# Hand-outs for Resume Writing Class

## Right Pocket of Folder

1. Resume R. Doyle
2. Resume S. Pope
3. Resume Review Activity
4. Skills – (soft, transferable, job)
5. Summary Statements
6. Resume Checklist

## Left Pocket of Folder

1. Accomplishment Statements
2. Better Bullets
3. File Formatting Options
4. Cover Letter Template
5. Cover Letter Email Format

Upon request the information in this document can be made in alternative formats for people with disabilities by contacting INSERT PHONE NUMBER.

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**CHRONOLOGICAL RESUME EXAMPLE**

# ROBERT DOYLE

**(763) 792-2175**

**rsdoyle@internet.com www.linkedin.com/in/robertsdoyle/**

## SUMMARY

**Production Assembler** with over 10 years of experience. Produced more than $2 million in government products per year with an average acceptance rate of 99.5 percent. Detail-oriented and quality-focused, with process and final inspection experience.

## SELECTED SKILLS & EXPERTISE

* + Machine set up
	+ Spot and wire soldering
	+ Training others
	+ Steady & accurate
	+ Blueprint reading
	+ Fabrication
	+ Drilling and tapping
	+ Cleaning delicate parts

## EMPLOYMENT HISTORY

**Production Assembler 2013-2018**

Minnesota Diversified Industries St. Paul, MN

* + Stocked packaging machine, and operated fast-pace wrapping machine
	+ Reviewed orders and assembled stamp packets meeting US Post Office specifications
	+ Performed quality inspections throughout production process
	+ Assisted and set up more than 25 work areas for associates with special needs
	+ Mastered all production line stations, which improved efficiencies
	+ Mentored five coworkers resulting in 15 percent increase in their productivity
	+ Corrected defects and ensured conformance to specifications by repairing and replacing parts

**Circuit Board Assembler 2007 - 2013**

Intel Corporation Hillsboro, CA

* + Determined exact circuit board specifications by reading blueprints
	+ Soldered small components on up to 500 circuit boards per day
	+ Assembled circuit boards for Soldering/SMT machine on assembly line exceeding quota 25 percent of the time
	+ Saved production time and money by checking circuit boards and repairing errors quickly & efficiently

## EDUCATION

**Soldering/Process Training (OJT)** - Intel Corporation - Hillsboro, CA

**Diploma** - White Bear Lake Senior High School - White Bear Lake, MN

**COMBINATION RESUME EXAMPLE**

**SUSAN L. POPE**

**(651) 952-1099**

**Susanlpope@gmail.com**

**SUMMARY STATEMENT**

Experienced security professional with military, medical and firefighter background. Additional experience in working and dealing with the public in a variety of situations. Known for remaining calm under stress and for ability to read and anticipate potential problems and intervene quickly.

**SELECTED SKILLS/EXPERIENCE**

**Building & Personnel Security**

* Provided security for key military leaders by conducting foot patrols in dangerous areas with no loss of equipment or life
* Patrolled and inspected buildings, and property with keen observation skills and surveillance techniques
* Secured main traffic gate at military base by screening 500 individuals and searching 50 cars per day maintaining the safety of the personnel and the premises.
* Supervised the security of $ 10 million of highly sensitive equipment resulting in zero loss

**Emergency Management/Prevention**

* Trained in fire suppression and control of hazardous materials
* Proven ability to use and maintain firearms safely
* Able to apply First Aide and administer CPR
* Collaboration and communication with other emergency personnel

**Leadership**

* Increased promotions 20 percent by identifying strengths and weaknesses of team, writing monthly performance evaluations and conducting face to face counseling
* Graduated in the top 10 % from the U.S. Army Warrior Leadership course with increased leadership and management skills
* Achieved a 100 percent pass rate on physical fitness test for personnel by implementing and managing a physical training routine

**Customer Service**

* Parked and retrieved vehicles for customers, and assisted them into and out of their vehicles
* Limited problems and liability related to customers' excessive drinking by taking steps such as persuading customers to stop drinking

**EMPLOYMENT HISTORY**

**Infantryman,** United States Army, Fort Bragg, NC 02/2011-02/2018

**Valet,** MGM Grand Hotel, Las Vegas, NE 10/2009-12/2010

**Bartender**, Martinville, Las Vegas, NE 06/2007-06/2007

**MILITARY**

**United States Army** - Honorable Discharge

**Warrior Leadership** - United States Army - Fort Bragg, NC

**Airborne School** - United States Army - Fort Benning, GA

**CIVILIAN EDUCATION**

**A.S. Fire Sciences** - Hennepin Technical College - Eden Prairie, MN

**Emergency Medical Technician** - Anoka Technical College - Anoka, MN

**RESUME REVIEW ACTIVITY**

Job posting on MinnesotaWorks.net

Job Listing

Job ID: 246810

Job Location: HeartHealth Systems, Inc., 651 Cardio Drive, St. Paul, MN 55014 How to Apply: BrettHertz@HHSI.com

Job Title: Customer Service Representative

Work Type: Regular

Work Days: Weekdays. Hours per Week: 40 Salary Offered: Unspecified

Education Required: Associate Degree

Experience Required: 24 months

Required Skills:

BA or BS in Business preferred, or equivalent combination of education and experience.

Minimum of 2-3 years’ experience.

Background in high tech medical device market, including knowledge of medical equipment products and sales strategies.

Strong customer service skills: Ability to work independently, using good judgment, initiative and analytical abilities. Ability to work as a team member and be flexible. Must be a friendly, helpful person who enjoys contact with employees and external customers at all levels. Must be adept at multitasking. Excellent interpersonal and negotiating skills. Proficiency with PC-based office computers including Microsoft Word, Excel, PowerPoint, and Outlook. Help sales reps with quotes and other support.

Excellent communication skills: Produce written and verbal reports to management and relevant departments regarding defective or damaged goods, product sales, and other information as needed. Develop and implement procedures, files, records, and follow-up systems to ensure administrative processes are managed in a well-organized and timely manner. Gather information about products, complaints, policies, and accounts: keep records of all transactions. Research, monitor, or prepare semi-routine reports or analyses, summarize findings, and make recommendations to solve administrative problems.

Refer to Job ID when applying.

Please do not open until asked to do so!

**RESUME 1 = IVANA**

**Ivana Job**

1234 Main Street West

Anyplace, MN 55555

952-555-5555

Ivanajob@fakemail.com

**OBJECTIVE**

To contribute the skills and education I have acquired towards a challenging and tough sales situation in order to achieve and exceed the desired results.

**EMPLOYMENT HISTORY**

**Regional Sales Manager** July 2017 to Present

**Office Supply Stores** Town Place, MN

* + Managed sales operations of over 80 representatives in 15 Twin Cities area stores.
	+ Responsible for storehouse accountability; supervise all stock operations.
	+ Employed or terminated, taught, controlled and developed new sales managers.
	+ Implemented and ensured proper sales scheduling, oversaw a strict loss prevention curriculum.
	+ Organized widespread marketing throughout the entire metro area.

**Sales Representative** August 2015 to May 2017

**Supplies for the Office, Inc.** Cityville, MN

* + Marketed and sold basic office supplies and services to commercial clients and dealer networks.
	+ Acquired recent accounts; retain and ensure the proper functioning of existing accounts.
	+ Organized cold calling; processed project orders and ensured after sale service to clients.
	+ Utilized creative problem-solving techniques to retain over 90% of customers.
	+ Recognized multiple times for obtaining the highest customer satisfaction survey scores.

**Human Services Assistant** December 2013 to July 2015

**Society Services** Ruralton, MN

* + Utilized networking to obtain funding and grants for multiple human services programs and projects.
	+ Sold sponsorship opportunities to local businesses to further ensure adequate funding for program year.
	+ Managed a housing assistance program of 14 program representatives and assistants.

**Human Services Representative** June 2011 to November 2013

**Society Services** Ruralton, MN

* + Administered a housing assistance program to a large caseload of qualified candidates.
	+ Advised clients on appropriate techniques for creating a budget and maintaining positive spending habits.
	+ Referred clients and walk-in traffic to other appropriate social service agencies and resources.

**EDUCATION/TRAINING**

**Bachelors of Science in Business – Marketing**

**University of Statesota** Cityville, MN

**Associates of Arts Degree**

**Ruralton Community College** Ruralton, MN

**RESUME 2 = ANITA**

**ANITA NUJOB**

1234 Main Street West

Anyplace, MN 55555

952-555-5555

anitanujob@fakemail.com

[www.linkedin.com/in/anitanujob](http://www.linkedin.com/in/anitanujob)

**PROFESSIONAL SUMMARY**

Self-motivated human services professional with several years of experience in the field. Detail oriented, with strong skills in job search techniques. Well versed in the use of job boards, assessments and other career tools. Passionate about assisting individuals searching for work to help them get the job they want faster. Highly experienced in working with difficult customers to solve problems and satisfy their needs.

**AREAS OF EXPERTISE**

**Human Services**

* + Used proper tools to research information for more than 50 clients per week and taught clients to do that for themselves.
	+ Administered and managed a program that provided housing and other related assistance to more than 100 local area residents in 2015.
	+ Discovered other resources and services in the local area that assisted clients with things the housing assistance program couldn’t.
	+ Advised clients about techniques for creating a budget that helped them maintain positive spending habits.
	+ Conducted weekly workshops with 30-plus participants.

**Human Resources**

* + Provided human resource support for sales department when company was forced to lay off 200 employees in 2013.
	+ Connected laid-off employees to programs, assistance and resources that helped them get jobs faster.
	+ Interviewed and hired 25 sales and program representatives and assistants in 2015.

**Customer Service**

* + Made appropriate recommendations that streamlined processes to better meet customer needs, while maintaining a high degree of customer satisfaction and retention.
	+ Learned about new services and products every quarter that kept existing services and products up-to date.

**COMPUTER SKILLS**

Proficient in Microsoft Office Suite - Word, Excel, PowerPoint, Access, Outlook, online tools for job search

**EMPLOYMENT HISTORY**

Regional Sales Manager – Office Supply Stores (Town Place, MN) July 2017 to Present

Sales Representative – Supplies for the Office, Inc. (Cityville, MN) August 2015 to May 2017

Human Services Assistant – Society Services (Ruralton, MN) December 2013 to July 2015

Human Services Representative – Society Services (Ruralton, MN) June 2011 to November 2013

**EDUCATION/TRAINING**

**Bachelors of Science in Business – Marketing, Minor in Human Services** Cityville, MN

**University of Statesota**

**Associates of Arts Degree – focused on Human Services** Ruralton, MN

**Ruralton Community College**

**MOVING FORWARD BY:
Identifying Work Environment Soft Skills**

Employers look at more than your past job titles — they want to see your skills and how you used your skills on the job. Highlight both soft skills and transferrable skills in your resume, cover letters and interviews. Look for jobs that match your skills.

Employers look for strong soft skills every time they make a new hire. They want new employees that can quickly fit into a new work environment and be productive. Job seekers need to demonstrate a personality and work ethic that matches the job environment they are applying for.

*Circle words below that describe your work-related soft skills.*

Accept responsibility

Competitive

Complete assignments

Creative

Critical thinker

Decisive

Dependable

Detail-oriented

Diplomatic

Enthusiastic

Flexible

Follow instructions

Friendly

Get along with others

Good attendance

Honest

Integrity

Intelligent

Inventive

Kind

Learn quickly

Mature

Meet deadlines

On time to work

Open-minded

Outgoing

Patient

Persistent

Physically strong

Pleasant

Professional

Proud of doing a good job

Results-oriented

Self-motivated

Sense of direction / purpose

Sense of Humor

Sensitive

Sincere

Sociable

Tactful

Team worker

Tolerant

Trusting

Understanding

Willing to learn new things

*Add work related soft skills you have that are not on the list*

**MOVING FORWARD BY:
Transferring Job-Specific Skills**

Many skills from previous jobs or careers can be used again in a new job or even a new career. These are transferrable skills. Emphasize these skills in your resume, cover letters and interviews. Think about something you did from previous work, school or volunteer experience. Consider all the skills involved in completing that task and write them below. Finally, identify the skills that can be transferred to your next career goal.

*List your transferable skills:*

1. 2. 3.

4. 5. 6.

7. 8. 9.

— **PEOPLE SKILLS** —

Caring

Comforting

Communicating

Conflict Management

Conflict Resolution

Counseling

Consulting

Developing Rapport

Diplomacy

Diversity

Empathy

Encouraging

Group Facilitating

Helping Others

Inspiring Trust

Inquiry

Instructing

Interviewing

Listening

Mediating

Mentoring

Motivating

Negotiating

Outgoing

Problem Solving

Respect

Responsive

Sensitive

Sympathy

Tolerance

— **USING WORDS AND IDEAS** —

Advertising

Articulate

Brainstorming

Correspondence

Design

Edit

Imaginative

Inventive

Logical

Project Planning

Promotional Writing

Public Speaking

Publicity

Quick Thinking

Sign Language

Speech Writing

Telephone Skills

Write Clearly, Concisely

Verbal Communication

— **CREATIVE** —

Artistic

Dance, Body Movement

Designing

Drawing, Model-Making

Drawing, Painting

Expressive

Handcrafts

Illustrating, Sketching

Mechanical

Perform

Photography

Playing a Musical Instrument

Poetic Images

Present Artistic Ideas

Rendering

Singing

Visualize Shapes

Visualizing

**MOVING FORWARD BY:
Transferring Job-Specific Skills (Continued)**

— **DEALING WITH DATA** —

Accuracy

Analysis

Analyzing

Auditing

Averaging

Budgeting

Calculating

Compiling, Classifying

Comparing

Computing

Cost Analysis

Counting

Detail-Oriented

Evaluating

Examining

Financial Management

Financial or Fiscal Analysis

Financial Records

Following Instructions

Investigating

Organizing

Problem Solving

Recording Facts

Research

Surveying

Synthesizing

Taking Inventory

— **MECHANICAL SKILLS** —

Assembling

Balancing

Counting

Drawing, Painting

Driving

Endurance

Finishing, Refinishing

Gathering

Grinding

Hammering

Hand Crafts

Inspecting

Keyboarding

Keypunching, Drilling

Manual Dexterity

Modeling, Remodeling

Observing

Operating Machines

Physical Agility, Strength

Precise, Tolerance, Standards

Restoring

Sandblasting

Sewing

Sorting

Weaving

— **LEADERSHIP** —

Competitive

Coordinating

Decision Making

Decisive

Delegate

Direct Others

Evaluation

Goal Setting

Influence Others

Initiate New Tasks

Integrity

Judgement

Manage Others

Mediate Problems

Motivate People

Multi-tasking

Negotiate Agreements

Organization

Planning

Results Oriented

Risk Taker

Run Meetings

Self-Confident

Self-Directed

Self-Motivated

Sets an Example

Sets Pace

Solve Problems

Strategic Planning

Supervision

Work Schedules

## SUMMARY STATEMENTS

The summary of qualifications statement documents your work experience and achievements. This statement is a summary of the experience and qualifications that are the most pertinent to the job for which you are applying. This is highly recommended for those individuals who have considerable work experience. The summary is usually a 2-3-line paragraph or series of bulleted items.

To be effective, the summary or qualification statement must indicate that you are qualified for the position you are seeking. It is often read first, and if it catches the reader’s attention, chances are the rest of the resume will be read.

### **Examples of Summary Statements**

Accomplished **Production Manager** with proven skills in all aspects of assembly, manufacturing and testing. Experienced with Lean and JIT. Successful at making consistent contributions to improving operating efficiency and productivity, while reducing costs and enhancing quality service.

**Marketing Manager**

* + Over eight years of experience
	+ Proven success in running email marketing campaigns and implementing marketing strategies
	+ Increased qualified leads by 20%
	+ Proficient in content, social media and inbound marketing strategies
	+ Creative and innovative.

Agile and organized **Receptionist** with 6+ years of professional experience in the private and public sectors. Skilled at dealing with sensitive situations and keen to support the organization with diplomacy, and communication skills. Recognized for implementing CRM system with reporting capabilities that contributed to cutting costs by up to 25%.

Experienced **Planner/Coordinator** with extensive knowledge of inventory control and on-line inventory systems. Recognized by management for innovation and initiative in implementing JIT techniques, as well as interdepartmental communication skills.

**Executive Secretary** with varied background using PC and Apple word processing, graphics, and spreadsheet applications. Commended for meeting management and travel scheduling, as well as general clerical skills. Extensive experience in training clerical personnel in effective telephone and interpersonal communications skills.

Results-oriented, proactive **Network Systems and Support Analyst** with proven experience in planning, coordinating, managing installations, and administering local area networks. Demonstrated ability in diagnosing hardware, software, IT systems and networking and troubleshooting them.

Dedicated Trained **Medical Assistant** with over 5 years of experience in passing medications and charting both Temporary Care Plans and Weekly Summaries. Extensive experience taking vital signs, providing treatments and scheduling Certified Nursing Assistant assignments.

Skilled **Maintenance Worker** with 7 years' experience in health care facilities. Skilled in operating a variety of hand tools and attending to maintenance problems quickly and efficiently.

**Lead Dietary Cook** experienced in 96 bed health care organization. Planned all three meals as well as special meals for residents and 100 employees. Boiled, baked, and fried a variety of foods. Trained Dietary Aides.

**SUMMARY STATEMENTS (Continued)**

The **Summary/Profile Statement** matches your experience and qualifications to the job target. An effective statement will capture the reader’s attention and clearly indicate that you are a qualified candidate. It is a preview of related skills, experience, and achievements and accomplishments that will be featured in the body of the resume.

**Begin by completing the following:**

1. Title of the position or field you are interested in:
2. How much related job experience do you have?

1. What are the key skills you have to offer for this position?

1. What characteristics have helped make you successful in this position?

1. What are you known for? What is your reputation?

**Now combine some/all this information in statement form to create your Summary/Profile Statement. In typewritten form, this statement will be 4-6 lines long and provide the reader with a “preview of coming attractions.”**

## BETTER BULLETS FOR RESUMES

Write descriptions of your job responsibilities that are brief but detailed enough to create an image in the reader's mind. Adding enough descriptive detail to create a picture of you performing your duties **in the circumstances** in which you worked informs the reader about not only **what** you did, but also **how** you did it. This makes the exact nature and scope of your past jobs clearer to the employer and makes you more memorable. They have a clearer image of you doing the work in context. Details you can add include:

* **How Many?**
Instead of saying "Managed office staff.” say "Managed office staff of 6 administrative assistants and 2 receptionists and a mailroom associate."
* **What Size?**
Instead of "Responsible for daily operations in a warehouse.” say "Directed daily operations in a 24,000 sq. ft. warehouse facility housing $9 million in inventory.
* **How Many Dollars Were involved?**"Managed a retail store." turns into "Managed retail store with $5 million in sales volume and an operating budget of $1.5 million."
* **How Often?**
"Created sales reports." becomes "Created daily sales reports for sales team of 40."
* **How Quickly/What Time Frame?**
"Processed accounts payable receipts." Turns into "Resolved all accounts payable claims within 48 hours.
* **How Well?**
Did you do something with a low error rate, such as 0 defects? Did you win recognition for accuracy or excellence?
* **ln What Setting or Context?**
Where did you do this work? Did you work in a law office of 6 partners and 14 associates? Were you in an office or did you have a regional territory?
* **For Whom?**
"Administrative Assistant to the Vice-President of Operations."
* **With Whom?**
"Sales department representative on an eight-person New Initiatives Work Group."

## ACCOMPLISHMENT STATEMENTS FOR RESUMES

For your resume, identify accomplishments from your work history that will showcase the skills and competencies that are:

1. Key to the job for which you are applying. Use the job posting to discover what skills. and abilities are critical to the position, and focus your accomplishment statements on those
2. The personal strengths and talents you want to bring to the employer's attention.

By definition, accomplishment statements show how you contributed to the success of your employer, and they also differentiate you from your competition for the job. Accomplishment statements make you memorable and emphasize your effectiveness.

**In your past jobs did you ever:**

* Save money / successfully manage a budget /Reduce expenses.
* Make money
* Reduce injuries / improve safety
* Reduce waste
* Save time/Reduce time/Eliminate time wasters
* Make the job easier / Simplify / Cut steps from a process or procedure
* Make your boss's job easier / Take over some of his/her duties. And do it better
* Solve a challenging problem or identify a potential problem others did not see
* Achieve a company goal.
* Take on a special challenge or project
* Create customers or bring in new business
* Save an unhappy customer or retain a valued client / Resolve service issues
* Clear obstacles that stood in the way of progress
* Do more with less
* Act as a change agent or advocate for change
* Roll-out or foster company initiatives
* Develop, mentor and promote direct reports
* Suggest a best practice that was adopted by department or company
* Build a team
* Do something old in a new way
* Perform successfully under difficult conditions
* Handle a crisis
* Write reports or papers
* Gain positive publicity for the organization
* Invent a product or service
* Manage a project
* Make company more competitive

|  |
| --- |
| Use numbers whenever you can.**# $ % Quantities Values**If you don't know exact #s, estimate. Say, approx., or about or up to, or give a range such as 10-20% |

## FILE FORMATTING OPTIONS

If the posting does not specify a format, choose from the following options:

| **FILE FORMAT** | **ADVANTAGES** | **DISADVANTAGES** |
| --- | --- | --- |
| .doc (Word) | * Standard in most businesses
* Maintains formatting and keeps the same feeling
 | * Some companies do not allow email attachments due to risk of viruses
* Compatibility issues may alter the format of your resume
* .doc is being phased out and replaced by .docx
 |
| PDF | * Resume cannot be altered
* Eliminates risk of viruses
* Compatible with PCs and Macs
 | * Recipient must have Adobe Acrobat Reader
* Not all ATS can view and parse resumes in this format
 |
| Plain Text | * Can be sent in body of email
* Easy for employers to use in ATS
 | * Removes graphics and special text effects such as bullets, bold, underlining etc.
* Look is not appealing (typewriter look)
* Hard on the human eye
 |

**Remember ATS often cannot read tables, headers, footers graphics or colors!**

References:

Best File Formats to Use for Your Job Search by M.A. Smith

What Is an ATS? How to Write a Resume to Beat the Bots by Amanda Augustine How to Select the Best File Format for Your Resume by Alison Doyle

**COVER LETTER**

Your Name Street Address

City, State Zip Code

Phone Number

Email Address

Date

Individual’s Name,

Job Title

Name of Organization

Street Address

City, State Zip Code

Dear Mr./Ms. Employer:

**First Paragraph:**

State the reason for writing. Name the specific position or type of work for which you’re applying. Mention how you learned of the opening.

**Second Paragraph:**

Explain why you’re interested in working for this employer and specify how you’re PERFECT for this position. Don’t repeat the information on your resume. Include something special or unique about yourself that will benefit the employer. Remember, the reader will consider this an example of your writing skills.

**Third Paragraph:**

Mention your resume is enclosed and indicate your desire to meet with the employer. You may want to suggest alternate dates and times, or simply advise them of your flexibility to the time and place. Include contact information where you can be easily reached. Include a statement or question that will encourage the reader to respond. Be sure to communicate your plan to follow up. Finally, thank the employer for his/her time.

**Signature block:**

Sincerely,

(Your signature in blue or black ink)

Your typed name

Enclosure

**EMAIL COVER LETTER**



**First Paragraph:**

I would like to apply for the (job title) position posted on (name of website or how you found out about the job opening). My resume (name of format specified in the posting such as RTF or PDF) is attached.

**Second Paragraph:**

• How your skills and experience match the job posting requirements. (Limit this to two or three short sentences.)

• The value you bring to the job and the company. (A brief sentence that can include why you want to work for this company.)

**Third Paragraph:**

• Thank the company for considering your application.

• Conclude with one sentence about how you will follow up with the company.

**Signature block**

(Use a professional business letter closing such as Sincerely, Regards or Yours Truly.)

Sincerely,

Your First and Last Name

Your Address, City, State ZIP Code

Your email address

**MOVING FORWARD USING:
Resume Checklist**

|  |
| --- |
| **APPEARANCE**  |
|  | Correct punctuation, spelling and grammar? |
|  | Easy to read? Balance of white space and text? Consistent font and style throughout the document? |
|  | Is it clear in the top 1/3rd of the page what type of job you are looking for? |
|  | Is the content persuasive enough to get the reader to look at the entire resume? |
|  | Does the resume get your attention? |
| **CONTACT INFORMATION**  |
|  | First and last name? |
|  | Professional email address? Social media links listed (i.e., LinkedIn, Twitter)? |
|  | Phone number with voice mail? |
| **CONTENT**  |
|  | Easy to understand? |
|  | Specific job or occupational interest communicated in the first few words of the objective or a professional summary statement? |
|  | Is there a list of skills that match the job opening requirements? |
| **JOB HISTORY** |
|  | Job experience listed in chronological order? Limit list to the last 10 years up to 15 years of jobs. |
|  | Company names include the city and state? |
|  | Start and end dates for each job? (List the month and year or just the year.) |
|  | Work statements include action verbs and quantifiable accomplishments? (More than just a list of job tasks — how did you use your skills and what were the results?) |
| **EDUCATION AND TRAINING**  |
|  | List school name(s) with city and state. |
|  | List certificate, credential or degree(s) awarded. |
|  | List major and minor or course of study. (Include GPA if 3.5 or above and within 5 years of graduation.) |

**Resume Tips:**

* Do not mix tenses — be consistent in the use of present or past tense in your resume statements.
* Most readable fonts for Applicant Tracking Systems (online applications) include Arial, MS Sans Serif, Tahoma and Calibri.
* Start accomplishment statements with action verbs such as improved, developed, created, supervised.
* Write a separate list of accomplishment statements. Customize your resume for each job by selecting two to four accomplishments from the list that best match the job requirements.
* Create a resume in Minnesotaworks.net. Match it to jobs statewide. Is your resume matching the jobs you are qualified for? If not, make changes to the content, including keywords.