

YMCA Career Cruiser



Resume Package

HOW TO USE THIS BOOKLET . . .

This booklet is a four step guide to creating a winning resume. Each section has a description and example of how to write the section. The opposite side of the page will include tips for completing your resume.

Steps to Creating a Great Resume . . .

STEP 1 – Personal Information

STEP 2 – Highlights of Skills / Qualifications

STEP 3 – Work / Volunteer Experience

STEP 4 – Education / Awards / Professional Development



STEP ONE – PERSONAL INFORMATION

The first step in writing a resume is to include a header with your personal information at the very top of the page. This allows employers to contact you for an interview within their company or business.

The following personal information should be included within your resume:

- Full Name (Choose a font size of 20 or larger and **bold** your name)
- Address (Street, City, Province and Postal Code)
NOTE: Make sure your address and postal code is correct
- Phone Number (Please include the area code)
- E-mail Address (Ensure this is business appropriate)

Example #1:

Jane Smith

111 Main Street East
Hamilton, ON
L2R 4G6
905-555-1234

janesmith@hotmail.com

Example #2:

Jane Smith

janesmith@hotmail.com

* 111 Main Street East * Hamilton ON, L2R 4G6 * (905) 555-1234*

NOTE: See reverse page for the In's and Out's of a Resume



THE IN'S AND OUT'S OF A RESUME

THE IN'S

1. Use a bulleted style format throughout your resume to make it as reader-friendly as possible.
2. Use a resume design that does not look like everyone else's. Choose a style that is distinctive or one of a kind. (No Templates)
3. List your work experience in reverse chronological order.
4. Highlight transferable skills if you don't have much work experience. A transferable skill is a skill that can be used throughout any job.
Example: Excellent communication skills
5. Use the phrase "References Available Upon Request" at the end of a resume as it displays that you will provide references when asked.
6. Proofread your resume carefully.
7. Standard fonts to use are Times New Roman and Arial. A font size of 10-14 pt. is preferable.

THE OUT'S

1. Never include on your resume your height, weight, age, date of birth, place of birth, social insurance number, religion, etc.
2. Your resume should be no more than two pages long.
3. Tell the truth on your resume and never lie or even stretch the truth.
4. Never use personal pronouns such as "I", "my" or "me" in a resume.
5. Don't include references on your resume. However bring a typed list of references to the interview.
6. Always include the location of your past jobs (city and province). This information is expected.
7. Don't use expressions such as "duties included", "responsibilities included", or "responsible for". These are job descriptive words, not accomplishment-oriented resume language.

STEP 2 - HIGHLIGHTS OF SKILLS / QUALIFICATIONS

Summarize your qualifications for the job that would interest an employer. Include numbers and percentages where available. Reasoning for the usage of percentiles are to help quantify your skills and qualifications to make it more meaningful to an employer.

There are two types of skills to be used within this section which are hard skills and soft skills.

- Hard Skills: Demonstrated and measured skills
I.E.: Proficient use and knowledge of Word and Excel
- Soft Skills: Characteristics and quality skills
I.E.: Excellent communication and interpersonal skills

Example:

HIGHLIGHTS OF QUALIFICATIONS

- Proven customer service skills (Soft Skill)
- Write and Speak the French and English language (Hard Skill)
- Ability to work independently and in a team environment (Soft Skill)
- Strong interpersonal skills (Soft Skill)
- Ability to increase sales by over 40% in the automotive division (Hard Skill)



NOTE: See reverse page for transferable skills

TRANSFERABLE SKILLS

Some of the following transferable soft and hard skills can be used in the Highlights section of your resume.

Communications



- ▶ Excellent communication and interpersonal skills
- ▶ Communicate with a wide range of people
- ▶ Bilingual in . . .
- ▶ Ability to interpret instructions and requests
- Comprehend / Understand written material (I.E.: MSDS sheets, case notes, and diagrams)

Customer Service



- ▶ Ability to work in a fast paced environment
- ▶ Enjoy working and interacting with customers
- ▶ Professional attitude towards customer satisfaction
- ▶ Ability to deal with public in high pressure situations

Values



- ▶ Willing to assume responsibility
- ▶ Motivated to work cooperatively in a team environment
- ▶ Respect people and their differences
- ▶ Honest and trustworthy

Problem Solving



- ▶ Creative and resourceful in generating new ideas and solving problems
- ▶ Ability to recognize clients needs and meet them
- ▶ Anticipate problems and solutions before they arise
- ▶ Ability to effectively contribute to the resolutions of problems

Organizational



- ▶ Organized and able to prioritize tasks
- ▶ Strong organizational skills
- ▶ Planning and sequence a number of overlapping activities
- ▶ Ability to handle a wide variety of tasks

Money Management



- ▶ Familiar with operating a cash register
- ▶ Proficient with handling cash
- ▶ Excellent personal budgeting skills
- ▶ Previous fundraising experience

Teamwork



- ▶ Work cooperatively with a wide range of people
- ▶ Work equally well as a team member or independently
- ▶ Respect the thoughts and opinions of others
- ▶ Contribute to common goals
- ▶ Know how to accept instructions and learn from others

STEP 3 - WORK / VOLUNTEER EXPERIENCE

When listing your work or volunteer experience, include your present or most recent employer, your title, start dates (year) of employment. Continue listing from the most recent employer to least recent employer. Generally you would only include your last 3 or 4 jobs.

E.g.

PRIVATE CHILD

1999-Present

Various Locations

- Cared for children aged 3-12
- Responsible for the safety of the children at all times
- Ensured children were supervised and programmed activities for them

CREATING VALUE-ORIENTED STATEMENTS		
<ul style="list-style-type: none"> • Gives an employer a chance to see what you can do. 		
CHOOSE A KEY ACTION WORD	DESCRIBE WHAT YOU DID	WHAT VALUE WAS CREATED BECAUSE OF WHAT YOU DID?
Developed	a policy manual	which reduced training time and ensured consistency in customer relations.
Operated	equipment including fork lift, bobcat, and chain saw	while adhering to all safety procedures and maintaining an accident-free record.
Monitored	14 weaving looms	and reduced machine downtime by 14%.
Designed	new forms to match receipts with purchase orders	which significantly improved efficiency in the warehouse.

Create these statements based on your transferable skills and the job task.

NOTE: See reverse page for action words to use



ACTION WORDS

Accommodated	Controlled	Improvised	Recorded
Accomplished	Coordinated	Incorporated	Recruited
Achieved	Counselled	Increased	Rectified
Acquired	Corresponded	Influenced	Referred
Acted	Created	Informed	Regulated
Adapted	Critiqued	Initiated	Rehabilitated
Administered	Customized	Inspected	Remodeled
Advised	Decided	Installed	Reorganized
Advocated	Delegated	Instituted	Reported
Aided	Demonstrated	Instructed	Researched
Analyzed	Designed	Integrated	Restored
Anticipated	Determined	Interacted	Reviewed
Applied	Developed	Interpreted	Revised
Appointed	Devised	Invented	Revitalized
Appraised	Dispatched	Investigated	Scheduled
Arbitrated	Distributed	Located	Searched
Arranged	Drafted	Maintained	Selected
Assessed	Edited	Managed	Shaped
Assigned	Enabled	Marketed	Simplified
Assisted	Encouraged	Mastered	Solved
Attained	Engineered	Mediated	Specified
Audited	Ensured	Moderated	Stimulated
Authored	Established	Monitored	Succeeded
Authorized	Evaluated	Motivated	Summarized
Balanced	Examined	Negotiated	Supervised
Briefed	Expanded	Operated	Supported
Calculated	Expedited	Organized	Surveyed
Categorized	Explained	Originated	Synthesized
Chaired	Extracted	Participated	Systematic
Clarified	Facilitated	Performed	Taught
Coached	Familiarized	Pioneered	Tested
Collaborated	Financed	Planned	Transformed
Collected	Forecasted	Prepared	Translated
Communicated	Formulated	Printed	Tutored
Compiled	Founded	Prioritized	United
Composed	Fulfilled	Programmed	Updated
Computed	Generated	Projected	Upgraded
Conceptualized	Guided	Promoted	Validated
Conducted	Handled	Publicized	Verified
Consolidated	Identified	Published	Volunteered
Constructed	Illustrated	Purchased	
Consulted	Implemented	Recommended	
Contributed	Improved	Reconciled	

STEP 4 - EDUCATION / AWARDS / CERTIFICATIONS / PROFESSIONAL DEVELOPMENT

For the education section you must include the name of the school you are presently attending, the grade you have completed and the year you started.

Note: Once you have completed a higher level of education you should take off the lower level diploma.

I.E.: Remove your High School OSSD Diploma once finished College or University.

EXAMPLE:

EDUCATION

Sir Frederick Banting Secondary School	1999-Present
Grade 12	

For the awards and certificates section you should include any workshops, seminars, courses or awards that you have received that are relevant to the position. Also, this section should be in reverse chronological order when being presented within a resume.

EXAMPLE:

PROFESSIONAL DEVELOPMENT

First Aid and CPR Training	2001
WHMIS Training	1999

NOTE: See reverse page for educational tips to use



EDUCATIONAL TIPS

Under the education section of your resume you could enter the skills and the experience that the courses provide you when attending. This in turn provides and presents a wider range of skills to an employer.

NOTE: Make sure that your courses are tailored to the position you are interested in.

Courses:

MATH & SCIENCE:

- Analyze data, recognize numerical patterns, solve problems, correct mistakes, abstract and logical thinking skills, read graphs and charts, estimate using numbers, measure

ART:

- Express feelings, think imaginatively, pay attention to detail, solve problems, interpret and create symbols, use and recognize shapes, clean up after self

SPORTS:

- Work in a team, complete fairly, hand-eye coordination, assess and react quickly to situations, work hard physically, analyze scores and fitness test results

ENGLISH:

- Creative expression through a variety of media, critique and interpret work, attention to detail, presentation skills, structure and combine ideas in a logical written or oral format to suit a particular audience

COMPUTER & TECHNOLOGY:

- Critical and flexible thinking, computing (systems, hardware & software) skills, systematic problem solving and trouble shooting skills, integrating and adapting to new information and systems

FUNCTIONAL RESUME SAMPLE

ERIK A. CARTMAN

(905) 555-1234

123 Maple Drive, Hamilton, Ontario businessappropriateaddress@hotmail.com

SUMMARY OF SKILLS

PROJECT MANAGEMENT

- Created and implemented company policies and procedures
- Monitored and maintained attendance tracking system
- Provided excellent leadership and advice on projects
- Evaluated team of 5 staff members

FACILITATION AND TRAINING

- Initiated training opportunities for department
- Developed workshops for clients

COMMUNICATIONS

- Organized monthly meetings with team
- Wrote and edited policy manual
- Designed presentations for training staff members

EDUCATION

Bachelor of Arts - History
Mc Master University

2004
Hamilton, Ontario

VOLUNTEER EXPERIENCE

Inspector / Tester
Cheesy Poofs Corporation

2002-2004
Hamilton, Ontario

Sporting Goods Associate
You Guys Inc.

2001-2002
Hamilton, Ontario

REFERENCES AVAILABLE UPON REQUEST



FUNCTIONAL RESUME

On a functional resume, the information is organized by skills or functions of a job that you wish to target. It details a variety of activities and accomplishments that illustrates how you have used these skills.

When to create a skill-based (functional) resume . . .

- You have held many jobs. A chronological resume will be too long.
- You have minor gaps in employment. A chronological resume will draw attention to this.
- You have gaps in employment of more than 2 years. You need to use a condensed work history.
- You are reentering the job market after a prolonged absence. A chronological resume will make it apparent that you have not worked recently.
- Your previous work history and job titles are not related to the career you wish to obtain. You must market your skills rather than your titles in order to look qualified for the job you want.
- Several of your job titles are the same. A chronological resume would be redundant. Use skill headings.
- You have little or no work experience. You should focus your resume on skills and training.
- You have no paid work experience. You should focus on skills gained from volunteer experience, home management and/or self-taught



CHRONOLOGICAL RESUME SAMPLE

AMANDA SMITH

1234 Mountain Road
Hamilton, Ontario
L8T 3L8
905-555-7482

Businessappropriateaddress@hotmail.com

HIGHLIGHTS OF QUALIFICATIONS

- Excellent customer service skills
- Fluent in English and French
- Experience using various computer software packages
- Ability to learn new tasks quickly and easily

EMPLOYMENT EXPERIENCE

Customer Service Associate

Joe's Pet Store

Hamilton, ON

2003-2004

- Assisted customers with product selection
- Operated cash register
- Maintained inventory and replenished stock

Child Care Provider

Fraggle Rock

Hamilton, ON

2002-2003

- Entertained children with educational activities and games
- Provided nutritious meals and snacks
- Supervised children and ensure safety at all times

EDUCATION

Graduated with Honours

Harrison Trimble High School

Hamilton, ON

2004

REFERENCES AVAILABLE UPON REQUEST



YMCA OF HAMILTON/BURLINGTON



YMCA

We build strong kids,
strong families, strong communities.



CHRONOLOGICAL RESUME

On a chronological resume the information is organized by job titles and presented in chronological order, with the most recent work experience appearing first. This emphasizes the position held and the companies you've been employed by.

When to create a chronological resume . . .

- You have a strong work history. You have worked for 2 or more years in each position. You have gaps of only a few months between each job you've held.
- Your job titles create an image that matches the skills and salary level required for the job you want.
- Your work history is strong but you have weak job titles. If you replace your job titles with skill headings or strengthen them, are you able to create an image that matched the position and salary you want? If so, you may still be a good candidate for a chronological resume.



RESOURCES AND HOW TO CONTACT US

Government of Canada Resume Tips

http://www.jobsetc.ca/category_drilldown.jsp?category_id=201&lang=e

Monster.ca – Resume Tips

<http://resume.monster.ca/>

Resource Centre – Workopolis.ca

<http://www.workopolis.com/content/resource/usablenews/resume.html>

Resume Edge

<http://www.resumeedge.com/students/resumeAdvice/>

Quintessential Careers

<http://www.quintcareers.com/resres.html>

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