



# Resumes

Your “quick connect” - on paper or online

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Your resume **demonstrates a match** between you and the work

- Make it concise, powerful, persuasive, and extremely well written
- Describe your experiences and highlight your skills relevant to the work
- Catch the employer’s positive interest so they call you for an interview

Make decisions about **content** and **format**

—based on **research** done on the company and the job posting

- Determine how you can contribute and what the employer is looking for in a candidate
- Answer the **employer’s likely question** “What’s in it for me?”
- **Resume or Curriculum Vitae (CV)?** A resume is a brief document; a CV is longer. A resume can target work in any sector; a CV generally aims at work in academic or research sectors. A resume may include a “Summary of Strengths” section; a CV often includes extensive information on research publications, conference presentations and fellowships.

Write to create a positive and professional **image**—consider **form and content**

- Provide **hard evidence (examples)** of achievements so that the employer can picture you doing the work. Minimize space needed by using creative and precise wording
- Start with **action words (verbs)** to pinpoint your accomplishments. Say what you did and how you did it, not only what you were responsible for. Example: Indicate what you “accelerated, adapted, generated, interpreted, participated in, solved, strengthened...”
- Use **key words** that create a positive impact and phrases that describe your strengths, values and priorities. Employ tight construction to make every word count (e.g. “As summer program coordinator, updated a data entry system reducing client wait times by one-third.”)
- Have a look at templates for ideas, but create your own to make it distinctive and avoid formatting headaches.

**First impressions** are lasting impressions—**proofread** your resume with care

Research, write, re-write, and proofread. Set it aside for a couple of days. Repeat. Have it checked by someone who pays close attention to details and has excellent written communication skills. For more help, come to a resume review appointment at Career Services


## Be Prepared!

Opportunities often arise when you least expect them. Have a resume ready that you can adapt to specific positions. Once you hand in your application—be ready to answer the call for an interview

# A RESUME FORMULA

## Your Name

Full address(es)  
Telephone, and email



This is your distinctive letterhead. Use it on all correspondence and on your references page. You do NOT include personal data – e.g. age, marital status, gender, or Social Insurance Number.

**Objective:** Optional. If included it should be brief, logical and clearly stated. Match it to the job/program for which you are applying.

**Summary of Strengths:** A billboard, or personal profile, that highlights your strengths. Targets essential skills of the job to which you are applying (see job description and company information). Gives reader a brief overview of your qualifications so they want to find out more.

The first 20 seconds of your resume must catch the reader's attention. Mention your most relevant skills and experience.

**Education:** For after-grad jobs or those that are related to your studies, place education section after summary. High school is optional. Include clinical placements, thesis and/or relevant course work that is particularly suited to the employer's needs. Mention grades if noteworthy (80+, distinctions).

**Awards:** Include honours, citations, scholarships and other recognition you have received. Briefly describe criteria to receive award and include the \$ value if significant. If you are only including one or two awards consider putting them in the section with the education or experience to which they are related.

**Experience:** Organize your experience into separate sections indicated by headings. Relevancy of the experience and chronology are your two considerations in each section. You can list such things as employment, volunteer work, and extracurricular activities here, but ensure everything mentioned is relevant to the employer. In each experience section list entries in reverse chronological order. Use verbs to describe the work you did, highlighting the skills that you demonstrated or learned. Be consistent when formatting experience sections.

Possible headings for these sections include: Employment, Related Experience, Community Service, Project Experience, Extra-Curricular Activities, etc. Choose based on what will catch the employer's attention.

**Interests:** This section can create a connection between you and the reader and provide information about the activities you engage in by choice. Note skills or accomplishments gained in the activity. Avoid abbreviations and acronyms. You may want to categorize interests for ease of reading (e.g. sports: baseball, hockey and soccer; arts: theatre, piano and sculpting). Keep this section short!

**References:** one line at the end of the resume: "Available on request" or "References attached"

**And there may be more headings:** Include additional sections such as publications, presentations, research, professional affiliations, certifications, and additional initiatives if they are relevant. For each section, list entries in reverse chronological order in point form, consistent with other parts of your resume. Ensure you only include relevant information.

# EXAMPLES

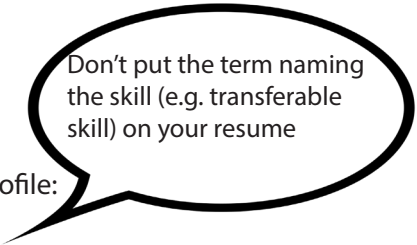


Here are some examples from sections of resume from students. Details that you include in yours will vary based on your direction. Use your own judgment to decide what works best for you based on your knowledge of the work you want.

## SUMMARY OF STRENGTHS

- Strong engineering background including heavy equipment operation and machine shop experience
- Recognized for dedication to the promotion of health and physical activity – CAPHERD Award
- Competitive drive earned stroke position on rowing team
- Ability to communicate well one-on-one and in small group settings demonstrated in telephone sales work and public speaking activities
- Goal oriented and patient; follow through with directives efficiently in teams

**Why it Works:** Shows essential connection between the candidate and the work. Highlights the themes contained in the rest of the resume



**Tips:** Include a combination of skills, based on the job description and company profile:

**Work specific skills** – knowledge, equipment, terminology or rules and regulations that are critical to understanding and doing your targeted work

**Transferable skills** – skills that can be applied in a number of different settings such as leadership, communication, and teamwork

**Personal management skills** – combination of attitudes and behaviours evident in the way you manage your daily living (e.g. attentive to details, motivated)

For each skill or group of skills provide examples or evidence that you have the skill.

## EDUCATION

**Bachelor of Science (Honours), Major: Biology**

2013-Present

Queen's University, Kingston, ON

- Relevant courses completed: Community and Ecosystem Ecology, Evolutionary and Population Genetics
- Dean's Honour List with Distinction for overall average in top 3% of Biology Program (2012), graduation expected April 2018

**Tip:** Highlight your education and experience that's related to the position and include how you gained it through relevant projects, courses, research, and seminars.

## RELATED EXPERIENCE

**Peer Mentor**

Sept. – Apr. 2014/15

Health, Counselling and Disability Services, Queen's University, Kingston, ON

(Volunteer)

- Coached and answered questions one-on-one with peers on organizing and managing time, study strategies and university life
- Demonstrated effective listening skills to gather information and determine needs
- Commended regularly for cheerful attitude; peers reported increased confidence and academic performance after interactions

**Tips:** Use key words that create a positive impact and describe your strengths and values; describe what you did and how you did it. Every word counts.

Start each statement with a verb (action word).

Consider your **Paid work**, **Unpaid work**, **Learning and Leisure** (P-U-L-L).

# Notes About References



## Option 1 – Include references with your resume

- Always include references with your resume if the employer directs you to do so.
- References go at the end of your resume or attached as an additional page.
- Advantages—more convenient for the employer; allows you to showcase your references if they are particularly positive or related to the work; can fill extra space on your resume
- Disadvantages—missed opportunity to speak to employer when they call to request references; it will be more difficult to determine if you are getting positive references; you will not have an opportunity to prepare your references for an employer call; some referees want their information distributed only to interested employers, and not to a wide audience

## Option 2 – Submit references later

- Write “References available upon request” at the end of your resume. If you do this, have them ready—they can be requested at any time!
- List the contact information for your references on a separate page, with your letterhead at the top as it appears on your resume. When the employer requests your references, submit them. Typically this occurs at the interview.

## Remember

- Ask individuals if they are willing to provide a positive recommendation for you
- Obtain permission from your referees before using their name
- Provide complete contact information for each reference
- Make it easy for employers to contact your references

### Example Reference

Mr. Santa Claus (Previous Employer)  
Director, North Pole Operations  
1 North Pole, NP H0H 0H0 Phone:  
333-456-1212  
Email: claus@np.ca  
(Time zone: Eastern Standard Time)

# About Electronic Resumes

## Preparing resume for electronic searching

Resume may be scanned by the employer or submitted online, by you, into a searchable database. Resume that are scanned or submitted online should include keywords that are being searched by the employer. Be prepared to list your key words in a separate section in online applications.

### Find the keywords:

- Read the job posting for key words and skills
- No job posting? Research similar positions in other companies, the National Occupations Classification (N.O.C.) Index, and talk to people doing the work

## Emailing resume

- Resume can be emailed as an attachment or included in the body of the email in plain text format
- Find out what the employer’s policy is on accepting attachments. Which format do they prefer to receive?
- If you are attaching the resume, state what format the attachment is in (e.g. MS Word, Adobe Acrobat, etc.)
- Invite the employer to contact you if they encounter difficulties with the attachment