

Resume Writing Handbook



*Mercy College
Career Development*

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Section 1

*Functional Resume
Format*

Functional Resume Format

A functional resume stresses skill sets, accomplishments, and personal qualities minimizing work history and dates. Work history is listed, but specific job descriptions are not. The functional resume is the ideal way for recent grads, mid-life career changers and those returning to work after a long time to express themselves in terms of relevant skill sets instead of direct on-the-job experience.

The format for the functional resume is as follows:

OBJECTIVE: An objective is a clear concise statement about the job desired. This is your opportunity to tell the employer about the job you want.

Sample **OBJECTIVE** statements may look like this:

- 1.) An entry level position with a leading financial institution
- 2.) A position of growth utilizing educational skills acquired in accounting
- 3.) A programming position that will contribute to a career in systems management

SPECIAL SKILLS: The special skills section of a functional resume gives you the opportunity to inform a prospective employer of what makes you most qualified to work for their organization. The skills section is an important part of the functional resume.

Sample **SPECIAL SKILLS** include:

You can also place these special skills into a summary or achievements/accomplishments category if you're short on space.

- 1.) Working knowledge of MS Word, Excel, and PowerPoint
- 2.) Deal effectively with customer complaints and high stress situations.
- 3.) Strong interpersonal skills, leadership abilities
- 4.) Bilingual: English/Spanish
- 5.) Team Player

SUMMARY or ACHIEVEMENTS/ACCOMPLISHMENTS: In this section you have the opportunity to list quantifiable accomplishments and adjectives that highlight your qualities as well

Examples of this category may include:

- 1.) Managed a staff of seven volunteers
- 2.) Oversaw a \$10,000 budget
- 3.) Ranked 4th out of 2000 graduating Mercy College Seniors

EDUCATION: This is an opportunity to make a prospective employer aware of your area of expertise.

Education should appear on your resume as follows:

Your latest degree should appear first, mention your GPA if it is 3.0 or above.

Mercy College, Dobbs Ferry, NY May-2004

B. A. Major: Communications

Mercy College, Dobbs Ferry, NY May-2006

B.S. Major: Public Accounting, GPA 3.9

EXPERIENCE: In this section you are simply going to list your work experience. You should be sure to include all full time, internship, part-time, paid, unpaid, volunteer work experience

References: The following phrase is optional since most employers will ask you for references at the time of the job offer. Don't include your references with your resume

“References Available Upon Request”

Section 2

*Chronological Resume
Format*

Chronological Resume Format

The Chronological Resume format is the most widely used style and the most familiar of resume styles to employers. It lists experience in reverse chronological order primarily focusing on work experience. Generally, when utilizing this format, your intent should be to recap your last 10 years of work experience.

The format for the Chronological Resume is as follows:

OBJECTIVE: Refer to Functional Resume

EXPERIENCE: This section makes most of the chronological resume. In the Experience section you are attempting to recap 5 or 6 specific duties and responsibilities in your prior work history. Remember in this section you do not want to rewrite your job description, you want to talk about what you actually did. This is your opportunity to show a prospective employer what you accomplished.

Position held may be listed as follows:

Rent-a-Center, Yonkers, NY

1998-Present

Store Manager

- Motivated and led a staff of 22 employees
- Increased business by 29% each year
- Developed a new inventory system allowing Rent-a-Center to better track its products
- Recipient of 2000 Excellence Award

EDUCATION: Refer to functional resume

SPECIAL SKILLS: Refer to functional resume.

REFERENCES: Optional, refer to functional resume.

Section 3

Internet Resumes

Internet Resumes

Internet job posting boards such as Monster.com and HotJobs.com require you to post a resume into their online database. These services not only allow you to apply for jobs instantaneously, but also, allow employers to search resumes in order to find potential candidates. Most job posting boards utilize the Chronological Resume format.

Here are some helpful hints to successful online resumes:

- 1.) Check and double check your resume. Most job posting boards do not give you the option to spell check your work.
- 2.) Log into your job posting board accounts often. This will keep your resume on the top of the search when prospective employers are searching resumes.
- 3.) Use keywords that are specifically related to your field. These keywords are listed in every top job posting sites.
- 4.) Be selective when posting your resume on job boards. Employers are not impressed when they see your resume on every site, it makes you look desperate.

Section 4

Resume Writing Hints

Resume Writing Hints

- 1.) Remember a resume is a marketing tool not a career obituary.
- 2.) Fine tune every resume you send out to match the job you are applying for.
- 3.) Conduct research on a company before applying for a job.
- 4.) Assess your credentials; make sure there are no inaccuracies or false statements.
- 5.) Avoid job titles in your objective.
- 6.) Include your most important skills, accomplishments, qualities.
- 7.) Have someone proof read the resume before you submit it.

Section 5

*Sample Functional
Resumes*

JO ANN JONES
94 Smith Street, Floral Park, NY 11001
(516) 222-3456

SUMMARY

A ten year career in varying levels of responsibility within the marketing and administrative functions of the organization. A detail oriented analytical professional offering strong presentation design and platform training abilities. Able to follow detailed instructions, work independently, or as part of a team to ensure the organizations needs are being met. Proficient in Microsoft Office: Access, Excel, Outlook, PowerPoint, Word; Lotus Notes, Dream Weaver and other software applications.

CAREER ACCOMPLISHMENTS

- Maintained Internet and Intranet web site content for 12 departments with 99% accuracy using FrontPage
- Produced a quarterly news publication including layout design, writing, and editing
- Coordinated on-off-site strategic planning events for 45 attendees this included: managing award nomination process, arranging meals and travel
- Prepared brochures and directories for both internal and external distribution

SKILLS & ABILITIES

- Expert level proficiency in Access, Excel, Word, Outlook, PowerPoint, Lotus Notes, and FrontPage
- Ability to work closely with senior level management on time sensitive and confidential materials
- Able to work on multiple projects with tight deadlines

EXPERIENCE

TEMPORARY EMPLOYMENT—New York, N 2002-2004

The MONY Group – Executive Assistant to the VP Distribution Finance

Pfizer – Financial Disclosure Analyst

Axinn, Veltrop & Harkrider – Legal Assistant to the Owning Partner

Marsh McLennan – Executive Assistant HR Benefits

JPMorgan Chase – Event Planning Assistant to the VP

EnTrust Capital – Executive Assistant to the 3 owning Partners

Lowe Advertising – Trainer – PowerPoint, and proprietary applications

J Walter Thompson – Trainer – PowerPoint, Excel, and proprietary applications

AMERICAN INTERNATIONAL GROUP, INC.—New York, NY 1997-2002

Marketing & Communications Specialist Associate

- Coordinated all aspects of biannual on and off-site executive strategic conference for President.
- Wrote, proofread, and edited content for Intranet & Internet web sites, brochures and quarterly publications.
- Classroom and one-on-one training in Excel, Word, and Access, as well as Lotus Notes and the Dell Latitude Laptop.

WORLDVISION ENTERPRISES, INC.—New York, NY 1997

Executive Legal Secretary – Temporary

- Reorganized, catalogued and maintained 700 plus video library.
- Billed, tracked, and maintained TV licensing contracts to production companies using Excel and Word mail merge.

CRAVATH, SWAINE & MOORE—New York, NY 1996

Assistant Office Manager – Temporary

- Liaison with all management and building facilities staff.
- Managed workflow for 13 facilities employees and maintained spreadsheets and timesheets for facilities staff.

ALEXANDER & ALEXANDER SERVICES, INC.—New York, NY 1994-1996

Executive Secretary Corporate Human Resources

- Provided administrative support to the Senior Vice President Corporate Human Resources.
- Maintained Confidential stock option database

EDUCATION

MERCY COLLEGE—New York, NY February 2004

Bachelor of Science, Psychology

References available upon request

Section 6

*Sample Chronological
Resume*

Michael Smith
26 West Street
Yonkers, NY 10710
(914) 345-9876
E-mail: msmith@yahoo.com

OBJECTIVE:

A challenging position with an opportunity and grow in business

SUMMARY:

- Excellent communication skills and able to work in a fast paced environment
- Good interpersonal skills, friendly and a team member
- Friendly and professional in dealing with the public
- Maintained good relationship with co-workers and participated in their activities
- Proficient in Microsoft Word, Excel, Access, PowerPoint

EDUCATION:

Mercy College, Dobbs Ferry, NY May-2005
BS, Computer Information Systems, GPA: 3.4

SUNY Westchester Community College, Valhalla, NY 2001
AAS, Computer Information Systems

EXPERIENCE:

US Rep. Nita M. Lowey District 18th –White Plains, NY 2003 to Present
Internship

- Managing information database
- Assist immigration department with various constituent issues
- Provide technical support w/operating system and computer
- Perform administrative tasks as needed

Westchester Community College, Valhalla, NY 2000-2002

Computer Operator

- Focused on computers to solve a variety of problems, troubleshooting programs in Westchester Community College computers
- Gained hands-on experience related to the Job Control Language for computers, how to write and run language jobs in a mainframe data center environment
- Assisted supervisor with the setup of computers, fax machine, printers, tape drives, and disk drives.

References are available on request

Section 7

Cover Letters

Cover Letters

Cover letters are an important part of your job search. Over 80% of recruiters surveyed by the Society for Human Resources Management said cover letters are a necessity. Your cover letter can “make or break” your opportunity to gain employment with a quality employer. The same survey mentioned above also found that 76% of recruiters would not hire an individual with errors in their cover letter.

The cover letter gives you the opportunity to match yourself to the job that is being advertised. Thus, when considering what to include in your cover letter you should be sure to have as much information about the position as possible. Remember the purpose of the cover letter is to have your resume read.

The format of the Cover Letter is as follows:

The Header: This is the heading to the letter.

Example:

May 14, 2003
Mr. John Smith
1313 Mockingbird Lane
Somewhere, NY 55555
Dear Mr. Smith:

The Body: Begin the body by telling the employer who you are and why you are writing. Mention the position title and where you found the ad, (and any identifying code listed in the job ad.)

After writing this brief introductory paragraph, begin a new paragraph spelling out in clear, simple, and brief sentences how your experiences, education and/ or qualities relate to the available position. This is the most important section of a cover letter. Always refer to the enclosed

or attached resume for the specifics, don't repeat what you have said on your resume.

The Closing: Don't repeat your contact information, it is on the resume. Close by requesting or looking forward to a meeting to further discuss your qualifications and answer any questions regarding your background and experience. Thank them in advance for their consideration on your behalf.

Sincerely,

Jane Smith

Section 8

Sample Cover Letter

May 14, 2003
Mr. John Smith
Spherion Corp.
1313 Broadway
New York, NY 10012

Dear Mr. Smith:

I am writing in response to your customer service representative position that appeared on the Monster.com website. As my attached resume notes, I have over five years customer service experience in a call center environment.

I think my previous experience makes me an ideal candidate for this position. Having worked for two of Spherion's competitors in the past and my prior knowledge of the product you produce makes me an ideal candidate for his position.

I look forward to meeting you to discuss this position in greater detail. I can be reached anytime at (914) 555-5555.

Sincerely,

Michael Walters

Section 9

Sample Reference List

References

Personal

Mary Smith (Friend)
129-87 3rd Street
New York, NY 11223
(212) 555-1212
marysmith@aol.com

John Ford (Friend)
41 Front Street
Dix Hills, NY 11553
(516) 888-8888
johnford@msn.com

Professional

Jane Milford (Employer)
Merrill Lynch
225 Broadway
New York, NY 11001
(212) 333-3333
jm@merrilllynch.com

Academic

Prof. Frank Martin
Mercy College
555 Broadway
Dobbs Ferry, NY 10550
(914) 674-6740
frankmartin@mercy.edu