



# Resumé Workshop

# Special Thanks



Mercer University – EOC – Christian Smith

Gamma Pi Sigma Alumni Chapter ....Brother Gregory Brown

Gamma Iota Gamma Chapter.....Brother James Simmons

Bigger & Better Business Advisory Committee

Brother Raleigh McKeever

Brother Gregory Brown

Brother Steven Yates

Brother Ricky Moss

Brother Dr. Dale Burgess



Director of Publicity – Brother Deion Williams

State of Georgia Secretary – Brother Kelvin Bryant

Director of Collegiate Affairs.....Brother Kenneth Wilkerson

Director of Sigma Beta Club .....Brother Kenneth Ford

Director of Bigger & Better Business.....Brother Devon Cange

State of Georgia Director ....Brother Monaletto C. Irby



# Writing a Winning Resume

**Christain Smith, Mercer University Educational Opportunity  
(MEOC)**

# What is the Mercer EOC Program?

- ▶ Mercer EOC stands for Mercer Educational Opportunity Center
- ▶ The EOC provides free services to students, young adults (16), and adults
- ▶ The EOC also helps people get into the workforce for free
- ▶ We can:
  - ▶ Help students apply for college – application processes
  - ▶ Complete the FAFSA (Free Application for Federal Student Aid) and other financial aid services
  - ▶ Increase academic skills through tutoring
  - ▶ Test services – ACT, SAT, GED, and test taking skills
- ▶ We can provide career services and resume training
- ▶ We help with professional development and mental health
- ▶ EOC can help people plan for the future!!
- ▶ Intake Information and link: <https://bit.ly/MEOCintake>



# What is a Resume?

- ▶ Brief history of your accomplishments
- ▶ Self-marketing tool
- ▶ Match employer's needs
- ▶ Stimulates interest in you





# The Art of Resume Writing

The American job market is on a shift from traditional to digital resume writing, distribution, and management.

# Resume Facts

- ▶ Write it yourself
- ▶ Make every word count
- ▶ Tell an employer what you can do for him/her/the organization
- ▶ Don't delay

# Resume Format Styles

- ▶ Chronological Resume – employment data in reverse order (most recent job first/easy to see career progression).
- ▶ Combination Resume – combines functional/chronological formats (skills relevant to the job search).
- ▶ Functional Resume – Stress skills (best for students/re-entry/transitioning to new careers).
- ▶ Results Driven Resume \_ higher level positions, emphasis on accomplishments, provide proof of the accomplishments.



# Functional Format

- Functional format enables the resume reviewer to focus on topics or functional areas versus time periods.

**Sally Mitchell Klein**

7181 North Cooper Street  
San Francisco, CA 94112  
(101) 555-3453

**Helen Mitchell Young**

3812 Crescent Drive  
San Francisco, CA 94112  
(101) 555-2445

**Target**

Fine Art Day Camp Director and Fine Art Day Camp Assistant Director for the Wellington Art League

**Relevant  
Creative  
Abilities**

Established a creative design painting company, Incredible Art!, which has produced a variety of projects in commercial and residential facilities throughout California.

Featured in St. Mary's Guild Decorator Showhouse and Johnson's Place Restaurant. Work has incorporated a melange of surfaces, including fabric, canvas, furniture, and walls. Have been given liberties by clients to create unique and personalized designs and have consistently achieved customer satisfaction on all projects.

As Team Arts Co-Chairmen of Blaker Mill School, developed, initiated, and directed successful programs that expanded student awareness of and involvement in the arts beyond the school curriculum. They consisted of:

- smART Week—Created and directed a weeklong art fair that focused on activities involving the enjoyment of the fine arts and included the entire student body.
- Creative-Facts—Established a monthly fine arts newsletter directed toward students, staff, and families.
- Created a student gallery; oversaw a fund-raiser that showcased fine arts student art in a stationary exhibit; and formed a school Fine Arts Committee.
- Instructors in Blaker Mill's After-School Activities programs, individually specializing in cartooning and comic strips, painting, and drawing. Taught students to create and produce projects with paper, canvas, fabric, and an assortment of materials.
- Oversaw "Living Works," a permanent collective painting art collection involving an artist and 600 students working individually and collaboratively.
- Expanded student and parent involvement through Visiting Artists fund-raising programs.

**Education**

B.S./Painting Emphasis, 1987, and Interior Design, 1997–1999  
INDIANA UNIVERSITY, Bloomington, Indiana

- Helen has taken multiple continuing education classes at the San Francisco Art League and the San Francisco Museum of Art, and a painting and drawing course at Oxbow, the school of the Art Institute of Chicago, in Saugatuck, Michigan.
- Jointly authored "Celebrate the Earth," *San Fran's Child*, 4/99.

# Chronological Format

- Chronological resumes are the most straight forward and all around favorite in the HR world.

## ROBERT LAWSON

343 River Avenue, #43  
New York, New York 10031  
(212) 555-1927

### OBJECTIVE

A position as a Research Associate that will require strong interpersonal skills, knowledge of immigrant issues, and extensive training and experience in criminal justice.

### PROFILE

- Motivated criminal justice professional with successful three-plus-year track record resolving cases involving both the child welfare and criminal justice systems.
- Organized, detail-oriented individual with exceptional follow-through abilities; demonstrated ability to effectively prioritize a broad range of responsibilities in order to consistently expedite case processing.
- Possess strong interpersonal skills; able to work effectively with individuals on all levels.
- Computer literate; expertise in using WordPerfect; extensive data-entry experience.

### EDUCATION

May 1998  
May 1994

**John Jay College of Criminal Justice**, New York, NY

*Master of Arts: Criminal Justice*

**John Jay College of Criminal Justice**, New York, NY

*Bachelor of Science: Criminal Justice*

*Significant achievement:* Served as president of the Caribbean Students Association.

- Coordinated activities to provide information for Caribbean students and conducted meetings concerning issues affecting Caribbean students and Caribbean immigrants in general.

### EXPERIENCE

September 1996–  
Present

**Child Welfare Administration**, New York, NY

*Case Worker*

- Coordinated and conducted meetings between clients and school officials.
- Maintained contact with lawyers, parole and probation officers, and drug counselors to expedite positive resolution of cases and ensure that clients attended counseling.
- Maintained contact with incarcerated clients to apprise them of relevant progress.
- Testified in both family and criminal courts.
- Monitored progress of children placed in kinship/foster homes to ensure a positive environment.
- Prepared and submitted progress reports indicating status of parents' readiness to take responsibility for children's care.

March 1995–  
September 1996

**Nycom, Inc.**, New York, NY

*Telephone Operator*

- Placed various types of operator-assisted calls.
- Tracked customer complaints.

June 1994–  
March 1995

**LD-OS, Inc.**, White Plains, NY

*Telephone Operator*

- Placed operator-assisted calls for customers.
- Tracked customer complaints.

December 1993–  
June 1994

**City Security Guards, Inc.**, New York, NY

*Security Office*

- Submitted daily general reports in addition to reports on any criminal or unusual occurrences.
- Ensured building security at midnight by closing and securing all entrance and exit doors.

June 1991–  
December 1993

**John Jay College of Criminal Justice**, New York, NY

*Student Aide:* Data processing

- Handled data-entry duties for computerized information system.

ROBERT LAWSON

# Combination Format

- The Combination is designed to market skills and impressive accomplishments. Sometimes called chrono-functional.

<b>Marilyn Taylor</b> 1534 Sheridan Avenue Los Angeles, CA 83110 (410) 555-4554 mtaylor@email.com	
<b>Summary of Qualifications</b>	Diversified background in international travel and hospitality with extensive experience in multilingual, multicultural environments. Proven ability to transcend cultural and language differences and bridge those diversities in creating strong customer and employer relationships. Detail-oriented, hands-on professional with excellent organizational and problem-solving abilities.
<b>Relevant Experience</b>	<b>ORGANIZATIONAL MANAGEMENT:</b> <ul style="list-style-type: none"><li>• Staff development, training, and supervision in airline and hospitality industries; Developed multicultural and multilingual curriculums, including training procedures on Western management styles, philosophy, and culture for over 700 employees of a major Chinese hotel.</li><li>• Demonstrate leadership and interpersonal skills by managing staff through influence, positive motivation, and example, creating a team effort that results in superior customer service.</li><li>• Efficient coordination of services, interacting effectively between operations, customer service, public relations, and support staffs.</li></ul> <b>PUBLIC RELATIONS:</b> <ul style="list-style-type: none"><li>• Provided individualized client service, encompassing needs assessment, crisis intervention, and problem resolution for people from diverse backgrounds.</li><li>• Public relations representative, media liaison, and interpreter at major international trade shows for high-profile multinational corporations.</li></ul> <b>CONVENTION AND MEETING PLANNING:</b> <ul style="list-style-type: none"><li>• Acquired knowledge of convention and meeting planning, with a solid foundation in hospitality relations, contract/vendor negotiations, F &amp; B, travel and tourism, entertainment management, and audiovisual conferencing.</li></ul>
<b>Work History</b>	1997–Present <b>Interpreter, Project Coordinator, Media Liaison</b> NOWEA International Convention and Trade Show Center, Munich, Germany  1995–1997 <b>Training Manager</b> Beijing Green Lake Hotel, Beijing, China  1980–1995 <b>Purser/Flight Attendant</b> Trans World Airlines, New York
<b>Education</b>	<b>Conference and Meeting Management</b> , New York University, 1998 <b>English</b> , Cambridge University, Cambridge, England, UK <b>Advanced French Studies</b> , Alliance Française, Besancon, France <b>Spanish-Language Studies</b> , Berlitz School, Palma de Mallorca, Spain <b>Liberal Arts Degree</b> , Schwesern U. L. Frau, Mulhausen, Germany
<b>Languages</b>	Fluent in German, English, French, and Spanish



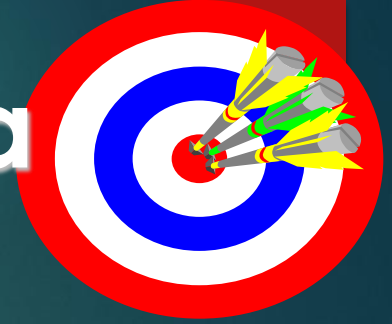
# Common Resume Characteristics

- ▶ Visual appeal
- ▶ Easy to read layout
- ▶ High quality reproduction
- ▶ Links strengths to employer's needs
- ▶ Minimizes/excludes irrelevant experience
- ▶ Most important presented first
- ▶ Entirely error free
- ▶ Precise and organized

# Resume Writing Preparation

- ▶ Format design
- ▶ Thorough research of organization
- ▶ Identify specific job
- ▶ What you can offer

# Target Your Job Area



- ▶ Customer Service
- ▶ Human Resources
- ▶ Mechanic
- ▶ Sales/Marketing
- ▶ Security
- ▶ Nursing
- ▶ Food Service
- ▶ Data Processing
- ▶ Accounting
- ▶ Public Relations
- ▶ Construction
- ▶ Engineering
- ▶ Management
- ▶ Heavy Equipment

# Resume Anatomy

- ▶ Heading
- ▶ Introduction/Job/Career Objective/Qualifications Summary
- ▶ Employment Section/Skills/Experience
- ▶ Education Section
- ▶ Miscellaneous Sections

# Sample Contact Heading

GENE A. GIBBES

1590 Langston Drive~ Johns Island, South Carolina 29455-1243

H (843) 556-5555 [genea@transition.com](mailto:genea@transition.com)



# Heading

- ▶ Name
- ▶ Address (with full zip code)
- ▶ Phone Number (with area code)
- ▶ Cell Phone Number
- ▶ Fax
- ▶ Email Address
- ▶ Other Contact Media

# Introduction

- ▶ First Section delivered in one of the three forms:
  - Title
  - Objective
  - Qualifications Summary

# Sample Titles



## **SENIOR-LEVEL SALES MANAGER**

Loss Prevention ♦ Sales and Business Development ♦ Market Planning

Key Account Management ♦ Inventory Control ♦ Price Negotiation

Budgeting and Expense Control ♦ Staff Development

## **SALES TRAINER / MANAGER**

Leadership ♦ Development ♦ Solutions

# Qualifications Summary

- ▶ Proactive statement that declares what you can do for the targeted company.
- ▶ A brief paragraph that showcases your most effective skills and experiences (45 words) that pertain to the job search.

# Objective or Summary

## OBJECTIVE

- Identifies what you want from the employer
- Can limit you to a specific position
- Change objective for each different position you apply for
- Not used by most employers

## SUMMARY

- Shows your applicable skills
- Allows you to seek multiple jobs within an organization
- May also reflect the level you are capable of aspiring to
- Preferred by employers

# Sample Objective/Summary

**OBJECTIVE:** Seeking a career position as a Research Associate that will require strong interpersonal skills, knowledge of immigration issues, and extensive training and experience in criminal justice.

**SUMMARY:** Motivated criminal justice professional with over three years of successful case management, child welfare, and criminal justice experience. Highly organized, detail-oriented individual with exceptional follow-through abilities. Possess strong interpersonal skills. Able to work effectively with individuals on all levels. Computer literate, expertise in the use of MS Word, Excel, PowerPoint and Access.



# Employment

- ▶ Titles of positions held
- ▶ Name of company or organization
- ▶ City or town and state where you worked
- ▶ Dates of employment

# Accomplishments

- ▶ Your resume is your own personal sales pitch. **Action Verbs** are an integral part of that pitch. While you are describing your accomplishments, be sure to use powerful keywords to signify the importance and magnitude of those feats. Also make sure you are using the correct tense.
- ▶ Examples
  - ▶ Reducing overhead
  - ▶ Increase productivity
  - ▶ Enhancing worker morale
  - ▶ Develop subordinates



# Action Verbs

- ▶ Analyzed
- ▶ Authored
- ▶ Chaired
- ▶ Collaborated
- ▶ Conceptualized
- ▶ Developed
- ▶ Diagnosed
- ▶ Directed
- ▶ Fortified
- ▶ Increased
- ▶ Instructed
- ▶ Marketed
- ▶ Motivated
- ▶ Overhauled
- ▶ Oversaw
- ▶ Reduced
- ▶ Revised
- ▶ Solved
- ▶ Standardized
- ▶ Streamlined

# Work History Sample



## WORK EXPERIENCE

Case Worker, Child Welfare Administration, New York, NY 21000 **September 1996-Present**

Coordinated and conducted meetings between clients and school officials. Maintained contact with lawyers, parole and probation officers, and drug counselors to expedite positive resolution of cases. Maintained contact with incarcerated clients to apprise them of relevant progress. Prepared and submitted progress reports indication status of parents' readiness to take responsibility for children's care.



# Education

List your highest degree first...type of degree, major, college name, city, state, and year degree was awarded.

# Education Header



## EDUCATION

**MS**, Education, Shaw University, Raleigh, NC  
Approximate Completion: December 2005

**BS**, Mathematics, Winthrop University, Rock Hill, SC  
June 1998



# Experience vs. Education

The general rule in resume writing  
is to lead with  
**the most qualifying factor.**

# Other Achievements to include

- Interests
- Community Service, Special Projects, and Volunteer Work
- Professional and Board Affiliations
- Awards, Honors, and Recognitions
- Technical Expertise or Computer Skills
- Supplemental pages can be used for this data as needed
- Teaching Assignments
- Licenses, Accreditation, and Certifications
- Languages

# Sample



## ADDITIONAL TRAINING AND CAREER DEVELOPMENT

- ▶ United States Air Force Senior Leadership Academy
- ▶ Quality Assurance/ Quality Control Training
- ▶ Federal Grant and Technical Writing

# Cover Letters



- ▶ Sales pitch to the employer
- ▶ Always sent with the resume
- ▶ Properly introduces you
- ▶ Highlights qualifications
- ▶ Demonstrates written communication skills
- ▶ Peeks employer's interest to read your resume and grant an interview



# Cover Letters



## Paragraph 1

- Tell why you are sending the resume
- Show them you are knowledgeable of the business
- Promise a benefit of choosing you

## Paragraph 2

- Note specific accomplishments, achievements, etc.
- Demonstrate how your background is relevant to the position

## Paragraph 3

- Ask for an interview

## Paragraph 4

- Close the letter and show appreciation

# References

*“References available upon request”*

- ▶ Usually 3-4 references
- ▶ 2-3 Business related
- ▶ 1 Personal
- ▶ Use professional email addresses



# Resume Drafts & Designs

- ▶ White Space
- ▶ Placement of Headings
- ▶ Consistent Type Faces
- ▶ Proper Indentation
- ▶ Graphic Elements
- ▶ Paper & Envelopes

# Resume Structure

- ▶ Resume format
  - ▶ One to two pages (two separate pages)
- ▶ Resume quality paper – original, not copy of a copy
- ▶ Accompanying cover letter

# Resume Don'ts

- ▶ Don't use the pronoun "I"
- ▶ Salary needs are not up for discussion.
- ▶ Don't discuss why you left your last job.
- ▶ Do not include references.
- ▶ Don't use unnecessary headings such as "Resume."
- ▶ Keep your marital status, children and pets to yourself.
- ▶ Don't put your age or birthday on your resume.

# Thank You Letter

Job-seekers should send a thank-you or follow-up letter by mail within 24 hours of an interview.

You may even want to ensure that the interviewer has your thank-you letter in hand no later than end of the next day.

- ▶ Common courtesy
- ▶ Differentiates you from the pack
- ▶ Proof you're really interested in the position
- ▶ A way to keep your name in front of them



# Resources

- **Microsoft Online Template Downloads for Resumes, Cover Letters, and others**


<http://office.microsoft.com/en-us/templates/CT101043371033.aspx>

# Conclusion

- ▶ A resume is your marketing brochure.
- ▶ Make a good first impression.







# Writing a Winning Resume

## Questions

# Contact Information – Thanks for Listening!



Christain Smith



478-301-2383



smith\_cd2@mercer.edu



EOC Website: <http://eoc.mercer.edu>



Free Workshop Registration:  
<https://bit.ly/MEOCintake>

