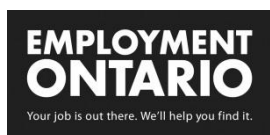


CREATE YOUR RESUME 2019 VERSION



What is a resume?

A resume is a well-organized presentation of relevant information and accomplishments specifically targeted to your career objective.

It is a screening device to determine whether your skills, qualifications, and experience match the employer's requirements. It should effectively identify and communicate specific contributions you can make and results you can produce. You need to make your resume make you stand out from everyone else. The purpose of a resume is not to get you the job, but to get you an interview.

Parts of a Resume:

- 1. Contact Information:** Name, Address (Optional – but usually construction/landscaping companies want to know that you live close to ensure that you will make it to the job site on time), Telephone Number (Home and Cell), **Professional** E-mail Address (If you have a LinkedIn profile, you might consider adding the link to this in order to provide an employer with more information about you.)
- 2. Branding Statement:**
What is a branding statement? Your professional branding statement communicates the essence of who you are in the workplace.
Professional branding statements explain:
Your specialty — who you are, your service — what you do, your audience — who you do it for, your best characteristic — what you're known for
This is what makes you stand out from other candidates applying for the same job.
- 3. Summary of Qualifications:** Employers do not have time to read a resume top to bottom to determine your experience, qualifications, and skills. Highlights of Qualifications is a concise summary of experience, areas of expertise, technical or professional skills, traits and distinctions that qualify you for a targeted position. It emphasizes key information detailed in the body of the resume. It should not be more than 6-8 bullet points – remember this is a summary of your “selling points”.
- 4. Education and Training:**

List your highest level of education first, including name of institutions, location and date (if recent). Record degrees, diplomas, certificates, workshops, and seminars attended.
List any awards or achievements, as well as courses and training, after your formal education. Write down the names and dates of these achievements.
High school education is shown if there is no post-secondary training indicated. If your education is more than 15 years old, **DO NOT** put in the years. You do not want an employer to think you are too old and therefore cannot do the job.
- 5. Work Experience:**

List in reverse chronological order, with most recent first, stating the company name, position title, duration of time, and duties and accomplishments, for each of your current and/or previous jobs. Use action verbs. Consider all the work you have done over the years, whether paid or unpaid. Recall and record meaningful extra-curricular activities, community work and volunteer work.

Common Resume Formats:

Chronological Resume: Chronological is the traditional resume format. List your work experience beginning with the most recent in chronological order. The chronological resume emphasizes your employment experience and job duties. Employers look for sequences that demonstrate jobs of increasing responsibility.

Best used by someone if....

- Most of your experience has been in one field
- You have no large employment gaps
- If you plan to apply for a job in the same field
- If your employment history shows a clear progression in position and responsibility

Functional Resume: The functional resume format emphasizes the importance of achievements and skills under specific categories rather than sequential work history.

Best used by someone if....

- You have employment gaps
- You have little work experience
- You are changing careers and wish to emphasize your transferable skills
- You have worked at the same job and/or same company for many years

Combination Resume: This format combines elements from both a chronological and a functional resume. A combination format begins by emphasizing your achievements and skills, followed by a short employment history section. The first section is functional. It focuses on your transferable skills and experiences most relevant to the job for which you are applying.

The employment history section includes former job titles, names and locations of employers, and dates of employment. It doesn't list what you did in each job because that information is included in your functional section.

Best used by someone if....

- You have a long and varied employment history
- You have specific skills and achievements to highlight
- You have a good chronological work history

Accomplishment Statements (also known as PAR – Problem, Action, Result Statements):

Using accomplishment statements in your resume allows you to stand out from other qualified applicants. In the past, people would simply list their duties and responsibilities on their resume. Employers today want to see outcomes. Highlighting what you have accomplished will grab the attention of the employer, show what you are capable of doing, and prove that you can contribute and bring value to the organization. An accomplishment is the action you took and the result that came from it.

Creating Accomplishment Statements

Here is a list of things to think about when creating your accomplishment statements: Have you:

Increased efficiency
Boosted sales
Solved problems
Saved money or time for the organization
Improved performance
Reduced waste
Met deadlines
Improved morale

Contributed to the development and growth of a project
Improved flow of communication
Expanded customer base
Created a more efficient way of doing something
Developed workshops, checklists
Have you done something that made a difference at work or in the community

Transferring Accomplishment Statements to your Resume

Start with an action verb (Skill), followed by an example of a time when you demonstrated that skill, and then naming the result or benefit of you actions. **Remember the acronym (PAR) – Problem, Action, Result**

Examples of Accomplishment Statements

- Executed a 30-point cleaning checklist for 15 rooms daily with the second lowest re-clean request rate of 50 person staff team
- Served customers in a friendly and efficient manner resulting in a high customer satisfaction rate and return customers
- Upgraded three computer systems and related communication equipment, significantly increasing the volume of transactions and sales processed
- Promoted team building, cross functional training and employee involvement, increased productivity by 23%
- Initiated industry specific sales training programs greatly increased sales productivity for commercial and technical sales force
- Changed the quality assurance and product development function, from domestic factory services groups to a worldwide organization, greatly increasing its efficiency
- Instituted recruiter accountability for the quality of hires, met or exceeded hiring requirements and increased employee retention
- During period of high-turnover, successfully hired and effectively trained key individuals for the payroll department attaining employee retention targets
- Eliminated the duplication of paperwork in a struggling department by auditing and streamlining procedures
- Implemented a \$75,000 electronic data interchange technology program that slashed paperwork, reduced staffing and cut overall operating expenses by \$800,000 annually
- Developed several customized computer reports, monitoring productivity in maintenance, resulting in dramatically increased uptime and cut costs by more than \$262,000 annually
- Developed and managed strategies for a \$200,000 division, increased revenues by 22%
- Spent \$2,500 to develop a scan able expense report that reduced staffing for expense processing by more than 90% while reducing overall document processing costs
- Consistently performed at 15% of quota in a three state sales territory for 12 consecutive quarters

■ *Functional Format* ■

Phone Number
Email
LinkedIn Link

A dynamic, innovative, and creative **Floristry Assistant** and **Customer Service Specialist** with an excellent eye for composition, balance, proportion, colour, and scale. Proven ability to consistently meet deadlines while exercising attention to detail and aesthetics.

Summary of Qualifications

- Over 5 years' experience in the floristry industry providing great customer service
- Ability to perform in a team or individual setting
- Excellent written and verbal communication skills
- Resourceful in the completion of tasks in a timely manner using effective multi-tasking skills
- Strong decision making skills
- Bilingual: English/French

Related Skills & Experience

Floristry

- Demonstrated ability to complete high volumes of Teleflora arrangements during peak seasons
- Maintained high quality of flowers by cleaning, sorting, trimming, and changing water
- Consulted with brides for wedding arrangements and provided estimates on cost
- Ordered floral shipments, received and processed floral shipments through wholesalers
- Prepared bridal bouquets and individually wrapped each in keepsake gift boxes
- Keen understanding of the theory and practice behind operating a flower shop

Customer Service & Hospitality

- Fostered and developed warm and trusting relationships with clientele while working in home décor and design stores
- Consistently received positive feedback from customers on warmth, listening skills, and supportive selling techniques
- Repeatedly extended courtesy, respect, and patience while dealing with clients and the general public throughout various employment experiences

Design & Interior Decorating

- Designed floor plans for clients while working with Upper Room Home Furnishings
 - Provided clients with whole room solutions to create their desired look and ambiance
 - Assisted customers with paint colour selections at Randall's
-

▪ *Functional Format* ▪

Phone Number
Email
LinkedIn Link

Employment History

- **Floristry Assistant**
Pretty Pots Flowers & Gifts, Ottawa, ON **2011-2016**
- **Interior Decorator / Sales Associate**
Upper Room Home Furnishings, Ottawa, ON **2010-2011**
- **Accounting Assistant**
Fridgen Fenestration Ltd., Ottawa, ON **2006-2010**
- **Design Specialist / Sales Associate**
Randall's Decorating Centre, Ottawa, ON **2003-2006**

Volunteer Experience

- **Volunteer, Kitchen Helper**
Ottawa Mission, Ottawa, ON **2016**
- **Volunteer, Food Bank**
Kanata Food Cupboard, Kanata, ON **2012**

Education & Training

- **Floristry Program**, Algonquin College, Ottawa, ON **2011**
- **Diploma Interior Decorating**, School of Interior Design, Toronto, ON **2003**

Functional Resume Template

Name
Phone Number
Email
LinkedIn Link

Branding Statement

Summary of Qualifications (6-8 points to show that you match the qualifications for position.)

- List of all of your strengths which match job
 - Fluently bilingual (English and French)
 - Outstanding interpersonal skills
 - Customer service focus
 - Strong organizational and time management skills
 - Computer and technology skills
-
-

Functional Area of Expertise (e.g. Communication Skills)

- Accomplishments (in problem, action, result format)
- Accomplishments (in problem, action, result format)
- Accomplishments (in problem, action, result format)
- Accomplishments (in problem, action, result format)
- Accomplishments (in problem, action, result format)

Functional Area of Expertise (e.g. Communication Skills)

- Accomplishments (in problem, action, result format)
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- Accomplishments (in problem, action, result format)

Functional Area of Expertise (e.g. Communication Skills)

- Accomplishments (in problem, action, result format)
- Accomplishments (in problem, action, result format)
- Accomplishments (in problem, action, result format)
- Accomplishments (in problem, action, result format)

Work Experience

- Title, Name of Company When?
- Title, Name of Company When?
- Title, Name of Company When?

Volunteer Experience

Title, Name of Organization When

Education

Name of program, name of school Date (only if less than 15 years old)

CHRONOLOGICAL RESUME

NAME

(613) 555-5555 CELL: (613)555-5555

EMAIL ADDRESS LINKEDIN LINK

BRANDING STATEMENT

SUMMARY OF QUALIFICATIONS

- Disciplined individual with a strong ethics developed from athletics and community involvement
- Ability to perform in a team or individual setting
- Excellent written and verbal communication skills
- Resourceful in the completion of tasks in a timely manner using effective multi-tasking skills
- Strong negotiating and decision making skills
- Excellent knowledge of Microsoft Word, Excel, Outlook, Access

WORK EXPERIENCE

Job Title

Dates

NAME OF COMPANY – Vancouver, British Columbia

- Completed the sign-up, upgrade, and extension of customers with company products and services
- Organized and updated individual customer information using various computer programs
- Completed surveys with customers about product and service satisfaction
- Assisted technical support department by answering technical support calls when needed
- Completed and updated bookkeeping entrees for current customer profiles
- Verified and explained accounting aspects of customer accounts

Job Title

Dates

NAME OF COMPANY – Ottawa, ON

- Completed sales, inquiries, and cancellation calls of credits cards with customers
- Provided high energy personalized service and exceptional level of expertise for customers
- Discussed account section of customer accounts and gain bookkeeping knowledge through explanations
- Effectively communicated company policies and option to current and potential customers
- Provided customers with the right recommendation to meet their credit card needs
- Built rapport with customer through effective communication

Job Title

Dates

NAME OF COMPANY – Vancouver, British Columbia

- Competed orders of company products to customers over the phone while explaining features of each product
- Advised customers of how to operate company products correctly in assuring a working product
- Communicated shipping information to customers in returning defective products to company warehouse
- Maintained an excellent rating of customer service with customers and company supervisors

- NAME
- (613) 555-5555 CELL: (613)555-5555
- EMAIL ADDRESS LINKEDIN LINK

Job Title

Dates

NAME OF COMPANY – Ottawa, ON

- Prepared and assigned transportation duties of company products for delivery personnel
- Revised documentation and receipts of local clients improving paper flow
- Organized confirmation of delivery receipts from delivery personnel
- Recorded and reported issues with company products to management
- Handled client telephone inquiries and emails and as a result improved interpersonal and communication skills
- Scheduled 20 clients in MS Excel spreadsheet for delivery of products

COMMUNITY INVOLVEMENT

NAME OF ORGANIZATION – Ottawa, Ontario

- Helped with office duties and assisted in the organization of the annual basketball tournament
- Helped supervise children enrolled in summer day camps
- Involved in the summer volunteer program
- Communicated baseball and basketball rules to children enrolled in the afterhours school program

Education

Name of School, Ottawa Ontario

- Name of Program, Graduation Date (only if date is less than 15 years old)

Additional Courses

- Name of Courses, Name of School, Date

Chronological Template
Name of client
613-555-5555
Email address LinkedIn Link

Branding Statement

Summary of Qualifications/Personal Profile

- Summary of your qualifications
- Summary of your qualifications
- Summary of your qualifications
- Summary of your qualifications
- Summary of your qualifications

Employment History

<i>Job title</i>	Dates
Name of Company	
• Accomplishment/duties	
• Accomplishment/duties	
• Accomplishment/duties	
• Accomplishment/duties	
• Accomplishment/duties	

<i>Job title</i>	Dates
Name of Company	
• Accomplishment/duties	
• Accomplishment/duties	
• Accomplishment/duties	
• Accomplishment/duties	
• Accomplishment/duties	

<i>Job title</i>	Dates
Name of Company	
• Accomplishment/duties	
• Accomplishment/duties	
• Accomplishment/duties	
• Accomplishment/duties	
• Accomplishment/duties	

<u>Community Involvement</u>	
Volunteer position, name of organization	Date
• Accomplishment/duties	
• Accomplishment/duties	

<u>Education & Training</u>	
Name of program, name of school	Date

Combination Resume

Name of client

(613) 555-5555

Email address LinkedIn Link

Customer service focus sales associate who ensures every customer is satisfied with their positive attitude.

Summary of Qualifications

- 4 years' experience in customer service and food preparation in the hospitality industry
- Demonstrated experience with a diverse clientele in a fast paced work environment
- Able to make sound decisions independently
- Willing to take the initiative, always motivated to do an excellent job
- Fast learner, eager to help others

Relevant Skills

Interpersonal and Communication

- Earned reputation for punctuality, reliability, patience and dependability
- Trustworthy, responsible and honest
- Skilled at building professional relationships with clients and co-workers
- Friendly and interested in meeting new people
- Ability to work in a team and to complete tasks in established deadlines

Work Experience

Team Leader/Cook

When?

Name of Organization, City

- Interacted with the residents and staff on a daily basis
- Supervised the team and demonstrated leadership and professionalism at all times
- Prepared the menu and food according to Canada's Food Guide
- Operated the kitchen in accordance with health and safety standards

Dietary Aid/Cook

When?

Name of Organization, City

- Communicated with residents and established dietary needs
- Served meals in a friendly and professional manner
- Set tables in accordance with resident needs
- Performed cleaning and washed dishes

Education

- High School Diploma

COMBINATION TEMPLATE

Name of Client
Phone Number
Email address LinkedIn Link

Branding Statement

Highlights of Qualifications:

- Landscaping and customer service background
- Knowledge of power tools
- Hard worker, dedicated and committed
- Responsible, reliable and dependable
- Computer knowledge including Microsoft Word, email and Internet
- Punctual and consistently organized
- Problem-solving and trouble-shooting skills

Employment Experience:

Name of Company

When?

Title:

Description of responsibility:

Functional Area of Expertise:

- Accomplishments
- Accomplishments
- Accomplishments

Name of Company

When?

Title:

Description of responsibility:

Functional Area of Expertise:

- Accomplishments
- Accomplishments
- Accomplishments

Name of Company

When?

Title:

Description of responsibility:

Functional Area of Expertise:

- Accomplishments
- Accomplishments
- Accomplishments

Education:

High School Diploma

Highlights of Qualifications/Summary of Qualifications

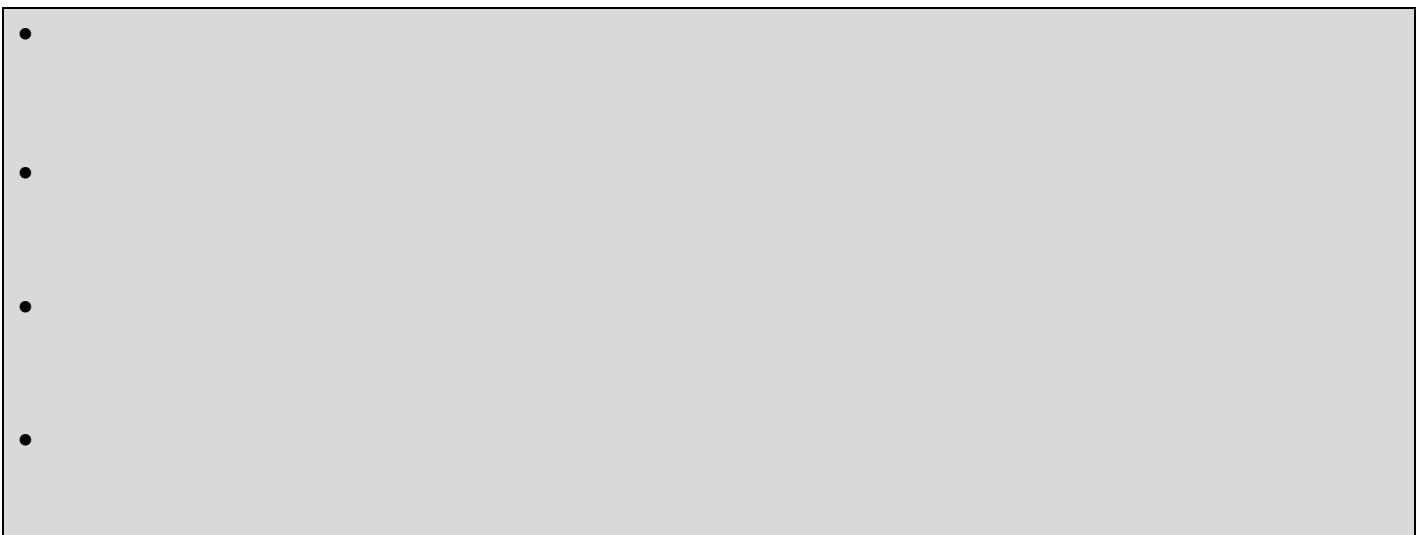
In this section, you will want to illustrate to the employer what makes **YOU** the **IDEAL** candidate for the job! Make sure that both the qualifications and the experience that the employer is looking for is clearly identified in this section. Remember that this is only a summary.

- List 6 to 8 statements that help to illustrate that you are the best person for the job.
- Use numbers to quantify and give strength to your statements.
- Use adverbs to accurately describe just how good you are at applying your skills/knowledge.
- List all of the skills, experience, knowledge areas, relevant college or university courses/diplomas/degrees/trade certifications, as well as any attributes that describe your work ethic in this section.

Examples:

- Candidate with more than 10 years of diverse experience: strengths in shipping and receiving, home renovations, landscaping, and light duty cleaning.
- Outstanding record in recruiting, training and motivating employees
- Consistently rank among top 5 sales rep in the company
- Exceptional communication and interpersonal skills; effective negotiator
- Candidate who works well independently and follows direction well
- First Aid and WHMIS certified.

Now it is your turn to list your qualifications for the job! Use the space below to work on this section.



-
-
-
-

Personal attributes to include on your resume

Employers consider your personal qualities important. Put a check mark beside the words that are true of you. Keep employers' needs in mind.

Ability to Relate to Others

- amiable
- amicable
- compatible
- competent
- congenial
- cooperative
- courteous
- customer oriented
- diplomatic
- enjoy people
- easy to get along with
- friendly
- gracious
- helpful
- likeable
- observe confidentiality
- outgoing
- people-oriented
- personable/pleasant
- put others at ease
- respected
- supportive
- tactful
- team-player
- trustworthy
- warm personality
- well-liked

Attitude

- broad-minded
- business-like
- calm
- cheerful
- common sense
- confident
- conscientious
- considerate
- consistent
- dependable
- down to earth
- fair
- genuine
- honest
- person of integrity
- loyal

- objective
- open-minded
- positive
- practical
- professional
- progressive
- responsible
- sense of humour
- sensible
- sincere
- steady

Enthusiasm/Drive

- ambitious
- aggressive
- assertive
- competitive
- diligent
- dynamic
- eager
- energetic
- enjoy challenges
- enterprising
- enthusiastic
- go-getter
- goal-oriented
- keen
- leader
- meet deadlines
- motivated
- optimistic
- positive
- profit-oriented

Flexibility/Resourcefulness

- adaptable
- contemporary
- creative
- current
- flexible
- open to new ideas
- original
- proactive
- resourceful
- self-motivated

- self-reliant
- self-starter
- take initiative
- versatile

Communication/ Problem Solving

- analytical
- articulate
- clear thinker
- decisive
- discreet
- empathetic
- good conflict management
- good listener
- imaginative
- incisive
- intuitive
- investigative
- lateral thinker
- logical
- perceptive
- persuasive
- problem-solver
- proven negotiator
- quick learner
- sound judgment
- trouble shooter

Work Habits

- able to prioritize
- accurate
- constructive
- dedicated
- diligent
- efficient
- focused
- hard working
- methodical
- meticulous
- orderly
- persistent
- productive
- prompt/punctual
- reliable
- thorough

ACTION VERBS

Management Skills

Administered
Analyzed
Assigned
Attained
Chaired
Contacted
Consolidated
Coordinated
Delegated
Developed
Directed
Evaluated
Executed
Improved
Increased
Organized
Oversaw
Planned
Prioritized
Produced
Recommended
Reviewed
Scheduled
Strengthened
Supervised

Communication Skills

Addressed
Arbitrated
Arranged
Authored
Corresponded
Developed
Directed
Drafted
Edited
Enlisted
Formulated
Influenced
Interpreted
Lectured
Mediated
Moderated
Motivated
Negotiated
Persuaded
Promoted
Publicized
Reconciled
Recruited
Spoke
Translated
Wrote

Research Skills

Clarified
Collected
Critiqued
Diagnosed
Evaluated
Examined
Extracted
Identified
Inspected
Interpreted
Interviewed
Investigated
Organized
Reviewed
Summarized
Surveyed
Systematized

Technical Skills

Assembled
Built
Calculated
Computed
Designed
Devised
Engineered
Fabricated
Maintained
Operated
Overhauled
Programmed
Remodelled
Repaired
Solved
Trained
Upgraded

Teaching Skills

Adapted
Advised
Clarified
Coached
Communicated
Coordinated
Developed
Enabled
Encouraged
Evaluated
Explained
Facilitated
Guided
Informed
Initiated

Instructed
Persuaded
Set goals
Stimulated

Financial Skills

Administered
Allocated
Analyzed
Appraised
Audited
Balanced
Budgeted
Calculated
Computed
Developed
Forecast
Managed
Marketed
Planned
Projected
Researched

Creative Skills

Acted
Conceptualized
Created
Designed
Developed
Directed
Established
Fashioned
Founded
Illustrated
Instituted
Integrated
Introduced
Invented
Originated
Performed
Planned
Revitalized
Shaped

Helping Skills

Assessed
Assisted
Clarified
Coached
Counselled
Demonstrated
Diagnosed
Educated
Expedited

Facilitated
Familiarized
Guided
Referred
Rehabilitated
Represented

Administration Skills

Approved
Arranged
Catalogued
Classified
Collected
Compiled
Dispatched
Executed
Generated
Implemented
Inspected
Monitored
Operated
Organized
Prepared
Purchased
Recorded
Retrieved
Screened
Specified
Systematized
Tabulated
Validated

Tips for Successful Resume Writing

Many people agonize over writing a résumé, and often for good reason. Writing an effective, creative résumé that gets results can be tough. Most prospective employers decide whether or not they want to interview you after reading the first few lines. Add to that the vast sea of competitive candidates that you are going head to head with, and suddenly the entire process of crafting a winning résumé can seem daunting, if not impossible.

Luckily, there are some tried-and-true rules to follow that can help you transform your résumé from blah to “wow!” Use the 10 tips below to help parlay your résumé into a winner:

1. **Don't skip the small stuff.** Make sure your resumes has phone numbers, and email address - all possible ways you can be contacted. Should your résumé happen to get separated from your cover letter, a potential employer will have no way of getting in touch with you. Make sure contact information is on all pages with page numbers listed. Design matters. What you want is a balance – a smooth, clear look that's got just enough panache to stand out. Also, use the correct font – note: Times New Roman is outdated. We usually suggest Arial 12 for text and Arial 14 for headlines. NOTE: Having a Yahoo, AOL, Hotmail or education based email makes you look like you are living in the past. Use gmail or a service provider's email such as Rogers, Sympatico etc.
2. **Use language that sizzles.** Use active language and strong, energetic words. Avoid the use of personal pronouns such as “I” and “me.” Steer clear of buzzwords, acronyms, and industry-specific jargon. Avoid the use of phrases such as “responsibilities included” or “duties included” -- employers want to hear about your accomplishments, not how well you carried out your assigned duties. Also the word “team player” is overused.
3. **Get to the point.** It's a smart idea to quickly capture an employer's attention with easily digestible information. Consider beginning your résumé with a specific, highly condensed summary of your professional background, skills, and attributes. A summary also helps to give your resume focus.
4. **Edit and proofread carefully.** The importance of painstakingly proofing your resume for typos, misspellings, and grammatical errors cannot be stressed enough. Enlist several other pairs of eyes to go over it as well, preferably belonging to friends who are professional writers or editors. Having to review so many resumes can make many employers look for reasons to eliminate applicants; that first typo usually does the trick. Even small mistakes can lead a potential employer to believe that a candidate might not make a very careful or conscientious employee.
5. **Customize.** If you have a broad range of experience, you may want to consider having more than one functional resume, each targeted to a specific industry or job. Remember all resumes NEED to be targeted to the job applied for.

6. **Be truthful and accurate.** Make sure you have not included any misleading or false information on your résumé. Chances are your “inaccuracies” will eventually be discovered and you’ll lose all credibility with your prospective employer.
7. **Name your motivation.** It’s important to paint a clear picture of your goals and objectives, as well as the industry or position you are targeting. Don’t make an employer guess; he or she should be able to take a quick glance at your résumé and have a good sense of what you want to do. Though, you can usually outline this in your cover letter.
8. **Emphasize achievements.** Employers are less interested in titles and duties and more interested in previous accomplishments. The fact that you implemented cost-cutting measures that reduced your department’s expenses by 15 percent is far more meaningful than simply stating you oversaw a budget. Quantify your achievements in terms of percentages, dollar amounts, or time frames to make your accomplishments more concrete.
9. **Put education in the right place.** If you are a recent graduate who does not yet have much work experience, make sure to put the emphasis on your education. In addition to listing the university you attended, include information on degrees earned, majors and minors, grade point average, date of program completion, and any scholarships or honours received. Once you’ve got several years of work experience under your belt, this education information can move to the end of the résumé.
10. **References and portfolio.** You should have another separate document with at least three references who can speak to your professional capabilities.

Resume Checklist

Overall Appearance

- Do you want to read it?
- Does it have perfect spelling and grammar?
- Current Font – Times New Roman is outdated?

Layout

- Does the resume look professional, well-typed, with good margins, etc.?
- Do key points stand out?**

Format

- Have you used a format that markets yourself to the employer in the best possible light?

Length

- Should the resume be shortened or lengthened? (Ideal maximum is two pages)

Idea

- Does the resume avoid generalities and focus on specific information about experiences, projects, products, etc.? Does it use PAR (Problem Action Results) statements?
- Does it stress your accomplishments?

Content

- Is it clearly and concisely written?
- Have you asked someone to read it over?

Job Search Focus

- How is the resume going to be used in your job search process?
- Is it clear from your resume what your occupational focus is?

Relevance

- Has material not specific to your occupational interest been eliminated?

Skills and Accomplishments

- Are your accomplishments and skills emphasized?
- Is there emphasis on qualities relevant to the type of position being sought?

Action Oriented

- Are action verbs used to describe skills ?
- Does it make effective use of adjectives and adverbs when describing experiences?

Bottom Line

- How well does the resume accomplish its ultimate purpose of getting the employer to invite the applicant in for an interview
- Has contact information been provided? (ex: telephone numbers and email address, LinkedIn Link)

Your References

Who should you select for a reference?

Unless otherwise specified by an employer, it is a good idea to provide an employer with a wide range of references so that they can get a feel for who you are. Some people you might use include **supervisors, coworkers, professors, peers and major clients or customers**. Select people to validate and reinforce what you have stated in your resume.

Most employers require at least 3 references. If possible it would be good to provide 4 or 5 (eg. 2 previous supervisors, 1 subordinate, 1 peer/volunteer coordinator and 1 client). It is very important that you ask the references that you select if you can give out their information and if they are willing to be a reference for you.

If you have had no work experience, then you can use teachers or professors as references. Never use family or friends as references-unless you have worked together in a professional capacity.

What information should you provide?

Include all the information that a potential employer may wish to know. You should provide the following information: full name, title, organization name, address & phone number (make sure this information is correct). Provide a reference's work address and phone number unless the reference wishes to be contacted at home.

****Your References should not be part of your resume. They should be brought to an interview on a separate sheet of paper. ****

Thanking Your References

During your career search, take the time to send a letter of thanks to your references, along with an update of how your search is going.

Sample References

John Doe
111 Apple Drive, Montreal, QC H3B 2C4 (613) 123-4567

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