



# Resumé Workshop

HEP/ADULT EDUCATION ORIENTATION

NORTHERN NEW MEXICO COLLEGE - FEBRUARY 24, 2023

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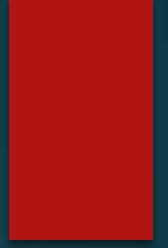
# Resumé

SUMMARIZES HOW YOU QUALIFY FOR A PARTICULAR POSITION.

# Basic components

- ▶ Contact information (name, cell phone number, email, city/state)
- ▶ Objective (should be targeted, not generic)
- ▶ Education
- ▶ Experience

# Optional components



- ▶ Summary/Qualifications
- ▶ Honors/Awards
- ▶ Volunteer Experience
- ▶ Leadership Experience
- ▶ Involvement/Activities
- ▶ Skills, Competencies (refer to job description for targeted approach)
- ▶ Certifications/Licensure
- ▶ Related Courses
- ▶ Co-op/Internship Experience
- ▶ Research
- ▶ Military Experience
- ▶ Memberships/Affiliations

# Remember

- ▶ Resumés are CONCISE summaries of your education, experience, and qualifications.
- ▶ They enable potential employers to get basic information that ideally leads to an interview.
- ▶ Note:
  - ▶ In this training, you will learn generally about resumé and cover letter writing. \*This is not specific to LANL, which has specific requirements.\*

# Templates

- ▶ There are numerous easy templates available online; however, ...
  - ▶ They are unoriginal.
  - ▶ They might not include all necessary categories.
  - ▶ It is challenging to take a targeted approach for a particular job.
  - ▶ Bots might dismiss them based on particular algorithms used.

# Chronological

- ▶ A chronological resumé starts by listing your work history, beginning with your most recent position first and continuing in reverse chronological order. Key accomplishments and qualifications are included to give potential employers a sense of the kind of work you have done in the past and what you are capable of doing. An Education section follows, including the colleges you attended and when, degree earned, your majors/minors, and any honors or awards received.
- ▶ **Employers typically prefer this type of resumé** because they can easily scan what jobs you have held, when you held them, and what you accomplished there. Chronological resúms benefit job seekers with a strong work history.
- ▶ *For new grads: list Education first, then Experience. You will typically also include a Skills section, which will include computer skills, other tech skills, or languages spoken, etc.*

# Functional

- ▶ A functional resumé focuses more on the skills you have acquired rather than a listing of positions you have held. Functional resúmes usually highlight a few key areas of experience and list responsibilities and accomplishments for each experience area. These skill clusters should be specific and filled with context, as well as targeted to the jobs you are applying for.
- ▶ **You may want to consider a functional resumé if you are a new graduate without much professional experience or if you have noticeable gaps in your work history.** In addition, a functional resumé can benefit those job seekers who are changing careers to a field very different from their previous experience. **However, keep in mind that many recruiters and employers do not prefer functional resúmes and they are not accepted on most online employer career pages and job sites.**



# Combination

- ▶ A combination resumé is a hybrid of chronological and functional resúmes. Skill clusters with accomplishments are listed first, followed by a work history section in reverse-chronological order.
- ▶ The work history section need only be your job titles held, name and location of the companies, and your dates of employment.
- ▶ You do not need to list what you did at each job, because that information is already included in your professional skills section.

# College Experiences for Resumés

- ▶ Work study positions, internships, co-ops, service-learning placements
- ▶ Other on-campus jobs or positions (e.g., tutoring, mentoring, advising, etc.)
- ▶ Athletics and activities
- ▶ May include several relevant courses
- ▶ Clubs and organizations, other associations
- ▶ Skills (e.g., tech proficiency, leadership, athletic, bilingual)
- ▶ Volunteer/community service

# Any resumé should:

1

Be easy to read and understand

2

Use standard fonts and formatting (nothing too busy/ample white space)

3

Be accurate and honest

4

Use keywords for hiring bots/applicant tracking system (ATS)

# Concise



Ideally one page



No more than two pages



Use bulleted lists

# Objective statements

- ▶ Should include a statement with one of the three below:
  - ▶ POSITION: A nursing assistant position with Espanola Hospital
  - ▶ FIELD: To obtain a position in the field of engineering
  - ▶ SKILL/FIELD combination: Seeking an internship that allows me to use my leadership abilities in a nonprofit setting

# Experience

- ▶ Include both paid and unpaid positions:
- ▶ Volunteer work
- ▶ Research experiences
- ▶ Significant class projects (e.g., capstone project)
- ▶ Leadership roles
- ▶ Co-ops/experiential learning
- ▶ List date begun-present if ongoing

# Types of experience

- ▶ Could include:
- ▶ Leadership experience, sales experience, teaching experience, employment, other experience.
- ▶ You may customize your experience to best suit your particular needs.
- ▶ **Tip: Do NOT use acronyms.** (This is especially important for veterans and law enforcement personnel.)

# Example

- ▶ Embedded Peer Tutor
- ▶ Northern New Mexico College, Española, NM
- ▶ August 2019-present
  - ▶ Assist students in four science classes
  - ▶ Tutor an additional 10 hours/week in the Madrid Tutoring Center/remotely

*Hint:* (Avoid “I” statements. Instead, begin each bullet point with a descriptive action verb.)



# Education

- ▶ Northern New Mexico College, Espanola, NM
  - ▶ Bachelor of Arts in English, May 2024
  - ▶ Minor in Spanish
  - ▶ GPA: 3.8/4.0
- 
- ▶ May include expected graduation date.
  - ▶ GPA is optional but include it if it is high (3.5).

# Do...

- ▶ More than simply list a job title and description. Show accomplishments (not just responsibilities) with bullet points beginning with words such as “drove” or “developed” or “implemented.”
- ▶ Use a professional email address.
- ▶ Make your contact information stand out graphically.

# Do not...

- ▶ Use buzzwords such as “go-getter” or “results-driven” because they are clichéd.
- ▶ Use jargon and acronyms.
- ▶ List personal information such as your date of birth, nationality, religion, political leanings, etc.

# Words matter

- ▶ **Use action verbs for skills, abilities, and accomplishments:**
- ▶ Accomplish, achieve, analyze, adapt, balance, collaborate, coordinate, implement, design, research...
- ▶ Administered, arranged, chaired, delegated, devised, founded, engineered, formalized, managed, orchestrated...
- ▶ Communicate, compile, conduct, contribute, complete, create, delegate, direct, establish, expand, improve, implement, invent, increase, initiate, instruct, lead, mentor, organize, participate, perform, present, propose, reorganize, research, set up, supervise, support, teach, train, travel, tutor, work...

# And...

- ▶ **Use adjectives and nouns to describe yourself positively:**
- ▶ Administrative, analytical, bilingual, capable, collaborative, consistent, competent, creative, dedicated, diversified, effective, efficient, experienced, extensive, exceptional, flexible, global, imaginative, intensive, innovative, integrated, motivated, multilingual, multi-disciplined, responsible, well-traveled...

# References

- ▶ While you should have 3-5 professional, academic, and personal references available, do **NOT** include them on your resumé.
- ▶ Supply references upon request.
- ▶ Ask permission in advance.
- ▶ Give them a “heads up” about positions applied for and if they like, share your resumé with them.
- ▶ Thank references following job offers.

# Employers love soft skills

- ▶ Time management
- ▶ Networking
- ▶ Teamwork
- ▶ Creative thinking
- ▶ Conflict resolution
- ▶ Integrity



# Caution!

- ▶ Consider how potential employers might view controversial activities, photos, political groups, etc.
- ▶ Analyze and professionalize social media.
- ▶ Google yourself.





# ATS

- ▶ Applicant Tracking Systems
  - ▶ Technology (bots) reviews incoming resume.
  - ▶ It will either reject it or move it forward.
  - ▶ If moved forward, typically a human will review it.

**“Don’t write for a robot. Write for a human.”**

Andrew Seaman, LinkedIn News

<https://www.linkedin.com/pulse/what-you-need-know-applicant-tracking-systems-andrew-seaman/>

# Applicant tracking systems - ATS

- ▶ 75% of job applications are rejected before a person sees them due to ATS.
  - ▶ 99% of Fortune 500 companies use ATS.
  - ▶ Large companies receive about 50,000-75,000 resumes each week.
  - ▶ They are electronic gatekeepers that weed out unqualified candidates.
- 
- ▶ TopResume, “What’s an ATS-Friendly Resume? And How to Write One, Amanda Augustine

# Get around the bots



“Make Your Job Application Robot-Proof” – Sue Shellenbarger, Wall Street Journal



Network to build contacts inside the company who will put in a good word for you.

Use a text-based app like Word for your online application, rather than a PDF or other format.



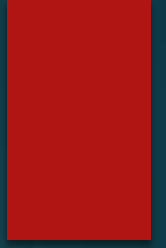
Include in your resumé keywords and phrases from the employer’s job posting.

Quantify past results, citing stats. Camouflage brief gaps in work history by listing years only, rather than years and months.



List job duties in a way that shows increasing responsibility and status.

# Getting around the ATS bots



- ▶ Don't use a PDF.
- ▶ Don't put important details (e.g., contact info) in the header or footer.
- ▶ Don't incorporate images, charts or graphics.
- ▶ Do use a Word doc.
- ▶ Do use bullet points.
- ▶ Do use a clean design.

# How do recruiters review resumés?

- ▶ Focus on personal information, summary, and experience.
- ▶ They quickly scan.
- ▶ People DO review resumés.
- ▶ Longer resumes are ok if working for 10-15 years.
- ▶ Avoid downloadable templates.

▶ Andrew Seaman –LinkedIn News

▶ <https://www.linkedin.com/pulse/how-do-recruiters-review-resumes-cvs-andrew-seaman>

## Layout/formatting

- ▶ Clean, professional, easy to read, not “busy”
- ▶ Fonts: Per Monster – Calibri, Times New Roman, Arial, Verdana, and Cambria
- ▶ Limit usage of bold, italics, and underline
- ▶ (Caps can be interpreted as yelling.)
- ▶ Do not put important information in headers or footers
- ▶ Use consistent design
- ▶ Normal margins
- ▶ **Error-free**



The image shows a resume format template from Indeed Career Guide. The template is for Janet Chobot and is organized into six numbered sections. The background is green with a blue header and footer. The resume content is as follows:

**indeed**  
career guide

**Resume Format**

**1** Name and contact information

**2** Summary or objective

**3** Professional history

- Company name
- Dates of tenure
- Description of role and achievements

**4** Education

**5** Skills

**6** Optional

**Janet Chobot**

Summary

Professional History

- Company name
- Dates of tenure
- Description of role and achievements

Educational History

Skills

Awards & Achievements, Hobbies & Interests

# Resume Format

# Chronological Resume Format

## Name and contact information

### Janet Chobot

Little Rock, Arkansas • (123) 456-7891  
agardner@email.com

## Summary or objective

### Summary

An exceptionally organized and friendly dental assistant with 3+ years of successful experience working with dental offices and clients.

## Professional history

### Professional History

#### Smith Family Dentistry, Dental Assistant

July 2017 – Present

- Clean and prepare treatment rooms
- Prepare patient to be seen by for dental treatment
- Answer common patient questions about dental procedures, treatments, and issues

#### E&H Dental, Office Assistant

August 2015 – July 2017

- Organized client schedules
- Received patients upon arrival
- Handled client billing and paperwork
- By end of work experience, took on key dental assistant roles

## Educational history

### Educational History

#### Little Road Junior College

August 2012 – June 2014

Certified Dental Assistant Program

## Skills and abilities

### Skills

Dental assistant skills include: DANB certification • X-ray certification • Denture impressions • Calming personality and demeanor • Hygienic • Minor oral surgery experience

# Chronological Resume



# Functional Resume

Name and contact information

## James Kennedy

555 Cherry Ln  
Ann Arbor, Michigan 48111-9626  
(111) 777-888  
jameskennedy@email.com

Summary

### Summary

Customer Service Representative with over three years of experience resolving complex customer inquiries. Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement.

### Area of Experience

Retail Sales, Data Entry, Microsoft Office, Typing, Complaint resolution, Service-based selling, Fluency in French and Spanish

### Skills

#### Process Streamlining

Created customer service email scripts used across the company to interact with customers. Single-handedly created customer service representative training manual, reducing on-boarding process from 8 to 6 weeks. Reduced average customer representative call time by 90 seconds with intuitive online training.

#### Complaint Resolution

Answered an average 50+ calls per day from unsatisfied customers related to delays in shipment, order mistakes and lost orders. Achieved 97% average customer satisfaction rating, surpassing team goal by 12%.

#### Service-based Selling

Consistently exceeded application targets by 10%+ with innovative up-selling techniques. Pioneered development of improved system for following up with unsatisfied customers, reducing customer churn by 6%.

### Experience

#### Cloud Clearwater, 2017

Customer Service Manager: Managed customer relationships via phone and email to obtain payments, resolve inquiries and up-sell programs.

Customer referral program: Spearheaded project, increasing customer base by 15% in less than 6 months.

#### Tradelot, 2016

Customer Service Representative: Resolved customer inquiries via phone and email, consistently exceeding targets and pioneering processes for better customer satisfaction.

### Education

#### Coral Springs University, 2009-2013

Bachelor of Science in Business Administration

Skills grouped by theme

Any relevant professional experience

Education

# Functional Resume

# Cover letter



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One page

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Concise

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Keywords might be used in tracking software

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Simple formatting, 12-point normal fonts, standard margins

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Must look professional

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**PROOFREAD, PROOFREAD, PROOFREAD**

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Good cover letters can lead to a resumé review.

# Cover letter

- ▶ Should be targeted specifically to individual positions.
- ▶ Should NEVER be generic.
- ▶ Gives insight into how your experience matches the job.
- ▶ Focuses on job requirements and illustrates how you qualify specifically for this position.
- ▶ Conveys subjective information, helping sell qualifications.
- ▶ Includes interest in particular job, how values motivate you to apply, and/or why the corporate culture is a good match for you.

# Cover letter must include:

- ▶ Specific job title and position number
- ▶ Why you are applying for this particular position
  - ▶ Specific job objective
  - ▶ If a referral, mention person who referred you
  - ▶ Express enthusiasm
  - ▶ Grab the readers' attention
- ▶ What you can offer the company
  - ▶ Fulfilling the employer's needs, what's in it for them
  - ▶ Evidence of research for this position (also critical for interviews)
  - ▶ Skills you possess that match
- ▶ How you will follow up:
  - ▶ Reiterate interest, contact info, interest in an interview

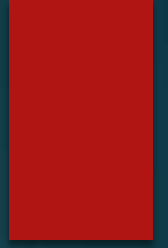
# Cover letters

- ▶ Header & Design: Use the same header, font, and style as used in the resumé.
- ▶ Make connections between job requirements and your experience.
- ▶ Create a picture/story of your experience and the value you offer.
- ▶ Demonstrate expertise by using key words specific to the job, industry, and company.
- ▶ Get help if you need it.
- ▶ **Edit and proofread it carefully before submission.**

# Follow up!

- ▶ Call or email after submitting your resumé because it will indicate your professionalism and diligence as well as your strong desire to be hired.
- ▶ If you are interviewed, mail/email a thank you letter.

# Workshop Handouts



- ▶ Resume and Cover Letter
  - ▶ Chronological Resume
  - ▶ Functional Resume
  - ▶ Resume Action Verbs
  - ▶ Cover Letter Sample and Helper
- ▶ Worksheets
  - ▶ Resume Writing Worksheet

# Resources

- ▶ Career Services departments: Northern Kentucky University, University of Cincinnati, CNM, UNM, New Mexico Tech, NMSU, Boise State, University of Portland, Arizona State University, University of Wisconsin
- ▶ LinkedIn, Monster, neuvoo, Idealist (jobs), SimplyHired, ZipRecruiter, nonprofit-jobs.org
- ▶ New Mexico Workforce Connection
  - ▶ Los Alamos National Laboratory:
- ▶ <https://www.lanl.gov/careers/diversity-inclusion/resume-cover-letter-tips.php>
  - ▶ Sandia National Labs: [https://www.sandia.gov/careers/hiring\\_process/index.html](https://www.sandia.gov/careers/hiring_process/index.html)



# Thank you!

Good luck on your future job-hunting endeavors!



Dr. Rudy M. Garcia

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