

Resume Packet



*Employment Resource
Center*

West 207

425-739-8113

job.placement@lwtc.edu

What is a Resume?

- A resume is a self-marketing tool for finding a job or for making a career change.
- It is designed to convince a potential employer to offer you an interview.
- It is a well structured, easy to read, concise presentation of your qualifications for the job.

Components Of A Resume

Below are listed the headings/sections that are included in a typical chronological resume:

- **HEADING:** Full name, complete mailing address with zip code, your telephone number with area code, and your email address if you check your email regularly. It is listed at the top of your resume.
- **OBJECTIVE:** A short statement about the kind of job or position you are seeking. The objective should be the same type of work for which you are applying. For example, do not submit a resume with an objective of Sales Representative for a Bookkeeper position.
- **SUMMARY OF QUALIFICATIONS:** List or describe the 3-5 most important skills and abilities that relate to the position for which you are applying. Show how you used these skills and abilities and the accomplishments and results that you achieved. You can show the number of years of experience in each area.
- **EXPERIENCE:** Start with your most recent job, and include: job title, name of company, location (city, state) and dates of employment. List the accomplishments you achieved in the position, as well as your duties and responsibilities. Employers strongly prefer that you list employment dates for each employer. The Experience section can also list volunteer experience, internships, and Work Study positions.
- **EDUCATION:** List high school diploma or GED only if this is your highest educational level. If you completed high school within the last 10 to 15 years, you may list your graduation year. If you completed high school more than 15 years ago, do not include the date. List significant college coursework (even if degree was not completed) and other training received after high school. If you have completed a college degree or certification, list the degree and date (list dates if less than 10 to 15 years ago). This is also a section where you can show special certifications, licenses and special training you have received.
- **OTHER HEADINGS:** Include other headings as needed to feature skills, training, awards or other information that will explain your qualifications for the job. Examples include: AWARDS, MILITARY EXPERIENCE, RECOGNITION, HIGHLIGHTS, PROFILE, etc.

10 STEPS TO A GREAT RESUME

1. **Choose a job objective.** If you are applying to a particular opening listed on a company's employment website, use the actual job title and position opening number (if given). If you have a general career area (i.e. Human Resources or Accounting) but are unsure where you might fit in the organization, refer to the career area "A position in Human Resources...". If you are applying to multiple positions, change the objective to match each job you are applying for.
2. **Research what skills, knowledge, and experience are needed** to do the target job. Make a list of the qualifications you have which are also requirements for the position. Feature your strongest skills, knowledge and experience in the Summary of Qualifications section.
3. **Make a list of the primary jobs you've held, in reverse chronological order.** Include any unpaid work that fills a gap or that shows you have the skills for the job.
4. **For each job, think of several accomplishments** or examples from your past that illustrate how you contributed to the work environment. Describe each accomplishment in a simple, powerful action statement that emphasizes the results that benefited your employer. Begin each statement with an action verb. Arrange these statements under each job heading, with the most important action statement first.
5. **Make a list of your training and educational experiences** in reverse chronological order. Include training and education that are related to the job you want.
6. **Choose a resume format that fits your situation**, either chronological or functional. (Functional works best if you're changing job fields; chronological works best if you're moving up in the same field.) If you decide to make a functional resume, it is sometimes easiest to first compose a chronological resume, and then rearrange the information into functional format.
7. **Review your Summary of Qualifications section** to ensure it features your strongest qualifications. Make sure the qualifications you feature are also the top skills required for the open position.



**LAKE WASHINGTON
TECHNICAL COLLEGE**

**Employment Resource Center
(425) 739-8113**

www.lwtc.ctc.edu/erc

EMPLOYMENT RESOURCE CENTER RESUME WORKSHEET

This worksheet is a tool to assist you in gathering and organizing your employment history information in preparation for writing a resume.

HEADER

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone Number: _____ Message Number: _____

E-Mail Address: _____

OBJECTIVE

SUMMARY OF QUALIFICATIONS

- _____
- _____
- _____
- _____

EXPERIENCE (list most recent first)

Job Title: _____

Firm Name: _____

Starting Date _____ Ending Date: _____

Duties, tasks, responsibilities, accomplishments:

Job Title: _____

Firm Name: _____

Starting Date _____ Ending Date: _____

Duties, tasks, responsibilities, accomplishments:

Job Title: _____

Firm Name: _____

Starting Date _____ Ending Date: _____

Duties, tasks, responsibilities, accomplishments:

EDUCATION (list most recent first)

Name Of Program: _____

School/College: _____

Diploma/Certificate/Degree: _____ Date: _____

Name Of Program: _____

School/College: _____

Diploma/Certificate/Degree: _____ Date: _____

ACTIVITIES/INTERESTS/VOLUNTEER WORK

Name Of Activity/Interest/Volunteer Work: _____

Name Of Firm/Organization: _____

AWARDS, RECOGNITIONS, ACHIEVEMENTS, CERTIFICATIONS, LICENSES

- _____
- _____
- _____

Languages: _____

Computer Skills: _____

Office Skills: _____

Other Special Skills: _____

“EXPERIENCE” Section of the Resume

The Experience Section is the heart of a resume. It is where you demonstrate that, through your past work, you have learned the skills *this* prospective employer now needs. In this section, list your work experience (unpaid experience too!) in reverse chronological order, with the most recent experience listed first. For each experience, list the Employer, Title, Location and Employment dates.

Accomplishments vs. Duties

Underneath the heading information for each position is a section describing what you did in the position. Many resumes simply list the duties that were required in the position. Listing duties is not a good way to market your skills. Instead, feature what you accomplished in the position and what you have to offer a prospective future employer.

The Heading: Employer name, Job Title, Employment dates and location

NEXT – Bulleted statements describing **Accomplishments** (not just duties)

EXPERIENCE

Material Handler Seattle, WA 2002-2007
Acme Company

- _____
- _____

Duties & Responsibilities are boring...

EXAMPLE: MATERIAL HANDLER

Duties and Responsibilities:

Worked on Dock loading and unloading boxes. Moved product from warehouse to loading dock. Lifted and moved boxes onto trucks. Picked product orders in warehouse. Repacked damaged goods.

Accomplishment statements:

- Worked with 2nd shift crew of 6 to load-out and stage product in preparation for day shift.
- Coordinated work with crew-members in completing the following each shift:
- Load 12+ trailers, stage 40+ customer orders, unload inbound freight.
- Willing to switch tasks and assist others to get the work done.
- Picked orders from warehouse, ensuring completeness and accuracy of customer order.
- Known for reliability, attendance and being on-time to work.

Preparing to write accomplishment statements - Ask yourself:

- What did I do well? What characteristics do I bring to the job?
- Did anyone tell me that I did something particularly well?
- What skills did others rely on me for?
 - What was the purpose of my work, and how did I contribute?
 - Did I make any improvements in the work setting or in how the work was done?
 - What would happen if I didn't do my work, or I did it wrong?

Accomplishments
Give the employer reasons to hire you!

SAMPLE STUDENT RESUME

Joe Z. Smith

119 Oak St.

Smallville, WA 98277

253-111-7896

Smithz34@gmail.com

Objective: A position using my athletic abilities and background working with youth.

Skills Summary:

- Experience working with youth as a coach and referee
- 8-years Soccer league play, achieved High School Varsity team status
- Reliable role-model for youth, good at encouraging and motivating

Education:

Smallville Community College

Smallville, WA

Certification: Fitness Specialist/Personal Trainer

Anticipated completion – June, 2009

Smallville High School

High School Diploma - 2007

Experience:

Junior Coaching Staff

06/2007-09/2007

Elite Juniors Soccer Camp, Inc.

- Lead team drills, demonstrate proper technique, and coach skill groups
- Ensure equipment is in good repair and accounted for
- Model leadership, encourage and motivate participants

Courtesy Clerk

6/2006 – 9/2006

Safeway

- Bag groceries and assist with take-out in a friendly and efficient fashion
- Resolve price checks and provide prompt clean-ups

Community Service:

Youth League Referee

9/2005 – ongoing

American Youth Soccer Association

- Know Youth League Soccer regulations and application to league play
- Make calls which are consistent and fair
- Remain calm while working under pressure

Awards:

Varsity Soccer – Smallville High School

2007

Soccer Team Co-Captain, Smallville High School

2007

Activities/Skills:

Founder: Smallville Community College Soccer Club

CPR, First Aid, Languages: Spanish

CHRONOLOGICAL RESUME, MID-CAREER

JULIA JOBSEEKER

1212 Apple Way
Anytown, WA 99119
(425) 348-2564
juliaj@hotmail.com

Objective: To obtain a full time position as a Property Management professional.

SUMMARY OF QUALIFICATIONS

- 7 years experience in the field of real estate and property management.
- Recently completed Commercial Property Management certificate at Lake Washington Technical College.
- Managed two upscale apartment communities (up to 516 units) with monthly rent collections of \$438,000.
- Maintained 92% residency rate and achieved 98% on-time rent collection by developing proactive tenant relationship programs.

EMPLOYMENT HISTORY

Residential Property Manager Evergreen City, WA 2003 – present
Housing, Inc.

Supervised on-site leasing as well as maintenance and grounds staff. Controlled expense budget, closely monitoring five vendor services. Oversaw renovation of 35 apartment units, coordinating workflow and scheduling of carpet, flooring, paint, and fixture vendors. Initiated educational newsletter for tenants and open-door policy for tenant complaints. Credited with stabilizing the tenant community through lawful evictions of known drug dealers.

Residential Property Manager Seatown, WA 1998 – 2003
Cedar Park Condominiums

Initiated and developed specialty leasing programs for three major sites in high-profile metropolitan areas. Maintained high occupancy rates by actively recruiting tenants as well as developing long-term, favorable leases. Arranged information sessions for tenants and recruited guest speakers to discuss local resources including: healthcare facilities, child care, emergency services, and community events.

Office Manager Appleton, WA 1995 – 1998
Smith & Jones, Inc.

Supervised and trained six employees and coordinated all work flow in the office. Maintained all office information systems. Maintained files and computer databases on several hundred clients, as well as documentation dealing with securities, mutual funds, limited partnerships and insurance.

EDUCATION & TRAINING

Commercial Property Management Certificate August, 2005
Lake Washington Technical College

Associate of Arts Degree June, 1994
Appleton Community College

Francis Jobfinder

246 Main St.

Anywhere, WA 98034

H: 111-833-0000 / C: 111-418-2222

fjfinder@genericmail.net

Objective: An Accounting support position using my experience with A/P, A/R, payroll and my excellent Customer Service skills.

Summary of Qualifications:

Experience:

- 3+ years AP/AR, Payroll experience
- Quickbooks
- Ten-Key by touch
- Microsoft Office
- Customer Service Skills
- Ability to Multi-task

Tax Team Auburn, WA 2005-2007

Administrative Assistant/ Accounts Receivable

- Multi-tasked in providing administrative services for a busy office of 9-18 Accounting and Tax professionals
- Cross-trained as reception, AR, invoicing, collections, and office correspondence
- Produced company internal newsletter, including writing content and layout
- Entrusted with bank deposits of up to \$2,000/day

Lake Washington Technical College Bookstore Kirkland, WA 2004-2005

Accounts Payable Assistant

- Hired as paid employee following Internship as A/P Assistant. Completed AP follow-ups and posted amounts to Excel, as well as general office responsibilities
- Researched invoices, called vendors to request statements and completed filing

Wells Fargo/ Burién, WA 2002-2003

US Bank Renton, WA 1997-1999

Teller

- Knowledgeable regarding variety of bank products. Able to assess customer needs and appropriately cross-sell products
- Consistently accurate with cash handling, resulting in balanced cash drawer
- Established repeat clientele through friendly attitude and excellent customer service
- Expert at 10-key skills and data entry

Allied Technical Services/ Pacific Aircraft Welders Seattle, WA 1991-1995

Office Manager

- Converted office to Quickbooks resulting in reduction in processing time and increased accuracy of accounting and payroll
- Financial administration and tracking: Invoicing, Accounts Payable, company payroll, Receivables Collections
- Completed work with timeliness and accuracy because of understanding of accounts and their impact on business operations

Education:

Accounting Assistant Certification, 2005

Lake Washington Technical College

Kirkland, WA

Francis Jobfinder

246 Main St.

Anywhere, WA 98034

H: 111-833-0000 / C: 111-418-2222

fjfinder@genericmail.net

Objective: An Accounting support position using my Accounts Payable, payroll experience, and my excellent Customer Service skills.

Summary of Qualifications:

- 3+ years AP/AR, Payroll experience
- Quickbooks
- Ten-Key by touch
- Microsoft Office
- Customer Service Skills
- Ability to Multi-task

Professional Skills:

Accounting Support

- Financial administration and tracking: Invoicing, AP, Payroll, Collections (*ATS/Pacific Air*)
- Converted office to Quickbooks, resulting in reduced processing time and increased accuracy (*ATS/Pacific Air*)
- Expert 10-key skills and data-entry (*Wells Fargo/US Bank*)
- Hired as paid employee following Internship as AP Assistant. Completed AP follow-ups and posted amounts to Excel, and general office responsibilities (*Lake Washington Technical College*)
- Consistently accurate cash handling, resulting in balanced cash drawer (*Wells Fargo/US Bank*)

Customer Service

- Knowledgeable regarding variety of bank products. Able to assess customer needs and appropriately cross-sell products (*Wells Fargo/US Bank*)
- Established repeat clientele at bank through friendly attitude and excellent customer care (*Wells Fargo/US Bank*)

Business Office Skills

- Provided administrative services for a busy office of 9-18 Accounting and Tax professionals (*Tax Team*)
- Demonstrated flexibility and initiative in assuming responsibility for a variety of duties including: AP/AR, receptionist, filing, business documents (*Tax Team*)
- Produced company internal newsletter, including writing content and layout (*Tax Team*)

Employment History:

Tax Team Administrative Assistant/Accounts Receivable	Auburn, WA	2005-2007
Lake Washington Technical College Bookstore Accounts Payable Assistant	Kirkland, WA	2004-2005
Wells Fargo/ US Bank Teller	Burien, WA Renton, WA	2002-2003 1997-1999
Allied Technical Services/Pacific Aircraft Welders Office Manager	Seattle, WA	1991-1995

Education:

Accounting Assistant Certification , 2005 Lake Washington Technical College	Kirkland, WA
---	--------------