



One Stop Career Center

Creating a Professional Resume

Please follow these instructions and check box as you complete instructions:

- Open up a free email account. You can do this through gmail, yahoo, rocketmail, hotmail or icloud, or aim.
- Type your information in **Microsoft Word**. If you use a resume wizard or template, you may be unable to make any changes to your resume.
- Use a 1" border around your résumé. Go to FILE and click on PAGE SET-UP)
- Use one font size only. You may bold headings. Pay attention when using lines, underlines or italics. Be consistent with format (There are examples of resume formats in this packet.)
- Save resume and cover letter to a "flash or jump drive" as your name: Sarah Jones or Tim Johnson and/or have it saved in your email account.
- Try to use an email name that is close to your own name and be sure you have voicemail set up on you're the phone number you provide on your resume. You are also discouraged from having a message with music or a voicemail message that is longer than 30 seconds.
- Call for an appointment with the One Stop Career Center (205-856-8588) or e-mail Tamara Payne, Director of Career & Job Resources at tlpayne@jeffstateonline.com. All career services at JSCC are free of charge.

**Tamara Payne, Ph. D -Director
One Stop Career Center
Jefferson State Community College
Jefferson Campus - 216 Lurleen Wallace Hall**



RESUME DO AND DON'TS!!

- Gather the information you will need about your work history, including dates, job titles, key job functions, company address, supervisor's name, and company telephone number.
- Do not use "I" in your resume, they know it is you and no abbreviations except AL for Alabama and other state abbreviations.
- Use short phrases with active verbs that emphasize your skills and experience that you have for the position you are seeking. Avoid paragraphs and no periods.
- Resumes should generally be 1 page on white or ivory paper or card stock.
- Use 10-12 point font in Times New Roman or Arial so it is easy to read.
- Your name should be in larger font than rest of resume and it should be in bold letters. To conserve space, you can put your name as a header.
- Do not include salary requirements unless asked to do so.
- Resume should include: Name, address, phone number and e-mail. Next: Objective, skills/qualifications, experience, education, and then employment history. Jobs and education are listed in reverse chronological order. List years of employment, city and state where employed and for education, state major and degree received or pursuing, city, and state of educational institution. You may include your GPA if it is stellar. Education can appear at beginning of resume after objective or at end of resume after job history.
- Resumes should reflect the skills/qualifications and experience you have for the particular job you are applying for.**
- References are on a separate page with the same heading and paper as the resume. It should be reference name, title, address telephone number and email address.
- Proofread and spell check resume before sending it out.
- Employers may perform a google search and/or search social sites to get more information on prospective employees, so be mindful of what post on social sites.

EXAMPLES OF RESUME ACTION VERBS

administered	addressed	approved
analyzed	created	expanded
assigned	arranged	designed
attained	authored	classified
chaired	corresponded	collected
contracted	developed	compiled
consolidated	engineered	dispatched
coordinated	drafted	executed
built	edited	generated
developed	invented	implemented
directed	formulated	inspected
evaluated	purchased	monitored
balanced	interpreted	operated
improved	lectured	organized
increased	mediated	marketed
organized	moderated	remodeled
repaired	streamlined	prepared
planned	negotiated	processed
counseled	referred	purchased
produced	promoted	recorded
recommended	publicized	retrieved
reviewed	reconciled	screened
scheduled	facilitated	specified
appraised	illustrated	distributed
supervised	translated	guided
restored	wrote	validated
refinished	coached	fashioned



monitored diagnosed	operated assembled	advised recruited
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Your Name
 Street Address
 City, State Zip Code
 Phone Number

Date

Individual's Name
 Job Title
 Name of Organization
 Street Address
 City, State Zip Code

Dear Mr./Ms. _____:

First Paragraph: State the reason for writing. Name the specific position or type of work for which you're applying. Mention how you learned of the opening.

Second Paragraph: Explain why you're interested in working for this employer and specify how you're PERFECT for this position. Don't repeat the information on your resume. Include something special or unique about yourself that will benefit the employer. Remember, the reader will consider this an example of your writing skills.

Third Paragraph: Mention that your resume is enclosed and indicate your desire to meet with the employer. You may want to suggest alternate dates and times, or simply advise them of your flexibility to the time and place. Include day and evening contact information. Include a statement or question that will encourage the reader to respond. Be sure to communicate your plan to follow up. You might state that you'll be in the area on a certain date and would like to set up a meeting, or you'll call on a certain date to set up a meeting. Finally, thank the employer for his/her time.

Sincerely,

(Your Signature in blue or black ink)
 Your typed name

Enclosure

Source: [Creative Job Search](#), a publication of the Minnesota Department of Employment and Economic Development.

COMMON TYPES OF RESUMES

Chronological resume: Most commonly used type of resume. If done correct, is easy to understand. Work experience is placed in reverse chronological order. Most recent work experience is first. This is good because it shows progressive work history/growth in career.

Cons: May not be as useful for those changing careers. It may also draw attention to any gaps in work history. Older but still relevant experience may go unnoticed because it is at the bottom or on second page. Can help employers guess your age.

Functional Resume: Work history/experience is organized by functions or skills instead of actual time spent on job. Functions or skills are grouped together under the same headings. For example, Communication Skills, Technical Skills, Clinical Experience, Supervisory Experience, etc. Format is good for those changing careers and/or those with little/no or gaps in employment history, good for hiding age.

Cons: It may be hard to connect skills and experiences together, could be confusing for perspective employers to read, this format is least recommended.

Combination Resume: Job history is placed in chronological order but you classify job functions under specific skills/experience heading. This is good for people with 1-3 jobs that used multiple skills. Also good for showing a connection between skills that may not appear connected but are transferrable to other jobs/careers

Cons: It can be hard to put job skills into categories. Also, the chronological part may help employers figure out your age. Not good if you are applying for a job that does not fit your education and experience.



The Importance of Soft Skills

Today companies are not just concerned with whether or not you can perform job functions as outlined in the job description. They are also concerned with the “soft skills” employees bring to the company. “Soft skills” are a set of skills and experience highlighting your ability to interact with other people within the work environment.

Soft Skills include:

- 1) Work Ethic-are you a dedicated employee, one that will work to get tasks accomplished, will you always give your best efforts.
- 2) Communication skills-can you express yourself well in oral or written form, do you have the ability to adapt your communication styles to fit the needs of the company and those you may supervise. This also involves the ability to resolve conflicts, can you convince others; can you problem solve. Also, can you provide concrete examples of your ability to problem solve.
- 3) Attitude: do you present with a positive attitude, are you optimistic about your job, your place of employment and the mutually beneficial relationship that exists.
- 4) Adaptability, are you able to while being able to adapt to changes in the work environment. Can you work well under pressure, can you provide examples of this?
- 5) Time management-are you able to complete tasks in a timely manner and discern which tasks are the most important for the company’s needs.
- 6) Observation-are you able to observe and collect data, then use that data to enhance your job performance.
- 7) Team work-are you able to work as a team, to collaborate, compromise, and use feedback in an effective manner. This includes being able to accept and learn from constructive criticism



SAMPLE CHRONOLOGICAL RESUME (ONE STOP)

ELIZABETH DUSHANE

5555 Lakewood Road
Warren, OH 44481
(330) 555-5555

PROFILE: Degreed Industrial Engineer with over five years of experience using AutoCAD, robotics and materials design, and evaluating equipment seeking full time position as an Industrial or Design Engineer.

ENGINEERING EXPERIENCE:

Industrial Engineer **1998-2007**
Tool Incorporated, Warren, OH

- Designed a plant layout for the shipping department
- Developed a multi-step shipping process improvement plan

Design Engineer **1995-1998**
Mechanical Systems, Columbus, OH

- Developed a complete safety package for a robot loader
- Designed hydraulic double stack lift
- Redesigning dairy open style conveyor
- Trained 10 engineers on AutoCAD Rev. 12
- Evaluated and purchased machine components

HVAC Engineer Assistant **1990-1995**
Engineering Consultants, Columbus, OH

- Prepared building and equipment bid specifications
- Evaluated HVAC equipment options
- Incorporated EPA and OSHA regulations into safety procedures
- Created working drawings on AutoCAD Rev. 1

MANAGEMENT EXPERIENCE:

Supervisor **1987-1990**
College Police Department, Cincinnati, OH

- Supervised more than 50 student security personnel
- Maintained security accounts and budgets
- Interviewed, hired, field trained and conducted performance appraisals
- Prepared 25-page monthly report

Manager **1986-1988**
Building Management Co., Cincinnati, OH

- Maintained and performed building improvements

EDUCATION:

Bachelor of Science Degree: Mechanical Engineering **1986-1990**
Minor: Engineering Management



University of Cincinnati, Cincinnati, OH

SAMPLE FUNCTIONAL (ONE STOP CAREER CENTER)

CHARLES LOPEZ

1234 Circle Drive

Minneapolis, Minnesota 55404

(612) 555-5555

OBJECTIVE

Dependable, enthusiastic worker with more than 10 years of experience in welding and building maintenance seeking a Welding or Building Maintenance position. Self-starter, dedicated to achieving high-quality results.

SUMMARY OF QUALIFICATIONS

Welding—

Developed extensive experience in a wide variety of welding styles and positions including:

MIG	TIG	ARC	Heliarc
Oxyacetylene	Air ARC	Cutting and Gouging	Automatic Seam
Plasma Cutting	Underwater	Water Cooled Spot Welding	

Fabrication—

Skilled in layout and design of sheet metal and pipe. Developed extensive knowledge of sheet rollers and brakes. Followed Manufacturer’s Operating Processes (MOP) to detail.

Equipment Operator—

Experienced forklift operator on various sized and styles of forklifts. Skilled in the use of a variety of power tools and metal fabrication equipment including: drills, drill press, edge planer, end mill, benders, power saws, sanders, and grinders.

Equipment Maintenance—

Performed general maintenance on welding equipment and production machinery. Maintained high production levels through onsite machine repairs and preventive maintenance.

Building Maintenance—

Acquired experience in general construction including basic electrical repairs, carpentry, concrete, glass, spray and roller painting, plumbing, patching and sheetrock.

SUMMARY OF EXPERIENCE

Lead Welder

- Maintained strict performance, quality and production standards
- Trained new employees and monitored their performance during probationary period.

EDUCATION



Certificate:

Welding and Blueprint Reading
Minneapolis Community and Technical College – Minneapolis, MN

Diploma:

Central High School – Saint Paul, MN

SAMPLE COMBINATION (ONE STOP CAREER CENTER)

SHIRLEY ADAMS
1234 56th Avenue
Apartment #203
Tucson, AZ 85725
(520) 555-5555

SUMMARY

Dependable **General Office Worker** with more than 10 years of transferable experience. Proven clerical, customer service and communication skills in a variety of settings. Upbeat, positive attitude with a history of producing quality results and satisfied customers. Computer literate.

SELECTED SKILLS

General Office

- Organized and implemented group activities in an efficient manner
- Scheduled appointments and assured timely arrival
- Maintained accurate financial records, and paid all invoices on time
- Answered phones and took accurate messages
- Prepared reports and created documents using MS Word and WordPerfect
- Located desired information using the Internet

Customer Service

- Welcomed customers and visitors in a friendly and courteous manner
- Provided customers/clients with desired information in a timely manner
- Listened, calmed and assisted customers with concerns
- Established friendly and lasting relationships

Communication

- Utilized Internet email as an effective communication tool
- Answered phones in a courteous and professional manner
- Established rapport with diverse individuals and groups
- Demonstrated ability to express ideas in a team environment and influence action

RELATED VOLUNTEER EXPERIENCE

General Office Volunteer	Salvation Army – Tucson, AZ	5 Years
Elected Secretary	Parent Teachers Association (ISD 01) – Tucson, AZ	5 Years
Event Coordinator	Neighborhood Involvement Program – Phoenix, AZ	3 Years
Group/Activities Leader	Girl Scouts of America – Phoenix, AZ	4 Years



Family Manager

Self-employed – Tucson, AZ



EDUCATION

GED: Maricopa County Action Program, Phoenix, AZ

Sample Resume (JSCC Career Center)

Mr. Jefferson State College

PROFILE: Expectant May 2014 graduate from accredited Radiology Technology program seeking full time employment as a Radiology Technician where I can use medical skills to provide quality healthcare.

EDUCATION

Associate of Applied Science, Radiology Technology
Jefferson State Community College, Birmingham, AL
Graduation: May 2014

SUMMARY OF TECHNICIAN SKILLS

Analyzing Data	Interpreting Test Results	Collect, Prepare, & Screen Specimens
Phlebotomy	Detecting/Identifying Antibodies	Blood Banking & Typing
Hematology	Medical Terminology	Patient education
Chemical Analysis	Set-up/Calibrate Equipment	Consultations

STUDENT CLINICIAN EXPERIENCE

Student Radiology Technician, Baptist Medical Center & Children’s Hospital
Birmingham, AL, 2012-present

- Completes patients forms and verifies patient data
- Enters information into electronic medical records and tracks patient information
- Explains diagnostic procedures to patients
- Performs diagnostic X-rays
- Maintains and prepares exam rooms for procedures per physician instructions
- Trained in digital and cassette based radiography
- Fluoroscopy
- Performs C-arm procedures in surgery settings
- Performs portable radiography
- Rotation in pediatric radiography (ensuring patients are stationary and techniques)

EMPLOYMENT EXPERIENCE

Sales Representative, No Name, Birmingham, AL, 2010-2013

- Met and greeted customers
- Collaborated with sales teams to market office products and supplies
- Demonstrated to clients how to use products and services
- Prepared invoices and billing documents



PROFESSIONAL ORGANIZATIONS/VOLUNTEER ACTIVITIES

- Volunteer, No Name Hospice, 2011-present
- Student Government Association, 2014
- Phi Theta Kappa, 2014

Jefferson State (JSCC Career Center)

2601 Carson Road • Birmingham, AL 35215 • (205) 853-1200 • jeffstateonline.com

PROFILE SUMMARY: I am an experienced customer service professional seeking employment in the customer service field where I can use my skills to promote customer relations.

EDUCATION

High School Diploma
Jefferson State High School
Birmingham, AL

SUMMARY OF CUSTOMER SERVICE SKILLS

Interacting with the Public	Processing Monetary Transactions	Screening Telephone Calls
Use of Office Equipment	Stocking/Inventorying Supplies	Distributing Mail
Filing/Data Storage	Organizing Assigned Areas	Handling Complaints

EMPLOYMENT EXPERIENCE

Financial Care Representative, New Company, Birmingham, AL, Mar 2000-Jul 2014

- Contacts customers regarding past due accounts to inform them of account status
- Educates customers on self-help options for account management
- Creates quality customer experiences in a call center environment
- Maintains customer confidentiality and follows appropriate protocol to verify customers identity prior to discussing sensitive account information
- Assisting customers with resolving account complaints

Cashier, New Company, Birmingham, AL, Jan 1998-Feb 2000

- Processed monetary transactions
- Sold store products
- Assisted in opening/closing store
- Stocked/inventoried store supplies
- Assisted in developing product displays