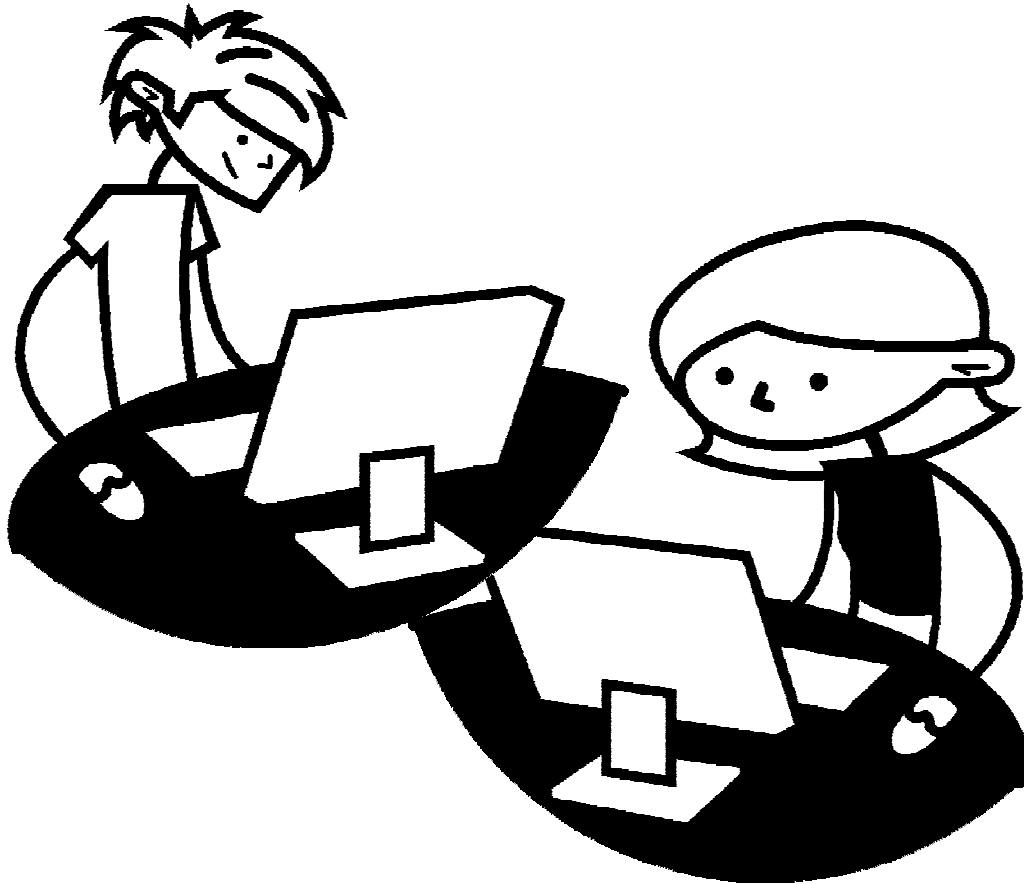


How to Write a Winning Resume



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Job Connect
Connexion Emplois

Resume Workbook

This workbook has been created to help you make a draft of your resume. Simply fill in the blanks. This information will be typed into a computer document and used as your professional final copy.

SECTION 1 – PERSONAL INFORMATION

Name: _____

Address: _____

City/Town: _____ Province: ON Postal Code: _____

Telephone #: (705) _____ - _____

Email (if appropriate): _____@_____.

SECTION 2 – OBJECTIVE

This is the reason you are applying for a position with the establishment.

Objective: _____

EXAMPLES OF JOB OBJECTIVES

- Customer Service / Sales Position
- Entry-level Management position within the Hospitality Industry
- Clerical / Administrative Position
- Level 2 Millwright Apprenticeship
- Position in pool construction, repair and maintenance
- Entry-level position as Electronics Engineering Technician
- Heavy Duty / Field Service Mechanic
- Position in marketing utilizing educational skills

SECTION 3 – HIGHLIGHTS OF QUALIFICATIONS

What sets you apart from other candidates that will apply for the same position? This is the section where you want to really “sell” your attributes. If an employer doesn’t have time to read your entire resume but they have read this section, you have captured their interest.

Check off five (5) to a **maximum** of seven (7) attributes in the lists below:

Customer Service

- Understand the importance of superior customer service
- Demonstrated excellent customer service skills
- Customer service oriented
- Enjoys greeting customers and educating them on the available products
- Strives to provide the best customer service
- Take pride in providing excellent client service and achieving the best possible results
- Strong interpersonal skills and solid customer relations experience
- Professional and approachable with an emphasis on customer satisfaction
- Good customer support skills
- Sensitive and responsive to the needs and privacy of patients and their families
- Over 5 years work experience in a customer service position
- Over ___ years customer service experience
- Basic knowledge of food preparation
- Cash register, debit and credit card transaction knowledge
- Calculate quickly and effectively

Communication

- Bilingual, fluent in English and French
- Bilingual: able to speak and write well in French and English
- Excellent communication and interpersonal skills
- Many years experience working and dealing with the public
- Customer service skills, enjoy working with the public
- Effective communicator who enjoys dealing with the public

- Excellent communication skills: able to explain product functionalities in a way that all clients understand
- Excellent communicator: feels comfortable in front of crowds and is able to deliver interesting and understandable presentations
- Effectively communicate with a multidisciplinary team
- Ability to communicate effectively in a professional manner
- Effective communication and customer relations
- Excellent telephone and communication skills
- Pleasant and courteous telephone manner
- Personable telephone manners
- Excellent telephone skills
- Knowledge of general office duties
- Excellent interpersonal skills
- Ability to perform general office duties
- Multi-tasking and decision-making abilities
- Experience using multi-line telephone system
- Statistical tabulation and recording
- Outstanding verbal and written communication skills with attention to detail
- Excellent oral communication and report-writing skills
- Ability to interact and deal effectively yet tactfully with children of various ages and their parents
- Strives to provide the best patient care
- Courteous and respectful of others

(List continues on pages 4-5)

Fast-Pace Environment/Organizational

- Enjoys a challenge and strives under pressure
- Capacity to work well under pressure
- Work well under pressure
- Able to work in difficult situations and under pressure
- Able to work in a team and under pressure

- Able to handle stressful situations
- Work well under pressure and during peak periods
- Able to work under pressure during peak periods
- Well organized team player with comprehensive organizational skills, able to prioritize and meet deadlines

- Well organized and detail oriented
- Detail oriented individual who is skills in multitasking
- Ability to prioritize job duties to get work done accurately and effectively
- Strong multi-tasking and organizational abilities
- Ease with prioritizing and multi-tasking
- Able to manage various projects at a time
- Organized and responsible: able to work on several tasks simultaneously

- Demonstrated ability to work independently, handle simultaneous tasks and meet short deadlines
- Meets deadlines in a fast-paced and challenging environment
- Ability to meet tight deadlines
- Capable of adapting quickly to an ever changing, high paced work environment

- Resourceful problem solver with a track record of getting positive results
- Good problem solving skills
- Enjoy thinking logically and analyzing data
- Solid organizational and problem-solving skills
- Sense of organization and responsibility

Teamwork

- Able to successfully work individually or as an effective member of a team
- Work effectively with other people at all levels
- Understands the importance of team work and communication in the workplace

- Team-player knows how to get along with employers and co-workers
- Able to work with minimal supervision in a team
- Works well independently or in a team
- Collaborates well with others
- Pleasant disposition and get along well with others
- Enjoy working with others
- Proven effectiveness as a team player
- Able to successfully work individually and in teams
- Superior interpersonal and team-working skills as demonstrated by my ability to motivate others
- Works well with others or individually
- Work independently and within a team in an organized and energetic manner to get the job done

- Ability to take direction
- Flexible person who is willing to work shifts
- Follows orders and understands their importance

Responsibility

- Possess leadership qualities: team captain responsible for motivating others
- Leadership and coaching abilities
- Ability to build confidence and trust at all levels and demonstrated experience in supporting cooperative, result oriented environments

- Fast learner who trains quickly and easily
- Quick learner who is eager to learn new skills
- Continuous and quick learner
- Quick learner, honest, great sense of humour
- Positive attitude and eager to take on new experiences

- Willing to work weekdays, weekends and nights
- Flexible, trustworthy and positive attitude
- Able to work shifts and overtime
- Dedicated and punctual: never missed a day of work
- Punctual, honest and trustworthy
- Great attendance and punctuality
- Hardworking, punctual and makes sure the job is well done
- Able to start work immediately

Responsibility.../Continued

- Enthusiastic, organized, hard working
- Strong work ethic and dedicated to the job
- Over ___ years experience as crew member labourer
- Respectful of confidential material
- Trustworthy and appreciative of the importance of responsibility
- Proven professionalism and ethics
- Energetic and confident with a professional attitude and commitment to quality
- Equipped with proper tools for the job
- Hard working, conscientious and trustworthy
- Strong sense of initiative

Computer Skills

- Superior computer and technical skills: experienced with various software such as Microsoft Office, Corel Office, Adobe Photoshop, _____, _____
- Typing speed and accuracy
- Computer software knowledge
- Good working knowledge of computers
- Computer skills include: Microsoft Word, Publisher, Excel and PowerPoint
- Skills with computer troubleshooting and hardware
- Computer and keyboarding skills

Mechanical

- Mechanically inclined: takes apart and rebuilds small engines in order to clean, fix and replace parts
- Experience working with heavy machinery and in shops
- Mechanically inclined: able to take a machine apart and reconstruct it
- Mechanically inclined and able to operate various power tools and equipment
- Able to use a wide variety of power and manual tools
- Proven ability to work with a large variety of carpentry tools and equipment
- Care and operation of small hand power tools

Safety Training

- Provided safety training to employees
- Safety oriented approach to working maintaining a perfect safety record
- Responsible for training new employees
- On-the-job training, First Aid & CPR training
- Excellent safety skills
- Health conscious individual
- WHMIS certified
- Demonstrates safe work practices
- Hard working and safety conscious
- Safety conscious; able to operate equipment safely
- Safety conscious worker: ___ years accident-free on the job

Creativity

- Proficient with various animation techniques
- Use colour and design creatively
- Able to visualize new forms/shapes
- High degree of artistry
- Able to use imagination freely
- Ability to work independently

Others

- Dedicated hard worker with various experience ranging from general labourer to customer service
- Reliable vehicle and valid driver's licence
- Valid Class ___ Driver's Licence
- Open-minded, creates climate for learning
- Creative problem solver, continuous learner
- Able to adapt to new surroundings
- Experienced working in establishments where confidentiality, protection of privacy, trustworthiness and providing a criminal record check
- Committed to professional excellence in appearance and manner
- Experience in labour position
- Proven ability to utilize guidelines and plan a course of action

Tip: The order of Sections 4-8 can be modified. Always put the most relevant information first. For example a student would put the Education section after Highlights of Qualifications whereas a experienced worker would choose to the Skills or Work Experience section.

SECTION 4 – RELEVANT SKILLS

This section tells an employer what you are able to do, for example housekeeping, clerical or landscaping skills. Use these broad subjects as titles and then explain how they apply to you and your work history, in point form. They should be ordered from the most important and relevant to the least. It is also important to note that these skills do not necessarily have to come from a paid employment, you can put tasks that you've completed while volunteering or at home. Lastly, Make sure to use a variety of action verbs in order to complement your the resume.

EXAMPLE:

Customer Service Skills

- Answer customers' questions in person and by telephone
- Accept payment for goods sold and provide accurate change
- Deal with conflict situations in a calm and professional manner
- Remain positive and friendly at all times especially during peak business hours

For help with this section, you can visit the National Occupational Classification <http://www5.hrsdc.gc.ca/NOC/English/NOC/2006/Welcome.aspx>

Skill 1 - _____

- _____
- _____
- _____
- _____
- _____

Skill 2 - _____

- _____
- _____
- _____
- _____
- _____

Skill 3 - _____

- _____
- _____
- _____
- _____
- _____

Skill 4 - _____

- _____
- _____
- _____
- _____
- _____

SECTION 5 – WORK HISTORY

Your paid employment experience should be added to your resume in reverse chronological order (from the most recent to the oldest). Include your title, the company name, city, province as well as the years when you were employment. Please note that it is not necessary to add the months when providing the amount of time you were with a company.

| | | |
|--------------------|---------------------------------------|----------------|
| _____ | _____ | _____ |
| (Job Title) | (Company Name, City, Province) | (Years) |
| _____ | _____ | _____ |
| (Job Title) | (Company Name, City, Province) | (Years) |
| _____ | _____ | _____ |
| (Job Title) | (Company Name, City, Province) | (Years) |
| _____ | _____ | _____ |
| (Job Title) | (Company Name, City, Province) | (Years) |
| _____ | _____ | _____ |
| (Job Title) | (Company Name, City, Province) | (Years) |

SECTION 6 – EDUCATION AND TRAINING

Feel free to include any diplomas, certificates or even on-the-job training and workshops that you have completed.

| | | |
|----------------------------------|---|----------------|
| _____ | _____ | _____ |
| (Name of Program/Diploma) | (Establishment Name, City, Province) | (Years) |
| _____ | _____ | _____ |
| (Name of Program/Diploma) | (Establishment Name, City, Province) | (Years) |
| _____ | _____ | _____ |
| (Name of Program/Diploma) | (Establishment Name, City, Province) | (Years) |

SECTION 7 – LICENCES AND CERTIFICATES

Provide any licences or certificates that you feel are important to the position you are applying for. For example: First Aid & CPR, WHMIS, Class AZ Licence.

- _____
- _____
- _____

SECTION 8 – VOLUNTEER EXPERIENCE

Volunteer Experience is important. It shows responsibility as well as motivation (Hey! If you can do work without getting paid, imagine what you can do for a paycheque!)

| | | |
|------------------------|-------------------------------------|---------|
| _____ | _____ | _____ |
| (Title or Description) | (Organization Name, City, Province) | (Years) |
| _____ | _____ | _____ |
| (Title or Description) | (Organization Name, City, Province) | (Years) |

SECTION 9 -INTERESTS AND ACTIVITIES

Your interests and hobbies give a clearer picture of who you are. Make sure to include them, especially those that may be related to the position you are applying for. The way this section is placed on you resume is determined by the space left on the current page. Make sure, that it does not start a new page.

SECTION 10 – REFERENCES AVAILABLE UPON REQUEST

IMPORTANT!

Never include the following information on your resume: Social Insurance Number, date of birth, marital status, height, weight, religion or racial heritage. This information should not be used to discriminate against you when an employer is looking at your resume.

Resume Sample

LEFTY LUCY

123 Any Street
Val Therese, ON P3P 1S3

(705)555-0001
cell: (705)555-1234

HIGHLIGHT OF QUALIFICATIONS

- ◆ Customer Service Training Certificate
- ◆ Smart Serve, First Aid and WHMIS certified
- ◆ Excellent communication & interpersonal skills
- ◆ Certified Safer Bar Accreditation
- ◆ Able to manage various projects at a time
- ◆ Fluently bilingual in French and English

RELEVANT EXPERIENCE

Customer Service Skills

- ◆ Answer customers' questions in person and by telephone
- ◆ Accept payment for goods sold and provide accurate change
- ◆ Deal with conflict situations in a calm and professional manner
- ◆ Remain positive and friendly at all times especially during peak business hours
- ◆ Able to establish positive rapport and repeat clientele
- ◆ Welcomed customers with a smile, seated them and made them feel comfortable
- ◆ Able to remain aware of customer needs and provide quality customer service

EMPLOYMENT HISTORY

| | | |
|-----------------------------|-------------------------------|--------------|
| Assistant Manager | Le Chateau, Sudbury ON | 2004-Present |
| Cashier | Independent Grocer, Hanmer ON | 2003-2004 |
| Front Counter Worker | Tim Hortons, Val Caron ON | 2002-2003 |

EDUCATION AND TRAINING

| | | |
|---|--|------|
| Ontario Secondary School Diploma | | 2003 |
| <i>Confederation Secondary School, Val Caron ON</i> | | |

VOLUNTEER WORK

| | | |
|-------------------------|-------------------------------|--------------|
| Arts & Crafts Assistant | Extendicare York, Sudbury, ON | 2001 to 2005 |
|-------------------------|-------------------------------|--------------|

REFERENCES AVAILABLE UPON REQUEST