**RESUME WRITING HANDBOOK**

****

**Format the Perfect Resume**

To compose the “perfect” resume, think of your paper (one page, if at all possible) as **Real Estate.** The top of the page is “**prime real estate”:**  this is the area recruiters read. Information in the “**suburbs**” – in the middle of the page – will probably get skimmed. Recruiters are looking for easy to find descriptors that indicate you have read the job description and you have listed the skills you have that are required for this job. At the bottom of the page you have “**swampland**”: Information here will probably not be read unless you make it to the interview. (From NACE Job Choices, 2005)

**Resume Styles**

|  |  |
| --- | --- |
| ***Chronological*** | For someone with typical progression in relatively few organizations who desires a related job. This style is preferred by most employers because it facilitates clear statements of accomplishments. (If you can’t decide on a style, start with this one. You can change later, should you desire.) |
| ***Functional*** | For the frequent job changer, for one with a spotty work record or with little experience. This style combines similar experiences with several employers under one subject heading. |
| ***Academic*** | For the new graduate with limited work experience and strong academic credentials or for someone desiring work in an academic setting. |

**Sample Resumes**

**Chronological**

**Carrie M. Brookman**

**8609 Seawind Drive**

**West Dover, MO 63113**

**(512) 685-8978**

[**brookman@charter.org**](mailto:brookman@charter.org)

**Objective**

A position as a CAD operator or manual draftsperson with the opportunity to use my education and expertise to produce high-quality designs for clients.

**Special Skills – Competencies**

AutoCAD R14 on Windows 95/NT – AutoCAD R14 Solids – 3D Construction – Architecture Video Animations – 3D Studio Max – Artistic Presentation Renderings – Making mathematical computations – Working under deadlines – Working as a team member – Following instructions

**EDUCATION**

**Ranken Technical College**, St. Louis, Missouri

Associate of Science – Architectural Technology

May 2004 - GPA 3.3/4.0

**Related Courses:**

* Introduction to Architectural Technology/Construction Materials/Methods
* Survey of Architecture Building Codes
* Site Planning Architectural Presentations
* Architectural 3D CAD

**EXPERIENCE**

**Pizza World** Collinsville, IL

Manager Aug 02- May 04

Schedule personnel shifts/ train and manage staff of nine employees. Conduct inventory/handle cash balance and deposits

Received several awards for highest monthly sales volume

**Functional**

**Bob Jurgenmeyer**

7665 Grist Mill Drive

Centerville, MO 63563

(636) 789-4563

**SUMMARY**

**Proven expertise in conflict management and problem solving**

* Successfully resolved concerns, interpreted and communicated policies, and researched problems in a large health care facility

**Strong organizational skills**

* Increased membership and participation in on campus activities

**Effective verbal communicator**

* Initiated and coordinated completion of agreements between administrators and students
* Made presentations at both organizations meetings
* Tutored in electrical engineering classes and math

**Experienced with publications**

* Developed, wrote and supervised production and mailing of newsletter

**Computer Literate**

* Courses in BASIC, COBOL, FORTRAN, LOTUS 1-2-3; familiar with word processors, spreadsheets in Excel and Access; statistical analysis, and desktop publishing

**EDUCATION AND TRAINING**

**RANKEN TECHNICAL COLLEGE** St. Louis, MO

Associate of Science in Computer Technology August 2000

**BELLEVILLE AREA COLLEGE** Belleville, IL

Completed general education courses Associate Degree, May 1999

**RELEVANT EXPERIENCE**

Convergys St. Louis, MO

Helpdesk support, supervisor, manager May 98 - Jun 02

Jan’s World St. Louis, MO

Trainer/Advisor Sep 95 - May 98

Customer training and health advising

**Academic**

**Mary Jane Class**

1000 Crossroads Drive

St. Marys, KS 66565

(785) 789-1425

[mjclass@justnow.org](mailto:mjclass@justnow.org)

**Education:** Ranken Technical College St. Louis, MO

Associate of Technology Degree – Computer Networking

Graduate: May 2003 GPA 3.5/4.0

National Honor Society Member

Student Government President

**Certification:** C++

A+

Network+

**EXPERIENCE:**

* Tutored classmates in networking skills
* Recruited, trained/supervised a team of students to help install donated computers in an elementary classroom
* Prepared daily contact lists for Ranken students to tutor elementary children in the use of these computers

**WORK HISTORY:**

Famous Barr Fairview Heights, IL

Retail Sales Representative Apr 2000 – Jun 2004

Managed two sales areas

Scheduled 30 part-time employees to cover sales area at all times

Responsible for displays/neatness

Recognized as Employee of the Quarter twice in 2000

Received $500 cash bonus for contribution to success of store goals

**References Available on Request**

**FName MI LName**

**Street Address**

**St. Louis, MO 63111**

**(314) 282-9919**

email address or alternate phone number

**Objective:** To obtain a position in the Auto Collision Repair field that will allow me to continue to learn on the job while being an asset to the company.

**Education:**

**Ranken Technical College** St. Louis, MO

Associate of Technology Degree in Automotive Collision Repair technology. Expected date of graduation: May 2010

**Skills:** Frame straightening Detailing

Estimating Metal Working

Plastic Bumper Welding Tear Down & Reassembly

Bumper Cover repair Repair/align auto bodies

Forklift operator CDL license

**Certified**: ASE certified in structural and non structural repairs, mechanical, electrical and air conditioning.

**Experience**:

**Budget Rent-A-Car** St. Louis, MO

Detailer: Jan 99-Jun 2004

Clean, polish, move cars as needed

Responsible for 200+ cars at all times

Recognized as Employee of the Year

**Hardee’s Restaurant** St. Louis, MO

Manager/Customer Service Representative: May 95-Aug 1999

Conducted employee evaluations and created weekly work schedules

Responsible for prompt service, open/close store Prepared daily financial reports for deposit

**References Available on Request**

**ACR Sample**

**Name**

**Address**

**City, State, Zip Code**

**phone**

[email](mailto:heneryviii@yahoo.com) address

**Education:**

**Ranken Technical College** St. Louis, MO

Associate of Technology Degree in Automotive Maintenance Technology Anticipated Graduation Date: May 2010

**Skills:** Advanced Electrical Repair Basic Engine Repair

Diagnostics AC Maintenance/repair

Transmission (automatic/manual) Steering / suspension

Brakes Engine Performance

Drivability Line shop experience

**Certified**: ASE certified in:

* + - Air Conditioning
    - Computers
    - Brakes
    - Alignment

**Experience**:

**Shetland Motors** City, ST

General Maintenance Mechanic Jan 2000-Present

Duties: Change oil, brake repair, tire repair and replacement.

Customer Service, movement of cars.

Life-long exposure to mechanical repairs.

**Cecil Whittaker’s Pizza** City, ST

Manager/Customer Service Representative Jun 1997-Jan 2002

Responsible for prompt service, open/close store, cash accounts Responsible for over $2,000 in bank deposits daily

On-time deliveries

**AMT Sample**

**First Name MI Last Name** Golly 7 Road

robynsneighborhood@hotmail.com Washing, Illinois 71256 618.616.2198

**Summary of Experience**

A Production Architect with entry level experience developing and designing customer solutions through creative thinking and organization.

**Skills and Abilities**

* Superior client service professional with the ability to establish and maintain relationships.
* Excellent oral and written communications.
* Proficient in a wide variety of software applications including Microsoft Word, Excel and Outlook.
* Efficient project manager through critical use of time, organization, planning, and problem solving.

**Education**

**Associate of Arts and Certificate of Proficiency, Architectural Technology and Design**

Ranken Technical College, Saint Louis, Missouri Graduation: May 1998

Practical experience and mastery of the following Architectural tools:

* AutoCAD 2000 3D Presentation Drawings
* Engineering Micro Station
* Web and Raster Documentation and Detailing
* Principles of Design Site and Survey
* Construction Technology Environmental Design

**Professional Experience**

**Clancy Copies** Saint Louis, Missouri

Customer Service Representative Jan 98-Present

* Interact with commercial and retail customers
* Specialize in technology and office furniture sales
* Manage weekly and monthly inventory
* Responsible sales from initial contact, alignment of customer needs with added value solutions
* Cash reconciliation duties as needed/cashier

**Sportservice Center-Edward Jones Dome**  Saint Louis, Missouri **Retail Customer Service Representative** Jun 97-Present

* Manage all sales at merchandise kiosk
* Developed exceptional customer service capabilities
* Regularly accountable for sales of $2,500 to $10,000
* Responsible for inventory, cash/credit card reconciliation

**AT Sample**

**First name MI Last Name**

Sandy State St. ~ St. Louis, MO 63113

Home Phone 314-455-2541 ~ Email myname@yahoo.com

* EDUCATION
* **Ranken Technical College** St. Louis, MO
* Associate of Technology Degree in Information Technology
* Graduation December 2010

-- AC/DC, Digital Microchip Theory, Microprocessors, DOS, Windows 3.1, Windows 9.x, Netware 3.12, 4.0, 5.1, Hardware Installation and Configuration, Windows 2000 (Server and Advanced Server), Cisco Routers (Configuration and Troubleshooting), General studies courses

* **St. John’s Community College** General studies courses

Certifications:

**MCP** (Installation, Configuration, Troubleshooting and Administration of Windows 2000 Server)

**CCNA** (Installation, Configuration, and Troubleshooting of Cisco Routers)

**A+** (Installation and Configuration of Hardware)

**A+** (Installation/Configuration of DOS, Windows 3.1, Windows 9.x)

* COMPUTER SKILLS

Installation/Configuration/Troubleshooting/Administration of Windows 2000 Server

Configuration/Troubleshooting of Cisco Switches and Routers: 1900, 2600, 2900 Series

NetWare 3.12, 4.0, 5.1, Works, Microsoft Office

Knowledgeable use of Windows CE, 3.1, 95, 98, and 2000 (Advanced server, Server, Professional)

Installation of hard drives/CD ROM drives/RAM/video cards/ network cards/floppy drives/tape drives/sound cards

Five plus years experience in hardware installation and troubleshooting

* **WORK HISTORY**

*Jan 01-May 2004 Kinkos* Washington, MO

Required use of Windows NT and Windows 95 to save and retrieve important blueprints for clients. Customer Service attitude with exemplary sales skills.

*Aug 00-Jan 01 Convergys,* Customer Service Agent St. Louis, MO

Help Desk authority for SBC Global. Link from customer to business for computer assistance. Extreme customer service and computer skills required.

First Name MI LName

Resume

Page 2

*Dec 1997-Aug 00 Sales Associate, Circuit City Inc.* Belleville, IL

Partial commission sales position that required constant customer to salesman relationship. Top salesperson in the computer and cellular phone departments for six consecutive months.

*Jun 95-Dec 1997 Denny’s Restaurant* Collinsville, IL

*Food Runner/Customer Service Rep*

Assisted in preparing / serving food at a four star restaurant

Strongly self-motivated, enthusiastic and profit oriented.

**References Available on Request**

**IT Sample**

**First Name Last Name**

**Address**

**City, State, Zip Code**

**phone**

[email](mailto:heneryviii@yahoo.com) address

**Education:**

**Ranken Technical College** St. Louis, MO

Associate of Technology Degree in Carpentry & Building Construction

Technology

Anticipated Graduation Date: May 2010

**Skills:** Estimate Building Loads Select Structural Lumber

Knowledge of Steel beams/concrete Hand & Power Tool Use

Residential Construction Knowledge Foundation Experience

Interior/Exterior Finishing Reading/Interpreting Blueprints Stair Framing

Electrical AUTOCAD

Exposure to Building Codes/OSHA Safety Standards

**Experience**:

**Behlman Builders** St. Louis, MO

Laborer:

Worked summer of 2002, 2003 as assistant to Journeyman carpenter. Team player, punctual, dependable, reliable and a quick learner

Long term exposure to construction business

**Cecil Whittaker’s Pizza** St. Louis, MO

Manager/Customer Service Representative Jun 97-May 02

Responsible for prompt service, open/close store, cash accounts, bank deposits, daily/on-time deliveries.

Possess a positive, professional image suitable for any business environment.

**References Available on Request**

**Sample CP**

***Street Address***

***St. Louis, MO 63109***

***Phone (314) 622-9878***

***Email:*** [***jjiu@hotmail.com***](mailto:jjiu@hotmail.com)

***First Name Last Name***

**Objective**

My goal is to obtain employment in the Control Systems and Electronics/Electrical Field so that I can continue my education while being an asset to the company.

**Education**

**Ranken Technical College** Expected graduation date - May 2010

Obtaining an Associate Degree in Control Systems Technology

* Introduction and advanced national electrical code
* AC/DC electronic lab and theory
* Solid state and digital electronic lab and theory
* Basic and advanced electrical shop
* Power distribution
* Transformer lab and theory
* instrumentation and process control lab and theory
* Advanced control systems lab and theory

**Summary of Qualifications**

**Training and instruction in Industrial Electricity**

* Commercial and residential wiring
* Installation, maintenance, repair of electrical and electronic systems
* AC/DC circuits
* National electrical code
* Transformers
* Microsoft word, Excel, PowerPoint

**Control System Training**

**Employment History**

**Sumner Electric**  **Belleville, IL**

**Team Leader Summer of 2002/2003**

Organized staff and demonstrated how to update homes with new electrical wiring, outlets, safety covers

**Gateway Homes Godfrey, IL**

**Coordinator Jun 2000 – Aug 2002** Maintained and prepared personal center plans for residents, supervised staff, managed household finances and accounting duties

**CST Sample**

**First Name Last Name**

**Address**

**City, State (MO) 63212**

**Phone: (314) 789-9989**

**Email:** [**jjklh3@hotmail.com**](mailto:jjklh3@hotmail.com)

**EDUCATION**

RANKEN TECHNICAL COLLEGE St. Louis, MO

Graduated May 1999

Associate of Science Degree in Electronics Engineering

Completed courses in DC/AC electronics, telecommunications, and wireless communications

**SKILLS**

* Ability to read and interpret schematics for component level repair
* Proficient in reading construction drawings to aid equipment installation
* Soldering miniature components
* Detailed experience working with Motorola wireless equipment and standard test procedures
* Thorough understanding of RF circuits
* In-depth experience with Motorola programming software
* Knowledge of Alpha, Beta, Gamma cell site configurations

**EXPERIENCE**

ST. LOUIS ELECTRONICS Maryland Heights, MO

***Field Service Technician*** Jun 2001 – May 2003

Responsibilities included installing, troubleshooting, and repairing wireless equipment onsite at the component level.

Imo’s Pizza Jamestown, MO

***Manager/Cook/Driver*** Jun 1998 – Aug 2001

Managed 10 cooks and drivers from August 2000 to August 2001. Responsible for cash reconciliation/deposits/ opening/closing franchise. Cooked and made deliveries as needed from 1998-2000.

**AWARDS**

Distinguished Achievement Scholarship: RANKEN TECHNICAL COLLEGE, 1999. Awarded to one individual for excellence in aptitude, work ethic, and attendance

National Dean's List: RANKEN TECHNICAL COLLEGE, 1999

President's List: RANKEN TECHNICAL COLLEGE, 1998 - 2000

**EET Sample**

**First Name Last Name**

Street Address

City, MO 69878

jiom36@hotmail.com

(636) 564-8977

Education: **Ranken Technical College** St. Louis, Missouri

Associate of Arts in Electrical Systems Design Technology

Expected date of graduation: May 2016

**Skills:** Knowledge of National Electric Code AutoCAD

Electrical Design/Layout DC/AC Theory

Power Distribution Lighting Design

Low Voltage Wiring Fire Alarms

Acquired understanding of McCormick Estimating Software

**Employment: Ranken Technical College** St. Louis, MO

Jun 01-Aug02 Lab Assistant: Responsible for helping first year students understand theory and application. Reinforce instructor’s teaching with practical application demonstrations.

Thrive on working with people and helping them succeed.

Jan 99-Aug 01 **Domino’s Pizza** Belleville, IL

Manager/Driver/Cook: Responsible for store opening/

closing, accountability of cash, daily deposit, train and

hire new drivers. Customer Service required with the

team of drivers as well as phone customers.

Dependability, punctuality, accountability required

**Awards**: Member of Phi Theta Kappa National Honor Society

Dean’s List each semester

**ESDT Sample**

First Name Last Name

Street Address

City, MO 63112

Phone: (314) 666-3333

Email: [jouj@hotmail.com](mailto:jouj@hotmail.com)

**EDUCATION:**

**Ranken Technical College** St. Louis, MO

Associate of Technology in Heating/Ventilation/Air Conditioning;

Graduated: May 2002

GPA: 3.0/4.0

EPA certification

Presently enrolled in continuing education courses

**SKILLS:**

**Commercial and Residential Service**

Wiring, controls, new installation, and refrigerant capacity

**HVAC Equipment**

Furnaces and air-conditioners

Exhaust and makeup air systems

Walk-in coolers, freezers, and ice-machines

**Pipe Fitting and Plumbing**

Welding, brazing, hard and soft soldering

**EXPERIENCE:**

**Handy Man True Value** Florissant, MO

**Sales Associate HVAC Department** Apr 00–Jun 02

Provide in-store customer service

Receive and verify incoming stock orders

Review and replenish shelf inventory

Member: Operating Engineers Local #2

**HVAC Sample**

**First Name Last Name**

Street Address, St. Louis, MO 63112

**(314) 897-7898**

**Email:** [**flmn@ranken.edu**](mailto:flmn@ranken.edu)

**EDUCATION:**

**Southern Illinois University Carbondale**

Carbondale, IL Currently working towards

Bachelor of Science in Industrial Technology

**Ranken Technical College --** St. Louis, MO Associates Degree of Technology w/ Honors in Industrial Electricity/Electronics – May 1993

**SKILLS:**

**Extensive Knowledge of the following:**

Hydraulic and Pneumatic Systems

AC/DC Electricity/Electronics

Motor Starters

Reduce Voltage Starter

Programmable Logic Controllers

DC Motor Drives

Commercial/Industrial Power and Lighting Systems

Ammonia/Mobile Refrigeration Systems

Boile Arc Welding / Brazing

Computer Software

Injection/Stretch/Reciprocation

Blow Molding

Labeling / Packaging Machines

Conveyor Systems

Material Handling System

Control Systems

Cooling Systems

**CERTIFICATIONS:**

\* EPA Certified -- HVAC Type I & II

\* Blow Molding Technology

**WORK EXPERIENCE:**

1997-2002 **OWENS-BROCKWAY** Vandalia, IL

Position: Journeymen Electrician

Duties:Installing/ Maintaining/Troubleshooting equipment

1993-1997 **Prairie Farms Dairy** Carlinville, IL

Position:Maintenance Electrician

Duties:Installed/ Repaired/Troubleshoot/ Maintained equipment

**HVAC Sample**

First Name Last Name

Street Address

Critchin, IL 62233

Phone: (618) 498-5896

Email: myname@hotmail.com

**Education**

**Ranken Technical College**            St. Louis, MO        *Graduated: May 2002*

**Associates Degree in Industrial Maintenance Technology**

**Skills**

     **Carpentry/Pipefitting-** **Experienced with** wood/steel framing; understand PVC, black-iron, copper/oakum/lead

     **Electricity/Electrical Code Book-** Knowledge of 120V, 220V, 240V, 480V, able to run circuits according to Code

     **PLC/HVAC-** **practice** programming Slic 500; know basic A/C unit/repair system

     **Machine Shop/Motor Alignment-** **Experience running** lathe/mill, understand basic operations; alignment of gears/motors, repair bearings

     **Hydraulics/Welding-** Trouble-shoot/repair hydraulic lines; able to arc weld, mig/tig, run cutting torch

     **Blue Print Reading/Motor Controls-** Able to read/interpret blue prints of all of the above; run contacts; understand three phase/single phase motors

 **Work Experience**

**A.G. Edwards** St. Louis, MO

Electrician May 2001 – Aug 2001

Run circuits with conduit; change lights

**CenturyLandscaping*,* Inc.** Belleville, IL

Laborer Jan 1992 – Current

Welder, carpentry, hydraulics/bearings, physical labor

**Lowe’s** Collinsville, IL

Stocker/Unloader Mar 1999-Current

Customer Service Representative, Stock shelves, Unload trucks

**INT Sample**

**First Name Last Name**

Street Address

City, MO 63336

Phone: (314) 286-4444

Email: [jllpo0pe@hotmail.com](mailto:jllpo0pe@hotmail.com)

**EDUCATION**

**Ranken Technical College** St. Louis, MO

* Associate of Science Degree, Awarded May 2001 in Internet and Web-Based Technology
* Internet, database design and programming, E-commerce, website design,

graphics, animations, security and basic networking concepts in a group environment

* Technologies included Java, JSP, Perl, ASP, PHP, XML, JavaScript, Vbscript, Actionscript,

HTML, DHTML, CSS, IIS and Apache web servers, and Oracle9i, Access, SQL server, etc.

**Webster University** Olathe, KS

* Website design, graphic design, digital video production

**CONSULTING ASSIGNMENTS – St. Louis, MO**

**Jazzy’s** - St. Louis, MO 8/00 - present

* Designed and developed a reservation based Web application
* Site allows customers to place online, real-time reservations within a quality user interface

***Jerome’s Technologies*** Belleville, IL2/00 – 8/00

* Designed / developed website
* Technologies utilized: PHP, JavaScript, Cascading Style Sheets, Include files, Flash, Dreamweaver
* Site hosted in Apache 1.3.2 environment

**Ranken Testing Room** St. Louis, MO 10/99 – 2/00

* Designed and developed site with Flash MX. Requires the Flash or Shockwave player to be viewed.
* Website utilizes actionscript to pass variables outside of Flash to a PHP script, which then communicates with

MySQL database

**PROFESSIONAL WORK EXPERIENCE**

**Service Technologies -** Director, Internet Marketing - St. Louis, MO 2/03 – present

* Consulting with clients, requirements gathering, web application development, and graphic design
* Ensuring customer satisfaction by demonstrating/delivering final product that exceeds the customers’ expectations

**Findmeahome** - Office Manager **–** Georgetown, MO 5/01 - 08/02

* Supervising daily operations - sales/ordering/receiving/shipping/inventory for warehouse
* Customer interaction via phone, email, and fax

Designing templates for new customer media or making changes to existing media

**INTERNSHIPS**

**St. Elizabeth University** - Web Development Department St. Paul, MN 5/02 - 8/02

* Research, design, and website development using various technologies - JavaScript, PHP, Perl, MySQL, Photoshop, Flash
* Part of development team for PHP/ MYSQL database driven sites, and worked with IIS and Apache web servers
* Built several video and flash introductions

**IWT Sample**

Street Address

St. Charles, Missouri 63107

(616) 636-3225

[jberror@hotmail.com](mailto:jberror@hotmail.com)

**First Name Last Name**

**Objective**: To obtain an apprentice position in the plumbing field.

**Education: Ranken Technical College** St. Louis, Missouri

Plumbing Technology Certificate

Graduated May 2001

**Skills:** Advanced plumbing technical skills

Welding/soldering

Mechanical knowledge

Blueprint reading

Fixture repair

Surveying

Basic electricity

**Experience: Children’s Hospital** St. Louis, Missouri

Laborer: June 1999-Present

General maintenance technician. Minor repair

in carpentry, plumbing, electrical replacement of wall

plates, etc. Excellent customer service skills required to

deal with hospital patients and families.

**Washington School District** Washington, MO

Summer hire maintenance Jan 1998-Jun 1999

– repairing/replacing all electrical/carpentry repair,

plumbing needs of the 11 schools in the district.

Required team work/dependability/accountability

**Imo’s Pizza**  Sullivan, MO

Jan 97-Jan 98

Managed a very successful pizza store

Responsible for prompt delivery, cash deposits

Customer Service

Driver/Cashier

**References Available on Request**

**PL Sample**

**First Name Last Name**

Street Address

St. Charles, Missouri 63107

(602) 789-1234

[judysmith02@hotmail.com](mailto:jasonstillman@hotmail.com)

**Objective**: To obtain a position as a general machinist where I can be an asset to the company while continuing to learn.

**Education: Ranken Technical College** St. Louis, Missouri

Associates Degree in Precision Machining Technology

Expected Graduation date May 2007

**Skills:** Toolmaking Product/Inventory Control

Industrial Safety CNC Machine Shop

Layout Measurement Advanced CAD/CAM

Inspection Manual lathe/mill

Knowledge of Okuma

Bridgeport mill operation

Vertical/horizontal mills

Raised in a family of successful people. Strong work ethic.

**Experience: Patriot Products** St. Louis, Missouri

Laborer: June 1999-Present General maintenance technician. Assisted journeyman machinist in setup and operation of manual lathe and

mill to fabricate replacement parts. Punctual/dependable Attention to detail stressed.

**Senior School District** Washington, MO

Summer Laborer June – Aug 98-99

Maintenance team assistant required to repair/replace mechanical motors, carpentry skills

Required team work, dependability, accountability

Verified man power and supplies used on each job site

References on Request

**PMT Sample**

**ACTION VERBS**

|  |  |  |  |
| --- | --- | --- | --- |
| * **Achieved** * **Acquired** * **Addressed** * **Administered** * **Advertised** * **Advised** * **Aided** * **Alerted** * **Allocated** * **Analyzed** * **Answered** * **Anticipated** * **Applied** * **Appraised** * **Arranged** * **Articulated** * **Ascertained** * **Assembled** * **Assessed** * **Assigned** * **Assured** * **Attained** * **Audited** * **Authored** * **Balanced** * **Bargained** * **Briefed** * **Budgeted** * **Built** * **Calculated** * **Chaired** * **Changed** * **Clarified** * **Classified** * **Closed** * **Coached** * **Coded** * **Collaborated** * **Collected** * **Communicated** * **Competed** * **Compiled** * **Completed** * **Computed** * **Conceived** * **Conducted** * **Constructed** * **Controlled** * **Convened** * **Conveyed** * **Cooperated** * **Coordinated** * **Corrected** * **Counseled** * **Created** | * **Defined** * **Delivered** * **Demonstrated** * **Designed** * **Determined** * **Developed** * **Diagnosed** * **Directed** * **Displayed** * **Distributed** * **Diverted** * **Drafted** * **Drew** * **Drove** * **Edited** * **Empowered** * **Enabled** * **Encouraged** * **Endured** * **Enlisted** * **Established** * **Evaluated** * **Examined** * **Executed** * **Exhibited** * **Expanded** * **Expedited** * **Experimented** * **Explained** * **Facilitated** * **Financed** * **Focused** * **Formulated** * **Generated** * **Graded** * **Grouped** * **Guided** * **Handled** * **Identified** * **Illustrated** * **Implemented** * **Improved** * **Increased** * **Influenced** * **Initiated** * **Innovated** * **Inspected** * **Inspired** * **Installed** * **Instructed** * **Insured** * **Interacted** * **Intervened** * **Interviewed** * **introduced** | * **invented** * **investigated** * **learned** * **lectured** * **led** * **made** * **maintained** * **managed** * **manipulated** * **mastered** * **measured** * **mentored** * **modified** * **monitored** * **motivated** * **negotiated** * **observed** * **obtained** * **operated** * **ordered** * **organized** * **outlined** * **participated** * **perceived** * **performed** * **persevered** * **persuaded** * **planned** * **prepared** * **presented** * **processed** * **produced** * **programmed** * **prohibited** * **projected** * **promoted** * **publicized** * **published** * **purchased** * **quantified** * **questioned** * **recommend** * **recorded** * **recruited** * **referred** * **regulated** * **reorganized** * **repaired** * **reported** | * **represented** * **reproduced** * **researched** * **resolved** * **responded** * **restored** * **retrieved** * **reviewed** * **revised** * **scheduled** * **selected** * **served** * **serviced** * **shared** * **simplified** * **solicited** * **solved** * **specified** * **stimulated** * **structured** * **studied** * **succeeded** * **suggested** * **summarized** * **supervised** * **supported** * **surveyed** * **targeted** * **taught** * **tested** * **trained** * **translated** * **tutored** * **updated** * **united** * **utilized** * **verified** * **wrote** |

**POWERFUL KEY PHRASES**

* **Managed a very successful \_\_\_\_\_.**
* **Earned the \_\_\_\_\_ award at \_\_\_\_\_.**
* **Ranked number \_\_\_\_\_ in sales for \_\_\_\_\_.**
* **Planned, managed and supervised events for up to \_\_\_\_\_ people.**
* **Completed assignments to our clients’ complete satisfaction.**
* **Proven ability to get team members into action.**
* **Succeeded in only \_\_\_\_\_months to educate myself in \_\_\_\_\_areas.**
* **Outstanding record in recruiting, training and motivating employees.**
* **Successfully published \_\_\_\_\_ in [local/regional/national] media.**
* **Designed and implemented a highly successful employee \_\_\_\_\_.**
* **Designed courses to train over \_\_\_\_\_ people.**
* **Proven track record of designing and implementing successful projects.**
* **Strongly self-motivated, enthusiastic and profit-oriented.**
* **Thrive on working with people and helping clients achieve their objectives.**
* **Highly motivated and goal-oriented.**
* **High energy coupled with enthusiasm and dedication to \_\_\_\_\_.**
* **Enthusiastic, creative and willing to assume increased responsibility.**
* **Long-term interest in \_\_\_\_\_.**
* **Unique abilities to help others.**
* **Well-versed in \_\_\_\_\_. A generator of creative ideas.**
* **An innovative trainer and educator.**
* **A quick learner with ability to adapt to new challenges.**
* **A creative flair for putting on events.**
* **Exceptionally adept at handling complex matters.**
* **Unusual talent for creating solutions which are commercially successful.**
* **A life-long exposure to \_\_\_\_\_. Strong affiliation with \_\_\_\_\_.**
* **Familiar with \_\_\_\_\_ cultures and politics.**
* **Long-term exposure to \_\_\_\_\_ business.**
* **Raised in a family of successful people. Strong work ethic.**
* **Strong credentials in \_\_\_\_\_ and \_\_\_\_\_.**
* **Trained by one of the area’s most reputable \_\_\_\_\_.**
* **A licensed \_\_\_\_\_ with \_\_\_\_\_ years of professional experience.**
* **Attended specialized courses in \_\_\_\_\_ and \_\_\_\_\_.**
* **Theoretical grounding in \_\_\_\_\_ and \_\_\_\_\_.**
* **Outstanding communication and presentation skills.**
* **Possess a positive, professional image suitable for any business environment.**
* **Effective at public speaking and media presentations.**
* **Excellent communicator; able to draw people out and quickly put them at ease.**
* **Effective negotiator.**
* **Excellent written and verbal communication skills.**
* **Extensive contacts in the \_\_\_\_\_ field.**
* **Extensive public service in nonprofit organizations.**
* **First hand experience with a wide range of cultures.**
* **Excellent command of both \_\_\_\_\_ and \_\_\_\_\_ languages.**
* **Effective in working with people from \_\_\_\_\_.**
* **Successfully opened profitable foreign markets.**
* **Able to resolve conflicts where other people failed.**
* **Ability to bring harmony among diverse groups.**
* **Diplomatic and tactful with both professionals and nonprofessionals.**
* **Skilled in handling public matters with professionalism.**
* **Effectively interface with management at all levels.**
* **An effective decision-maker. A seasoned professional.**
* **Well-organized and resourceful.**
* **Extremely dependable in completing projects.**
* **Can be counted on to get the job done.**
* **Effective independently or as a member of a team.**
* **Excellent organization, communication and writing skills.**
* **Ability to organize many documents into a coherent presentation.**
* **Creative problem solver.**
* **Outstanding ability to assess client’s needs.**
* **Special talent for improving systems. Able to accurately establish priorities.**
* **Able to pinpoint problems and initiate creative solutions.**

1234 Williston Rd. • So. Burlington, VT 05403 • Phone: (802) 865-4243 • [www.ResumeDoctor.com](http://www.ResumeDoctor.com)

**INTERNET RESUME TIPS**

Recently, [ResumeDoctor.com](http://www.resumedoctor.com/) studied the best practices to ensure an “Internet friendly” resume. Based on the results, ResumeDoctor.com complied a checklist for electronic resumes:

1. **CONTACT INFO.** Be sure to include your complete contact info on your resume, including email address. Email is the preferred channel of communication for recruiters, so provide them with a professional address that is checked regularly.
2. **FORMATTING ISSUES.** Just because your resume looks great printed out, that does not mean it is easy to read on the computer screen. Most electronic resumes are never printed out, so stay away from fancy fonts, tables, templates, headers, footers, etc.
3. **CUSTOMIZE YOUR RESUME.** Always address the requirements of the employer in your resume. Know what skills and experience a particular employer is looking for, and make those specific areas of your resume stand out. Recruiters receive hundreds of resumes in response to job board postings, so communicate the most relevant information quickly and concisely.
4. **NAMING YOUR RESUME.** Imagine being a recruiter and getting hundreds of resumes per week named: “resume.doc.” Make it easier for your reader to locate your resume by naming it: “Smith, John Resume.doc.”
5. **PROOF-READ YOUR RESUME.** Resumes with misspelled words, typos and grammatical errors are surprisingly common. Be sure to correct these errors and select “Ignore All” for false alarms, otherwise your reader may be faced with a resume filled with red and green underlines.
6. **FILE FORMAT.** It is imperative that your resume be available in MS Word format. MS Word is the de facto standard in business today, so resist the temptation to send a document as a PDF, Word Perfect format, or compressed in a Zip file. If recruiters cannot open your file easily, they will not read it.

ResumeDoctor.com provides resume-consulting services and FREE resume evaluations for job seekers in all industries at:

[http://www.ResumeDoctor.com/EvaluateResume/EvaluateResume.asp](http://www.resumedoctor.com/EvaluateResume/EvaluateResume.asp)

[www.ResumeDoctor.com](http://www.ResumeDoctor.com)

Work While You Look For Work

**For most professionals, holding out for the right job often takes many weeks or months of patient searching. According to the Bureau of Labor Statistics, the average duration of unemployment has increased over the last few years. Professionals frequently sight a fear of “underemployment” as a reason for a protracted job search. However, holding out for the perfect job means prolonging both financial and emotional hardships. Fortunately, a solution exists that can satisfy your desire to continue to search for the right job, while also easing the stresses of unemployment.**

**Staffing firms, which offer a wide variety of temporary positions, can help you to bridge the gap between jobs. Holding a temporary position can benefit you in more ways than most expect. Before you rule out a temporary job, consider these benefits:**

* Continue to get paid. **Increased financial burdens represent the most immediate impact of unemployment. Just the sheer fact that you can continue to bring in a paycheck while you look for work or after your unemployment expires may be reason enough. A temporary position offers a modest income while you continue seeking full-time employment.**
* Boost Your Confidence.  **The overall process of actively seeking a job bruises your ego, especially when you do not get much response. Just the simple fact that you commute to work daily, even if only on a part-time basis, will result in a healthier, more positive outlook. Plus, the opportunity to socialize with other workers creates a welcome change in an otherwise solitary job search. Temporary positions further boost your confidence as you learn new skills keep existing skills sharp.**
* Minimize Gaps in Employment. **Taking on a temporary position will minimize gaps in employment from the time you left your last full-time position to the time you find your next one. Gaps of employment often raise red flags for employers, as they elicit questions regarding the true reason for your prolonged joblessness. Securing one or more temporary positions offers you an easy explanation for what you’ve been doing sense your last job. Prospective employers will see that you continue to remain active in the job market, as opposed to the other candidates who lack this ambition.**
* **Test Drive the Company.**  Companies often hire temporary workers on a trial basis to see if they may be a fit for a full-time position. While you are temping, be flexible, accommodating, and show that you are a valuable employee. If the company likes what it sees, the temporary job could easily be converted to a full-time job.

In addition to serving as an audition period for an employer, a temp job also offers you an inside preview of the company. You may just find out that this is not the type of company you want to work for. On the other hand, if the position differs from your current line of work, you may discover a new career path worth pursuing.

* **Network with people of authority.** Holding a position as a temporary employee offers an opportunity to network with those within the company. You will make some great contacts as you work alongside your new coworkers. If and when a permanent position comes up, you will likely be much higher on their list of prospective candidates. Even if this temporary position does not pan out to a permanent job, you still have a good chance of finding out about other job openings of interest to you.

During your job search, if you encounter a company that you would like to work for, find out if that company uses a staffing agency. If so, contact that agency and get your foot in the door.

**ResumeDoctor.com provides resume-consulting services and FREE resume evaluations for job seekers in all industries at**

**5 Innovative Job Seeking Approaches from ResumeDoctor.com**

These days, job-hunting can feel like an endless journey. Job listings in the newspaper and online seem like black holes that rarely yield any responses at all. Patiently waiting for the phone to ring or for new postings to turn up is a process that quickly looses its charm. Well guess what, adopting a more active approach to job seeking can give your search the second wind it needs.

Updating your job-searching repertoire greatly broadens the reach of your resume marketing campaign. Instead of passively looking for jobs from the comforts of home, you must boldly venture out into the professional community. Here are several of the most effective job-hunting approaches:

1. **Attend Business Expositions, Trade Shows and Industry Conventions**. This is possibly one of the most over-looked job seeking ideas out there, but often can be one of the most fruitful.

Trade shows offer a plethora of contacts and provide you the opportunity to speak with literally hundreds of people from a specific industry. Conventions and trade shows are a great way to learn more about the industry and can introduce you to products and companies that you never knew existed. If you are in sales, attending any industry exposition is a MUST, as most of the exhibitors are from either the sales or marketing departments. These booths are often “manned” by the head of sales, which is ultimately the contact you NEED to meet.

As the old saying goes, it usually is not what you know, but whom you know. Introduce yourself and spend time talking with people. Let them know you are in the job market, and you will be surprised how many ideas you will walk away with. Call around to local convention centers or the local chamber of commerce chapter to get a list of conventions and trade shows coming to your area. If you are really aggressive, perhaps even a trip to another city is in order.

1. **Register with Trade or Industry Associations**. If you are not already a member of an association within your industry, you should definitely consider joining. Not only will it keep you active in the industry, it also provides another great way keep up on the latest news. Many associations send periodic newsletters members, which might contain valuable information regarding companies that are hiring and/or employment opportunities.

In addition, these associations often sponsor monthly meetings or lunches where you can network with your peers in the industry. Use these opportunities to get your own name out there and spread the word that you are in the job market.

1. **Volunteer**. If you are looking for a job in the non-profit sector, this is a great way to get your foot in the door, earn respect, and prove yourself. Offer your services to an organization you have an interest in working for, or at least one within your industry. You will benefit by gaining skills and experience relevant to that organization, which ultimately will make you a more qualified candidate.

1. **Attend Chamber of Commerce functions**. Find out when your local Chamber of Commerce holds their monthly meetings and mixers. This is another effective way of meeting those that are seemingly impossible to contact during a more traditional search process. Don’t be too particular with who you speak with, since a majority of the folks there will be representing local businesses. Feel free to inquire about how they got into the industry, as you might be directed towards the right people to speak with.
2. **Use the phone**. Identify a few dozen companies you are interested in working for and give them a call. Do your homework about the company first and understand their product and culture. Do not be afraid to pick up the phone and ask whom you can talk to about employment. Your best strategy is to find out who would be “your boss” if you worked there and contact him or her. When you get this individual on the phone, express your interest in obtaining employment with their organization and that you wish to send them a resume. To remind them later on of your conversation, be sure to mention in your cover letter that it was a pleasure speaking with them.

Taking a more proactive approach of seeking employment is much more effective than sitting at home and just blasting out resumes like everyone else. Get your name out there, meet those within the industry, and take charge of finding yourself a job.

ResumeDoctor.com provides resume-consulting services and FREE resume evaluations for job seekers in all industries at

**[http://www.resumedoctor.com/EvaluateResume/EvaluateResume.asp](http://www.resumedoctor.com/EvaluateResume/Workopolis_Evaluation.asp)**

ResumeDoctor.com also offers specialized job market expertise and content to media and employers.

**CONTACT INFORMATION:**

Mike Worthington

Phone: (802) 865-4243

Fax: (802) 860-2876

[Mike@ResumeDoctor.com](mailto:Mike@ResumeDoctor.com)

[www.ResumeDoctor.com](http://www.ResumeDoctor.com)

**All Resume Doctor Information reprinted with permission from Mike Worthington.**

**Sample Cover Letter**

**Your Street Address**

**City, State, Zip Code**

**Current Date**

**Contact Name**

**Company**

**Address**

**City, State, Zip**

**Dear Mr. Smith:**

**In May of this year I will graduate from Ranken Technical College with an Associate Degree in Industrial Maintenance Technology. I am interested in pursuing the position that you posted at the College for an Electronic/Mechanic Technician.**

**I believe that my maintenance experience, my degree from Ranken and my enthusiasm and possession of a positive, professional image will bring added value to your company.**

**I would appreciate the opportunity to meet with you and discuss my skills and drive to work for such an excellent company. Please contact me at your earliest convenience. I can be reached at any time on my cell phone at (314) 412-1121.**

**Sincerely,**

**(your signature)**

**Typed name**

**Sample Thank You Letter**

John Q. Smith

123 Street

Belleville, Illinois 62222

August 18, 2004

Ms. Melissa Johnson

Trane

4897 Street

St. Louis, Missouri 63113

Dear Ms. Johnson:

Thank you so much for the opportunity to interview with you and Mr. James for the position of Data Processing Systems Analyst. I am extremely impressed with Trane and the employees that work for you.

By nature, I am hard working, detail oriented, and a self-starter committed to the best possible performance of job responsibilities and related problem solving. This position seems to offer a stimulating challenge, professional growth development, and the opportunity to use my technical skills in the area of particular interest to me.

The Analyst position and the Trane environment appear to be the perfect fit for me.

Again, thank you for your time. I hope to hear from you soon at (618) 916-6312.

Sincerely,

(Your signature)

Typed Name

**Ranken Technical College provides a database of resources for you to access jobs, post and forward your resume to employers, and more.**

**Sample Reference Page**

**John D. Smith**

**34 Georgette Lane**

**Highland, Illinois 62222**

[**jdsmith@csc.com**](mailto:jdsmith@csc.com)

**618-231-0000**

Daniel McCormick

Kraft-Capri Sun

Supervisor

Granite City, Illinois

(618) 997-4563

George Alman

Century Photo Shop

Manager

Litchfield, Illinois

(217) 231-5231

Jake Renew

Scoutmaster

Highland, Illinois

(217) 231-7858

Manny Georg

Choir Director

Highland Church of Christ

(618) 546-8978

**A Job-Search Checklist for**

**Ranken Technical College Students**

The job search can feel overwhelming, so it is helpful to break it into manageable steps. The good news is you don’t have to do every step in order. For example, you can start working on your resume before you identify what you want to do. Just start checking off as many of these activities as you can, and you will find yourself on the way to a great opportunity.

You can receive assistance for every one of these steps through the Career Services Office of Ranken Technical College. Linda or Janie are available 7:30 a.m. – 5:00 p.m. Monday through Friday. (314) 286-3665.

**Step 1: Know yourself.**

\_\_\_ I have identified my personal strengths, skills, interests, and values.

\_\_\_ I have made a list of the job titles I am interested in pursuing.

\_\_\_ I can name two or three jobs/careers I plan to pursue.

**Step 2: Know where you want to work.**

­­­\_\_\_ I have researched companies that might hire someone with my skills, interests and background.

­­­\_\_\_ I have researched career fields; typical entry-level jobs, typical salaries, best geographic location for jobs, etc.

\_\_\_ I have identified 10 potential employers for the type of work I’m seeking.

**Step 3: Get ready for the search.**

\_\_\_ I have registered with the Career Services Office and learned to use eRecruiting.

\_\_\_ I have had my resume and cover letter(s) reviewed by a professional or staff member.

\_\_\_ I have developed my “30 second speech” for short encounters with employers.

\_\_\_ I have identified three individuals who will serve as references.

\_\_\_ I have developed my interview skills.

\_\_\_ I have prepared for interviews by practicing responses to typical questions and/or doing mock interviews.

\_\_\_ I have an interview outfit that is suitable for the field in which I plan to work.

\_\_\_ I have a professional sounding answering machine/voice mail message in case an employer calls.

\_\_\_ I have a neutral/professional e-mail address to give to employers.

**Step 4: Start Searching.**

\_\_\_ I have uploaded my resume to the recruiting site of Ranken Technical College.

\_\_\_ I regularly check the career center web site for career opportunities.

\_\_\_ I have a system for keeping track of my contacts and keep in touch with them.

\_\_\_ I keep a copy of my resume next to my phone in case I receive a call from an employer.

\_\_\_ I follow up each contact to request an interview.

\_\_\_ I send thank you letters or e-mails to every person who interviews me or shows interest in me at the Job Fair.