



Preparing Your Resumé

The goal of providing a resumé is to be invited by a prospective employer to an interview.

→Your resumé is a formal document which highlights knowledge, skills, abilities, training, personal achievements, education, and experience.

→The resumé is the first opportunity an employer gets to see you. Make a great first impression.

→It's an in-depth look at what you know, what you can do, and what you have to offer to a potential employer. Be proud to present and advertise your accomplishments.

The first page of your resumé should contain the most important information about you.

Letterhead – How to contact you. This includes your name, street address, city, province, postal code, telephone number, and email address. No abbreviations. Use this identical letterhead on your Cover Letter and Reference Page. Your Name must be the largest font size. Ensure your voice message is appropriate.

Objective – Identify the exact position title you are seeking or field you are attempting to enter.

Personal Profile – Introduce yourself to the prospective employer with a short paragraph. Identify Mohawk College, your program name, graduation date, and attempt to relate the skills you have to the job. A Profile is especially effective when no cover letter is available, such as attending a job fair.

Qualifications – Restate the employer's exact Requirements of the job if you have those Qualifications. This indicates that you have exactly what they want. Employers scan for key words.

Computer Skills – List all software programs, operating systems and applications you have worked with in the past. Your skill level is not a factor. This section could also be identified as technical skills.

Technical Skills – These would include the use of specialized tools and equipment used in your program. Never use vague words or terms such as 'etc.', 'various' skills, or 'too many skills to list'.

Education – Include Mohawk College, Program Name, and graduation date. Write full sentences explaining training received, key courses, and class projects. This is an opportunity to mention above average grades, Dean's Honour, or other special achievements that will set you apart.

The second page of your resumé contains information that's good to know about you; your experience and uniqueness.

Field Placement, Practicum Experience, Internship or Co-op – On the-job related training while in school includes jobs performed and hands-on skills gained which directly relate to your field of interest.

Related Work Experience – This is work performed which directly relates to the type of job you are pursuing or field you are attempting to enter. This is an opportunity to disclose hands-on experience in your field.

Employment Experience – Describe part-time and full-time jobs with explanations of each duty performed in full sentences. Identify company name, your job title or department name and include what you did. Explain how you developed, improved, and enhanced skills and identify soft skills such as: organizing, multitasking, and time management. Insert a **Comments** sentence to summarize your acquired skills.

Additional Training – Draw attention to Specialized Training such as WHMIS, First Aid, or CPR.

Special Awards – Emphasize outstanding achievements or significant awards such as Dean's Honour.

Other Interests – Indicate activities, special interests, or hobbies you enjoy when not working or in school.

References – This final line expresses your reference availability. You have the option of attaching your reference page or making it available to the employer upon their request. This is a perfect opportunity to inform the prospective employer you have the names of individuals who will confirm your skills, knowledge, training, and experience. These are people who know your work habits.

Your resumé is your marketing tool – make a great first impression.

Targeting Your Resume to a Specific Job

Key points to consider when customizing your resume to a specific job

→Tailor and customize each resumé for every job.

→Common practice is to use exact employer words, buzz words, and terminology directly from the job ad. This demonstrates that you have exactly what they require.

→Another option is to define your objective as the exact position title being offered.

→One other tip is to restate the employer job requirements as your qualifications.

Perfection Your resumé must be absolutely meticulous without errors. It is immediately graded on appearance; visual appeal, balance, consistent spacing, and easy to read format. It's next graded on content; what you know, what you have done, achievements, and above all correct spelling and grammar. Read it aloud to yourself assuring it flows smoothly. Use dashes instead of brackets, do not use abbreviations, but ON for Ontario is acceptable.

Formatting Consistency is important. Be consistent with the font, font size, tabs, bolding, capitals, spacing, company names, job titles and dates. For each job worked and school attended, the dates should be tabbed to the right, indicating the month and year started to the month and year ended.

Content Section Headings make it easy to locate your Education, Skills, Experience, and Key Strengths.

Bullets Use a bullet to draw attention to your achievements in school and your duties while working.

Sentences Write complete sentences explaining what you did or accomplished, not 1 or 2 words.

Action Verbs Begin sentences with action words. They immediately capture the reader's attention and explain your involvement; what you did at school and at work. Use a Thesaurus to choose a mix of different action words for each sentence. *See examples on page 6.*

Page Two At the extreme top, include your Name and Page Number only. This allows pages to be easily collated if they become separated. Resumes are normally 2 pages, which excludes your Reference Page.

Paper Once your resumé is error free, print it on good quality bond paper. Use the same quality bond paper for your cover letter and reference page.

Attachments Staple your resumé together and paperclip the cover letter to the front.

Envelope Use an 8 ½ x 11 inch envelope when mailing or delivering and never fold your resumé.

Hand deliver whenever you can This allows you to actually visit the company and perhaps make a personal contact. Remember, they will see you as well so dress for success. Make this a marketing opportunity.

Follow-up Confirm your documents were received by the correct person via telephone or email.

Faxing When Faxing a document, be sure to dial the correct number and get verification it was sent.

Research Find out as much as you can about each company especially before the interview. Know what they do, where they are located, their postal code, and obtain the contact person's name and title. Use the library, website, or pay them a visit in person. Make the company feel this is the only job in the entire world you have applied to, and the only job you really want.

Selection Employers are looking for what you have to offer, what you know, what you can do, what you have done, and if you would be a good fit into their organization. This is your opportunity to explain that you have exactly what they want and need. Being selected for an interview is your goal.

The assessment process of selecting the right candidate for the job starts with your well prepared resumé.

Check us out at: [Mohawk Student Engagement Website](#)

Formatting Your Resumé

Create your own letterhead, including all information on how to contact you. Use this identical letterhead on your Cover Letter, Reference Page and Resumé. Your name should be the largest font to stand out and be remembered. Your contact information does not have to be centered on the page. No abbreviations, but ON is acceptable in place of Ontario.

Your Name – Put in the largest font size Your contact information
and address

Objective – Clearly indicate the exact position title you are applying to, or define the field you are attempting to enter. Example: Pursuing the Cost Accountant position with Hamilton Health where I can apply and utilize my excellent analytical skills and financial training and become a valued team member in the Business Accounting Department.

Personal Profile (optional introduction) – This is useful when you do not have a cover letter or when you are attending a job fair. Emphasize what makes you a good fit for the field and relate your skills to this field.

Introduce yourself to an employer with a paragraph that will capture their attention. Identify your skills and activities that apply to the job by using exact keywords from the employer ad to show that you have what they want. A recent graduate from the (program name) at Mohawk College with excellent skills in (related field). Practicum experience provided applicable hands-on skills. Examples could be researching, analyzing, report writing, developing charts, organizing, communicating. Other assets, such as being bilingual or willing to relocate, should also be included in this section.

Qualifications or Transferable Skills or Key Strengths

- Restate the employer qualifications or requirements of the job, if you have them or can do them.
- List your skills, abilities, and achievements which match the job description.
- Use a separate line for each point.
- Rank your qualifications based on importance related to job.

Computer Skills or Specialized Skills or Technical Skills

List software programs, operating systems, and computer applications used in the past. Be explicit and mention each version used. Never use the words “various” or “et cetera”.

Education

Name of school, bolded – Location of school Dates attended

Point form: Include date expected to graduate or past graduation date, average mark maintained, state if you have Honours, and when you are available for employment.

Practicum Experience or Field Placement or Internship or Co-Op Work Placement

Insert Company name

Place job title or department name in bold Dates employed

Use point form to bring attention to each duty and begin the sentence with a variety of action words. Write a descriptive sentence explaining what you did. Explain how your experience was valuable and relate it to your desired new position.

If there is a second page of your resumé, place your name in the top left hand corner, and the page number in the top right hand corner.

Employment Experience or Related Experience

Format the same as Practicum Experience – Begin with the company name and the location of the company. Underneath, place your job title or department name in bolded font, followed by your dates of employment on the right hand side of the paper. Use bullets to list and describe your job duties, and explain why your involvement was valuable. Relate it to your new job position if possible. When the job posting asks for specific skills and abilities, attempt to include their words in your explanations. Begin this portion with your most recent place of employment.

Achievements or Accomplishments or Recognitions or Special Awards

→Recipient of the (applicable) award for high academic achievement.

Place the award name, reason, organization, and date received.

Additional Training or Additional Courses or Workshops or Professional Affiliations

→Name of course – Organization that provided the training – Date completed

Volunteer Involvement or Community Involvement

This can provide you with career and communication skills, as well as leadership and organization. It shows you are adaptable and self-motivated.

→Your title – Organization name – Explain your main duties – Date volunteered

Activities and Interests or Hobbies or Memberships/Affiliations or Extracurricular Activities

This section may allow you to create potential rapport with the interviewer. Don't use vague terms, be specific and mention exact activities. Explain things that you enjoy doing outside of school and work. Examples are below:

→Maintain a collection of hockey memorabilia.

→Active Member of Badminton Club at Mohawk College and Soccer Club at Cedar Springs.

→Participate in swimming, jogging, and bike riding to keep active and fit.

References Enclosed or References Available Upon Request or References Available And Interview Ready

Formatting tips: Your resumé should be well balanced on the page; margins and tabs with consistent format, bolding, font style, and font size.

Your Name (largest font size)

Place identical letterhead as on resumé

References

Reference person's name (first and last)

Their job title

Name of their company

Actual business street address

City and province

Area code with daytime telephone number

Your Reference page is a separate, standalone page. References should not appear in the body of your resumé. Use your identical letterhead from your resumé at the top of this page.

Provide the names of three or four people who know your work habits. Employers want to confirm your attendance record, how you get along with others, willingness to learn, and your overall attitude while working on the job. References also confirm your strengths, weaknesses, attendance, dependability and reliability. Volunteer Supervisors also make good references.

Ask each reference for permission to use their name. Confirm that they will provide a favourable recommendation for you, and make sure to spell their name correctly. Also, give them a copy of your resumé.

Provide your reference's daytime telephone number. Recruiters want to make contact during normal business hours.

Always carry your Reference Page with you, especially to the interview.

Additional Resumé Information

Resume types:

→Chronological resumes list education and work experience in reverse chronological order with the most recent placed first. This is the most common type and what most employers prefer.

→Functional resumes focus on major skills and accomplishments. This is a good format to use when you lack work experience and have minimal education. You would highlight your strongest skills and abilities.

→Combination resumes are a good choice because they combine aspects of both the chronological and functional resumes. They highlight major relevant skills and accomplishments while providing most recent information in a chronological framework.

→Creative resumes offer the opportunity to reflect your individuality and creative skills. There is no standard approach and they offer unlimited possibilities in style and presentation.

→Plain text resumes are used for online or email applications. It contains no bullets, no bolding, no italics, no lines, and is entirely left-aligned.

Resume Do-Nots:

→Do not use a template to create your resume. Use MS Word to develop your own personal document.

→Do not fold your resume. Use an 8 ½ x 11 inch envelope.

→Do not date or sign your resume. Sign and date the cover letter only.

→Do not use italics or brackets. Use a dash instead to signify importance.

→Never use words like “et cetera” or “various” when describing your skills. Be specific and write them out completely.

→Do not write one or two words when explaining job duties or involvement. Write complete sentences.

→Do not use abbreviations. Do not abbreviate street or drive, but ON for Ontario is acceptable.

→Do not mention personal information such as Social Insurance Number, marital status, age, gender, race, or religion.

USING ACTION WORDS AND BULLETS

- Bullets draw immediate attention to what you did, what you know, and what you accomplished.
- The first word following a bullet should be a well-chosen action verb to begin your sentence.
- Use a variety of action words which will explain your transferable skills to the employer.
- Listed below are examples of action verbs / action words, to begin each sentence.
- Use a Thesaurus or our Website for more examples: [Student Engagement Website](#)

▪ Administered	Edited	Negotiated
▪ Assembled	Enforced	Operated
▪ Advised	Established	Ordered
▪ Analyzed	Expanded	Organized
▪ Arranged	Facilitated	Performed
▪ Assisted	Formulated	Prepared
▪ Coached	Gathered	Planned
▪ Compiled	Handled	Presented
▪ Completed	Helped	Researched
▪ Coordinated	Implemented	Revised
▪ Created	Improved	Scheduled
▪ Delegated	Increased	Summarized
▪ Delivered	Initiated	Supervised
▪ Designed	Led	Trained
▪ Developed	Maintained	Updated
▪ Directed	Managed	Wrote

USING KEYWORDS

- Use keywords and buzz words from the employer job posting in your resumé, profile, and cover letter.
- Matching Keywords indicates you have read the ad and demonstrates you have exactly what they require.
- Listed below are some examples of keywords and phrases used by employers in a variety of job postings.
- Additional Keywords and Phrases, specific to your program, are available on our website.
- Effective written, verbal, and interpersonal communication skills
- Delegated duties in a busy work environment and communicated effectively with staff members.
- Established plans, organized data, and prioritized heavy workloads. Excellent time management skills.
- Detail oriented with a high degree of accuracy. Skills in analyzing, auditing, and writing reports.
- Gained experience in a fast paced environment and met deadlines as established by management.
- Provided high quality customer service to all new and regular clients.
- Handled cash and credit transactions and provided courteous customer service.
- Trained new staff on store operations and the proper procedure on handling customer complaints.
- Demonstrated ability to work in a team environment and as an individual with minimal supervision.
- Recognized as a team player who possesses strong interpersonal skills and a positive attitude
- Recommended and implemented data processing changes, and performed internet research.
- Performed administrative functions such as answering incoming calls, taking messages, setting appointments, prioritizing a heavy workload, greeting and directing walk-in in clients.
- Developed complex spreadsheets to track payments using Microsoft Excel
- Reviewed budget trends, conducted month-end close by preparing journal entries and variance analysis

- Planned and developed child care program, facilitated child's progress
- Assisted seniors, youth, and children suffering from various disabilities to comply with daily living
- Conducted intakes, client transfers, updated client files.
- Motivated, dedicated, dependable, reliable, self-starter, energetic, confident, well-organized, demonstrated interpersonal skills, superior organization and time management skills

Resumé Review

- Make a great 1st impression with absolutely no errors. Your resumé must be METICULOUS.
- Each resumé you send should be uniquely tailored to suit each job you apply to.
- It serves as your introduction to a prospective employer and is used in the screening process.
- The main purpose is to get the interview, not the job.
- Create your own resumé as a MS Word document. Do not use a template when developing your resumé.
- Resumés are normally 2 pages in length; they may be longer depending on experience.
- Use an easy to read modern font such as Arial or Calibri about size 10 or 11.
- Create a customized letterhead for the top of the first page with all of your contact information.
- Use this identical letterhead on your cover letter and reference page.
- Your name in the letterhead must be the largest size on the page, to stand out and be remembered.
- A resumé will help structure your communication by clarifying your objective, skills, and education.
- It's immediately graded on appearance, visual appeal, and easy to read format. This includes, neatness, layout, balance, font size, font style, limited white space, and consistent spacing.
- It is next graded on content, what you have achieved, what you have done, spelling and grammar.
- This includes what you know, what you can do, skills developed, and what makes you unique.
- Your resumé must describe knowledge, skills, abilities, training, education, and experience.
- Use exact buzz words and key words from the job ad or from your field.
- When highlighting skills, mention each one. Never use words to summarize: 'etc.', 'various' or 'many'.
- A career OBJECTIVE will quickly identify the exact position you want or the field you are attempting to enter.
- A PERSONAL PROFILE will quickly introduce you to the employer. Express your relevant skills.
- Focus on what you can do for the company. It's up to you to sell your transferable skills.

- QUALIFICATIONS will immediately match your skills to the employer job requirements.
- COMPUTER SKILLS identifies software programs, systems, and applications used.
- EDUCATION describes your achievements and accomplishments, knowledge, skills, training, and abilities.
- MOHAWK COLLEGE is highlighted under Education as it is widely recognizable throughout Canada.
- Your PROGRAM NAME identifies your field of expertise and training. Identify if you have your diploma.
- Identify month and year graduated or expected graduation date, and the date available for employment.
- DATES worked and while attending school should be tabbed to the right; include month and year.
- Write complete sentences explaining your achievements, knowledge, training, and experience.
- Start sentences with various action words to immediately draw attention to what you accomplished.
- At the extreme top of Page 2, include YOUR NAME and PAGE 2. This is NOT the same as page 1.
- PLACEMENT EXPERIENCE explains on-the-job related training and hands-on jobs performed.
- EMPLOYMENT EXPERIENCE explains tasks done and skills gained; also describes soft skills learned.
- Use optional sections to clarify your personal characteristics and other achievements.
- Indicate how you offer REFERENCES with your statement at the extreme bottom of the 2nd page.
- The REFERENCE PAGE is a separate page but includes the exact identical letterhead as your resumé.
- Have someone else critique your resumé for errors or suggestions for improvement.

ONCE YOU GRADUATE, YOU BEGIN A NEW CAREER IN SALES

You must sell your knowledge, skills, abilities, training, education, accomplishments, achievements, and experience to a prospective employer with a professional looking, well explained resumé.

Your resumé is your marketing and advertising tool, and remember, there will be competition

Check us out at: [Student Engagement Website](#)
