing accurate customer file maintenance procedures to ensure completion, accuracy and ease of information retrieval”</i>			

<b>Qualifier</b>	<b>Skill</b>	<b>Detail</b>	<b>Proof</b>

<b>Qualifier</b>	<b>Skill</b>	<b>Detail</b>	<b>Proof</b>

<b>Qualifier</b>	<b>Skill</b>	<b>Detail</b>	<b>Proof</b>

<b>Qualifier</b>	<b>Skill</b>	<b>Detail</b>	<b>Proof</b>

<b>Qualifier</b>	<b>Skill</b>	<b>Detail</b>	<b>Proof</b>

<b>Qualifier</b>	<b>Skill</b>	<b>Detail</b>	<b>Proof</b>

## SKILL CATEGORIES

Functional and combination Resumes may use skill categories to clarify to the employer the key strengths you have to offer. The following is a list of commonly used skill categories for some specific types of careers (you may think of others that are important in your field of work). Typically in these resume styles, two to four skill areas are highlighted.

### **Administration**

Computer / Technical  
Customer Service  
Leadership / Management  
Organization  
Communication  
Accounting / Financial  
Scheduling  
Data Processing  
Media

### **Business Development**

Human Resources  
Strategic Planning  
Reward Management  
Recruitment  
Training / Development  
Mentorship  
Technical  
Sales  
Forecasting  
Project Implementation  
Labour Relations  
Administration  
Outreach  
Media  
Research & Development

### **Construction / Trades**

Organization  
Equipment  
Certifications  
Safety / Quality Control  
Communication  
Leadership  
Drafting  
Inspection / Evaluation

### **Customer Service / Sales**

Management  
Leadership  
Sales  
Merchandising  
Customer Service

Communication  
Administration  
People  
Cash Handling / Budgeting

### **Engineering**

Technical Skills  
Communication  
Leadership  
Organization  
Projects & Achievements  
Writing  
Evaluation  
Project Management Lifecycle  
Environmental  
Software / Design  
Drafting

### **Finance / Accounting**

Certifications  
Technical / Software  
Organization / Planning  
Budgeting  
Financial Planning  
Sales / Customer Service  
Bookkeeping

### **IT**

Technologies / Languages  
Testing  
Organization  
Projects  
Business Processes  
Systems Analyses  
Certifications  
Interpersonal / Communications  
Quality Assurance / Control  
Graphic Design  
Records / Data Management

### **Management**

Leadership / Supervision  
Customer Service  
Sales

Human Resources  
Training / Recruitment  
Marketing  
Public Relations  
Organization  
Advocacy  
Cash Handling / Budgeting  
Strategic Planning

### **Personal Care / Home Care**

Communication / Interpersonal  
Physical / Practical  
Medical  
Organization  
Patient Needs Assessments  
Environmental Awareness / Management  
Non-Medical Responsibilities

### **Purchasing / Operations**

Communication  
Cost / Inventory Analysis  
Project Management  
Supply Chain Management  
Leadership / Management  
Organization  
Quality Improvement  
Coordination  
Negotiations

### **Research / Laboratory**

Lab Equipment  
Methodologies  
Publications  
Testing  
Communication  
Organization  
Public Speaking / Media  
Collaboration / Teamwork  
Academic / Report Writing  
Editing

## JOB EXPERIENCES AND SKILLS - A SHORT LIST OF SUGGESTIONS

*Explain your skills or job experiences with action verbs like these:*

<b>A</b> accomplish achieve act adapt administer advise aid analyze anticipate apply appoint approve arbitrate arrange assemble assign assist audit	<b>D</b> decrease delegate deliver demonstrate design develop devise diagnose direct discover	<b>I</b> identify illustrate implement improve increase influence inform initiate inspect inspire install institute instruct integrate interpret interview introduce invent investigate	<b>N</b> negotiate	reorganize repair research resolve restore retrieve revamp reverse revise revitalize
<b>B</b> budget build	<b>E</b> earn edit effect eliminate engineer enhance enlarge ensure establish estimate evaluate exceed execute expand expedite	<b>J</b> join	<b>O</b> obtain operate order organize originate	<b>S</b> save schedule secure serve simplify sell solve standardize stimulate streamline strengthen summarize supervise support survey
<b>C</b> calculate certify change coach combine communicate compile conceive conduct consolidate construct consult control convince correct counsel create	<b>F</b> forecast founded	<b>L</b> lead locate	<b>P</b> package perfect perform persuade pioneer plan prepare present preside preserve prevent procure produce program project promote protect provide publish purchase	<b>T</b> teach train translate
	<b>G</b> generate guide	<b>M</b> manage manufacture market maximize mediate merge minimize modernize monitor motivate	<b>R</b> receive recommend recognize recover recruit reduce remedy re-negotiate	<b>U</b> upgrade
	<b>H</b> head hire			<b>V</b> verify
				<b>W</b> write

## SKILL QUALIFIERS – A SHORT LIST OF SUGGESTIONS

### *Qualifiers used to powerfully and accurately describe your skills:*

Accurate in	Conscientious	Instrumental in
Capable	At ease in	Integral role in
Certified	Knowledgeable in	Solid background in
Conceptually	Keenly	Tenaciously
Consistent record of	Consistently recognized for	Strategically
Dedicated to	Creative in	Highly qualified in
Demonstrated ability in	Competent in	Practiced in
Diligent in	Diplomatic with	Determined approach to
Discreet	Resilient	Logical approach to
Efficient	Able to	Adaptive in
Enthusiastically	Open-minded	Tactfully
Excellent at	Resourceful	Well versed in
Extensive experience in	Initiated...	Accomplished in
Involved in	Strong----skills	Aggressively
Productive	In-depth knowledge of	Persuasive in
Proficient in	Confident in	Proven performer in
Reliable in	Committed to	Adept at
Resourcefully	Motivated to	Cooperatively
Successful	Familiar with	Achieves "win-win" solutions
Trusted	Responsive to	Effective, or highly effective

## WORDS TO DESCRIBE YOUR PERSONAL CHARACTERISTICS

### Interpersonal Skills

-amiable  
-competent  
-congenial  
-cooperative  
-courteous  
-customer-oriented  
-diplomatic  
-gracious  
-helpful  
-likeable  
-observe confidentiality  
-outgoing  
-people-oriented  
-personable  
-respected  
-supportive  
-tactful  
-team player  
-trustworthy

### Attitude

-broad-minded  
-objective  
-open-minded  
  
-positive  
-professional  
-progressive

-responsible  
-businesslike  
-calm  
-cheerful  
-person of integrity  
-loyal

### Initiative/Drive

-assertive  
-diligent  
-dynamic  
-eager  
-energetic  
-enjoy challenges  
-enterprising  
-enthusiastic  
-goal-oriented  
-leader  
-meet deadlines  
-motivated

-optimistic

-profit-oriented  
-proactive

### Flexibility/ Resourcefulness

-adaptable

-contemporary  
-creative  
-current  
-flexible  
-imaginative  
-open to new ideas  
-original

-resourceful  
-self-motivated  
-self-reliant  
-self-starter  
-versatile

### Communication

-analytical  
-articulate  
-clear thinker  
-decisive  
-discreet  
-good listener  
-incisive  
-intuitive  
-investigative  
-lateral thinker  
-logical  
-perceptive  
-persuasive  
-problem-solver

-proven negotiator  
-quick learner  
-sound judgment  
-trouble-shooter

### Work Habits

-able to prioritize  
-accurate  
-constructive  
-dedicated  
-efficient  
-focused  
-hardworking  
-methodical  
-meticulous  
-orderly  
-persistent  
-precise  
-productive  
-prompt  
-punctual  
-reliable  
-systematic  
-task oriented  
-thorough  
-well-groomed  
-well-organized

## A WORD ABOUT REFERENCES

Carefully choose people who can attest to your skills and abilities as they relate most closely to the type of work for which you are applying. References may change if you change the focus of your job search!

### Appropriate References:

- Former supervisors
- Former managers
- Supervisors of another unit/section who were familiar with your work
- Customer/supplier of service
- Former teachers, professors, adult education instructors
- Persons with whom you have worked in a volunteer capacity (service organization, PTA, community groups)

### Inappropriate References:

- Ministers, doctors, friends, political fellows
- Relatives (unless you worked directly for them), people with same address

### Preparing Your Reference Sheet

2. List at least five persons who are aware of you as a worker. Choose from that list the three who are most articulate and who would be expansive in their comments about your talents!
3. After you have chosen your three references, you must contact them to:
  - a) Determine if they are willing to have their names on your reference list
  - b) Obtain their present occupation/title, current business address and phone number(s) where they can be easily contacted, preferably during business hours
  - c) Remind them of the dates you worked for/with them and what job you did while there
  - d) Find out what are they going to say about you, if phoned
  - e) As a courtesy, offer to send to your references a copy of your Resume and some job cards
4. Once information is gained and permission given, prepare a reference sheet like the example on the next page.

As a general rule, a reference sheet is not part of your Resume. Instead, the statement "References available on request" appears on your Resume. If called for an interview, or if specifically requested, you send or bring along your reference sheet.