

Résumés 101

WQPT Military Workforce Symposium
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Moline, IL



Why do I need a résumé?

- Provides you with a marketing tool – sells you, your skills and abilities
- Demonstrates how you can contribute to a company
- Employers may use it as a screening tool
- Will not generally get the job for you, but should get you the interview



Anatomy of a Résumé

- **Contact Information**
- **(Skills Statement)**
- **Summary of Qualifications**
- **Employment History**
- **Military and Civilian Experience**
- **Education/Training**
- **Awards**
- **Professional Affiliations**



Contact Information

- Goes at the top of the résumé and must be accurate.
- Be sure to include at least your name on each page of the résumé.
- Should include all contact information, including a professional sounding e-mail address.

John Doe

2543 Fifth Street
Moline, Illinois 61265
Home: (123) 456-7890
Cell: (098) 765-4321
John.doe@email.com

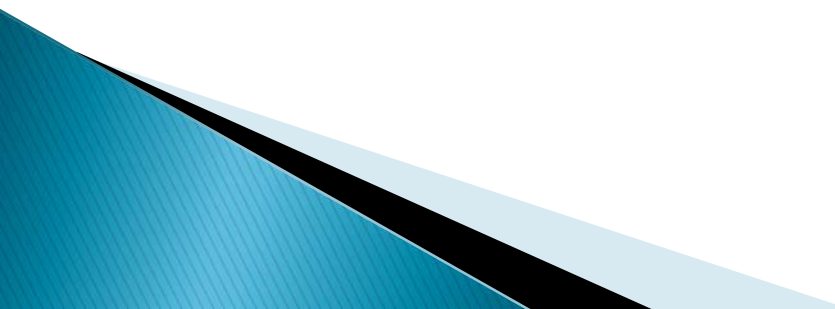
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Summary of Qualifications

- May be formatted in either a bulleted list (preferred) or paragraph form – may be in two columns
 - Should include your Security Clearance, if you have one
 - Highlights your most important skills – those the employer is looking for
 - Should match those in the job description
- 

Experience

- Highlight your major accomplishments and achievements.
 - This is not a job description! Don't list all the minute details of your jobs!
 - Employers are more interested in what you can do for them, based on previous accomplishments.
 - Use your transferrable skills to fit the job description.
 - Use numbers, percentages, statistics, and examples to illustrate your achievements.
 - Use civilian terms.
 - Start with action verbs.
 - Write in past tense for previous jobs, present tense for current jobs.
 - Avoid using “responsible for...”
- 

Translating from Military to Civilian Terminology

Resources to help you translate your Military Experience to Civilian Terms

O*NET

Website: <http://onetonline.org>

The Department of Labor's O*NET website helps you to translate your military skills by providing common language and terminology to describe your military occupational specialty.

To use O*NET you will need to know your Military Occupational Specialty (MOS), Navy Rating or Air Force Military Occupation Code (MOC).

- Enter your MOS, MOC or Navy Rating. The system will provide a summary report of your job duties. O*NET can also help you browse civilian occupations by occupational group, high growth industries and by education required for the job, i.e., Chemist.

Army COOL and Navy COOL

Websites: <https://www.cool.army.mil> or <https://www.cool.navy.mil>

These websites were developed in coordination with the Departments of Defense and Labor. They catalog and define comprehensive information on occupational credentials correlating with military ratings, jobs, and occupations.

- Go to the COOL website
- Click on the tab to "Search for Credentials"
- Enter either your specialty Code or search by your military job title, and a screen will appear with civilian equivalent jobs, common associated certifications, etc.
- Then, by clicking on the civilian equivalent job titles, you will be redirected to Department of Labor's Occupational Outlook Handbook, which lists the nature of the work, job outlook, earnings, related occupations, and more

Verification of Military Education and Training (VMET)

Website: <http://www.dmdc.osd.mil/vmet>

America's CareerInfoNet

Website: www.acinet.org/moc

This is a military to civilian occupational translator that provides a wide range of information such as occupational outlook by state, wage information and other job-specific resources.

Jobsaurus, The Jobs Thesaurus

Website: www.taonline.com/jobsaurus

Type in a job title and this site will provide you with a resume objective and industry-standard terms to help you describe a job(s) you have held.

Military.com Translate Your Skills

Website: www.military.com/veteran-job/skills-translator

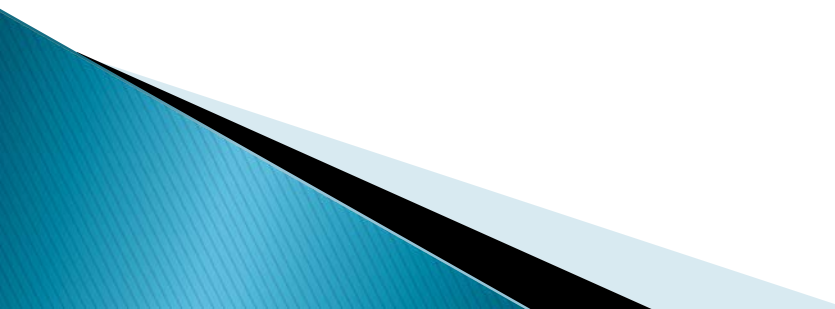
This site provides very basic information on the civilian job that relates to your military specialty. Uses Monster Vet Employment Center

Mil-Skills Translator

Website: www.taonline.com/mosdot

Enter your MOS, MOC or Navy Rating and this site will provide you with a very brief description of your job in civilian terms. Uses O*Net data and information.

Employment History

- **Chronological Résumé**
 - Dates, position, location and experience
 - **Functional Résumé**
 - Highlights skills in categories
 - Does not include an employment history
 - **Combination/Blended Résumé**
 - Highlights skills and includes...
 - Dates, position and location
- 

Education/Training

- If you have any education beyond high school, do not include high school information.
- Include all degrees earned beyond high school.
- List only military schools that are appropriate for the job for which you are applying.
- Include any relevant certifications, licenses and coursework.
- List special honors you received and GPA when appropriate.



Résumé Formats

Chronological

- Focuses on your work history (from most recent position first)
- Makes it easier for employers to see your career history and progression



Chronological Résumé

John Doe

2345 Fifth Street, Moline, Illinois 61265

(123) 456-7890

john.doe@email.com

SUMMARY OF QUALIFICATIONS

- Active U.S. government security clearance
- Bilingual-fluent in both English and Spanish
- Superior performance award for past four years in security management
- Able to make difficult decisions in stressful situations

EXPERIENCE

- 19XX-20XX **Security Specialist** U.S. Army
- Supervised \$100 million of highly sensitive equipment – efforts led to zero loss in a 3-year period.
 - Implemented new system security plan that led to increased lockdown protection for brig personnel.
 - Provided leadership, instruction, and supervision of 25 personnel – efforts resulted in a 30% decrease in staff turnover and a 10% increase in promotions.
 - Expertly managed investigative reports – recognized as NCO of the Quarter for efficiency and accuracy of written instructions and documents.
 - Proven ability to communicate effectively in diverse environments – efficiently managed a diverse workforce and inmate population resulting in a 10% decrease in inmate violence

- 19XX-19XX **Warehouse Supervisor** Micro Chemical, Inc., Denver, CO
- Supervised a crew of 15 in daily operations, including evaluation and discipline – efforts led to a company-record promotion rate for staff and a 10% decrease in staff turnover.
 - Monitored complex cataloging and ordering systems – Implemented a fast-track procurement system for office supplies resulting in a 20% decrease in supply turn-around.
 - Helped develop and implement an effective security system – efforts led to \$24K savings annually by reducing pilferage and damage.
 - Proficient at using Windows Vista, Microsoft Office, and PeopleSoft Databases

- 19XX-19XX **Security Guard** Mayfield Malls, Denver, CO
- Coordinated work assignments, evaluated performance and disciplined a four-member security team – recognized as “Security Supervisor of the Quarter” for boosting morale and encouraging an innovative and safe working environment.
 - Investigated security and safety violations and wrote detailed incident reports – led to Mayfield Mall being recognized as the “Safest Shopping Facility in the Mountain States.”
 - Helped diffuse conflicts in a public environment with regard to everyone’s safety – consistently recognized through customer feedback for excellent customer relations.

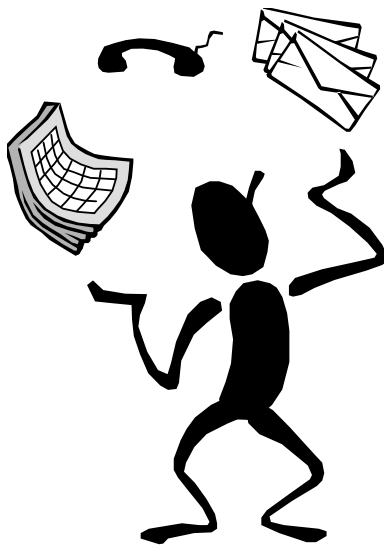
EDUCATION

- **U.S. Army** Specialized Training: Explosives, Firearms, Leadership, Diversity, Communication
- **Metro State College** 42 Semester Units in Administration of Justice, Denver, CO

Résumé Formats

Functional

- Focuses on your skills and experience
- Skills are placed into functional areas
- Used when changing careers or when there are gaps in employment



Functional Résumé

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EXPERIENCE

Security

- Supervised \$100 million of highly sensitive equipment – efforts led to zero loss in a 3-year period.
- Implemented new system security plan that led to increased lockdown protection for brig personnel.
- Monitored restricted personnel in a correctional facility ensuring they remained in detention
- Helped develop and implement an effective security system – efforts led to \$24K savings annually by reducing pilferage and damage.

Investigation

- Investigated security and safety violations and wrote detailed incident reports – led to Mayfield Mall being recognized as the “Safest Shopping Facility in the Mountain States.”
- Expertly managed investigative reports – recognized as NCO of the Quarter for efficiency and accuracy of written instructions and documents.

Communication

- Proven ability to communicate effectively in diverse environments – efficiently managed a diverse workforce and inmate population resulting in a 10% decrease in inmate violence.
- Helped diffuse conflicts in a public environment with regard to everyone’s safety – consistently recognized through customer feedback for excellent customer relations.
- Proficient at using Windows Vista, Microsoft Office, and PeopleSoft Databases

Supervision

- Provided leadership, instruction, and supervision of 25 personnel – efforts resulted in a 30% decrease in staff turnover and a 10% increase in promotions.
- Supervised a crew of 15 in daily operations, including evaluation and discipline – efforts led to a company-record promotion rate for staff and a 10% decrease in staff turnover.

EMPLOYMENT HISTORY

- **Security Specialist** U.S. Army
- **Warehouseman Supervisor** Micro Chemical, Inc. Denver, CO
- **Security Guard** Mayfield Malls Denver, CO

EDUCATION

- **U.S. Army** Specialized Training: Explosives, Firearms, Leadership, Diversity, and Communication
- **Metro State College** 42 Semester units in Administration of Justice, Denver, CO

Résumé Formats

Combination/Blended

- Highlights skills while providing the chronological work history



Combination Résumé

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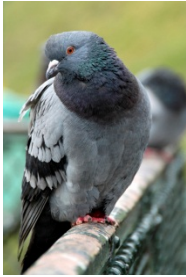
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Résumé Comparison Chart

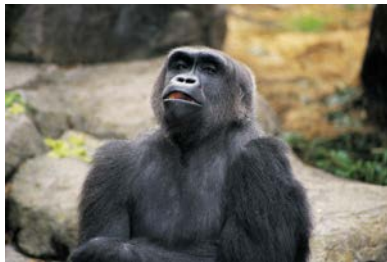
Résumé Format	Advantages	Disadvantages	Best Used By
Chronological	<ul style="list-style-type: none"> • Widely used format • Logical flow, easy to read • Showcases growth in skills and responsibility • Easy to prepare 	<ul style="list-style-type: none"> • Emphasizes gaps in employment • Not suitable if you have no work history • Highlights frequent job changes • Emphasizes employment but not skill development • Emphasizes lack of related experience and career changes 	<ul style="list-style-type: none"> • Individuals with steady work record
Functional	<ul style="list-style-type: none"> • Emphasizes skills rather than employment • Organizes a variety of experience (paid and unpaid work, other activities) • Disguises gaps in work record or a series of short-term jobs 	<ul style="list-style-type: none"> • Viewed with suspicion by employers due to lack of information about specific employers and dates 	<ul style="list-style-type: none"> • Individuals who have developed skills from other than documented employment and who may be changing careers • Individuals with no previous employment • Individuals with gaps in employment • Frequent job changers
Combination/Blended	<ul style="list-style-type: none"> • Highlights most relevant skills and accomplishments • De-emphasizes employment history in less relevant jobs • Combines skills developed in a variety of jobs or other activities • Minimizes drawbacks such as employment gaps and absence of directly related experience 	<ul style="list-style-type: none"> • Confusing if not well organized • De-emphasizes job tasks, responsibilities • Requires more effort and creativity to prepare 	<ul style="list-style-type: none"> • Career changers or those in transition • Individuals reentering the job market after some absence • Individuals who have grown in skills and responsibility • Individuals pursuing the same or similar work as they've had in the past
Targeted (should be used in all resumes)	<ul style="list-style-type: none"> • Personalized to company/position • Shows research • More impressive to employer • Written specifically to employer's needs 	<ul style="list-style-type: none"> • Time-consuming to prepare • Confusing if not well organized • Should be revised for each employer 	<ul style="list-style-type: none"> • Everyone – because any of the other formats can be made into a targeted resume

AVOID Gimmicks – they won't make your résumé stand out in a positive way!



A junior marketing professional attempted to send his résumé by a homing pigeon. The bird never returned!

One person sent a résumé that was cut into pieces and placed in a Russian stacking doll.



A job hunter dressed as a gorilla, accompanied by balloons, hand delivered his résumé with a song explaining his qualifications.

Dale Winston, CEO of Battalia Winston International, an executive search firm, once received a résumé with two Pepto-Bismol tablets enclosed, along with this note: "I'm one candidate that won't nauseate you. However, since I don't know how the rest of your day is going, accept some relief, compliments of me."



Résumé Types

Traditional Paper Résumé :

- Font – Tahoma, Arial, Times New Roman or Verdana – do not mix fonts
- Font size – 10 – 12 points
- Font Styles – **bold**, *italics* and CAPITALIZATION to highlight key areas
- Should look professional and have plenty of white space for readability
- Save as RTF (rich text format)


Scanned Résumé :

- This is a résumé scanned by the company to search for key words and qualifications.
- DO NOT use highlights such as **bold**, *italics*, underlining, etc...
- Font – only use fonts such as Arial or Times New Roman
- Font size – minimum of 11 point size
- No columns or tables
- Spell out symbols like % and &.
- Place your name and a page number on the 2nd page, if you use one.
- Print your résumé out on clean white paper and mail to the employer for better scanning.

Electronic Résumé :

- Use printed type résumé.
- Microsoft Word is the most common – save as RTF unless otherwise suggested by job posting.
- If sending résumé in the body of an e-mail message, copy and paste it there.
- Be sure to check your formatting before submitting your résumé.

Finally... (WHEW!)

- Keep your résumé brief and concise – no more than two pages – ever. One page is usually sufficient.
 - Write out the word for all numbers ten and under.
 - Write out all acronyms.
 - When writing dates, spell out the months, rather than putting them in number forms and write out the year in full: June 15, 2012.
 - Be sure to use key words that will make your résumé stand out.
 - Write in the first person, but never use “I” in your statements.
 - Create your résumé to match each company and employer to which you apply.
 - Don’t use graphics, borders or colors on your résumé.
 - Use high grade paper in white or off-white (ivory). If you include a cover letter and/or references, they should be on the same kind of paper.
 - Although employers may disagree on their favorite type of résumé, they all agree on several things: your résumé needs to be neat, easy to read, grammatically perfect and concise.
 - ALWAYS proofread and spell check your résumé. It helps to have someone else review it, too.
 - When in doubt, seek professional assistance.
- 

Questions?

Anything?



Thank you so much for your service to our country!