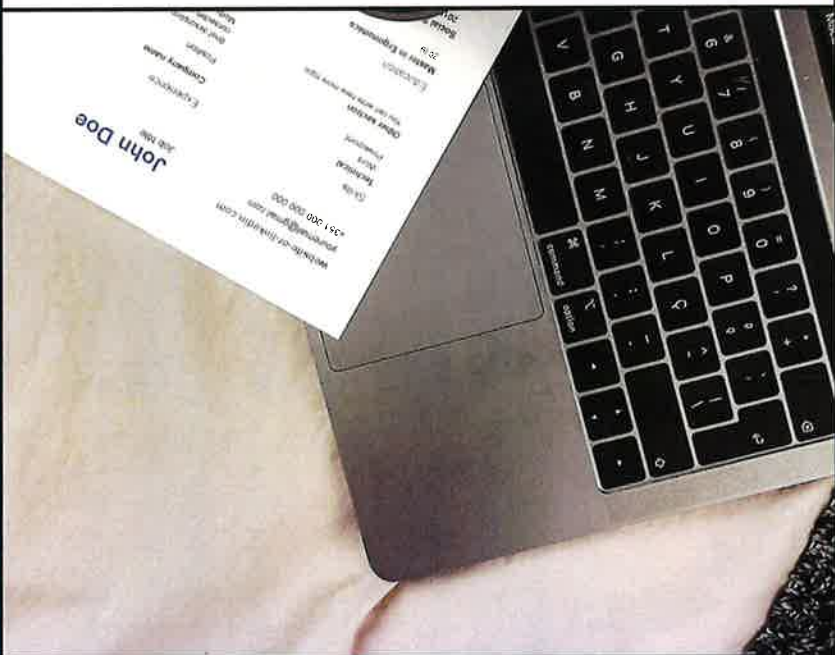


Resume

TAP Employment Program

07/24



Types of Resumes

Chronological vs. Functional



Chronological

- Presents Work History in Reverse-Chronological Order
 - Most Recent to Least Recent
- Highlights & Centers Work History
- Best for work history with multiple positions/employers and minimal gaps between jobs

| Chronological Resume Format

Name and contact information

Janet Chobot
Little Rock, Arkansas • (123) 456-7891
ajchobot@email.com

Summary or objective

Summary
An exceptionally organized and thorough dental assistant with 3+ years of successful experience working with dental offices and clients.

Professional history

Professional History
Smith Family Dentistry, Dental Assistant
July 2017 - Present

- Clean and prepare treatment rooms
- Prepares patient to be seen by for dental treatment
- Answer common patient questions about dental procedures, treatments, and issues

EMM Dental, Office Assistant
August 2015 - July 2017

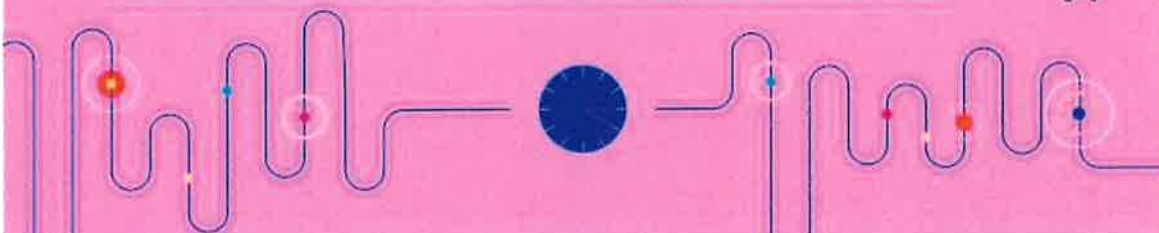
- Organized client schedules
- Received patients upon arrival
- Extended client billing and paperwork
- By end of work experience, took on key dental assistant roles

Educational history

Educational History
Little Rock Junior College
August 2012 - June 2014
Certified Dental Assistant Program

Skills and abilities

Skills
Dental assistant skills include: DMSB certification - X-ray certification -
Denture impressions - Caring personality and demeanor - Hygiene - Minor oral
surgery experience



Functional

- Focuses on Skills
- Groups Professional Accomplishments by Theme/Skill Category
 - Customer Service
 - Cash Handling
 - Communication
- Best for shorter work histories, gaps* in employment, changing industries

Functional Resume

Name and contact information

James Kennedy
555 Cherry Ln
Ann Arbor, Michigan 48111-9626
(313) 777-2888
jameskennedy@email.com

Summary

Customer Service Representative with over three years of experience resolving complex customer inquiries. Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement.

Area of Experience
Retail Sales, Data Entry, Microsoft Office, Typing, Complaint resolution, Service-based selling, Fluency in French and Spanish

Skills

Process Streamlining
Created customer service email scripts used across the company to interact with customers. Single-handedly created customer service representative training manual, reducing onboarding process from 8 to 6 weeks. Reduced average customer representative call time by 90 seconds with intuitive on-line training

Complaint Resolution
Answered an average 50+ calls per day from unsatisfied customers related to orders in shipment, order mistakes and lost orders. Achieved 97% average customer satisfaction rating, surpassing team goal by 12%.

Service-based Selling
Consistently exceeded application targets by 10%+, with innovative up-selling techniques. Promoted development of improved system for following up with unsatisfied customers, reducing customer churn by 6%.

Experience

Cloud Clearwater, 2017
Customer Service Manager. Managed customer relationships via phone and email to obtain payments, resolve inquiries and up-sell programs.

Customer referral program. Spearheaded project, increasing customer base by 15% in less than 6 months.

Tradelet, 2015

Customer Service Representative. Resolved customer inquiries via phone and email, consistently exceeding targets and pioneering processes for better customer satisfaction.

Education

Coral Springs University, 2009-2013

Bachelor of Science in Business Administration

The Parts of a Resume



Resume Sections

- Contact Information
- Resume
- Summary/Summary of Skills
- Professional History
- Educational History
- Skills
- Certifications

The infographic features a green background with a desk scene including papers and a blue pen. On the right, a blue button contains the text "Resume Format". In the center, a sample resume for "Janet Chobot" is shown with sections: "Name and contact information", "Summary or objective", "Professional History", "Education", "Skills", and "Optional". To the left of the resume, a vertical list of sections is numbered 1 through 6, corresponding to the resume sections. The Indeed logo is in the top right corner.

indeed
career guide

Resume Format

1 Name and contact information

2 Summary or objective

3 Professional history

4 Education

5 Skills

6 Optional

Janet Chobot

Summary

Professional History

1 _____
2 _____
3 _____
4 _____
5 _____
6 _____

Educational History

Skills

Awards & Achievements, Hobbies & Interests

Header/Contact Information

Name

Use the name you want employers to call you

Does not have to be "legal" name

Email

Set up a professional email to share with employers

first.last@gmail.com

Should not be contacted to your social media

Other than LinkedIn

Phone Number

Make sure it is a number you consistently have access to

Have a professional voicemail message

And make sure your mailbox isn't full

Address

Debatable

Full Address

City, State Zip Code

City, State

LinkedIn

Optional, but becoming increasingly popular in many industries

Resume Summary

- Or “Summary of Skills”
- Mini Cover Letter
 - Why you are a good fit for the position
 - Highlight Skills & Accomplishments
- Can either be block of text or bullet points
- Include Keywords from job description

Resume Summary

A summary is a short description of your qualifications that explain why you're a good fit for the role and can include your achievements, experience, education and skills.

Example:

Maintenance Mechanic

Analytically-driven Maintenance Mechanic with 5+ years of experience focusing on the intricacies of equipment and instrumentation.

Highly adaptable and dedicated to producing error-free results, safe working conditions, and quality service.

VS

Resume Objective

An objective is a brief statement that communicates your career goals, such as the type of job or industry you want to work in or skills you want to build.

Example:

Assistant Manager

Objective to be hired as an Assistant Manager position with an innovative employer in the manufacturing industry. Preferably, said position has opportunity for advancement with demonstrated excellence.

Skills

Hard vs Soft

- Hard Skills
 - Knowledge or techniques than can be tested or measured
- Soft Skills
 - Traits & qualities that influence how you do your job

Hard Skills

- Bilingual or multilingual
- Database management
- Adobe software suite
- Network security
- SEO/SEM marketing
- Statistical analysis
- Data mining
- Mobile development
- User interface design
- Marketing campaign management
- Storage systems and management
- Programming languages (such as Perl, Python, Java, and Ruby)

Hard skills are technical knowledge or training that you have gained through any life experience, including in your career or education.

vs.

Soft Skills

- Integrity
- Dependability
- Effective communication
- Open-mindedness
- Teamwork
- Creativity
- Problem-solving
- Critical thinking
- Adaptability
- Organization
- Willingness to learn
- Empathy

Soft skills are personal habits and traits that shape how you work, on your own and with others.

Skills Worksheet

Skills Assessment Worksheet

Transferable Skills generally are not associated with a particular job or task. Transferable skills are usually broader and related to leadership, communication, critical thinking, analysis, and organization. These are skills that can be transferred and utilized in a variety of different kinds of jobs and career paths.

Print the list of skills below and mark each column as described. *You can have the same skill marked more than once in each column.*

1. What skills have you already acquired and feel competent doing? In the first column, mark each skill in which you feel competent.
2. What skills do you enjoy, even if you are not proficient at them? In the second column, mark those skills that you really enjoy.
3. What skills would you like to learn, acquire or develop further?

Skill

1. Feel
2. Enjoy/
3. Would Like
Competent
Favorites
to Develop

Communication Skills	1. Feel	2. Enjoy/ Favorites	3. Would Like to Develop
Write, edit, translate, interpret or critique words			
Speak in public, debate, advocate, present or demonstrate an idea			
Facilitate a meeting			
Reading and following directions			
Comparing or cross-checking two lists			
Filling out forms			
Writing reports, letters and memos correctly			
Reading and understanding policies and memos			
Comfortably speaking to others you do not know			
Taking notes while someone speaks			
Finding information			
Using a map			
Explaining things to other people			
Know when to ask for help or more explanation			
Counsel or advise others			
Listening to others			
Others):			

Technical Skills	1. Feel Competent	2. Enjoy/ Favorites	3. Would Like to Develop
Be athletic or use physical coordination			
Build or construct things or structures			
Do skilled crafts or use hand coordination with tools			
Operate vehicles, machines or electronic equipment			
Repair or set up machines or equipment			
Installing things			
Work with earth and nature			
Gardening, landscaping and farming			Other:
Management and Self-Management Skills			
Administer, set goals and priorities, plan or make decisions			
Initiate, assess needs, anticipate or create change			
Manage people, delegate tasks, direct, oversee or motivate			
Sell, negotiate, convince, promote or persuade			
Being patient with others			
Keeping a cheerful attitude			
Getting interested/excited about the task at hand			
Offering to help when it's needed			
Knowing how to take directions			
Motivating myself to do what needs to get done			
Helping motivate others to get the job done			
Prioritizing tasks so that the larger goal is met on time			
Following the rules			
Presenting a neat and professional image			
Checking your own work			
Using courtesy when dealing with others			
Seeking help when needed			
Being eager to learn			
Speaking up for yourself			
Solving problems in a cooperative way			Other:

3. Would Like to Develop	2. Enjoy/Favorites	1. Feel Competent	Number Skills
			Compute, calculate, compare or record numbers
			Forecast, appraise or estimate numerical information
			Doing arithmetic correctly
			Using percentages and decimals
			Estimating costs and/or time needed to complete a job
			Using a database program on a computer
			Using a spreadsheet on a computer
			Creating and managing a budget
			Other:
			Creative/Artistic Skills
			Perceive intuitively, sense, show insight or have foresight
			Use artistic ability, photograph, decorate, paint or sculpt
			Use creativity, visualize, imagine, brainstorm or design
			Use musical ability, sing, compose or play instruments
			Presenting artistic ideas
			Visualizing shapes
			Designing
			Drawing, illustrating, sketching
			Other:
			People and Social Skills
			Care, treat, heal, nurse or rehabilitate others
			Counsel, empower, coach, guide or listen to individuals
			Host, comfort, please, make welcome or serve customers
			Plan social, recreational or other group events
			Problem-solve, mediate or network with people
			Teach, train, instruct, inform or explain to groups
			Caring for children responsibly
			Caring for the sick and elderly
			Calming people down
			Helping people complete a task
			Knowing how to get along with different people/personalities
			Leading groups or activities
			Other:

2. Which of the favorite skills listed above do you consider strengths or things that you are very good at (both column 1 and 2 would probably be marked)? ***Include the main skill category.***

3. Which (top five) skills would you like to develop, improve and/or learn (refer to skills marked in column 3)? ***Include the main skill category.***

ACTION VERB LIST FOR RESUME HELP



Start your phrases describing job responsibilities with action verbs. Avoid using "duties included" or "responsible for." Please note that all verbs here are listed in past tense and may need to be modified depending on their use.



Teaching

- Accommodated
- Adapted
- Advised
- Advocated
- Assisted
- Clarified
- Coached
- Communicated
- Consulted
- Cooperated
- Coordinated
- Counseled
- Demonstrated
- Developed
- Enabled
- Encouraged
- Enforced
- Evaluated
- Explained
- Facilitated
- Fostered
- Graded
- Guided
- Informed
- Initiated
- Instructed
- Schooled
- Served
- Set goals
- Shepherded
- Stimulated
- Taught
- Trained

Creative

- Acted
- Arranged
- Brainstormed
- Composed
- Conceptualized
- Cooked
- Crafted
- Created
- Designed
- Demonstrated
- Devised
- Developed
- Discovered
- Drew
- Energized
- Entertained
- Established
- Fashioned
- Founded
- Forged
- Formed
- Generated
- Illustrated
- Imagined
- Improved
- Innovated
- Inspired
- Instituted
- Integrated
- Introduced
- Invented
- Made
- Modeled
- Originated
- Performed
- Pioneered
- Predicted
- Produced
- Redesigned
- Reimagined
- Renovated
- Rejuvenated
- Revitalized
- Shaped
- Sketched
- Sparked

Management/ Leadership

- Accelerated
- Accomplished
- Achieved
- Administered
- Analyzed
- Appointed
- Assigned
- Attained
- Authorized
- Capitalized
- Chaired
- Compelled
- Conducted
- Consolidated
- Controlled
- Coordinated
- Curtailed
- Decided
- Delegated
- Delivered
- Designed
- Directed
- Drove
- Energized
- Enforced
- Excceeded
- Facilitated
- Governed
- Harmonized
- Hired
- Improved
- Increased
- Initiated
- Judged
- Launched
- Led
- Leveraged
- Lobbied
- Managed
- Marshalled
- Maximized
- Motivated
- Named
- Obiterated
- Officiated
- Orchestrated
- Overaw
- Piloted
- Pioneered
- Planned
- Presided
- Prioritized
- Propelled
- Produced
- Realligned
- Rebuttl
- Recommended
- Regulated
- Restructured
- Scheduled
- Spearheaded
- Steered
- Strengthened
- Supervised
- Transformed

Technical

- Adjusted
- Assembled
- Built
- Calculated
- Calibrated
- Coded
- Computed
- Computerized
- Constructed
- Designed
- Devised
- Dissected
- Engineered
- Eradicated
- Fabricated
- Installed
- Maintained
- Manufactured
- Mapped
- Navigated
- Operated
- Overhauled
- Positioned
- Programmed
- Remodeled
- Repaired
- Selected
- Serviced
- Solved
- Trained
- Upgraded
- Utilized

Research

- Analyzed
- Ascertained
- Located
- Observed
- Organized
- Perceived
- Predicted
- Proved
- Questioned
- Read
- Researched
- Reviewed
- Selected
- Studied
- Summarized
- Surveyed
- Synthesized
- Systematized
- Tabulated
- Tested
- Uncovered
- Verified
- Interviewed
- Inspected
- Identified
- Hypothesized
- Gathered
- Extracted
- Explored
- Examined
- Evaluated
- Distinguished
- Discovered
- Differentiated
- Diagnosed
- Detected
- Critiqued
- Conducted
- Concluded
- Compared
- Collected
- Authenticated
- Ascertained
- Justified
- Investigated

Professional* Experience/History

Dates of Employment	<ul style="list-style-type: none">• mm/yy-mm/yy format• If still employed mm/yy-Present• If you spent a short amount of time at your job (under 6 months), yyyy-yyyy format draws less attention to it
Employer	<ul style="list-style-type: none">• Name of Employer• City, St. of Employer
Position Title	<ul style="list-style-type: none">• If you had multiple positions at the same employer, you can combine the listing and use the most senior title with the Employer
Position Description	<ul style="list-style-type: none">• Bullet Points starting with an action verb describing your actions & responsibilities• Does not have to be a complete sentences• Incorporate keywords & skills

Educational History

Name of School

Location of School (City, State)

Degree (if applicable)

Field of Study/Major

Graduation Year

Certifications

Name of Certification

Year of Certification (-Year of Expiration, if applicable)

Organization that Granted Certification

References

Name

Job Title

Place of Employment

Email

Phone Number

Their Relationship to You

References

- Should be on separate page
 - Provide References when asked
- Aim for 3 References
- People to include as Reference:
 - Current/Former Manager
 - Current/Former Coworker
 - Current/Former Teacher
 - Mentor
- Let your References know that you have them listed and to be on the lookout for a call or email from the employer

Applicant Tracking Software (ATS)



- Creating an ATS-friendly Resume

Resume Worksheet

RESUME WRITING WORKSHEET

CONTACT INFORMATION

	Name
	Email
	Phone Number
	Address
	LinkedIn Link

RESUME SUMMARY/SUMMARY OF SKILLS

SKILLS

	Hard Skills
--	-------------

	Soft Skills
--	-------------

PROFESSIONAL & VOLUNTEER HISTORY

Employer #1 (Most Recent)	
City, St.	
Job Title	
Dates of Employment	
Job Description	

Employer #2	
City, St.	
Job Title	
Dates of Employment	
Job Description	

Employer #3	
City, St.	
Job Title	
Dates of Employment	
Job Description	

EDUCATIONAL HISTORY

School	
City, State	
Degree	
Field of Study	
Graduation Year	

School	
City, State	
Degree	

	Name
	Job Title
	Employer
	Email
	Phone
	Relationship

	Name
	Job Title
	Employer
	Email
	Phone
	Relationship

	Name
	Job Title
	Employer
	Email
	Phone
	Relationship

REFERENCES

CERTIFICATIONS

	Field of Study
	Graduation Year

Resume Examples

Resources

- Gmail
 - Create an email
- Google Voice
 - Get a virtual phone number
- Job Scan
 - Compare your resume with a job description to see if you are including necessary keywords
 - 2 per month for free; 2 week free trial available

Questions?