



Tips for Effective Resume Writing

From the Wareham Free Library

Looking for a Job? Need assistance with your resume or cover letter?

Come to the Reference Desk at the Wareham Free Library
59 Marion Road, Wareham, MA

Reference/Outreach Librarian: Steven M. Miller, Jr.
Phone: (508) 295-2343 x1012 | *E-mail:* smiller@sailsinc.org

Things to Think About Before Writing a Resume

- **Primary purpose:** Resumes are supposed to help you get an interview and paint a positive and factual picture to a future employer. It can be used as a marketing tool to help guide an interviewer in what to ask, and influence others who approve the hiring.
- **Keep it simple:** Make sure that anyone can understand the content of the resume after reading it. Most employers and recruiters read resumes in 10 to 30 seconds, so keep yours seamless, simple, short and concise. A typical resume should be 1 to 2 pages in length.
- **What hiring managers are looking for:**
 - The organizations you've worked for
 - What the companies you worked for did
 - How long you were at your company and positions you've held
 - Your accomplishments and successes
- **What hiring managers don't like in a resume:**
 - Long, unclear descriptions of present or previous jobs
 - Grammatical, spelling or punctuation mistakes
 - Personal information – Hobbies, children, etc.
 - Excessive job descriptions with no factual achievements.

Making a Resume Stand Out

- **Use simple, clean white pages:** Avoid having a fancy layout, with extravagant font and other special effects. Stick to Times New Roman or Arial font. The size of the font should be between 10 to 12, with black type against a white background. If you want to make something stand out, try varying the size type for your name, companies you worked for, or your titles. Avoid using tables, text boxes, icons and graphs. Also, don't go over the top with italics, bold or underlined text.
- **Avoiding embellishments:** A large number of studies have shown that people exaggerate or lie at least once, every time they rewrite their resumes. This can come in the form of expanded duties/responsibilities, job titles, degrees or length of time in a position. The most common lie is to cover up jobs on a resume. Avoid doing this because it is unlikely that you will get hired. If you are hired and the falsehood is discovered after the fact, then you will likely be fired.
- **Consider targeting your resume:** Try tailoring your resume for each job you apply for, based on the job description of the job posting. You never know if a particular skill might be of value to a potential employer. If a particular job advertisement says that you have supervisory experience, or utilizing particular accounting software, make sure that you place this information in your resume. If you decide to follow this advice, make sure to save copies and to proofread each resume before you send it out.

Lights, Camera, Action! Using Action Verbs On a Resume

- Another way you can make your resume stand out from the crowd is by using action verbs. Action verbs help describe your skills, while being an effective means to keeping descriptions short, sweet, and effective. For maximum impact, use action verbs selectively and convey straightforward, direct messages. But don't water down your resume with too many of them.

- Feel free to use the list of action verbs below or a thesaurus when creating your resume. If you are using Microsoft Word, you can also left-click on a word and bring up some synonyms. In addition, you can search for a word using Google.

Advised	Led	Created	Organized
Coached	Negotiated	Enabled	Redesigned
Delivered	Planned	Generated	Transformed
Exceeded	Solved	Improved	Championed
Hired	Audited	Mentored	Decreased
Launched	Consolidated	Orchestrated	Evaluated
Motivated	Earned	Produced	Guided
Partnered	Founded	Trained	Integrated
Researched	Implemented	Built	Modernized
Aligned	Managed	Cultivated	Outperformed
Collaborated	Obtained	Enhanced	Reduced
Developed	Presented	Grew	Tested
Facilitated	Spearheaded	Instituted	
Identified	Bolstered	Minimized	

How to Write Your Resume

Step 1: Creating a Header

- **Leading Off:** Start off by putting your name, address, phone number and e-mail address at the top of the resume. Make sure to use a professional e-mail address, like kjones@gmail.com or jsmith55@hotmail.com. The e-mail address should not be suggestive, flirtatious, generic, silly, or funny. Examples of e-mail addresses not to use include catlover43@verizon.net or beerme420@yahoo.com.

Step 2: Describe Your Work Experience

- **Use reverse chronological order:** List your present or most recent job first, then work backwards. Start by stating the name of the company with the dates of employment, including the month and year. Underneath your job title, describe in detail what your job function was or how well you performed. Remember to be consistent when listing this info.
- **Getting the point across:** Use bullet points to create specific, meaningful, performance qualities, or else they won't work. Stay away from meaningless, fluffy statements. For example, if you're going to say that you have "superb written and oral communication skills", qualify this statement by backing it up with facts like, "Responsible for weekly group presentations and training programs."
- **Describing your prior work experience:** After you've listed the date and title for each job, come up with three to four sentences of what you did at each place of employment. Make sure each point is short, to the point and easily understood. Consider giving more space to your most recent positions. Or if you've only been at your current place for a short amount of time, it's acceptable to list more sentences for a place you've been for 10-15 years.
- **Using numbers to tell the story:** When describing your work experience, numbers, statistics, percentages, and the like on a resume get attention. Use truthful statements, but don't exaggerate. Statements like "Met 125% of sales quota", "Increased profit by 28%", or "Came under budget by 30%."

Step 3: Educational Background

- **Educational background:** Make sure to place your education at the top or bottom of your resume, and list the most recent degrees or certificates first. Baccalaureate degrees, especially if you graduated with high honors, are worth placing at the beginning. When listing degrees, always include the date, name, city and state from where they were received.

Optional: Special Skills

- **Special skills section:** If you have additional skills, professional groups, memberships or training that are relevant to the job you're applying for and you can't mention them in your job descriptions, consider adding a skills section. Examples include programming skills (C++, Java), graphic design (Adobe InDesign, Adobe PhotoShop), web (Content management, CSS), or trade skills (welding, plumbing)

How to Create a Personal/Summary Statement

- While it is optional to include a Summary Statement (also called Personal Statement or Summary of Qualifications) on a resume, this tool is to help highlight a job seekers professional skills and experience. It gives hiring managers a glimpse into a prospective employees expertise before diving into skills and accomplishments. This section is located immediately below the job seekers contact information and above the body of resume.
- When writing a summary statement, think about how you would create an "elevator pitch" on paper. Consider your strengths, experiences and accomplishments that are unique to you and write them down in a brainstorm. Then use the job posting to determine what value you can bring to the company you're applying for.
- **Ex. 1 – Information Technology:** "Industry recognized executive in General Management with over 20 years experience working for leading industry companies in core networking, security, and wireless infrastructure space."
- **Ex. 2 – Social Work/Education:** "Education Social worker with 18 years of experience. I primarily work with students in 6th-8th grade with social, emotional, adaptive and other difficulties that may impact one's ability to succeed personally and academically. Proficient in DBT, crisis management, Rtl/MTSS."
- **Ex. 3 – Marketing:** "Digital Marketing Director with over 12 years of experience, focusing on Search Engine Marketing, digital ads and project management. I can improve traffic channels such as PPC advertising, SEO and social media."



For More Information

Resources at the Wareham Free Library

Gallery of best resumes for people without a four-year degree (4th edition). By David Noble. Published in 2009. Indianapolis, IN: JIST Publishing. *Call number – 650.142 NOB 2009*

Quick resume & cover letter book: Write and use an effective resume in only one day (5th edition). By Michael Farr. Published in 2011. Indianapolis, IN: JIST Works. *Call number – 650.14 FAR 2011*

Resumes & cover letters that have worked (Revised edition). Published in 2003. By Anne McKinney. Fayetteville, NC: Prep Publishing. *Call number – 650.14 REA 2003*

Unbeatable resumes: America's top recruiter reveals what really gets you hired. By Tony Beshara. Published in 2011. New York, NY: Am. Management Company. *Call number – 650.11 BES 2011*

Online Resources to Consider

Resume.com (<http://resume.com>)

- Create, edit and share your resume with this free resume builder.

Resume writing guide (<http://jobscan.co/resume-writing-guide>)

- Resume tips and tricks, with ideas for formats, templates and examples.

About resume summary statement's (<https://www.jobscan.co/blog/resume-summary>)

- General advice for writing a resume summary statement, with sample ideas.

Duke University resume guide (<https://studentaffairs.duke.edu/career/resume-cv-guide>)

- Hints, advice and helpful videos from the Duke University career center.

Terry Wayne McDonald

11 Buchanan Lane, Seattle, WA 98101
(206) 515-5678 | mcdonald678@hotmail.com

Experience

December 2014–January 2018 **State Farm Insurance (Agency Sales & Service), Seattle, WA**

Business Sales Representative

- Increased agency residual by 30%
- Grew agency renewable household count by 20%
- Lowered single-line household ratio 23% by writing additional policies to existing book
- Developed rewards program for the referral of new business that increased business 25%
- Had company authority to write claims checks directly to clients
- Suggested target marketing ideas that were implemented and increased profit by 35%

May 2004 – September 2014 **State Farm Insurance (Agency Sales & Service), Tacoma, WA**

Office Manager/Sales Coordinator

- Created sales promotions to motivate team and increase office production
- Annually achieved corporate Life Insurance sales goals 105%
- #1 agent of Health policy sales in the district
- Oversaw sales and customer service work flow of 2-4 person staff
- Educated clients of underwriting requirements and insurance policy interpretation

March 1993 – February 2004 **MetLife Healthcare Network (Corporate HMO), Tacoma, WA**

Sr. Membership Representative

- Promoted three times during tenure
- Administered employer health insurance contracts and individual health insurance cards
- Supervised, trained, and doubled the size of the membership accounting staff
- Made underwriting exceptions for those seeking coverage outside the eligibility period
- Provided customer service to employers, members, physicians, and their contracted groups

Experience

Washington Department of Insurance

- Accident and Health
- Fire and Casualty Broker-Agent
- Life-Only

State of Washington

- Notary Public

Frank Taglione

203 Stonypoint Drive, Lewiston, ME 04240

■ (207) 345-6780 ■

Frank515@gmail.com

Pipefitter/Plumber skilled in mechanical and electrical installations

- Experience with pipes constructed of carbon steel, stainless steel, copper, alloys and galvanized metal; plastic-lined pipe; and prefabricated piping assemblies, as well as all related fittings and joining compounds.
- Five years of practice in different industrial settings, ranging from a water-treatment plant to a pharmaceutical testing lab.
- Own specialized hand tools to measure, cut, bend and thread pipe to precise specifications.
- Excellent safety record for operation of forklift, hydraulic jack, arc welding equipment and acetylene torch.
- Able to read piping assembly drawings and wiring schematics with understanding of system operations. Can identify such problems as pipe assemblies constructed of the wrong material or incorrect dimensions.

■ Employment ■

2013-Present

HydroPure Systems, Inc.

Pipefitter/Plumber

Lewiston, ME

- Fabricate, assemble, and install the interior and exterior of piping of large water-treatment units.
 - Plan material layout.
 - Assemble prefabricated piping in accordance with engineering drawings.
 - Size and build threaded piping systems, including rigid electrical conduits to motor operated valves.
 - Make and install steel pipe supports.
 - Hydro-test the finish units.
- Commended by management with regard to excellence, in attitude, attendance, productivity, and the ability to learn new tasks.

2008-2013

Advanced Industrial Maintenance

Pipefitter/Plumber

Portland, ME

- Assignments through this job shop included running water lines for new installation in laboratories and manufacturing operations at AllCan Plastics, Wamesco, and Ultran corporations.
- Kept plumbing in good working order at these facilities.

2010-Present, Weekends

Guido Taglione, Plumbing Contractor

Plumber

Auburn, ME

- Assist with installation and service of residential plumbing features, piping, boilers, and water heaters. Mainly called on to measure and cut pipe and to form either sweat-soldered or threaded connections.

■ Training ■

Journeyman Pipefitter Certificate-2008

State of Maine Department of Education

- Completed four-year apprenticeship and course in the plumbing and pipefitting trades at Auburn Technical and Vocational High School.
- Currently enrolled in state-sponsored asbestos-removal training course.

SOFIA MANDONADO

1110½ Hay Street, Denver, CO 80014 • sofia.madonado@yahoo.com • (303) 483-6611

Personal Statement Attentive medical assistant with six years of experience performing clinical and administrative in various healthcare environments. I would like to use my knowledge to fulfill any medical assistant needs while positively contributing toward the welfare of a hospital and its patients.

Professional Experience Mountain Vista Regional Hospital, Denver, CO August, 2014 – Present
Medical Assistant

- Take and monitor vital signs for upwards of 50 patients a day
- Record, manage and update patient information and medical histories in accordance with HIPAA negotiations
- Perform venipunctures and injections more than 15 times a day
- Prep patients for exams and medical procedures
- Oversee the distribution of patient medication to a wing of 35 hospital beds
- Clean and sanitize tools and equipment daily
- Administer throat cultures and urinalyses

Wantaga Urgent Care Facility, Aurora, CO June, 2012 – July 2014
Medical Assistant

- Communicated and liaised with patients and visitors
- Provided administrative support to an office of 5 physicians and 3 nurses
- Performed scheduling and rescheduling duties for more than 250 patients a week
- Dressed wounds and administered medication according to specifications of physicians
- Maintained calendars for 3 full-time physicians
- Ensured cleanliness and order of triage facilities in compliance with OSHA regulations.

**Education
&
Certifications**

Associate of Applied Science in Medical Assisting
Colorado Mountain College, Edwards, CO, May 2012

Certificate of Occupational Proficiency: Phlebotomy, 2012

Certified Medical Assistant (AAMA), 2013

CPR & First Aid Certification (ARC), 2016

**Additional
Skills**

Proficient with Meditech and EMR software
Knowledge of ICD-10-CM and HIPPA & OSHA regulations
Bilingual (Spanish)