



ON-TARGET RESUMES

Your resume is your personal marketing tool that promotes your experience, education, and accomplishments to prospective employers. With the number of resumes in circulation today, usually an employer devotes less than 6 seconds to screening it. With that said, your resume must show the employer what you have done, how well you have done it and what you want to do...at a glance.

LENGTH

One-page resumes are generally best if you are just beginning your career. Two-page resumes are appropriate if you have a great deal of related experience. If you use two pages, make sure your name is at the top of the second page.

RESUME FORMATS

You can organize and emphasize your information in one of two basic formats. The most traditional is **CHRONOLOGICAL**. It is particularly appropriate if your most recent work and educational experience match closely with your career/job objectives. In this format, information is listed with your most recent job listed first, followed by the next most recent, and so on. Responsibilities and accomplishments are listed with each employer and position.

The **FUNCTIONAL** format is less frequently used and is most appropriate for people who do not have experience in their chosen field, such as new job seekers or career changers. It is designed to highlight specific "transferable" skills that would be useful to an employer, rather than focusing on your employment history. This type of resume organizes your accomplishments into categories (i.e. "Customer Service" or "Technical Skills" or "Leadership") that relate to the job you are seeking.

SECTIONS OF THE RESUME

HEADING

This section contains your name and contact information including your complete address, phone number(s), and email address. This section or the name can be in bold; the name can also be in a larger font.

OBJECTIVE [for students or recent graduates]. An **OBJECTIVE** Statement on a resume is still relevant for students and recent grads. For students or recent grads, an **OBJECTIVE** tells the employer at a glance what you want and what you can do. It also can show that you are focused. It should be brief and you should tailor it to fit the position you are seeking. Example: "Office Assistant Position where administrative support experience, computer skills and current education will benefit the organization."

SUMMARY

The **SUMMARY** section provides a snapshot of the skills, experience, and personality traits that you offer an employer. Rather than a "one size fits all approach," for best results you'll want to tailor this section to the type of position that you are targeting. List your skills and personal attributes (i.e. dependable, detail-oriented, 5 years customer service experience). Analyze your experiences and include the skills related to the position / career field that you are applying for, e.g., computer skills, language skills, etc. Students or recent graduates generally present this information in a bulleted style, while individuals with more experience generally use a paragraph style followed by an optional list of key skills or competencies.

Here are two examples:

Example 1 (for student or recent graduates)

OBJECTIVE An Addiction Counseling Assistant position that will utilize my recent education and experience

SKILLS AND QUALIFICATIONS

- Highly motivated, compassionate professional with excellent interpersonal skills.
- Adept at quickly establishing rapport and trust to build effective client relationships.
- Strong time management skills; able to effectively organize, prioritize and meet deadlines.
- Analytical and detail oriented, with excellent problem solving skills.
- Demonstrated cultural sensitivity and diversity awareness.
- Sound professional judgement and crisis management skills; maintains appropriate confidentiality.
- Accurate and comprehensive documentation and record keeping; proficient in MS Office.

Example 2 (for individuals with more experience)

Administrative Office Manager with 10+ years of experience supporting managers and executives in fast-paced environments. Highly organized with conscientious attention to detail. Strong customer focus; adept at quickly establishing rapport with others. Superior multi-tasking skills with ability to simultaneously manage multiple projects and schedules. Recognized for improving operational systems and processes. Advanced proficiency in MS Office (Word, Excel, Outlook, PowerPoint) and Publisher. Expertise includes:

Executive Correspondence
Meeting and Event Planning
Inventory Management

Staff Training and
Development
Vendor Relations
Records Management

Policies and Procedures
Scheduling
Database Administration

EDUCATION

Generally listed right after OBJECTIVE or SUMMARY section on resumes of students, new graduates and for those who have returned to school to change careers. However, once you have relevant work experience, EDUCATION can follow the EXPERIENCE section. This EDUCATION section should include: the name of the college or institution and its location (city, state). List first the most recent degree you have earned, along with your major, concentration or emphasis. If no degree was earned, still add your major or area of study. Including graduation date or anticipated graduation date is optional. Some omit the date if it shows too many years of experience. Include Honors and GPA, if strong (above a 3.0).

RELEVANT COURSE WORK (Optional)

Follows the EDUCATION section; appropriate for current students or recent graduates. List courses related to the field you are targeting. It would help to make the list using a two or three column table.

EMPLOYMENT EXPERIENCE

This section of your resume includes your work history. List the companies you have worked for, dates of employment (e.g., 2016-present), the titles/positions you held and a bulleted list of your achievements. Internships, volunteer work and temporary employment should also be included in this section. Use action verbs at the beginning of each statement. Emphasize your accomplishments and use measurements (50% increase, reduced to 30-days, etc.) to make your case whenever possible. Avoid "duties included" or "responsibilities included."

Creating Accomplishment Statements:

To stand apart from your competition, instead of listing your duties, you should compose bulleted accomplishment statements that describe *how well* you performed your duties. If you have no related work or internship experience, use class projects or volunteer experience to demonstrate your capabilities and accomplishments.

Begin by making a list of your proudest employment related or professional moments: Did you handle a major project? Train a new coworker? Eliminate a safety hazard? Achieve perfect attendance? Create something to make the work easier/ better? Begin each phrase with an action verb in the past tense (present tense for a current job), followed by a brief description of what you did and ending with the result.

These results should be stated in terms of how your work made a difference. Be specific and use numbers if possible to show how the **actions** you took (the steps or techniques you used) resulted in those results/benefits. Examples:

- Trained five new employees on restaurant operations procedures
- Recruited 25 members for a new student environmental organization
- Participated in a team that increased customers served by 30% in one year
- Reduced time spent on inventory by 20% by reorganizing supply storage
- Coordinated fundraiser for local shelter that raised more than \$5,000 and greatly improved community awareness.
- Reduced customer complaint rate from 15% to 1% by implementing job aid

OTHER OPTIONAL SECTIONS

The above categories are a foundation of your resume; however, there are many more possibilities:

- Clinicals (Under Education for Allied Health majors)
- Honors/Awards (Can be also be under Education)
- Certifications or Licensure (Can be combined with Education)
- Technical Skills
- Interests (if they support your field)
- Languages
- Memberships
- Training (Can be combined with Education)
- Volunteer Experience or Community Involvement

RESOURCES

To learn more about Career Services at LCCC call 440-366-4076 to schedule an appointment or go to <http://www.lorainccc.edu/careers> .

To find employment, an internship or co-op position, please register an account using the LCCC Career Link system (<https://www.collegecentral.com/lorainccc/>)

Here you can post your resume, look up employers and find specific open positions.

Other helpful sites to find resume, interview, job search advice and employment opportunities:

- OhioMeansJobs, <https://jobseeker.ohiomeansjobs.monster.com>
- Career Onestop, <http://www.careeronestop.org/>
- Monster Jobs, www.monster.com
- CareerBuilder, www.careerbuilder.com
- Career Board, www.careerboard.com
- Indeed, www.indeed.com
- Simply Hired, www.simplyhired.com
- Internships, <http://www.ohiomeansinternships.com/> and <http://www.neotalentexchange.com/>
- About. Com. <http://jobsearch.about.com>
- Quintessential Careers: <https://www.livecareer.com/quintessential>
- College Grad: <http://www.collegegrad.com>

RESUME DO'S AND DON'TS

RESUME DO'S

- Use high quality (one step above generic) white or off-white, 8.5x11 standard
- Use 11 or 12 pt. size and standard font, such as Arial or Times New Roman
- Make the resume neat, attractive and well organized for the eye—be sure there is enough “white space.”
- Use bulleted statements rather than lengthy paragraphs; makes your resume easier to read.
- Customize your resume to the job for which you are applying. Use key words similar to the job description or the company website.
- Stress accomplishments and quantify whenever possible.
- Be concise; avoid repeating the same information or same words over and over.
- Keep your resume up to date. When creating a resume, don't simply add new information to an old resume.
- Proofread carefully for grammar, spelling, punctuation. Typos create an unprofessional impression.
- Limit the experience on your resume to about 10-15 years (eliminates obsolete information or positions and reduces potential age discrimination)
- Limit your resume to no more than 1 or 2 pages. One page is fine if you have limited work experience.
- Put your name at the top of page two.
- Use strong action words.
- Spell out numbers under and including ten.

RESUME DON'TS

- Ø Staple your resume.
- Ø Use personal pronouns, I, my, we, etc...
- Ø Be cute or fancy when it comes to layout and presentation.
- Ø Use passive phrases, such as “responsible for.” Instead use action words.
- Ø Rely on another person to write your resume.
- Ø Use abbreviations, jargon, or acronyms that are not widely known and recognized.
- Ø Include the reasons you are no longer working at each job listed on your resume.
- Ø Mention salary.
- Ø Include references.
- Ø Include any information that could be perceived as controversial, such as religion, church or political affiliations.
- Ø Include information about hobbies unless they are directly related to your job search.
- Ø Include personal demographics (height, weight, marital status, etc.)
- Ø Include pictures.
- Ø Embellish – be truthful about your experience and accomplishments.
- Ø Be too brief. This is your chance to promote yourself and your value to your next employer.

Included with this packet are sample resumes that provide some ideas about how you might want to organize the “story” of your experience. A member of the Career Services staff would be happy to review your resume draft to help you be sure it is “on target” to help you get the job you want.

