

## **WHAT IS A RESUME?**

A resume is a printed summary of your employment qualifications. It should include your skills, education, employment history and any other information which would give an employer a favorable impression of you. The writing of your professional resume should be well-planned and carefully considered since it will be the first contact that a potential employer has with you. **Remember: The goal of the resume is to get you an interview.** Here are a few suggestions to help you outline your resume.

## **GETTING STARTED:**

A resume should always include your name, current address, daytime phone number where an employer can reach you, and an e-mail address if applicable. Next, it is usually helpful to list your **career objective** (what you want to do) in one line. The objective should be direct and concise without being too vague, wordy or demanding.

**Good Examples:** An entry-level position in Accounting (Human Services, etc.)  
A sales position in the pharmaceutical industry  
A computer networking position  
A position in HVAC installation and repair

**Poor Example:** A challenging position which utilizes my skills and education for professional advancement

**The career objective helps to place your resume in focus.**

## **WHAT COMES NEXT?**

This depends upon who you are and what you have accomplished in your life.

Try choosing one of the following situations which best describes you.

## RECENT COLLEGE GRADUATE OR CERTIFICATE RECIPIENT:

A **skills summary which reflects your objective** is a good eye catcher. Some areas of interest might include

- Computer skills including all hardware, software packages and applications and certifications
- Foreign language fluency, if applicable
- Any keywords which are applicable to your objective (keywords are found in job postings, also consider skills and personal qualities that you can offer an employer)

Next, your **education** should be highlighted. Included in this information should be:

- Name of educational or graduating institution, city and state
- Name and date of degree or certificate. If you are writing your resume early, list pending graduation/certificate date if it will occur within a year. If longer put "Pursuing an Associate degree in Paralegal Studies" with no expected graduation date given.
- Related course work
- G.P.A. (if 3.0 or better)
- Honors, awards and scholarships. Also mention if you financed your education through employment.

Your **experience**, listed in reverse chronological order, should include any jobs you held throughout college, co-ops or internships and, if applicable, volunteer activities. Here are some tips for listing your experience:

- Name of organization, city and state
- Your title – can be bolded
- Dates of employment. Include month and year for recent work
- Several action phrases which describe your primary duties (see action verb list)
- Accomplishments and achievements in the position

An additional listing may be **interests** or **activities** and include sports or club memberships with positions or offices held and detailing special events or projects undertaken. It is best not to list political or religious affiliations.

Keep in mind that any unrelated jobs held throughout school are important to an employer who is considering hiring you. **All** types of jobs demonstrate responsibility and some type of skill-building opportunities.

## **EXPERIENCED JOB SEEKERS:**

If you fall into this category, it is beneficial to begin with a **career summary** once your objective is in place. The summary category may include:

- Certifications
- Summary of years of experience in relevant areas
- Highlights of specific, job-related accomplishments
- Areas of proficiency/skills
- Company awards and promotions

Next, describe your professional **experience** in reverse chronological order, listing your responsibilities in action phrases. A word of caution: If listing multiple positions, do not duplicate responsibilities as this sounds redundant. If you held the same position with several organizations, you might consider listing titles only with the dates.

Your **education** should be listed after your experience, naming the type of degree/certification and the date of graduation/completion. The name of the institution, city and state should also be listed. Experienced job seekers need not elaborate upon this category.

Optional areas (depending on remaining space) which are sometimes of interest to employers include **community service** and **professional affiliations** (see list of Dos and Don'ts for further information).

## **CAREER CHANGERS AND WORKFORCE RE-ENTRY INDIVIDUALS:**

This category addresses those of you who have gained experience in a field different from your current career objective and those of you who have been out of the workforce for several or many years. For **both groups** be certain to include a list of skills that are applicable to your current goal. **For instance:**

- If you have been a human service worker for a number of years and you currently desire to work in a corporate environment, your list of accomplishments should include any budgetary, supervisory, or project team experience which you gained in your former field. Think carefully about the types of skills which are marketable in the desired workplace.
- If you have been out of the workforce for longer than two years, you need to demonstrate to a prospective employer that you have utilized your time productively. List the skills that you have gained during time spent working with community groups and in volunteer functions. Pay particular attention to the most responsible tasks such as organizing your neighborhood town watch or implementing a fundraising event.

**Additionally, consider using a skill based resume to highlight your skills.**

Choose and prioritize three skills that are relevant to the position you are seeking and provide examples for each based on your experience. The advantage to this type of format is that the dates of employment are not as noticeable. A skill based resume Sample is provided on page 19.

## **RESUME WRITING GUIDELINES FOR EVERYONE:**

### **DO...**

- Use graphics and print that are easy on the reader's eyes
- Highlight headings and titles by printing in **bold** and/or CAPS; avoid italics
- Use outline form rather than sentences and do not use the pronoun "I"
- Keep it brief - one page is recommended for entry-level positions; no more than two pages for mid and upper-level positions
- Be certain it is grammatically correct and contains no typographical errors (it is good idea to ask several people to proofread your resume)
- Use margins which are no more than 1.25 inches wide
- Use action verbs to describe job responsibilities
- Be clear, concise and direct
- Include a personalized cover letter with each resume (see sample)
- Create separate resumes if you have separate objectives

### **DON'T...**

- Include personal data such as age, height, or marital status
- State salary requirements
- Abbreviate (except the name of states)
- List references. Include them on a separate page and submit when requested.
- Use print that is too small (under 10 pt.) or too fancy
- Include any information which you cannot discuss at length in an interview
- Include any information which has religious or political overtones

**REMEMBER:** No two resumes are identical. Job seekers should customize their resumes to highlight their unique experiences. The following pages include a list of Action Verbs, a Sample Cover Letter and Sample Resumes to help you stimulate ideas. **GO TO IT, AND GOOD LUCK!**

## LIST OF ACTION VERBS

accelerated	checked	derived	foresaw	issued
accomplished	chopped	described	formulated	joined
accepted	chose	designed	forwarded	judged
accounted for	clarified	detailed	fostered	juried
accrued	classified	determined	founded	justified
accumulated	cleared up	developed	functioned	kept
achieved	closed	devised	furnished	keyboarded
acquired	coached	devoted	gained	labored
acted	coded	dialogued	gathered	launched
activated	collaborated	digested	gave	leased
actualized	collected	diminished	generated	lectured
adapted	combined	directed	governed	led
added	commanded	discovered	grabbed	lessened
adhered	communicated	discussed	graded	licensed
adjusted	compared	dispersed	granted	linked
administered	completed	displayed	graphed	loaded
advertised	compiled	distributed	greeted	located
advised	completed	documented	grew	looked
affected	composed	drafted	grossed	made
affirmed	computed	dramatized	guaranteed	mailed
afforded	conceived	drew up	guided	maintained
aided	concentrated	dropped	handled	managed
allocated	conceptualized	earned	hastened	manipulated
alphabetized	conciliated	edited	headed	mapped out
analyzed	concluded	educated	healed	marketed
animated	conditioned	effected	heightened	mastered
announced	conducted	elaborated	helped	maximized
anticipated	conducted	elected	highlighted	measured
applied	configured	eliminated	hiked	mediated
appointed	considered	emphasized	hired	merchandised
appraised	constructed	employed	housed	merged
approved	construed	encouraged	hunted	met
arbitrated	consulted	energized	identified	micrographed
argued	continued	engaged	illustrated	ministered
arranged	contracted	engineered	implemented	moderated
ascertained	contributed	enhanced	improved	modified
assembled	controlled	enjoyed	included	molded
assessed	convinced	enlarged	incorporated	monitored
assigned	cooperated	enlisted	increased	motivated
assisted	coordinated	ensured	indexed	moved
assumed	copied	entered	indicated	multiplied
assured	corrected	entertained	influenced	named
attained	correlated	established	informed	narrated
attended	counseled	estimated	initialized	navigated
audited	counted	evaluated	initiated	negotiated
augmented	created	examined	innovated	netted
authorized	credited	excelled	inspected	networked
automated	critiqued	exchanged	inspired	neutralized
awarded	cut	executed	installed	normalized
began	dealt	exercised	instituted	normed
bolstered	debated	expanded	instructed	notified
boosted	debriefed	expedited	insured	notaried
bought	debugged	explained	integrated	observed
briefed	decided	explored	interested	obtained
brought	deciphered	exposed	interfaced	officiated
budgeted	decoded	extended	internalized	opened
built	decreased	extrapolated	interpreted	operated
calculated	defined	facilitated	interviewed	orchestrated
cataloged	deflected	faxed	introduced	ordered
caught	delegated	familiarized	investigated	organized
caused	deleted	filed	invented	overcame
chaired	delivered	financed	inventoried	oversaw
changed	deregulated	fixed	inverted	paid
charted	demonstrated	forecast	involved	painted

participated	raised	researched	smoothed	took
perceived	ran	resequenced	sold	took over
performed	rated	reshaped	solicited	totaled
persuaded	realized	resolved	solved	toured
photographed	received	responded to	sorted	tracked
piloted	reclaimed	restored	sought	trained
pinpointed	recognized	resulted in	spearheaded	transacted
pioneered	recommended	retained	specified	transferred
placed	reconciled	retired	spoke	transformed
planned	reconstructed	retooled	sponsored	translated
played	recorded	retrained	stabilized	transmitted
policed	recouped	retrieved	staffed	traveled
posted	recovered	returned	started	treated
practiced	recreated	revamped	stated	troubleshoot
predicted	recruited	revealed	stimulated	tutored
preempted	rectified	reviewed	stopped	typed
prepared	recycled	revised	straightened	typeset
presented	redesigned	rewired	streamlined	uncovered
presided	redecorated	robotized	strengthened	updated
pressed	reduced	routed	structured	upgraded
processed	reentered	said	studied	underscored
procured	registered	saved	styled	used
produced	regulated	saw	subcontracted	utilized
profited	rehired	scanned	submitted	validated
programmed	related	scheduled	succeeded	verified
prohibited	reimbursed	scored	suggested	video graphed
projected	reinforced	scouted	summarized	video taped
promoted	related	screened	supervised	visualized
proofed	released	scrutinized	supplied	vocalized
proposed	relocated	sculptured	supported	voiced
protected	renewed	selected	surmounted	waited
proved	renovated	sensed	surveyed	waived
provided	rented	sent	syndicated	weighed
publicized	repaired	served	tabulated	welcomed
published	replaced	set objectives	targeted	won
purchased	replenished	set up	taught	word processed
put	reported	shaped	telecommuted	worked
qualified	represented	shipped	televised	wrote
quantified	required	showed	terminated	
quickened	requisitioned	sifted	tested	
questioned	rescued	simplified	tightened	

## **THE CUSTOM COVER LETTER**

A personalized, typed letter should accompany each resume you mail out. This cover letter serves to highlight the information in a way that relates it directly to the needs of the specific employer. It takes your resume out of the junk mail category. Some rules:

- Address it to the person who could make the hiring decision.
- In the opening sentence say something that indicates that this letter was written specifically to that company (“I understand that ABC Corp. is expanding its marketing department.”)
- Show that you are interested and able to contribute to a possible solution or need of the employer. For example: “My training/certification in (name academic or training specialty), and my interest/experience in working in (name area of experience) will be an asset to ABC Corp.
- Ask for an interview (“I would like the opportunity to speak with you in person concerning my qualifications for the position. I’ll call you next Tuesday for an appointment.”)

## **RESPONDING TO A BLIND AD**

Sometimes it is not possible to research hiring personnel, particularly if you are answering a classified advertisement with a PO Box listing. If this is the case, the inside address should still include a title such as Personnel Manager or Human Resource Manager. The body of the letter should be tailored to meet the qualifications of the ad in addition to stressing your interest and enthusiasm.

Be certain to close the letter with a statement which will prompt a phone call from the employer, since most blind ads do not include phone numbers (“I hope to hear from you at your earliest convenience.”)

## **COVER LETTER POWER PHRASES**

Consider using adaptations of these key phrases in your cover letters:

“I have the depth of experience required to make a positive contribution.”

“I believe that I am particularly well qualified for your position because ...”

“I am confident that with my abilities (be specific) I can make an immediate and valuable contribution to your company.”

“Your ad captured my attention.”

“The skills you require match my professional strengths.”

“I welcome challenges and feel that my experience and skills are easily transferrable.”

“I have highlighted some of my achievements which relate to your requirements...”

## COVER LETTER FORMAT

Your Street Address  
City, State, Zip Code  
Today's Date

(4 spaces)  
Mr. Employer  
Appropriate Title  
Company Name  
Street Address  
City, State, Zip Code

Dear Mr. Employer:

First Paragraph - **Arouse interest.** Tell why you are writing; name the position for which you are applying and tell how you heard of the opening. If someone referred you to this opening, mention their name.

Middle Paragraph(s) - **Create desire.** Give details of your background that will show the reader why he/she should consider you as a candidate. If you have a description of the job requirements, try to match your skills and background to these requirements as much as you can. Be as specific as possible about the kind of job you want. Refer the reader to your general qualifications on your enclosed resume or other material.

Last Paragraph - **Ask for action.** Have an appropriate closing to pave the way for the interview by enclosing a return envelope, by asking for an application blank, by giving your phone number, or by offering some similar suggestion of an immediate and favorable reply.

Sincerely,

YOUR SIGNATURE (4 spaces)

John Doe

## **SAMPLE COVER LETTER**

594 Post Drive  
Philadelphia, PA 12345

Today's Date

Ms. Mary Smith  
Recruitment Manager  
Boscov's Department Store  
Granite Run Mall  
Media, PA 19063

Dear Ms. Smith:

I am writing to apply for the management trainee position which appeared in last Sunday's Philadelphia Inquirer. With an Associate degree in Business Management and extensive retail experience, I am certain that I could make a positive contribution to your store.

As you can see from my resume, for the past two years I have worked part time and summers in a large department store. With over 1500 hours of in-store retail experience, I have learned many practical aspects of retail management including customer service, inventory selection, and promotional events. Additionally, my ability to learn quickly and my demonstrated commitment to hard work should prove to be an asset to your company.

I would like to arrange an interview with you to further discuss my qualifications. I will call you next week to schedule a mutually convenient appointment time. If you need additional information, please call me at 610-234-5678.

Sincerely,

James Stewart

Enclosure: Resume

**NOTE: TYPE EACH COVER LETTER INDIVIDUALLY...DO NOT SEND A PREPRINTED COPY. ADDRESS EACH EMPLOYER BY NAME AND TITLE.**

**JANE DOE**  
332 Long Lane  
Anytown, PA 19023  
610-325-5877

**OBJECTIVE:** A position in Human Resources with an emphasis on **Training and Development**

**PROFILE:** Driven and accomplished team member, persuasive individual with excellent leadership, communication, and interpersonal skills, strong organizational and problem-solving abilities, and proficient in Microsoft Word, Excel, PowerPoint, and Access 2007

**EXPERIENCE:**

May 2008-  
Present

REGIONAL OUTPLACEMENT ASSOCIATES, Maple Shade, NJ  
**Corporate Consultant**

- Conduct on-site training workshops for organizations in transition
- Prepare job-readiness sessions for various work environments tailored to meet specific client needs
- Responsible for marketing, promotion and sales of training packages

October 2006-  
May 2008

ACUSEARCH SERVICES, King of Prussia, PA  
**Account Representative**

- Interviewed and placed applicants for high-volume employment service
- Specialized in bank management, accounting and financial services
- Highest ranking of successful placements in 2007 in an office of 32 staff

January 2003-  
October 2006

JEFFERSON SAVINGS AND LOAN, Bryn Mawr, PA  
2004-2006 Mortgage **Supervisor**  
2003-2004 **Service Representative**

**EDUCATION:**

BS- Human Resource Management, University of Delaware, 2008  
AAS – Business Management, Delaware County Community College, 2006

**ADDITIONAL TRAINING:**

American Management Association Seminars:  
“Trends in Human Resources”, 16 hours, 2006  
“Recruitment and Training Concepts”, 8 hours, 2005

**REFERENCES:** Available upon request

**JANE DOE**

787 Stewart Avenue

Malvern, PA 19355

610-888-3334

Email: [jdlegal@worldnet.com](mailto:jdlegal@worldnet.com)

- OBJECTIVE:** A Paralegal Co-op position
- SKILLS:** Pagemaker, Proficient in Microsoft Word, Excel, PowerPoint, Access, 2007  
Able to interact in a professional manner with clients and staff  
Strong attention to detail and organizational skills  
Work well independently and as cooperative team member  
Passionate about research and strong desire to learn  
Dependable and hard-working
- EDUCATION:** **Delaware County Community College**, Media, PA  
Pursuing an Associate Degree in Paralegal Studies  
Expected Graduation May, 2008  
**Related Coursework:** Legal Research; Civil Litigation; Legal Analysis/Legal Writing; Contract Law; Estates, Wills and Trusts  
**GPA: 3.5**
- EXPERIENCE:**  
November 2008– Present State Farm Insurance, Concordville, PA  
**Customer Service Representative**  
Respond to high volume of daily claim inquiries  
Report client information to licensed agents  
Maintain extensive customer database utilizing Microsoft Access  
Generate monthly reports to customer service and telemarketing staff
- October 2004 – November 2008 Macy's, Springfield, PA  
**Sales Associate**  
Assisted customers in various store departments including Appliances, Electronics, Housewares and Furnishings  
Received Employee of the Year Award, 2007  
Consistently surpassed yearly profit goals
- REFERENCES:** Available upon request

**JOHN DOE**  
123 Main Street  
Anytown, PA 19000  
610-254-7896  
e-mail: jdoe@dcccnet.dccc.edu

**OBJECTIVE:** A position in Architectural Technology

**SKILLS:**

- Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings and models
- Strong attention to detail and able to complete work thoroughly
- Effective mathematical, analytical and problem-solving skills
- Able to organize and prioritize work

**EDUCATION:**

Delaware County Community College, Media, PA

- Associate Degree in Architectural Technology, May 2008
- GPA: 3.4
- Architectural Club Vice President, 2006
- Related Coursework: Blueprint Reading; Two Dimensional CADD; Project Management Processes; Architectural Design Concepts; Architectural Graphics

**RELATED EXPERIENCE:**

**CO-OP: PA DEPARTMENT OF TRANSPORTATION, Philadelphia, PA**

January - May 2008

- Prepared drawings and details from specifications, using CADD
- Assisted project manager with highway inspections
- Reviewed documents and designs
- Delivered presentations at weekly meetings

**ADDITIONAL EXPERIENCE:**

Pep Boys Automotive Center, Brookhaven, PA

**Customer Service Representative, September 2005- December 2008**

- Helped customers with selection of auto parts and explanation of work detail
- Stocked shelves, handled cash transactions, scheduled appointments

Delco Contractors, Media, PA

**Laborer, Summers 2003-2005**

- Performed various jobs including aluminum siding, masonry, roofing and exterior painting

**REFERENCES:** Furnished upon request

**JANE DOE**  
123 Park Avenue  
Brookhaven, PA 19000  
(610) 874-4447  
[jdoe@gmail.com](mailto:jdoe@gmail.com)

**OBJECTIVE:** A position in the field of HUMAN SERVICES

**PROFILE:** Personable and compassionate individual  
Exceptional listening and communication skills  
Dedicated to helping others and able to work with a variety of people  
Maintain composure during stressful situations  
Demonstrated leadership skills and able to motivate others  
Able to work well independently and as a cooperative team member  
Strong time management and organizational skills

**RELATED EXPERIENCE:**

November 2008- Present American Heart Association, Philadelphia, PA  
**Volunteer Coordinator**  
Recruit and train a staff of 11 volunteers  
Solicit funds through telemarketing and door-to-door canvassing  
Coordinate mass mailings for a five-county area

April 2004- November 2008 Children and Youth Services, Media, PA  
**Intake Specialist**  
Performed confidential intake interviews  
Channeled potential clients to appropriate counselors  
Worked all shifts on crisis hotline

**ADDITIONAL EXPERIENCE:**

September 2002- April 2004 Sears and Roebuck, Yardley, PA  
**Customer Service Representative - Billing Department**

**EDUCATION:** **Delaware County Community College**, Media, PA  
Pursuing an Associate Degree in Human Services  
Related Coursework: Applied Psychology, Human Development, Industrial Psychology, Social Problems, Microcomputer Applications  
Anticipated graduation, May, 2009

**COMMUNITY SERVICE:**

Member - Delaware Valley Women's Council, 2007 - Present  
Volunteer - Youth Advocates for Teen Offenders, 2003-2008

**REFERENCES:** Available upon request

## **Jane Doe**

157 Main Street  
Anytown, PA 19008  
Phone: 610-778-0606  
E-Mail: [Doe@hotmail.com](mailto:Doe@hotmail.com)

**OBJECTIVE:** An entry-level position in Marketing/Advertising

**PROFILE:** Creative and persuasive team player with excellent communication and interpersonal skills, Able to establish and maintain professional relationships with customers and provide quality service, Possess strong supervisory and time management abilities, Proficient in Microsoft Word, Excel, Access and PowerPoint XP and 2007, Familiar with Adobe Illustrator and PageMaker

**EDUCATION:** Delaware County Community College, Media, PA  
Associate Degree in Business Management, May, 2009  
GPA: 3.3  
Related Course Work: Business Communications, Business Math, Principles of Marketing, Principles of Advertising, Legal Environment of Business  
Financed 50% of education through employment

### **PROFESSIONAL EXPERIENCE:**

Quaker Chemical Corporation, Conshohocken, PA  
**Receptionist** – Part-time, April 2007 – Present  
Maintain front desk area for 35 divisions  
Supervise 6 data entry staff members  
Assist with tours for corporate guests  
Oversee daily schedule of special events and arrivals

### **VOLUNTEER EXPERIENCE:**

**Summer Manager**, Firefly Girls Camp, Radnor, PA, 2006-2008  
Responsible for playtime/swimming activities for ages 6 - 9  
**Jumble Sale Committee Member**, Broomall, PA 2005 - Present  
Organize and promote seasonal township yard sales to benefit Delaware County senior citizens

# **JANE DOE**

23 Free Avenue  
Ardmore, PA 19003  
(610) 454-8877  
MedAst@aol.com

**Objective:** A position as a Registered Nurse

## **Qualifications:**

- Motivated and dedicated to providing professional, quality patient care
- Excellent communication skills with aptitude to interact effectively with diverse individuals
- Maintain excellent relationships with patients, family, and staff
- Ability to decisively handle trauma situations and interact effectively with difficult patients
- Manage time and administrative duties efficiently and effectively

## **Education:**

Delaware County Community College - Media, PA

- Associate Degree in Applied Science - Nursing, May, 2009
- Certified in Healthcare Provider CPR
- GPA: 3.6 - graduated with high honors
- Associate Degree in Behavioral Science, May 2006

## **Clinical Experience (Externship):**

Temple University Hospital, Philadelphia, PA

- January – April 2009
- Performed assessments of all body systems for patients
- Recorded and maintained patients' weight, height and vital signs
- Administered medications via the following routes: PO, IV, IVP, IVPB, IM and Topical

Springfield Hospital, Springfield, PA

- September – December 2008
- Same duties as above

## **Additional Experience:**

Fair Acres Geriatric Center, Lima, PA

**Medical Records Coordinator** March 2007 - Present

- Contacted companies and patients to assure payment of outstanding bills
- Kept medical records in charts and filed appropriately

Hospital of the University of Pennsylvania - Philadelphia, PA

**Receptionist, Dermatology Unit** September 2005 - March 2007

- Scheduled appointments and maintained records for a heavy practice of four dermatologists

Janice C. Murphy  
1433 Duttonwood Drive  
Blue Bell, PA 19004  
Phone (215) 668-9998  
Fax (215) 668-7575

**OBJECTIVE: Management Consultant**

**CAREER SUMMARY:**

- Twenty years experience in sales, account management and marketing
- Supervised up to 50 representatives in the Mid-Atlantic region
- Strong background in electro-mechanical equipment and refrigeration
- Exceptional negotiation and presentation skills

**WORK HISTORY:**

Arctic Refrigeration, Exton, PA, December 2000 - Present

**Regional Manager**, October 2005 - Present

- Traveled throughout PA, NJ, DE, MD, and VA in order to expand client base
- Maintained and increased product business line through effective support, service, account management and sales promotion
- Assumed total account responsibility including service, credit and delivery
- Expanded sales force 30% due to newly-generated customer base
- Developed annual and mid-range strategic business plans for accounts, including inventory levels and budget responsibilities
- Awarded National Management Recognition 1999, 2001, 2005

**Division Manager**, December 2000 – October 2005

- Oversaw sales operations for two offices in the Philadelphia metropolitan area

Pyro International, Pittsburgh, PA, April 1996 – December 2000

**Senior Account Executive**, November 1998 - December 2000

- Secured first-time high-volume accounts including Sony, Cannon, Konica and Mitsubishi
- Maintained established client base including GE, Zenith, Polaroid and Panasonic
- Increased overall revenue 17% in a tight market

**Sales Support Specialist**, April 1996 – November 1998

- Managed sales relationships for over 40 accounts annually
- Supervised 15 clerical and junior management staff

**Promotions Assistant**, November 1992 – April 1996

- Wrote a variety of promotional materials for the marketing division
- Served as company liaison for in-house corporate communications

Westinghouse Corporation, Philadelphia, PA, January 1988 – November 1992

**Marketing Representative**, September 1990 – November 1992

- Detailed product line of household appliances and electronics to retail store department managers
- Accomplished highest sales volume in SE PA, 1990, 1991

**Procurement Assistant**, January 1988 – September 1990

- Maintained all records of new product acquisitions

**EDUCATION:**

Eastern College, St. Davids, PA

**MBA, 1996**

LaSalle University, Philadelphia, PA

**BS in Business Management, 1988**

Delaware County Community College, Media, PA

**Associate of Science Degree in Business Administration, 1986**

**PROFESSIONAL MEMBERSHIPS:**

National Management Association, 1988 – Present

Philadelphia Business Women's Association, 1998 – Present, Chapter Vice President, 1995

International Management Council, 1986 – 1997

**VOLUNTEER ASSOCIATIONS:**

Fund Drive Volunteer, American Heart Association, 2008-Present

Coordinator, "Race for the Cure", Philadelphia Chapter, 2007

Member, Montgomery County Women's Art Caucus, 2000 - 2004

Harry Smith  
774 Cypress Lane  
Broomall, PA 19008  
610-333-5555  
harrysmith@aol.com

**Objective:** To obtain a position in the HVAC industry

**Profile:** Hands-on training in HVAC system repair; troubleshooting and maintenance, covering heating systems, air conditioning, electronics and refrigeration. Diagnose and repair problems with oil, gas, and high-efficiency furnaces

**Education:** Delaware County Community College Broomall, PA  
**HVAC Certificate** May, 2008  
Currently pursuing Associates Degree in Heating, Ventilation and Air Conditioning  
**EPA Universal License** May, 2007

**Experience:**

June 2007- ABC Company Media, PA  
Present **Apprentice**  
Assist Journeymen Mechanics with projects  
Work with cooling systems

June 2004- G.C. Construction Havertown, PA  
June 2007 **Residential Carpenter**  
Maintained exterior of buildings including repair and painting  
Removed windows and installed new windows  
Assisted in plumbing and electrical work  
Built and remodeled decks and patios

May 2000- Super Fresh Havertown, PA  
June 2004 **Cashier**  
Operated a computerized register system  
Trained new employees in professional customer service, store procedures, product lines and register operations  
Processed returns and exchanges on a daily basis

**Computer**

**Skills:** Access, Excel, Word, and Windows 2003 and 2007

**References:** Furnished upon request

“SKILL BASED RESUME”

# JANE DOE

555 Buck Lane ▪ Broomall, PA 19008 ▪ 610-620-1215 ▪ [jdoe@yahoo.com](mailto:jdoe@yahoo.com)

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**OBJECTIVE:** Bookkeeping/Office Support position

**SUMMARY OF QUALIFICATIONS:**

Proficient in QuickBooks, Microsoft Excel, Word, Access, PowerPoint, 2007  
Outstanding math skills; enjoy working with figures  
Knowledge of clerical details, record and file maintenance  
Strong background in all aspects of customer service and support  
Excellent organizational, planning, interpersonal and communication skills

**SKILLS AND ABILITIES:**

- Bookkeeping:*
- Responsible for all accounts receivable and payable functions as Auditor for hotel operation
  - Prepared daily, monthly, and yearly balance sheets for auditing purposes
  - Managed daily cash control, prepared bank and credit card deposits
  - Collected payments for customer billing and posted to general ledger
- Administrative:*
- Created documents, spreadsheets, presentations, and maintained database
  - Made travel arrangements and coordinated schedules
  - Ordered office supplies
- Customer Service:*
- Handled customer inquiries and complaints in a professional manner
  - Adept at handling confrontational situations, resolving them appropriately
- Management:*
- Scheduled, trained and supervised staff arriving for daily shift
  - Oversaw all hotel operations and guest relations as management staff

**EXPERIENCE:**

Bookkeeper	Holiday Inn, Philadelphia, PA	June 2008- Present
Front Desk Manager	Radisson Hotel, Philadelphia, PA	March 2007- June 2008
Administrative Assistant	Penn State University, Media, PA	June 2004 - April 2006
Travel Agent	Apple Vacations, Newtown Square, PA	May 2002 – June 2003

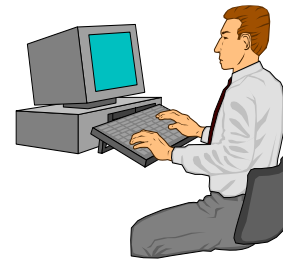
**EDUCATION:**

Delaware County Community College, Media PA  
Associate of Applied Science Degree, Accounting, May 2008

**VOLUNTEER ACTIVITIES:**

Activity Coordinator	Children’s Hospital	October 2006-March 2007
Fundraiser	American Heart Association	May 2006- August 2006

## TIPS FOR RESUME SCANNERS



The onslaught of thousands of resumes by job seekers has caused many organizations to rethink their hiring processes. Human Resource departments can no longer keep up with the huge selection of candidates who solicit their organizations for employment. Therefore, some of the more high tech companies as well as some of the larger corporations have resorted to using a resume scanning system in order to seek out the most qualified candidates to be reviewed by hiring personnel.

A resume scanner is an electronic device which has been programmed to search the resume for particular qualifications pertaining to the desired position. For instance, if an **accounting** position were open, then the scanner would probably be programmed to search for **keywords** such as **spreadsheets, Excel, Lotus**, etc. For a **marketing** position, then words such as **promotions, market share** and **product development**; for an MCSE position, words such as **networking, troubleshooting**, etc. might be the desired qualifications and would be the **keywords** for that position. If the resume does not contain the keywords or skills the company seeks, it will be rejected by the scanner and not seen by the organization's HR department. Therefore, it is highly important that you research the skills and qualifications which your chosen field demands in order to prepare keywords and phrases for your resume.

Another aspect of the resume scanner that should be addressed is the use of **print** and **graphics**. The scanners do not "read" the same way that people read and can sometimes misinterpret the text. In order to avoid this, it is best to use fonts which are plain, well spaced and between 10 and 14 points in size. Suggested font types include: **Arial, Universe, Century Schoolbook, Courier, Palatino, Future and Optima**. Additionally, avoid the use of underlining in the scanner-friendly resume. This can knock the scanner off-line. Also avoid italics and script, as they can be read incorrectly by the scanner. Use standard 8 1/2 x 11" cotton bond paper and a high quality or laser printer. Lastly, be certain that **headings are on the left-hand side**. List all heading information on separate lines (name, address, phone, and e-mail on four separate lines and not spaced across the page). It is best to list your name and categorical headings (OBJECTIVE, EDUCATION, etc.) in CAPS.

While the majority of companies are still using the traditional, "people-scanning" method for reviewing resumes, it is a good idea for you to prepare an additional resume for the electronic scanner. The following is a sample and **should not replace your standard resume**.

## Harry Smith

774 Cypress Lane

Broomall, PA 19008

Phone: 610-359-3355

E-mail: [Hsmith@dcccnet.dccc.edu](mailto:Hsmith@dcccnet.dccc.edu)

**OBJECTIVE:** A position in Computer Networking

**SKILLS:** **MCSE, CIW, A+ and Net+ Certified**  
Windows 2000, TCP/IP, DNS, WINS HTML, JavaScript, DHTML, XML, Adobe  
PhotoShop, Dreamweaver, Flash, and Paint Shop  
Pro \*(include versions)\*

**EDUCATION:** Delaware County Community College, Media, PA  
Microsoft Certified Systems Engineer 2004 Program, October 2008  
Certified Internet Webmaster Program, May 2007  
Computer Repair Technician Program, May 2005  
Associate Degree in Electronics Technology, May 2004

### EXPERIENCE:

November 2008-  
Present

Company ABC, Philadelphia, PA

#### **Network Administrator**

Manage network, troubleshoot and maintain software  
and hardware for NT 4.0 and Exchange Servers

September 2004-  
November 2008

Company XYZ, Broomall, PA

#### **Help Desk Analyst**

Supported internal PC and Network issues  
Provided internal customer service to 300+ end users  
Created and maintained user accounts  
Troubleshot problems in hardware, software,  
computer installations and network configurations

June 2000-  
September 2004

Alderman Associates, Philadelphia, PA

#### **Electronics Technician**

Performed preventative maintenance and modification of industrial  
machine tools and equipment  
Developed, tested and evaluated electronics systems for use with  
communications equipment  
Troubleshot and replaced integral components

### RELATED ACTIVITY:

Designed website <http://www.edomicilio.com/>

### COMMUNITY SERVICE:

Maple Newtown School District Volunteer Technology Team

## RESUMES FOR E-MAIL AND THE INTERNET

Sometimes an employer will ask you to send your resume via e-mail. This is often done by attaching your resume as a file. However, before you send it, it is important to save the resume as a "text only" file which converts it to what is known as ASCII text. Without converting to this very plain, "frill free" version, the employer will not be able to read your resume.

Additionally, with the many electronic job banks which are now available on the Internet, you may want to post your resume on the World Wide Web using an HTML format. Some job banks assist in this process by giving you a created form for you to fill in, while others expect you to use your word processor in order to create your own HTML link. Word 97 and 98 have this ability, and it is probably safe to say that the software applications of the future will make this process a very simple one.

In the meantime, if you are not familiar with electronic mail and web applications, there is an excellent tutorial on the Internet. **Rebecca Smith's Eresumes & Resources** includes step-by-step directions for posting your resume in ASCII text and for posting your resume on the web. This site also includes samples and links to other electronic information sources regarding resumes and cover letters.

The address is: <http://www.eresumes.com>

Sample ASCII Resume for Email Transmittal

Harry Smith  
774 Cypress Lane  
Broomall, PA 19008  
Phone: 610-359-3355  
E-mail: Hsmith@dcccnet.dccc.edu

OBJECTIVE:

A position in Computer Networking

SKILLS:

MCSE, CIW and A+ and Net+ Certified  
Windows 2007, TCP/IP, DNS, WINS, HTML, JavaScript,  
DHTML, XML, Adobe PhotoShop, Dreamweaver, Flash,  
and Paint Shop Pro

EDUCATION:

Delaware County Community College, Media, PA  
Microsoft Certified Systems Engineer 2006 Program, October 2008  
Certified Internet Webmaster Program, May 2007  
Computer Repair Technician Program, May 2005  
Associate Degree in Electronics Technology, May 2004

EXPERIENCE:

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Company ABC, Philadelphia, PA  
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Help Desk Analyst  
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June 2000-September 2004  
Aldeman Associates, Philadelphia, PA  
Electronics Technician  
Performed preventative maintenance and modification of  
industrial machine tools and equipment  
Developed, tested and evaluated electronics systems  
for use with communications equipment  
Troubleshot and replaced integral components

RELATED ACTIVITY:

Designed website <http://www.edomicilio.com/>

COMMUNITY SERVICE: Marple Newtown School District Volunteer Technology Team