
Resumé Writing Toolkit



JobJunction

A COMMUNITY RESOURCE FOR EMPLOYMENT
AND CAREER INFORMATION.

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RESUMÉ WRITING TOOLKIT

This Toolkit is for clients who have a clear job objective and are comfortable using a computer. You can give us a call 455-9675 or e-mail contact@jobjunction.ca if you wish to set up an appointment to have your completed resume reviewed. Please read through the information before you get started. Once you have chosen the best format of resume to suit your background, blank worksheets are available for your use if necessary. Additional resume samples are available upon request.

TABLE OF CONTENTS

Resumés

- The Resume..... 3
- Some Facts About Resumes..... 4
- Tips For Writing An Effective Resume..... 5
- Types of Resumes:
 - Chronological Resumé and Sample.....6
 - Functional Resumé and Sample.....7
 - Combination Resumé and Sample.....12

Information to Help You Write an Effective Resume

- Resume Objective..... 15
- Identifying Marketable Skills..... 16
- Examples of Skill Categories..... 17
- Job Duties – Examples of Action Verbs..... 18
- Examples of Skills Qualifiers..... 19
- Words to Describe Your Personal Characteristics...20
- Skills Most Sought After By Employers.....21

References

- A Word About References.....26
- Sample Reference Sheet..... 27

Bibliography 28

THE RESUMÉ

What is a resumé and why do you need one?

A resumé is a brief summary of your qualifications. It should include skills, abilities, accomplishments, work history, education, training and any other relevant information. A resumé is a necessity for almost every job in the country – from accountant to zookeeper.

Your resumé is a powerful marketing tool and the product you are marketing is you! Through your resumé, you must create enough interest in the product (you) that the buyer (employer) will want to see you in person (interview).

The only goal of a good resumé is to get you an interview. If you are not getting interviews you need to take another look at your resumé and how you are using it.

What resumé style is best for you?

Selecting your resumé format is a major strategic decision. No universally “right” format is appropriate for all people. You must review your own circumstances and background as a worker and select the best format for you. You should be aware of the merits and drawbacks of each style.

How Can You Create the Most Effective Resumé?

Having a clear, realistic job/employment objective and the skills and qualifications to do that job is the best way to start. Design your resumé so that all the information in it is relevant to the job objective. Use industry key words and make a connection between what the employer is looking for and what you have to offer.

Who will read your resumé

Resumés are written for the employer and are generally “screened” by a person in the company (possibly Human Resources personnel). Often only 15-30 seconds is allotted to the initial screening of your resumé. Be brief – no more than 1 or 2 pages. To ensure that your resumé makes it to the “small pile”, you must quickly catch the reader’s interest with an overview of your qualifications for the job.

SOME FACTS ABOUT RESUMÉS YOU MAY WANT TO NOTE

1. A resumé is a summary of your skills, abilities and accomplishments supported by appropriate information about your work history, education and training.
2. Remember that your resumé is your marketing tool and must be in impeccable condition – presentation is everything and NO spelling or grammar errors.
3. There is NO “perfect” resumé. If your resumé is getting you interviews, it is working!
4. Think of your resumé as your personal “advertisement” of your skills and qualifications. Use descriptive language and action verbs to describe your skills and qualifications.
5. Choose a resumé style from one of the four main types (Chronological, Functional, Combination, or Targeted) 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 resumé format you choose, list your skills or job duties in point form for speed and ease of reading for the resumé “screener”. **OFTEN, AS LITTLE AS 15 SECONDS IS GIVEN TO THE INITIAL SCREENING OF YOUR RESUMÉ.**
8. Choose a font or print that is easy to read.
9. Be conservative in your resumé 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 resumé.
11. Have a clear job objective. **Don’t** start your resumé 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 resumé 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 resumé as a prospective employer would. Is it giving him/her the information they need about you?
15. Always submit a customized cover letter with every resumé.
16. Make certain that you can support, with examples, all information presented in your resumé.
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 resumé. Prepare a separate sheet with references for presentation at the interview.

SEVEN TIPS FOR EFFECTIVE RESUME WRITING

- Pay attention to detail - Don't cut corners by, for instance, not proofreading the cover letter, failing to include information the hiring manager asked for, or beginning the cover letter "Dear Sir or Madam" when the hiring manager's name is on the company web site. Take the time to make sure the correspondence and information sent is correct and error free.
- Do the basics - Proofread for spelling, grammar, and tone, and make sure you have followed the instructions of the employer. Firing off an e-mail is a convenient method of communication. However, don't let the sloppy nature and informality of e-mail correspondence seep into your communications—whether it's e-mailed or written—with potential employers.
- Construct an effective resume - Organize your information in a logical fashion and keep descriptions clear and to the point. Include as much relevant work experience as possible. Also, use a simple, easy-to-read font.
- Customize your response when applying for a position - Address the hiring manager directly if you know the name, and include the name of the company and the position for which it is hiring in your cover letter/e-mail response.
- Make it easy for the hiring manager - If you are applying by e-mail, use your name and the word "resume" in your email subject line so it's easy to identify. If the employer asks for information—such as references or writing samples—provide it.
- Focus on what you bring to the employer, not what you want from the job - This is an opportunity for you to market yourself and stand out from the other candidates. What can you do to make the hiring manager's life easier? What can you do to help the company?
- Be professional - It's a good idea to ditch the "cute" e-mail address or voice mail/answering machine messages in favor of something that sounds professional. If you don't have e-mail, you can set up a free account through Yahoo, Hotmail, G-mail. Provide a cell phone number if you have one.

TYPES OF RESUMÉS

Selecting your resumé format is a major strategic decision. No universally “right” format is appropriate for all people. You must review your own circumstances and select the best format for you. In order to select the best style, you must be aware of the merits and drawbacks associated with each one.

CHRONOLOGICAL FORMAT

This type of resumé 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. 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

SAMPLE CHRONOLOGICAL RESUMÉ

Diane M. Kerr, B.Ed.

3333 Dingleview Drive - Halifax, NS B3B 1V1

(902) 454-1111

E-mail: dmkerr@hotmail.com

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. 2006 - June 2007)

- 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. 2003 - June 2006)

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

First Steps Literacy Consultant

School District #5, Moncton, NB (Oct. 2002 - June 2006)

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

Early Literacy Summer Program Coordinator

School District #5, Moncton, NB (June/July 2004)

- 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

Reading Recovery Teacher

School District #5, Moncton, NB (Sept. 2003 - June 2005)

- Taught an intensive reading and writing program for at-risk students
- Participated in ongoing training seminars

Recreation Specialist

Department of Parks & Recreation, Fredericton, NB (June 1995 - Sept. 1998)

- Planned and implemented youth programming
 - Coordinated training of summer staff
-

EDUCATION

- Bachelor of Education (Distinction)** – Mount Allison University, Sackville, NB (2001)
- Intermediate French Certificate** - University of Sainte Anne, Quebec, PQ (2001)
- Special Event Coordinator Certificate** – NBCC, Moncton New Brunswick (2006)

PROFESSIONAL TRAINING

- Reading Recovery Teaching** - Reading Recovery Canada (2004)
- CanRead Literacy Tutor** - Johnson Professional Resources (2003)
- Beginner / Intermediate Spanish** - Forum Language Services, Quito, Ecuador (2007)

AWARDS

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

FUNCTIONAL FORMAT

The functional resumé 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 resumé format is on what you can do for this prospective employer, rather than what you have done for another.

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 resumé can omit key dates and gaps, information that employers may want to see as they 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 emphasizes skills and achievements, it is also very effective for people who have been well established in a career
- The functional format has become increasingly popular since a more flexible and adaptable resumé style was needed by job seekers in the 80's and 90's

SAMPLE FUNCTIONAL RESUMÉ

PETER DAVIDSON, B.B.A.

2222 Lennox Lane - Halifax, NS B3B 1A1

(902) 422-2222 pdavidson@hotmail.com

JOB OBJECTIVE To gain a position as a marketing research analyst or related position.

SKILLS / ACCOMPLISHMENTS

MARKETING RESEARCH:

- Bachelor of Business Administration
- Comprehensive knowledge of Internet-based competitive intelligence
- Previous member of design team responsible for developing 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
- 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
- Trained in Lotus Notes and SPSS statistical software
- At ease with e-mail communication and Internet-based research
- Confident in speaking to large groups and in designing multi-media presentations

COMMUNICATION/SALES:

- Successful in promoting company's product lines
- Proven performer in marketing personal and business wireless communications hardware
- Twice awarded top sales associate for the month by Choice Hotels
- Active member of a sales team dedicated to achieving company goals
- Comfortable delivering lessons in market research and data collection to 30 students
- Able to write clear, concise and complete business correspondence
- Creative in layout and design of posters, brochures and brand image

EMPLOYMENT HISTORY

High School Business Teacher Dufferin Peel Secondary School Board, Brampton, ON	(01/02 - 07/02)
Loss Prevention Associate Edulinx, Mississauga, ON	(09/01 - 01/02)
Sales Associate Choice Hotels, Toronto, ON	(05/00 - 08/00)
Sales Associate Telus Mobility, Toronto, ON	(06/99 - 09/99)

EDUCATION

Bachelor of Business Administration – Emphasis in Marketing University of Prince Edward Island (PEI), Charlottetown, PEI	(2001)
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COMMUNITY INVOLVEMENT

Assistant Coach – Dalhousie University Women’s Basketball Team Dalhousie University, Halifax, NS	(09/02 - Present)
Marketing Consultant Basketball 101, Halifax, NS	(07/02 - Present)

AWARDS AND RECOGNITIONS

Most Improved Player of the Year Award - University of PEI	(1998)
Outstanding Rookie of the Year Award - University of PEI	(1997)

PERSONAL STATEMENT

A committed professional who is hard working, dedicated and eager to learn.

REFERENCES AVAILABLE UPON REQUEST

COMBINATION FORMAT

This style of resumé recognizes the drawbacks in both the Chronological and Functional format when they are used in their purest form; for example:

- The pure chronological resumé is too mundane and repetitive, a bland work autobiography. It is descriptive, but tends to not be persuasive about personal qualifications.
- The pure functional resumé 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 resumé
- Employers can immediately see your relevant skills for a job and continue on to read a detailed description of your work history and job duties in chronological order

Drawbacks

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

Criteria for Use

- Those who wish to use a more modern and comprehensive resumé 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 history
- This style still requires a fairly consistent job history as dates are required in the chronological section

**SAMPLE COMBINATION
RESUMÉ**

Diane M. Kerr, B.Ed.

3333 Dingleview Drive - Halifax, NS B3B 1V1

Phone: (902) 454-1111

E-mail: dmkerr@hotmail.com

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:

- Bachelor of Education with Distinction
- Over ten years experience in planning and implementing youth education and recreation programs
- Proven effectiveness in designing and facilitating professional development seminars
- Fully certified in various literacy instructional methods
- One year practical experience in English as a Second Language instruction
- Contributed to a team of teachers that implemented new curriculum objectives in public schools

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
- Successful in recruiting, hiring, training and motivating staff
- Effective in contributing to the creation and administration of recreation programs
- Experience in managing and organizing community theatre productions

Communication:

- Highly effective written communication skills with proven abilities in writing reports and lesson plans
- Continuously acknowledged as being able to relate well with individuals and groups
- Confident in delivering presentations to large groups
- Proficient in Microsoft Office Suite, Internet and e-mail software

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
- Trained teaching colleagues in use of literacy teaching strategies

Classroom Teacher

School District #5, Moncton, NB (Sept. 2002 - June 2005)

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

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

School District #5, Moncton, NB

(Oct. 2001 - June 2005)

- 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 2003)

- 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

Reading Recovery Teacher

School District #5, Moncton, NB

(Sept. 2002 - June 2004)

- Taught an intensive reading and writing program for at-risk students
- Participated in ongoing training seminars

Recreation Specialist

Department of Parks & Recreation, Fredericton, NB

(June 1994 - Sept. 1997)

- Planned and implemented youth programming
- Coordinated training of summer staff

EDUCATION**Bachelor of Education (Distinction)** – Mount Allison University

(2000)

Intermediate French Certificate - University of Sainte Anne

(2000)

Special Event Coordinator Certificate - New Brunswick Community College

(2005)

PROFESSIONAL TRAINING**Reading Recovery Teaching** - Reading Recovery Canada

(2003)

CanRead Literacy Tutor - Johnson Professional Resources

(2002)

Beginner / Intermediate Spanish - Forum Language Services, Quito, Ecuador

(2006)

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**

YOUR RESUME OBJECTIVE

Every resume should begin with an employment or job objective. The rest of the information in your resume should then relate to the 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.

Sample Job Objectives:

- 1.) Copywriter/Account executive in Advertising or Public Relations Agency.
- 2.) Program Development, Coordination, and Administration in a people-oriented organization where there is a need to assure broad cooperative effort through the use of sound planning, strong administration, skills of persuasion to achieve goals.
- 3.) A responsible position in retail sales.
- 4.) A middle/upper-level management position with responsibilities including problem solving, planning, organizing, and managing budgets.
- 5.) Challenging position in programming or related areas that would best utilize expertise in the business environment.
- 6.) To obtain a position as a financial manager in the health care industry, utilizing 16 years of demonstrating success and accomplishment.
- 7.) To obtain a position as an Elementary School Teacher in which a strong dedication to the total development of children and a high degree of enthusiasm can be fully utilized.
- 8.) An administrative position in the area of rehabilitation/geriatric health care utilizing my knowledge of clinical, community, and patient services.
- 9.) Highly skilled Executive Secretary with outstanding professional experience
- 10.) Seeking a position as a Registered Nurse where I can be most effective in helping other medical personnel assist patients and provide quality health care.
- 11.) Obtain a challenging, entry-level position in Broadcast Journalism, with a special interest in reporting, anchoring, and producing with a commercial television station.
- 12.) Position as a Word Processing Secretary that will utilize my computer knowledge, strong people skills, organizational abilities, and business experience.

IDENTIFYING YOUR MARKETABLE SKILLS

There are 3 components to marketable skills:

1. Job Skills or Work Content Skills:

Skills that are unique to a specific job and usually consist of technical or specific abilities that are required to do the job. Examples of these include: computer skills, skills related to the use of tools, machines, specific processes, specific trades skills, specific writing skills, etc.

2. "Fitting In" or Adaptive Skills:

Skills that are unique to you and that employers are seeking, often referred to as personality traits or interpersonal skills. These are skills that are developed from life experience such as flexibility, leadership, patience, responsibility, maturity, decisiveness, commitment, enthusiasm, etc. Although these skills are not job or career specific, they are extremely important and very marketable.

3. Transferable Skills:

Skills that you bring to a job from your education, from other jobs, from hobbies, from your natural abilities, from volunteer work or from life's experiences. Examples may include problem solving, motivating others, planning activities or delegating responsibilities.

WHAT IS THE DIFFERENCE BETWEEN A JOB DUTY AND A SKILL?

DUTIES *belong to the job* and are the responsibilities or functions which make up a job. Duties are what you did in your past jobs and usually appear on the resumé under job titles. They are usually written in past tense (words ending in "ed").

SKILLS *belong to the worker, are transferable and valuable to the employer*, and are what the worker uses to perform the job duties or functions. These are used to describe what you CAN DO or have the ABILITY TO DO, as opposed to stating what you have done. Skills can be self-taught, acquired through training or natural abilities, or picked up from some volunteer, work or life experience. Include these skills as long as you are able to back up or explain why/how you came to possess them, if asked by a potential employer. In your resumé, the skills are included in the functional portion (Highlights of Qualifications or Skills Summary) while the duties appear under the work experiences.

SKILL CATEGORIES

Functional and combination resumé 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, but you may think of others that are important in your field of work. Typically two to four skill areas are highlighted.

Account Management	Financial Management	Program Management
Accounting	Financial Planning	Project Management
Administration	Forecasting	Promotion
Advertising	Fundraising	Public Relations
Advocacy	Graphic Design	Public Speaking
Analysis and Evaluation	Human Resources	Publicity
Bookkeeping	Inspection	Publishing
Budgeting	Instruction	Purchasing
Business Management	Interviewing	Quality Assurance
Community Relations	Inventory Control	Quality Improvement
Career Development	Management	Reengineering
Client Services	Investigation/Research	Real Estate
Communications	Labour Relations	Records Management
Community Services	Language Interpretation	Recruiting
Computer Programming	Market Research	Reporting
Computer Skills	Marketing	Research and Development
Coordination	Media	Resource Development
Corporate Administration	Mediation	Restaurant Management
Counselling	Merchandising	Retail
Curriculum Development	Multimedia	Sales
Customer Service	Negotiations	Statistical Analysis
Data Processing	Office Administration	Strategic Planning
Decorating	Office Skills	Supervision
Display	Outreach	Systems Analysis
Drafting	Performing Arts	Teaching
Editing	Photography	Technical Skills
Employee Relations	Policy Making	Technical Writing
Engineering	Presentation	Telecommunications
Environment	Print Coordination	Testing
Equipment	Process Improvement	Training
Event Planning	Product Development	Visual Arts
Field Research	Product Management	Word Processing
Film and Video	Production	Writing
Financial Analysis	Program Design	

JOB DUTIES - A SHORT LIST OF SUGGESTIONS

BEGIN YOUR JOB DUTIES WITH ACTION VERBS LIKE THESE:

A

accomplished
achieved
acted
adapted
administered
advised
aided
analyzed
anticipated
applied
appointed
approved
arbitrated
arranged
assembled
assigned
assisted
audited

B

budgeted
built

C

calculated
certified
changed
coached
combined
communicated
compiled
conceived
conducted
consolidated
constructed
consulted
controlled
convinced
corrected
counselled
created

D

decreased
delegated
delivered
demonstrated
designed
developed
devised
diagnosed
directed
discovered

E

earned
edited
effected
eliminated
engineered
enhanced
enlarged
ensured
established
estimated
evaluated
exceeded
executed
expanded
expedited

F

forecast
founded

G

generated
guided

H

headed
hired

I

identified
illustrated
implemented
improved
increased
influenced
informed
initiated
inspected
inspired
installed
instituted
instructed
integrated
interpreted
interviewed
introduced
invented
investigated

J

joined

L

launched
led
located

M

managed
manufactured
marketed
maximized
mediated
merged
minimized
modernized
monitored
motivated

N

negotiated

O

obtained
operated
ordered
organized
originated

P

packaged
perfected
performed
persuaded
pioneered
planned
prepared
presented
presided
preserved
prevented
procured
produced
programmed
projected
promoted
protected
provided
published
purchased

R

received
recommended
recognized
recovered
recruited
reduced
remedied
re-negotiated

reorganized
repaired
researched
resolved
restored
retrieved
revamped
reversed
revised
revitalized

S

saved
scheduled
secured
served
simplified
sold
solved
standardized
stimulated
streamlined
strengthened
summarized
supervised
supported
surveyed

T

taught
trained
translated

U

upgraded

V

verified

W

wrote

SKILL QUALIFIERS

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	Practised 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	-positive -professional -progressive -responsible -businesslike -calm -cheerful -person of integrity -loyal	Flexibility/ Resourcefulness	-persuasive -problem-solver -proven negotiator -quick learner -sound judgment -trouble-shooter
Interpersonal Skills		-current -flexible -imaginative -open to new ideas -original -resourceful -self-motivated -self-reliant -self-starter -versatile	
-amiable -competent -congenial -cooperative -courteous -customer-oriented -diplomatic -gracious -helpful -likeable -observe confidentiality -outgoing -people-oriented -personable -respected -supportive -tactful -team player -trustworthy	Initiative/Drive		Work Habits
	-assertive -diligent -dynamic -eager -energetic -enjoy challenges -enterprising -enthusiastic -goal-oriented -leader -meet deadlines -motivated -optimistic -profit-oriented -proactive	Communication	-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
Attitude		-analytical -articulate -clear thinker -decisive -discreet -good listener -incisive -intuitive -lateral thinker -logical -perceptive	
-broad-minded -objective -open-minded -confident -conscientious -considerate -consistent -dependable -fair			

SKILLS MOST SOUGHT AFTER BY EMPLOYERS

So, what are these critical employability skills that employers demand of job-seekers?

Communications Skills (listening, verbal, written). By far, the one skill mentioned most often by employers is the ability to listen, write, and speak effectively. Successful communication is critical in business.

Sample bullet point describing this skill:

- Exceptional listener and communicator who effectively conveys information verbally and in writing.

Analytical/Research Skills. Deals with your ability to assess a situation, seek multiple perspectives, gather more information if necessary, and identify key issues that need to be addressed.

Sample bullet point describing this skill:

- Highly analytical thinking with demonstrated talent for identifying, scrutinizing, improving, and streamlining complex work processes.

Computer/Technical Literacy. Almost all jobs now require some basic understanding of computer hardware and software, especially word processing, spreadsheets, and email.

Sample bullet point describing this skill:

- Computer-literate performer with extensive software proficiency covering wide variety of applications.

Flexibility/Adaptability/Managing Multiple Priorities. Deals with your ability to manage multiple assignments and tasks, set priorities, and adapt to changing conditions and work assignments.

Sample bullet point describing this skill:

- Flexible team player who thrives in environments requiring ability to effectively prioritize and juggle multiple concurrent projects.

Interpersonal Abilities. The ability to relate to your co-workers, inspire others to participate, and mitigate conflict with co-workers is essential given the amount of time spent at work each day.

Sample bullet point describing this skill:

- Proven relationship-builder with unsurpassed interpersonal skills.

Leadership/Management Skills. While there is some debate about whether leadership is something people are born with, these skills deal with your ability to take charge and manage your co-workers.

Sample bullet point describing this skill:

- Goal-driven leader who maintains a productive climate and confidently motivates, mobilizes, and coaches employees to meet high performance standards.

Multicultural Sensitivity/Awareness. There is possibly no bigger issue in the workplace than diversity, and job-seekers must demonstrate a sensitivity and awareness to other people and cultures.

Sample bullet point describing this skill:

- Personable professional whose strengths include cultural sensitivity and an ability to build rapport with a diverse workforce in multicultural settings.

Planning/Organizing. Deals with your ability to design, plan, organize, and implement projects and tasks within an allotted timeframe. Also involves goal-setting.

Sample bullet point describing this skill:

- Results-driven achiever with exemplary planning and organizational skills, along with a high degree of detail orientation.

Problem-Solving/Reasoning/Creativity. Involves the ability to find solutions to problems using your creativity, reasoning, and past experiences along with the available information and resources.

Sample bullet point describing this skill:

- Innovative problem-solver who can generate workable solutions and resolve complaints.

Teamwork. Because so many jobs involve working in one or more work-groups, you must have the ability to work with others in a professional manner while attempting to achieve a common goal.

Sample bullet point describing this skill:

- Resourceful team player who excels at building trusting relationships with customers and colleagues.

Personal Values Employers Seek in Employees

Of equal importance to skills are the values, personality traits, and personal characteristics that employers seek. Look for ways to weave examples of these characteristics into your resume, cover letters, and answers to interview questions.

Here is our list of the 10 most important categories of values.

Honesty/Integrity/Morality. Employers probably respect personal integrity more than any other value, especially in light of the many recent corporate scandals.

Sample bullet point describing this skill:

- Seasoned professional whose honesty and integrity provide for effective leadership and optimal business relationships.

Adaptability/Flexibility. Deals with openness to new ideas and concepts, to working independently or as part of a team, and to carrying out multiple tasks or projects.

Sample bullet point describing this skill:

- Highly adaptable, mobile, positive, resilient, patient risk-taker who is open to new ideas.

Dedication/Hard-Working/Work Ethic/Tenacity. Employers seek job-seekers who love what they do and will keep at it until they solve the problem and get the job done.

Sample bullet point describing this skill:

- Productive worker with solid work ethic who exerts optimal effort in successfully completing tasks.

Dependability/Reliability/Responsibility. There's no question that all employers desire employees who will arrive to work every day - on time - and ready to work, and who will take responsibility for their actions.

Sample bullet point describing this skill:

- Dependable, responsible contributor with committed to excellence and success.

Loyalty. Employers want employees who will have a strong devotion to the company -- even at times when the company is not necessarily loyal to its employees.

Sample bullet point describing this skill:

- Loyal and dedicated manager with an excellent work record.

Positive Attitude/Motivation/Energy/Passion. The job-seekers who get hired and the employees who get promoted are the ones with drive and passion -- and who demonstrate this enthusiasm through their words and actions.

Sample bullet point describing this skill:

- Energetic performer consistently cited for unbridled passion for work, sunny disposition, and upbeat, positive attitude.

Professionalism. Deals with acting in a responsible and fair manner in all your personal and work activities, which is seen as a sign of maturity and self-confidence; avoid being petty.

Sample bullet point describing this skill:

- Conscientious go-getter who is highly organized, dedicated, and committed to professionalism.

Self-Confidence. Look at it this way: if you don't believe in yourself, in your unique mix of skills, education, and abilities, why should a prospective employer? Be confident in yourself and what you can offer employers.

Sample bullet point describing this skill:

- Confident, hard-working employee who is committed to achieving excellence.

Self-Motivated/Ability to Work With Little or No Supervision. While teamwork is always mentioned as an important skill, so is the ability to work independently, with minimal supervision.

Sample bullet point describing this skill:

- Highly motivated self-starter who takes initiative with minimal supervision.

Willingness to Learn. No matter what your age, no matter how much experience you have, you should always be willing to learn a new skill or technique. Jobs are constantly changing and evolving, and you must show an openness to grow and learn with that change.

Sample bullet point describing this skill:

- Enthusiastic, knowledge-hungry learner, eager to meet challenges and quickly assimilate new concepts.

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! Generally speaking, references should not be attached to your resume. The reference list should be a separate document to be brought with you to an interview.

Appropriate References:

- Former supervisors/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

SAMPLE REFERENCE SHEET

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Leslie MacIntyre, Manager

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Previously: Co-chair Springvale PTA

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*Human Resources Division
(My Supervisor)*

BIBLIOGRAPHY – INFORMATION SOURCES

PEOPLE PLUS CONSULTING - www.peopleplusconsulting.com

JOB JUNCTION – www.jobjunction.ca

QUINTESSENTIAL CAREERS - www.quintcareers.com

THE VERY QUICK JOB SEARCH – J. MICHAEL FARR (ISBN-13: 978-1593570071)

FOCUS ON RESUMES – GOVERNMENT OF CANADA - www.jobsetc.gc.ca/pdf/resumes_e.pdf

JOB CHOICES