WRITE THE RIGHT RESUME

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WHAT IS A RESUME?

A resume is a one or two page summary of your skills, accomplishments, experiences, and education designed to capture a prospective employer's interest. The purpose of a resume is to secure an interview. It is the primary tool of your job search and may take several drafts to prepare effectively. This booklet is designed to assist you by offering suggestions and guidelines for you to use as you construct, write and print your resume.

BUILDING AN EFFECTIVE RESUME

I. Self-Assessment

Before you can write an effective resume, you must first be able to identify your skills and abilities as well as your special needs relating to the work environment, salary, geographic location, and people environment. This step will help you to develop a career objective. The following exercises will help you identify some things about yourself, which you may want to express in your resume.

Self-Assessment Exercise

A. Circle at least 10 skills listed on pages 13-16 which you have developed in each of the following areas: Education/Work/Internships or Volunteer/Extracurricular. Use action words to develop one-liner summaries.

B. Circle each of the skills noted that you would like to use in your employment. Are there other talents you possess that you would like to use on the job? If so, add them to the list of circled skills. Now rank these skills in order of those you most want to use.

C. Make a list of what you consider to be great accomplishments in your life (refer to pages 17-23). What personal qualities helped you reach each goal?

II. Career Exploration

Collecting information regarding the required skills and qualifications of occupations, which interest you, is an extremely important step. This information will help you decide if and how these requirements relate to your own skills and needs. Using the books available at Columbia Basin College Career Center or making an appointment with a counselor can be helpful in identifying and exploring careers and can also help you in developing a career objective.

III. Writing The Resume

As you organize your resume, keep in mind the needs of the employer who will be reading it. Consider what he/she is looking for in a candidate and make it easy for the reader to pick out those skills by selecting appropriate categories, using underlining, boldfacing or capitalizing and presenting relevant experience and skill areas higher on the page.

Keep in mind the following suggestions as you begin developing your resume:

1. Sell yourself. Create a good first impression by highlighting skills and abilities appropriate to the position.

2. Use active language. Refer to our list of action words on pages 13-16 to spice up your resume. Articulate marketable skills acquired through your positions. Example: Salesperson, Smith Shoe Store, Portland, Maine. Assisted clients with selection of shoes, developed and promoted special marketing events, trained new employees, monitored cash, store increased in sales by 7 percent in six-month period.

3. Be consistent. Choose a pattern of spacing, an order of information presentation or a format of highlighting and be consistent throughout.

4. Use simple, clear language. Avoid long paragraphs, consider bullet statements. Omit all pronouns and unnecessary articles such as “a”, “an”, and “the”.

5. Make your resume graphically presentable. Headings, spacing, underlining, and bold type all add emphasis.

6. Present information in reverse chronological order within categories. List education and work experiences starting with the most recent first.

7. Check for grammar. Misspellings and poorly constructed sentences communicate negative impressions about a candidate. Be certain you have used consistent verb tense throughout the resume.

8. Ensure that your resume is neat and visually appealing. Choose high quality paper in off-white or other conservative colors. Have the final version professionally reproduced.

Employers only scan a resume, so organize your information effectively.
Impressions are made in the first five seconds**.**

MAKE YOUR RESUME UNIQUE

Feel free to develop your own categories to highlight your special relevant experiences and skills. It is frequently useful to separate your related or professional experiences from your other work experience by creating separate categories for these content areas. In this way, you can call more attention to your relevant skills by putting them in categories closer to the top of the resume so they are read first.

Here Are Some Examples:

- Related Experience
- Student Teaching Experience
- Experience With Children
- Related Courses (school or college)
- Community Volunteer Work
- Workshops & Conferences Attended
- Technical Skills
- Special Skills
- Computer Skills
- Certificates
- Travel
- Leadership
- Accomplishments
- Professional Memberships
- Military Experience
- Language Proficiencies
- Additional Information
- Summary of Skills

In place of related experience you might wish to indicate your field of experience in the category heading.

Examples: Business Experience, Engineering Experience, Human Services Experience, Sales Experience, etc.

RESUME CONTENT AREA

The following categories can be used as guidelines to assist you in organizing a resume. In constructing a rough draft, do not be concerned with length. Remember, categories may be omitted or added in later revisions. There is no absolute correct way to organize your resume. Creativity is encouraged. The following are descriptions of the basic categories of the standard resume:

Name, Address and Telephone:

Present yourself with the name you use in your personal and business life (nicknames should be avoided). If you have a campus address that does not apply during vacations or after graduation, you should present both a college and permanent address. Use your parents' home address, a post office box, or someone who will know where to contact you at all times. Also, always include phone numbers with area codes. If you do not have an answering machine, leave a message number where you can be reached. If you have an email address, you might want to include that as well.

Objective or Profile:

The objective is one of the most important parts of a resume and should not be overlooked. It informs potential employers that you are moving in a certain direction, relates your work preference(s), and serves as a focal point from which to review and analyze your resume. It should be brief, clearly stated, and consistent with the accomplishments and demonstrated skills as documented on your resume. If you are considering more than one professional goal, you should consider developing more than one resume, each presenting a different objective.

Example:

- Position utilizing my education and skills in computer science.
- Position within a financial institution requiring strong analytical and organizational skills.

The profile is an alternative to an objective statement. It gives you the opportunity to present your strengths at the very beginning of the resume.

Example:
Profile Marketing...Finance...Management

- Eager to contribute to the growth of a progressive company with quality products or services.
- Qualified by business education, customer service and administrative experience.
- Professional appearance and advanced interpersonal communication.
- Highly motivated, strong work ethic; available as needed for training, travel, overtime, etc.
- Financed 80% of college tuition and expenses; additional 20% through scholarships.

In writing the major areas of your resume, it is important to emphasize your abilities and accomplishments more than past duties. You may also want to indicate how well you performed. This will help infuse personal qualities such as character and personality into your resume.

Education:

This category is particularly important if you have not had a great deal of work experience. Remember, your most recent educational experience should be listed first.

Include your degree (A.A.S, A.S., A.A., B.S., B.A., etc.), major, institution(s) attended, date of graduation, minors or concentrations, and any special workshops, seminars, related coursework or projects. A G.P.A. of higher than a 3.0 (either overall G.P.A. or G.P.A. in major) should also be noted here.

Work Experience:

Many students have limited paid work experience, but have been involved in volunteer, internship, practicum or student teaching work experiences. The important point to the employer is what your skills are and what you can do on the job. Be sure to include all significant work experience in reverse chronological order.

- You should include: (1) the title of your position, (2) name of organization, (3) location of work (town, state), and (4) dates (ex. Summer 1994; 1994-95 academic year).
- You should describe your work responsibilities with an emphasis on achievements using action words to communicate your skills. List the most important and related responsibilities first.
- Identify the most relevant work experiences and describe them fully. Be brief with the irrelevant experiences or omit them. It is sometimes useful to divide your work experience into two categories: Relevant Experience and Other Experience.
- You may want to add that work was performed to earn a certain percent of college expenses. Example: Earned 75% of college expenses through the following part-time jobs.

Additional Information:

This category is useful for displaying information that doesn't fit in any other category. Although Interests, Computer Knowledge, Activities, Qualifications, Skills and Abilities can be separate categories, especially if they are very strong, they can be listed here as well. Languages spoken, or any extra, relevant bit of information can be placed here as well.

- **Interests:** This is sometimes used to evaluate your suitability to a geographic area or to understand your "personality type". Include this section if you have available space. Include social or civic activities, health and fitness or sports activities, or hobbies which indicate how you spend your leisure time. Activities related to your employment goals are worth noting.

- **Computer Knowledge:** If using computers is a necessary skill for the job you are seeking, be sure to highlight your knowledge in this section. Example:
    - Software: Lotus, dBase III, WordPerfect 5.1, Microsoft Word, Excel, SAS, Real World Accounting
    - Hardware: IBM 3090 Mainframe, AT&T 386, IBM PC, Macintosh

- **Activities, Qualifications, Skills & Abilities:** These are also important categories to include. If the activities involved work responsibility, note it in some detail. The employer is interested in the skills you have developed whether through volunteer or paid experiences. If you were elected to offices or committees, mention it.

References:

Be sure to ask individuals if they would be willing to be a reference for you prior to mentioning their names to prospective employers. Names of individuals are not usually listed on the resume (unless there is space available at the end), but you should prepare a typed list of three references to provide at the interview. This list should include name, title, employer, address, business and home telephone number. You may also state at the bottom of your resume "References furnished upon request." Be sure to include your name at the top of the page in case it becomes separated from your resume.

RESUME WORKSHEET

Complete each section, as you want this information to appear on your resume. Be complete but brief. Do not use abbreviations unless necessary. Emphasize your accomplishments and skills that are directly related to the job you want. Use a pencil to allow for changes later. Use additional paper as needed.

OBJECTIVE
Explain what job, position or career you want:
_____

IDENTIFICATION
Full Name: _____
Address: _____
City: _____ State: _____ Zip Code: _____
Home Phone Number: (_____) _____
Alternate Phone Number: (_____) _____

EDUCATION & TRAINING
Begin with your most recent education or training. Look for the best way to display your educational experiences; usually, that will be a listing of the one or two schools where you did the work, which led directly into the career you are in or the programs where you received your most important, or most impressive-sounding training.

School Name: _____
City: _____ State: _____
List degree, certificate or diploma received: _____
Major(s): _____ Minor(s): _____
Grade point average if 3.0 or higher: _____
Related activities and accomplishments: _____
_____

School Name: _____
City: _____ State: _____
List degree, certificate or diploma received: _____
Major(s): _____ Minor(s): _____
Grade point average if 3.0 or higher: _____
Related activities and accomplishments: _____
_____

WORK EXPERIENCE

Begin with your most recent experiences and work back in time. Spend more space to recent job(s) that are more relevant to support the job you want now. (You can list any work study, internships, and volunteer work here).

Current or Most Recent Job:
Name of Organization: _____
City: _____ State: _____
Date you started: _____ Date you ended: _____
Job Title: _____
Job Description: (Tell what you did, as clearly and exactly as you can. Emphasize results and accomplishments).
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

Next Job:
Name of Organization: _____
City: _____ State: _____
Date you started: _____ Date you ended: _____
Job Title: _____
Job Description: (Tell what you did, as clearly and exactly as you can. Emphasize results and accomplishments).
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

Next Job:
Name of Organization: _____
City: _____ State: _____
Date you started: _____ Date you ended: _____
Job Title: _____
Job Description: (Tell what you did, as clearly and exactly as you can. Emphasize results and accomplishments).
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

Next Job:
Name of Organization: _____
City: _____ State: _____
Date you started: _____ Date you ended: _____
Job Title: _____
Job Description: (Tell what you did, as clearly and exactly as you can. Emphasize results and accomplishments).
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

PERSONAL INFORMATION

Include any special skills, attributes, hobbies or other information that support your job objective but don't fit elsewhere.

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

REFERENCES

Full Name: _____
Address: _____
City: _____ State: _____ Zip Code: _____
Phone Number: (_____)_____

Full Name: _____
Address: _____
City: _____ State: _____ Zip Code: _____
Phone Number: (_____)_____

Full Name: _____
Address: _____
City: _____ State: _____ Zip Code: _____
Phone Number: (_____)_____

RESUME TUTORIAL

- In today's competitive job market, companies are flooded with resumes and cover letters for a finite number of openings.
- Typically, employers will spend only 5 to 20 seconds on each resume.
- The resume is the employer's tool for eliminating candidates rather than the candidate's tool for gaining access to the company.

MARKETING YOUR SKILLS

- Think of your resume as a sales tool.
    - Your resume should not summarize your job responsibilities
    - Focus on your accomplishments and contributions
- Recognize your competition may have a similar work history or education
- Emphasize your successes and unique strengths

WHAT EMPLOYERS LOOK FOR IN A RESUME

- Employers prefer one-page resumes.
- Your resume should appear neat, organized, and error-free.
- Use a style that quickly conveys your past performance and future capabilities related to the job.

CHOOSING A FORMAT

- Carefully select your resume format.
- The wrong format can greatly diminish your chances of landing an interview.
- There are three accepted resume formats:
    - Chronological
    - Functional
    - Chrono-functional

RESUME FORMATS

- Chronological
    - Focuses on employment history and education.
    - Work experience and education are listed in reverse chronological order.
- Functional
    - Emphasizes skills and qualifications
    - Employment experience and education are downplayed, if not omitted.
- Chrono-functional
    - Emphasizes both skills and employment experience equally.

GENERAL GUIDELINES FOR RESUME STYLE

	Chronological	Functional	Chronofunctional
Strong employment history	*		
Strong educational history	*		
Changing Industries		*	
Frequent job changes		*	
Strong skills & work history			*
Strong education & some work history	*		
Returning to the workforce (at-home parents)		*	
Moving up the career ladder	*		

Chronological
see chart

- Most common resume format.
- Best for individuals with a solid work history.
- Effective for people staying within the same field.
- Appropriate for recent college graduates.
- Most preferred by employers.

Chronological: Recent College Graduates
see chart

- Recent college graduates.
    - list education first.
    - follow education with relevant work experience.
    - include part-time and summer positions, volunteer work, and internships.

Functional

- Least common resume format.
- Best for individuals with a weak employment history.
    - frequent job changes.
    - at-home parents returning to the work place.
- If included, employment and education are listed briefly.
- A good choice for career changers.
- Least preferred by employers.

Chrono-functional

- An increasingly popular choice.
- Highlights marketable skills and abilities at the top of the resume.
- Allows for detailed descriptions of employment and educational background.
- Preferred by employers over the functional resume.

RESUME FORMATTING

- Body text should be in standard font. (Example: Times New Roman 12 point).
- Use italics only to highlight a particular aspect of an accomplishment (i.e. sales, costs, etc). Headers should use a Sans Serif font (Example: Helvetica 12 point).
- Use bold or underline to emphasize a header; do not use them together on one word. Example: (Objective)

PAPER AND ENVELOPES

- Standard office paper is acceptable for most positions. (Example: 20-pound bond).
- Color and texture should match.
- Color should be conservative such as off-white or other conservative colors.
- Never staple or fold your resume.
- Check out your local office supply store for paper, envelopes, and folders.

PRINTERS

- Laser printers can provide high quality resumes.
- Inkjet is an inexpensive solution which provides near laser quality.
- Dot matrix is dated and does not provide adequate quality for a resume.

EDITING TIPS

- When printing copies, check print quality for bleed, jagged or crooked edges and overall readability.
- After running a spell checker, visually edit the resume.
- Give it to three friends or family members to review and edit.
- If possible, have a hiring manager who works in your field of interest review the resume for content and structure.

SUMMARY

- The resume is your sales tool.
- Stress your accomplishments.
- Proof! Proof! Proof!

RESUME CRITIQUE

For your resume to be in perfect condition, you should be able to answer "yes" to all of the following questions.

1. Does the resume include name, address, and phone number?
   Yes_____ No_____

2. Is the style of resume the best choice possible for you and your skills?
   Yes_____ No_____

3. Is the resume attractive? Spacing, heading, bolding, margins, etc.?
   Yes_____ No_____

4. Is the resume suitable to the job applied for?
   Yes_____ No_____

5. Does the employer see applicant's strengths immediately?
   Yes_____ No_____

6. Is the resume void of unnecessary pronouns and sentences?
   Yes_____ No_____

7. Does the resume use action verbs?
   Yes_____ No_____

8. Is the resume limited to one or two pages?
   Yes_____ No_____

9. Does the resume stick to the facts and detour from providing unnecessary information?
   Yes_____ No_____

10. Are the headings and margins consistent?
    Yes_____ No_____

11. Is the verb tense consistent throughout the resume?
    Yes_____ No_____

12. Is the resume error-free? Typing, spelling, punctuation, grammar, etc.?
    Yes_____ No_____

13. Is the resume free from unnecessary abbreviations or acronyms that should be written out?
    Yes_____ No_____

TRANSFERABLE SKILLS – ACTION WORDS

accomplished	constructed	foresaw	monitored	screened
accounted for	continued	formulated	motivated	sent
achieved	continued	found	moved	showed
acquired	controlled	forwarded	negotiated	smoothed
adjusted	convinced	fostered	netted	spearheaded
administered	coordinated	gathered	observed	started
advised	corrected	gained	ordered	streamlined
aided	counseled	graded	organized	studied
analyzed	counted	greeted	opened	summarized
anticipated	created	grossed	operated	surmounted
applied	critiqued	guided	oversaw	scrutinized
appointed	decided	handled	paid	selected
appraised	defined	helped	participated	served
arranged	delegated	highlighted	perceived	shipped
assessed	delivered	housed	performed	sifted
assisted	demonstrated	hunted	persuaded	simplified
assumed	designed	identified	pioneer	solved
assured	determined	implemented	placed	sought
attended	developed	improved	planned	specified
authorized	devised	included	played	spoke
awarded	diminished	incorporated	prepared	stated
began	directed	increased	presented	stopped
boosted	discovered	indicated	processed	strengthened
bought	drafted	initiated	produced	stripped
briefed	dramatized	innovated	profited	submitted
brought	earned	inspected	programmed	suggested
budgeted	edited	instructed	projected	supervised
built	educated	interviewed	promoted	supported
calculated	elected	introduced	proved	surveyed
catalogued	employed	joined	purchased	targeted
caused	encouraged	kept	qualified	taught
changed	enjoyed	labored	ran	tested
checked	enlarged	launched	rated	toured
chose	ensured	lectured	realized	tracked
classified	entered	led	received	trained
closed	established	licensed	recognized	transformed
combined	evaluated	located	recommended	translated
communicated	executed	looked	reduced	traveled
compared	expanded	made	reported	tutored
completed	expedited	maintained	researched	typed
composed	explained	managed	returned	uncovered
conceived	familiarized	maximized	revealed	updated
concluded	filed	met	reviewed	won
conducted	financed	modified	revised	wrote

FUNCTIONAL / TRANSFERABLE SKILLS

COMMUNICATION & PERSUASION
Exchange, transmission and expression of knowledge and ideas
writing
verbal communication
listening
training
selling ability
language
interviewing
asking questions
making presentations
negotiating
thinking on one's feet
conversational ability
dealing with public
public speaking
teaching

ORGANIZATION MANAGEMENT
Direct and guide a group in completing tasks and attempting goals
problem-solving
time management
decision-making
leadership
meet deadlines
supervision
ability to motivate
organization
coordination
ability to put theory into practice
ability to delegate
apply policies
give directions
assume responsibility
interpret policies
set priorities
administration

INFORMATION MANAGEMENT
Arrange and retrieve data, knowledge and ideas
math skills
organize information
information management
record-keeping
attention to detail

DESIGN & PLANNING
Imagine the future & describe a process for creating it
anticipate problems
plan
conceptualize
design programs
anticipated consequences
recruit new ideas
visual thinking

FUNCTIONAL /TRANSFERABLE SKILLS

SELF-MANAGEMENT

Personal style & appearance

assertive
professional
motivated
energetic
flexible
adaptable
articulate
confidant
creative
dependable
enthusiastic
patient
responsible
ambitious
independent
persevering
inquisitive
sincere
determined
efficient
alert
clearheaded
discipline
neat
sense of humor
stable
thick-skinned
versatile

Interpersonal style

tactful
outgoing
friendly
cooperative
compatible
responsive
hospitable
charismatic
thoughtful
even-tempered
handles difficult situations
helpful
inspires participation
inspires confidence
presence
understands people

ATTITUDE

Towards self: characteristics of general outlook, personal values, goals, motivation

positive
mature
open minded
realistic
idealistic
objective
professional
willing to learn

WORK HABITS

Characteristics of work performance, work orientation

understands teamwork
precise
handles pressure/stress
handles conflict
self-directed
understands work environment
accepts criticism
adheres to schedule
follows through
handles setbacks well
makes extra effort
takes risks
task oriented
good judgement
generates ideas
gives others credit
goals and result oriented

productive
punctual
takes initiative

SELF MANAGEMENT

Self-Management skills are consistent and characteristic ways you have adapted to demands made upon you. They are acquired through early learning and reinforced through your experience.

adventures
alertness
assertiveness
astuteness
attention to detail
awareness
authenticity
bravery
calmness
candor
cheerfulness
concern for others
cooperation
courage
concentration
curiosity
decisiveness
dynamism
eagerness
easygoing
emotional stability
enthusiasm
firmness
flexibility
friendliness
generosity
good judgement
helpfulness
honesty
initiative
kindness
loyalty
open-minded
optimism
orderliness
patient
persistence
performing well under pressure
poise
politeness
potential for growth
punctuality
reliability
dependability
resourcefulness
reverence
self-control
self-confidence
self-reliance
self-expression
sense of humor
sincerity
spontaneity
tactfulness
thrift
thoroughness
tolerance
trustworthiness
versatility

ACCOUNTING / BOOKKEEPING SAMPLE SENTENCES

Bookkeeping

- Managed general office, reception and bookkeeping functions to support staff of _____.
- Managed general ledger and subsidiary journals for firm with sales of $ _____ annually.
- Oversaw all bookkeeping functions through financial statement.
- Tracked cash receipts and disbursements for corporation with sales of $ _____ annually.
- Maintained A/R, A/P, and billing for over _____ accounts.
- Processed biweekly payroll and calculated salesmen's commissions for staff of _____.
- Consulted management in budgeting, forecasting, portfolio and fixed asset analysis.
- Prepared and filed quarterly reports, state, and federal taxes.
- Oversaw personnel administration, benefits and union contracts for _____ employees.
- Worked with auditors verifying all accounting records.

Purchasing

- Purchased $ _____ annually in capital equipment and inventory.
- Negotiated and managed purchase agreements valued up to $ _____ per contract.
- Developed and maintained database for over _____ vendors.
- Tracked purchase orders for department with sales of $ _____ annually.
- Approved invoicing for _____ departments with sales in excess of $ _____ monthly.

Credit Management

- Managed credit application and approval for client base for over _____ customers.
- Authorized to set up new accountants or extend credit to $ _____.
- Increased bad debt collections by $ _____ annually.
- Oversaw billing for _____ accounts with sales in excess of $ _____ annually.

Supervision

- Supervised and trained staff of _____ accounting and clerical personnel.
- Coordinated workflow for _____ departments comprised of _____ employees.

Computer Conversion

- Implemented conversion of manual system to _____ automated system.
- Utilized Lotus and Excel to prepare financial and forecasting reports.

ADMINISTRATIVE ASSISTANT SAMPLE SENTENCES

Bookkeeping

- Managed office, reception and bookkeeping functions to support staff of _____.
- Coordinated order administration for department with sales of $_____ annually.
- Managed marketing and administrative projects to support President and sales staff.
- Oversaw administration of department producing _____ documents annually.
- Developed forecasts and expense reports to track annual budget of $ _____.
- Oversaw personnel administration benefits and contracts for _____ employees.

Secretarial

- Provided administrative support to executive staff, for this $ _____ corporation.
- Prepared proposals and contracts for projects valued on excess of $ _____.
- Coordinated conferences, reservations, and luncheons for up to _____ attendees.
- Purchased $ _____ annually in capital equipment and inventory.
- Recorded confidential meeting minutes for the president and board members.

Reception/Customer Service

- Managed front office administration to support _____ departments.
- Processed over _____ calls daily, while managing _____ incoming lines.
- Handled _____ line phone system, transferring calls to _____ extensions.
- Processed work orders for department with sales of $ _____ annually.
- Utilized computerized system to maintain database of _____ customer accounts.
- Dealt with _____ customers daily, resolving problems and promoting public relations.

Computer

- Utilize MS Word and Lotus to process correspondence, reports and spreadsheets.
- Processed computerized billing for _____ customers.

Supervision/Training

- Trained clerical and temporary staff in office procedures and computer applications.
- Supervised and delegated workflow to staff of _____ office and accounting clerks.

CASHIERING/CUSTOMER SERVICE/RETAIL SALES SENTENCES

Cashiering

- Over ___ years experience utilizing manual and computerize systems.
- Handled up to $____ monthly, consistently balancing till to the penny.
- Dealt with up ____ customers daily, handling over $____per month.
- Accounted for up to $_____ per day, making all safe drops and bank deposits.
- Approved checks and charges for up to ____ accounts daily.
- Managed front counter sales generating revenues in excess of $____ annually.
- Handled multi-line phones, taking and processing _____ orders daily.

Merchandising

- Managed inventory for____ square foot department.
- Stocked and priced merchandise for _____ department.
- Verified and approved invoicing; and signed for orders.
- Purchased up to $_____ in merchandise on a monthly basis.
- Increased sales approximately $_____ by setting up innovative displays.
- Developed good rapport with approximately____ vendors.
- Analyzed sales and marketing trends to purchase seasonal merchandise.

Facility Management

- Opened and closed facility with sales in excess of $_____.
- Authorized to carry all keys with access to safes and personnel records.
- Maintained building security and implemented safety procedures.
- Managed set-up of equipment and inventory for each shift.
- Reduced losses by _____ % through implementation of theft control measures.

Supervision

- Hired and supervised staff of up to ____.
- Trained employees in cashiering, customer service, and inventory procedures.
- Served as Lead Trainer to crew of _____.
- Conducted performance evaluations and recommended salary levels.
- Coordinated workflow for _____ departments.
- Scheduled _____ rotating shifts and hours for __ employees.

CLERICAL/GENERAL OFFICE/RECEPTION/SECRETARIAL SENTENCES

Administration

- Managed front office and bookkeeping functions to support staff of _____.
- Coordinated order administration for department with sales of $ _____ annually.
- Managed marketing and administrative projects to support president and sales staff.
- Oversaw administration of department producing _____ documents.
- Developed forecasts and expense reports to track budget in excess of $ _____.
- Oversaw personnel administration benefits and contracts for _____ employees.

Secretarial

- Provided administrative support to executive staff, for this $ _____ corporation.
- Prepared proposals and contracts for projects valued in excess of _____.
- Coordinated conferences and luncheons for up to _____ attendees.
- Purchased $ _____ annually in capital equipment and inventory.
- Recorded confidential meeting minutes for the president and board members.

Clerical / General Office

- Maintained files and documents to support _____ departments.
- Opened and distributed mail to support staff of _____ employees.

Reception/Customer Service

- Managed front office administration to support _____ departments.
- Processed over _____ calls daily, while managing _____ incoming lines.
- Handled _____ line phone system, transferring calls to _____ extensions.
- Processed work orders for department with sales of $ _____ annually.
- Utilized computerized system to maintain database of _____ customer accounts.
- Dealt with _____ customers daily, resolving problems and promoting public relations.

Computer

- Utilized MS Word and Lotus to process correspondence, reports and spreadsheets.
- Processed computerized billing for _____ customers.

Supervision/Training

- Trained clerical and temporary staff in office procedures and computer applications.
- Supervised and delegated workflow to staff of _____ office and accounting clerks.

INSIDE/OUTSIDE SALES SAMPLE SENTENCES

Inside Sales

- Handled up to _____ calls daily, generating sales in excess of $_____ monthly.
- Managed/developed key accounts including: _____,_____,_____ , and _____.
- Negotiated individual sales in excess of $ _____.
- Calculated material requirements and verified delivery dates.
- Expedited orders with manufacturers and production department.
- Developed proposals for projects in excess of $ _____.
- Processed orders for over _____ monthly sales transactions.
- Position required strong mathematical, problem solving and negotiation skills.
- Possessed extensive knowledge of freight forwarding methods and pricing.
- Increased sales by _____ % by maintaining projected profit margins.
- Coordinated order requirements with _____ departments.
- Maintained current catalog and pricing information from over _____ vendors.
- Increased repeat sales through creative design and scheduling solutions.
- Managed projects in excess of $ _____ annually.
- Utilized computerized parts tracking systems to schedule and coordinate work orders.

Outside Sales

- Developed _____ territory covering _____ states and generating $ _____ annually.
- Managed key accounts including _____,_____,_____,_____, and _____.
- Developed corporate proposals for individual contracts in excess of $ _____.
- Increased sales by _____ % through cold calling, networking and lead development.
- Increased sales of major accounts up to _____% through add-on sales.
- Developed client list and direct marketing literature which increased leads by ___%.
- Provided technical training to groups of up to _____ customers and vendors.
- Awarded for highest closing ratio competing with _____ sales representatives.
- Selected as Sales Trainer for staff of _____ sales representatives.
- Recognized as “Corporate Sales Leader” for winning company’s largest account.
- Achieved highest percentage in increased sales by utilizing “Value Added Selling.”
- Exceeded and consistently met all sales quotas.
- Recognized for excellent territory and time management skills.
- Increased sales by monitoring and improving quality of finished products.

SHIPPING/RECEIVING/DRIVING/WAREHOUSE SAMPLE SENTENCES

Shipping & Receiving

- Processed up to _____ orders for department with sales of $_____ annually.
- Prepared all invoicing, freight forwarding and packing slips.
- Utilized computerized system to verify and pull inventory.
- Pulled parts and prepare parts kits to support_____ departments.
- Coordinated with_____ departments to expedite and prioritize orders.
- Verified invoicing for $_____ worth of products shipped on a monthly basis.
- Controlled and tracked an in-house inventory of $_____.

Truck Driving/Equipment Operation

- Forklift Certified - 3 years with excellent safety record.
- Extensive experience operating forklifts, pallet jacks and pneumatic ladders.
- Over _____ years experience as a commercial driver with _____ ratings.
- Heavy equipment operation includes _____, _____, _____.
- Delivered up to _____ loads daily throughout the _____ area.
- Experienced delivering loads in excess of $_____, in high-value products.
- Proven history of accuracy and detail in completion of paperwork.
- Coordinated with in-house departments and customers to meet delivery deadlines.

Warehouse

- Purchased up to $_____ in annual inventory and supplies.
- Maintained contact with approximately _____ vendors.
- Controlled quality of $_____ in monthly shipments.
- Managed _____ square foot warehouse and control $_____ of inventory.
- Coordinated with _____ departments to maintain inventories and process orders.
- Prepared over _____ customer orders on a daily basis.

Assembly /Fabrication

- Fabrication experience includes tooling, die cutting, and vacuum forming methods.
- Performed light machining to trim metal products.
- Read blueprints and drawings to meet product specifications.
- Controlled approximately _____ documents on a monthly basis.
- Produced blueprints and schematics to support _____ departments.

SAMPLE SENTENCES FOR ANY POSITION

Communication/Interpersonal Skills

- Background demonstrates proven organizational and communication skills.
- Proven history as a team-player, motivating others to meet corporate objectives.
- Excellent interpersonal, verbal and written skills.
- Able to manage projects and support top executive staff.
- Prepared and edited company newsletters and promotional materials.
- Strong mathematical, spelling, and grammatical skills.
- Learned technical information quickly – strong self-learner.
- Able to teach myself by reading manuals and performing "hands-on" work.
- Served as liaison between management, customers and staff.

Organizational and Problem Solving Skills

- Able to handle challenges – with proven history of increased productivity.
- Coordinated a variety of tasks in stressful, and fast-paced environments.
- History of flexibility – being able to handle constant change and interruptions.
- Able to prioritize and operate proactively.
- Self-starter, who learns quickly and applies individual initiative to get the job done.
- Very detail oriented with excellent analytical and project tracking skills.
- Recognized for ability to juggle multiple tasks and meet deadlines.
- Strong problem solver who is resourceful to work independently.

Customer Service

- Dealt effectively with a diverse clientele while solving problems.
- Able to promote public relations while dealing with irate or difficult customers.
- Dynamic, outgoing individual able to develop strong rapport with customers.
- Customer service skills have resulted in increased sales and referrals.

Supervision & Training

- Hired, trained and supervised administrative staff.
- Cross-trained clerical staff in reception and general office procedures.
- Conducted performance evaluations and made salary recommendations.

EMPLOYMENT LETTERS

During a job search you will need to use employment letters. Listed below are the main types of letters and their purpose.

Cover Letter

Always accompanies your resume. It is sent to prospective employers as a letter of application or a letter of inquiry.

A) Letter of Application – used when your are applying for a specifically advertised employment position which is currently available.

B) Letter of Inquiry – used when you are inquiring whether or not an employer has a job opening which would utilized your skills.

Follow-up/Thank you Letter

Should be sent as a follow-up to thank the person(s) who interviewed you. This letter is used to include any additional, relevant information forgotten in the interview. This is a good business courtesy practice and helps the interviewer(s) remember you for that particular position.

Acceptance Letter

Should be sent when you are offered a position and you accept it. This lets the employer know when you can begin working and that you are looking forward to joining the company.

Declining/Rejection Letter

This is written when you are offered a position and you do not want to accept it. You thank the employer for the offer. You do not need to go into detail as to why you are declining the position.

THE COVER LETTER

An important tool in your job search is the cover letter that accompanies your resume. A cover letter is a way of introducing yourself and your resume in order to get an interview. This may be the first contact you have with the potential employer, so the selling of YOU begins in this letter. The purpose of a cover letter is to establish a personal introduction to the person who can make the hiring decision, conveying your ability to be of value to his/her organization in specific areas.

This requires you to:

1) Obtain the name and title of the individual in charge of the department or function in which you want to work. You can usually accomplish this by simply calling the company and asking for such information (along with the correct spelling). Express that you have some information to send and you want to make sure it gets in the right hands.
2) Know something about the organization. You may need to do some research. The internet is a great place to find information on companies.

The emphasis of your cover letter should be centered on how your skills can be value to the potential employer NOT on what you are asking from them.

In closing your cover letter, be sure to ask for an interview. This will make it easier and natural to follow-up with a telephone call.

WRITING THE COVER LETTER

Creating a positive impression takes care and research. Here are some guidelines for writing your cover letter.

1) The first 20 words are important and should focus the reader's attention.

2) Use simple language grammar and spelling, and correct business format. Avoid over-used phrases. Be correct and natural.

3) Keep it short. Your resume is the primary introduction tool.

4) Describe yourself in terms of the contributions you can make to the employer, not what you can get. Give it a personal touch by pointing out some aspect of your background or resume relates to the organization concerns, or include some comments that show you are knowledgeable about the organization and its product or service.

5) Do NOT reproduce cover letters. A complete original should be sent to each individual.

ADDITIONAL GUIDELINES FOR THE COVER LETTER

First Paragraph

In your initial paragraph, state the reason for the letter, name the specific position or type of work for which you are applying, and indicate from which resource (placement center, news, media, friend, employment service) you learned of the opening.

Second Paragraph

Indicate why you are interested in the position, the company, it's products or services – above all, what you can do for the employer. If you are a recent graduate, explain how your academic background makes you a qualified candidate for the position. If you have some practical work experience, point out your specific achievements or unique qualifications. Try not to repeat the same information the reader will find in the resume.

Third Paragraph

In the closing paragraph, indicate your desire for a personal interview and your flexibility as to the time and place. Repeat your phone number in the letter and offer any assistance to help in a speedy response. Make sure to include a short concise statement expressing your appreciation for the consideration of your job inquiry.

Example of Cover Letter

May 20, 1998

Ms. Judy Smithfield
Human Resources Department
Excel Products, Inc.
3234 Noon Boulevard
Washington, D.C. 23343

Dear Ms. Smithfield:

I am responding to the Associate Manager Trainee position that was advertised in the Washington Daily newspaper on May 19, 1998.

Presently, I am completing an Associate of Arts Degree in Business Management at Tosome Community College. Through my studies, I have gained a broad knowledge of business, accounting, sales, and personnel relations. I have also successfully worked in several part-time customer service positions. I believe my education and experience make me highly qualified to assist your company in reaching its objectives now and in the future.

The enclosed resume will tell you more about my qualifications. I would like the opportunity to meet with you to discuss how I can help meet your company's needs. I will contact your office on May 30, 2006 to see if we can arrange an interview at your convenience. If you need to reach me before then, my home number is (301) 555-4356.

Thank you for your time and consideration, and I look forward to meeting with you.

Sincerely,

(Written Signature)

Samuel U. Rightone
321 Write Street
Vancouver, WA 98902

Enclosure **(DON'T FORGET TO ENCLOSE YOUR RESUME)**

Thank You for Interview

Date

Your name
Your address
Your phone number

Person who interviewed you
Company Name
Address

Dear Mr./Mrs./Ms. (person who interviewed you):

I appreciate the opportunity to talk with you on (Date). The information you shared with me about (Company Name) was excellent and I am excited about the possibility of applying my education and experience to the position we discussed.

Thank you again for your time and consideration. I look forward to hearing from you soon.

Sincerely,

(Written Signature)

Your name typed

Letter of Acceptance

Date

Your name
Your address
Your phone number

Name of person who assisted you
Company Name
Address

Dear Mr./Mrs./Ms. (name of person who assisted you):

I am very pleased to accept your offer (State offer) as outlined in your letter of (Date). (Include all details of offer-location, starting salary, starting date, etc/)

(Mention enclosures, applications, resume, employee forms, or other information, and any related commentary).

I look forward to meeting the challenges of the job and becoming a part of the team.

Sincerely,

(Written Signature)

Your name typed