



Resume TIP SHEETS

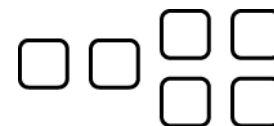
CODE	TITLE
RF - 1	How do I Write a Resume?
RF - 2	Resume Headings
RF - 3	Action Verbs
RF - 4	Chronological Resume
RF - 5	Combination Resume
RF - 6	Functional Resume
RF - 7	Plain Text Resume
RF - 8	Temporary Jobs Resume
RF - 9	What is an Accomplishment Statement?
RF - 10	What is a Resume Summary?
RS - 1	Customer Service Resume Keywords
RS - 2	Forklift Operator Resume Keywords
RS - 3	Retail Sales Resume Keywords
RS - 4	Manufacturing General Labour Resume Keywords
RS - 5	Electrical Apprentice - Electrician Resume Keywords
RS - 6	New Graduate Resume
RS - 7	Youth Resume
RS - 8	Teacher Resume Sample and Keywords

Navigate this document in several ways:

- use bookmarks
- use page icons
- use the scroll bars
- use buttons:
the Table of Contents has buttons to each chapter (mouse over heading and click),
and the bottom right of each page has a button that will get you back to the Table of Contents

HOW DO I

Write a Resume?



A RESUME should be easy to read and created for the type of employment you want.

Resume Content

- Print 10 to 20 job advertisements and create a list of the skills, education and experience that were mentioned
- Make sure that your resume includes the skills and experience listed most often
- Your resume should be different for each position you are applying for, because resumes that don't have a clear goal may not be considered
- Make sure that your most important skills and experience are summarized and listed near the top of the page
- Use verbs to describe your accomplishments relevant to your job goal
- Present specific achievements such as how much money you saved the company or how many parts you completed per day
- Only list jobs from the last 10 to 15 years, because they are often the most relevant and may minimize age discrimination
- Leave out the word "I" and avoid using "Responsible for..." or "Duties included..." and describe the skills you used for the job instead
- Include the years you were working with each employer and always ensure that the information in the resume is accurate

Appearance of the Resume

- Put your contact information at the top of your resume and use this same contact information for your cover letter, references and thank you letters. This creates a professional image with employers.
- Most resumes should be 1 to 2 pages in length and choose Arial or Times New Roman for the font
- Use a list with bullets to describe your experience and accomplishments - bullets are clear and easy to read
- Font size should be size 11 or 12, except for your name, which should be bold and larger than other text.
- Do not include the names of your references on your resume
- It is optional to use the phrase "References are available upon request" at the bottom
- Make sure your resume is free of spelling and grammar mistakes. It is best to have another person proofread it
- Use a laser printer to print your resume and use good quality white paper



Here are some examples of different heading titles that can be used:

SUMMARY OF QUALIFICATIONS

- Summary of Qualifications
- Career Achievements
- Professional Profile
- Skills Summary
- Summary of Skills
- Career Related Skills
- Highlights of Qualifications
- Employment Related Skills
- Relevant Skills
- Professional Background

EMPLOYMENT HISTORY

- Employment History
- Industry Related Experience
- Work Experience
- Professional History
- Employment Experience
- Work History
- Relevant Experience
- Professional Experience
- Related Experience

ADDITIONAL EXPERIENCE

- Additional Experience
- Military Service
- Related Activities
- Additional Employment History
- Other Employment History

VOLUNTEER EXPERIENCE

- Volunteer Experience
- Volunteer Work History
- Community Involvement
- Volunteer Activities

EDUCATION AND TRAINING

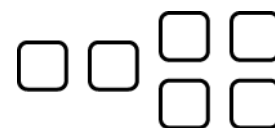
- Education and Training
- Credentials
- Educational Experience
- Specialized Training
- Educational History
- Academic Background
- Academic Training

SPECIFIC SKILLS & AWARDS

- Awards and Scholarships
- Scholarships Special
- Awards Language
- Competencies Honours and Distinctions
- Additional Skills
- Special Honours
- Related Accomplishments
- Special Recognition

MEMBERSHIPS

- Memberships
- Professional Affiliations
- Professional Associations
- Association



RESUME

Headings

Personal

Personal Information
Personal Data
Personal Background
Background Information
General Background

Career Objective

Job Objective
Objective
Professional Objective
Career Goal
Employment Objective
Positioned Desired
Employment Goal

Capabilities

Qualifications
Professional Qualifications
Background Information

Education

Educational Background
Educational History
Educational Preparation
Educational Highlights

Academic Background

Academic Training
Professional Education

Other Education

Additional Education
Special Training

Related Work Activities

Other Experience
Additional Experience
Military Service
Related Activities
Other Employment

Skills

Achievements
Related Skills
Relevant Skills
Career Related Skills
Employment Related Skills
Career Achievements
Responsibilities
Work Experience
Employment Record
Relevant Experience
Related Experience
Employment History
Professional Background
Professional Experience
Experience

Teaching Experience

Volunteer Experience
Computer Related Experience
Community Service Experience
Student Teaching Experience
Coaching Experience
Business Experience
Business Background
Business History
Practicum Experience

Volunteer Work

Volunteer Activities
Community Service
Professional and Community Activities
Community and Other Activities
Related (relevant) Volunteer Activities
Community and Professional Involvement

Language Skills

Languages
Language Competencies
Additional Skills
Awards and Scholarships
Special Awards
Special Recognition
Special Honours
Honours and Distinctions
Honours
Scholarships

Memberships

Associations
Professional Associations
Professional Affiliations
Professional Organizations
Organizations
Affiliations

Extra-Curricular Activities

University Activities
Activities and Interests
Interests
Activities
Special Interests
Activities and Distinctions
Club Memberships
Leisure Activities

Travel Abroad

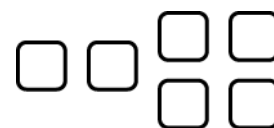
Hobbies
Personal Interests

References

Personal References

General

Other



Action Verbs

Communication / People Skills

Addressed	Contacted	Formulated	Mediated	Referred
Advertised	Corresponded	Furnished	Moderated	Reinforced
Arbitrated	Debated	Incorporated	Negotiated	Reported
Arranged	Defined	Influenced	Observed	Resolved
Articulated	Developed	Interacted	Outlined	Responded
Authored	Directed	Interpreted	Participated	Solicited
Clarified	Discussed	Interviewed	Persuaded	Specified
Collaborated	Drafted	Involved	Presented	Spoke
Communicated	Edited	Joined	Promoted	Suggested
Composed	Elicited	Judged	Proposed	Summarized
Condensed	Enlisted	Lectured	Publicized	Synthesized
Conferred	Explained	Listened	Reconciled	Translated
Consulted	Expressed	Marketed	Recruited	Wrote

Creative Skills

Acted	Created	Displayed	Initiated	Performed
Adapted	Customized	Drew	Instituted	Photographed
Began	Created	Entertained	Integrated	Planned
Combined	Customized	Established	Introduced	Revised
Composed	Designed	Fashioned	Invented	Revitalized
Conceptualized	Developed	Formulated	Modeled	Shaped
Condensed	Directed	Founded	Modified	Solved
		Illustrated	Originated	

Data / Financial Skills

Calculated	Determined	Managed	Planned	Reconciled
Computed	Developed	Marketed	Prepared	Reduced
Conserved	Estimated	Measured	Programmed	Researched
Corrected	Forecasted	Netted	Projected	Retrieved

Helping Skills

Adapted	Coached	Educated	Guided	Referred
Advocated	Collaborated	Encouraged	Helped	Rehabilitated
Aided	Contributed	Ensured	Insured	Represented
Answered	Cooperated	Expedited	Intervened	Resolved
Arranged	Counseled	Facilitated	Motivated	Simplified
Assessed	Demonstrated	Familiarized	Prevented	Supplied
Assisted	Diagnosed	Furthered	Provided	Supported
Clarified				

Management / Leadership Skills

Administered	Converted	Generated	Managed	Navigated
Analyzed	Coordinated	Handled	Overhauled	Reviewed
Appointed	Decided	Hired	Oversaw	Scheduled
Approved	Delegated	Headed	Planned	Secured
Assigned	Developed	Hosted	Presided	Selected



Attained	Directed	Improved	Prioritized	Streamlined
Authorized	Eliminated	Instituted	Merged	Organized
Chaired	Emphasized	Incorporated	Produced	Strengthened
Considered	Enforced	Increased	Recommended	Supervised
Consolidated	Enhanced	Initiated	Reorganized	Terminated
Contracted	Established	Inspected	Replaced	
Controlled	Executed	Led	Restored	

Organizational Skills

Approved	Corrected	Maintained	Purchased	Submitted
Arranged	Corresponded	Obtained	Recorded	Supplied
Catalogued	Distributed	Operated	Registered	Standardized
Categorized	Executed	Ordered	Reserved	Systematize
Charted	Filed	Organized	Responded	Updated
Classified	Generated	Prepared	Reviewed	Validated
Coded	Incorporated	Processed	Routed	Verified
Collected	Inspected	Provided	Scheduled	
Compiled	Logged	Purchased	Screened	

Research Skills

Analyzed	Determined	Extracted	Investigated	Searched
Clarified	Diagnosed	Formulated	Located	Solved
Collected	Evaluated	Gathered	Measured	Summarized
Compared	Examined	Inspected	Organized	Surveyed
Conducted	Experimented	Interviewed	Researched	Systematized
Critiqued	Explored	Invented	Reviewed	Tested
Detected				

Teaching Skills

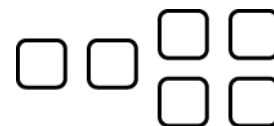
Adapted	Coordinated	Explained	Instilled	Taught
Advised	Critiqued	Facilitated	Instructed	Tested
Clarified	Developed	Focused	Motivated	Trained
Coached	Enabled	Guided	Persuaded	Transmitted
Communicated	Encouraged	Individualized	Simulated	Tutored
Conducted	Evaluated	Informed	Stimulated	

Technical Skills

Adapted	Constructed	Installed	Programmed	Solved
Applied	Debugged	Fabricated	Rectified	Specialized
Assembled	Designed	Fortified	Regulated	Standardized
Built	Determined	Operated	Remodeled	Studied
Calculated	Developed	Overhauled	Repaired	Upgraded
Computer	Engineered	Printed	Restored	Utilize
Conserved				

WHAT IS A

Chronological Resume?



A CHRONOLOGICAL RESUME lets an employer quickly review your skills and experience gained through work experience. This is the most common type of resume in use. It is also the resume type that most employers prefer.

With a chronological resume, you list your most recent work experience first. Under each job there is a detailed description of your accomplishments.

You may want to use a chronological resume if:

- You are applying for a job that you have a lot of experience doing.
- You have been employed over the past 5 or more years with no long periods of unemployment.
- You want to emphasize your current or most recent job.

What resume sections should be included in a chronological resume?

Profile or Summary of Skills Section

- List your most relevant skills, education and experience for the position.

Employment History Section

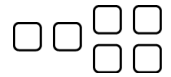
- List your work experience starting with your current job or your most recent job.
- Include your position title, the company name, city, province and dates of employment.
- Describe your relevant experience and accomplishments under each job.
- Use verbs to help describe your skills and accomplishments.
- Only include the past 10 to 15 years of your work experience.

Education & Training Section

- Generally comes after the Employment History section.
- Include any courses, certifications and training that relate to the position.
- You can list courses that you are currently taking as well as education that is completed.

Volunteer Experience

- Include your volunteer experience if it is relevant to the job.
- Include your position title, the company name, city, province and dates of employment.
- Be sure to explain how your volunteer experience is relevant by describing the skills you use in the position.

**Ivan Kovacic**

12 Avenue Road, Burlington, ON L6K B3C
 kovacic@mountaincable.net
 123-456-7890

PAYROLL AND BENEFIT SPECIALIST**Summary of Qualifications**

- Six years' experience in Payroll and Benefits
- CHRP designation; member HRPAAO
- Bachelor of Arts degree and Human Resources certification
- Effectively collaborated to identify cost savings and streamline reporting systems

Employment History**Payroll Specialist**

2007-2012

ABC Inc., Toronto

- Processed bi-weekly payrolls for 250 employees
- Reduced annual costs by \$225,000 by implementing TaxSaver benefit plans
- Issued payments, including bonuses, vacation, incentives and retroactive pay; provided assistance to employees to resolve payroll issues
- Reconciled payroll related accounts, including preparation of journal entries, adjustments and corrections

USE NUMBERS TO
DRAW ATTENTION TO
YOUR ABILITIES.

HR Assistant

2005-2007

DEF Company, Oakville

- Assisted in developing in-house training programs that saved more than \$250,000 in training costs over a 4 year period and reduced staff turnover by 15%
- Compiled statistics, conducted analysis and prepared management reports on benefit plan utilization and trends
- Prepared benefit packages for 400 employees
- Assisted in recruitment, interviews and selection of staff

HR Administrative Assistant

2002-2004

GHI Company, Burlington

- Maintained staff attendance, overtime working hours and staff compensation data for payroll

Education**CHRP Designation**

2005

HRPAO, Toronto

Human Resources Certificate

2002

McMaster University, Hamilton

Bachelor of Arts

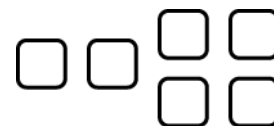
1997

University of Toronto, Toronto

References Available Upon Request

WHAT IS A

Combination Resume?



A COMBINATION RESUME is a resume that combines the best parts of the chronological and functional resume styles. A chronological resume focuses on when and where you worked while a functional resume focuses on your skills and accomplishments.

You should use a combination resume to draw attention to the skills and accomplishments that are most important to the job to which you are now applying. The functional style resume may work best if you:

You may want to use a combination resume if:

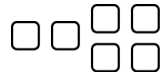
- You are changing careers. You can use a combination resume to help get employers to focus more on your skills and achievements and less on your previous job titles.
- You have done the same type of work for a number of different employers. This style will prevent the resume from sounding too repetitive.
- You are a recent graduate or looking for an entry-level job. A combination resume allows you focus on your skills and achievements gained through activities like volunteering and school.

What resume sections should be included in a combination resume?

- Objective or Job Title
- Profile or Summary
- Skill Headings
- Employment Experience
- Volunteer Experience
- Education & Training

Combination Resume Tips:

- Use the Profile/Summary section to draw attention to your most relevant skills, experience and education.
- Group similar skills together under one skill heading, for example “Customer Service”.
- Under each skill heading create a short list of specific accomplishments.
- You can use the general term “Experience” rather than “Employment” if you want to add relevant unpaid volunteering experience or school placements.
- Employers prefer to see dates on your resume even if there is some time in between

Jon Lapczynsky

123-456-7890 | 100 Avenue Road, Burlington, ON 1A2 B3C | Lapczynsky@net.ca

OBJECTIVE: A position leading to an Electrical Apprenticeship**HIGHLIGHTS OF QUALIFICATIONS**

- 3 years experience working in construction on commercial job sites
- Successfully completed comprehensive Pre-Apprenticeship Electrical Program; 95% average
- First Aid, CPR, Fall Arrest and WHMIS certificates
- Well organized problem solver; able to work well in a team or independently

RELEVANT SKILLS**Electrical / Technical**

- Sound understanding of electrical theory and basic electronics
- Basic hands-on experience in installing residential and commercial wiring, including conduit bending, armoured cable and NMD90
- Gained hands-on experience in proper meter use and basic troubleshooting of electrical systems
- Blueprint reading & AutoCAD skills; basic understanding of CEC Code
- Experience installing cables, routers and switches for computer applications

GROUP RELATED
SKILLS UNDER
RELEVANT
HEADINGS.

Construction Skills

- Experienced in safe use and storage of construction equipment, power and hand tools
- Moved construction materials to work areas for tradesmen, ensuring organized and clean work sites
- Complimented by Site Supervisor for hard work and ability to quickly learn new skills
- Operated water pumps to remove excess water from work sites

WORK HISTORY**Construction Labourer**

2009 - 2012

XYZ Construction Company, Mississauga

- Worked on commercial sites as well as a 20-storey high rise condominium
- Assisted carpenters: operated table saw, mitre saw and other hand and power tools

INCLUDE
DETAILS ABOUT
YOUR DUTIES.

Network Administrator (4 month Co-op Placement)

2008

ABC Company, Stoney Creek

- Installed and configured routers, hubs, switches and modems
- Assisted in facilitating the resolution of hardware/software problems utilizing system tools and techniques
- Accurately prepared test plans for all phases of testing system

Assembler (Summers)

2004 - 2007

Production Company, Burlington

- Met and exceeded production quotas and quality standards in a fast-paced environment

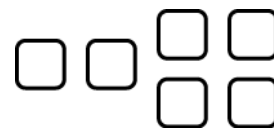
EDUCATION**Electrical Pre-Apprenticeship Program**

2008

The Centre for Skills Development and Training, Burlington

WHAT IS A

Functional Resume?



A FUNCTIONAL RESUME is a style of resume that arranges your skills and specific experiences into categories relevant to your job goal. The work history section is simply a listing of job titles, employers, and dates of employment.

The functional style resume may work best if you:

- Are making a career change
- Do not have a lot of work experience
- Are returning to the workforce after a long absence
- Have many breaks in employment

While many employers prefer chronological style resumes, a functional resume will draw attention to the skills that are most important for the job to which you are applying.

SECTIONS ON A FUNCTIONAL RESUME

Job Title

- At the top of your resume state the title of the position to which you are applying.

Profile or Summary

- Use the Profile/Summary section to list your skills, experience and education that are most relevant to the job.

Relevant Skills and Experience

- Check job posting(s) to determine which skills are the most important for the position.
- Use these skills as headings and list your related accomplishments under each heading.
- For each heading, list 3 to 5 related accomplishments, taken from your employment, volunteering, education or personal experience.
- Use verbs when describing your accomplishments.
- Include the previous employer's name when describing an achievement so that it is easier for employers to see where it occurred.

Work History

- List your work experience, starting from your most recent job.
- Include the job title, company, city and dates of employment.
- Also include any related unpaid work by mentioning "Volunteer" in brackets, for example, Office Assistant (Volunteer).

Education

- List any relevant education and training programs you have taken.
- Include the school or employer where you received the training and the year

**Joan Schmidt**

100 Avenue Road, Burlington, ON 1A2 B3C
123-456-7890 Email@net.ca

RECEPTIONIST

- Proven experience as a Receptionist in a busy office environment
- Successfully completed Executive Office Administration diploma
- Strong computer skills, including MS Word, Excel, Access, PowerPoint, MYOB, email and Internet; accurate and quick data entry with a speed of 65 wpm
- Skilled at 10-line Meridian switchboard operation; used exceptional telephone and communication skills to support management and staff, and assisted callers in a calm and professional manner
- Bilingual: fluent in English and French – written and oral

Relevant Skills

GROUP RELATED
SKILLS UNDER
RELEVANT
HEADINGS.

Reception and Telephone Skills

- Greeted customers and clients; maintained reception area as a welcoming and professional environment
- Answered a 10-line phone system as primary receptionist and directed inquiries to the appropriate contact
- Utilized exceptional customer service skills to easily build rapport and provide courteous and efficient service over the telephone
- Accurately input and tracked orders in computerized systems in both English and French languages

Office Administration

- Supported the Executive Assistant with reconciling accounts, word processing, planning and coordinating functions and travel arrangements
- Created and maintained database of 750 customer accounts, generated mass mailings and monthly statistical reports
- Typed sales letters, contracts, and 50-page monthly reports detailing the financial performance of products and services
- Opened and distributed mail; completed courier documentation

USE NUMBERS
TO DRAW
ATTENTION TO
YOUR ABILITIES.

Work History

Receptionist (volunteer) , Oakville Community Centre, Oakville	2006-Present
Customer Service/Order Desk , ABC Company, Oakville	2006-2008
Customer Service Specialist , Department Store, Mississauga	2002-2006
Cashier, Pizza Store , Oakville	1998-2000

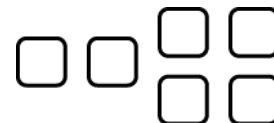
Education

Executive Office Administration Diploma , Mohawk College	2006
---	------

REFERENCES AVAILABLE UPON REQUEST

WHAT IS A

Plain Text Resume



A PLAIN TEXT resume and cover letter are used to respond to a job posting that asks you to apply online or e-mail your application.

A plain text resume or cover letter is very simple and contains no bullets, bold, italics or lines. The content focuses less on the look of the document and more on the skills and abilities of the person applying for the job.

You should always use a plain text resume and cover letter format when applying to a job online. You can also use plain text when e-mailing your application when you don't know what computer programs the employer uses.

Plain Text Format

- Line up all text to the left-hand margin.
- Replace bullets with symbols such as asterisks **, dashes -- or plus signs ++.
- Use equal signs == to separate sections or place at least two lines of space between sections.
- Use CAPITAL letters for resume headings and job titles.
- Remove your name, contact information and page numbers from the second page. Once your cover letter and resume is copied into an online form, it will become one long page.

E-mailing Plain Text

- Use the position title and job number for the e-mail subject line.
E.g. Administrative Assistant (Job # 1234).
- Copy and paste your plain text cover letter into the body of the e-mail.
- Put a line of dashes below the cover letter and before your resume.
- Copy and paste your resume below the line of dashes.
- If requested, you can also attach your cover letter and resume to the e-mail in a specified file format.

Applying Online

- Copy and paste your plain text cover letter into the text box.
- Put a line of dashes below the cover letter and before your resume.
- Copy and paste your resume below the line of dashes.

BENEFITS OF USING PLAIN TEXT

- ☐ Compatible with all computer systems – Mac and PC.
- ☐ Can be easily viewed in any e-mail or word processing program.
- ☐ Will look the same on every computer and in every online form.
- ☐ Will not contain computer viruses.
- ☐ Does not have to be opened like an attachment does - the employer sees the cover letter and resume immediately when they open the e-mail message.



PLAIN TEXT RESUME SAMPLE

JOHN SMITH

100 Avenue Road
Anywhere, ON 1A2 B3C
123-456-7890
E-mail@net.ca

ADD A LOT OF
SPACE BETWEEN
EACH SECTION SO
THE RESUME IS
EASY TO READ.

=====

SALES/MARKETING EXECUTIVE

=====

KEEP EVERYTHING
LEFT ALIGNED.

HIGHLIGHTS OF QUALIFICATIONS

=====

USE CAPITALS FOR
HEADINGS AND JOB
TITLES.

- ** 9 years' experience providing consistent results in Marketing and Sales
- ** Awarded Sales Representative of the Year for two consecutive years; exceeded targets by 22%
- ** Increased market share in three regional territories
- ** Proven track record of building relationships and ensuring superior customer service
- ** Advanced computer skills in Microsoft Office including Word, Excel, Crystal Reports, and Photoshop

PROFESSIONAL EXPERIENCE

=====

ACCOUNT MANAGER, ABC Inc., Somewhere, ON, 1999-Present

Account Manager more than 100 accounts, supervised 10 employees and developed marketing and business strategies for various accounts

- ** Designed and implemented special projects, which resulted in increased sales of 22%
- ** Increased client base by 32%

SALES REPRESENTATIVE, XYZ Technical Corp., Anywhere, ON, 1995-1999

- ** Expanded distributor base by more than 55% to increase market and implemented market launch of new cosmetic products
- ** Coordinated a sales team of 20; exceeded sales targets by 10% in 9 consecutive months

EDUCATION

=====

B.A. INTERNATIONAL BUSINESS (Honours), University of Toronto, Toronto, ON, 1995

- ** Minor in Marketing

TO UNDERLINE OR
TO INCLUDE
BULLETS USE
ASTERISKS *,
DASHES - , TILDES `,
OR EQUAL SIGNS =

COMMUNITY INVOLVEMENT

=====

CHAIRPERSON, Youth Initiatives, Somewhere, ON, 2006-Present

- ** Obtained a 50% increase in government funding
- ** Assisted in the development of a proposal for youth at risk

LEAVE A SPACE
BETWEEN THE
CHARACTER AND
THE BEGINNING OF
EACH SENTENCE.

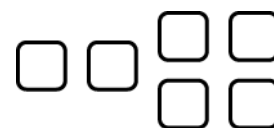
** AFFILIATIONS

=====

Member of Canadian Marketing Association, 1995-Present

JOB HOPPING / TOO MANY

Temporary Jobs



How bad is job-hopping?

Some occupations/industries are prone to a lot of job-hopping. Contract work is more popular today than ever before. Yet some employers still see a “red flag” when they see too many short-term jobs on a resume.

Don’t despair. Be ready to show a positive attitude in the resume, cover letter, and interview. Share the value in having several jobs: new skills, a fresh perspective, flexibility, and the ability to jump in and work quickly.

Let employers know that you are a loyal employee and are seeking a permanent position. Be ready to explain your work history when asked. Most importantly, let the employer know that you have a lot to offer the company and you are the right match!

Resume Strategies you can try:

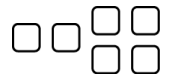
- Use a functional resume, but only if you have a lot of job hopping
- Use a chronological resume, but group by type of work you did or by occupation
- List only the agencies that you worked for the most
- Don’t list all the companies where you were sent, only the agencies
- Group several agencies/companies together and combine the dates (to show fewer dates)
- Remove dates of employment
- Consider grouping your experience by dates or one period of time and then highlight projects & accomplishments
- Only include relevant work experience

Cover Letter Strategies you can try:

- Impress the employer by writing about your accomplishments
- Explain your work history & keep it positive
- Show your value & what you can offer
- Express your interest for a permanent position

Interview Strategies you can try:

- Keep a positive perspective
- Explain your employment history and highlight all the new skills learned & developed
- Focus on your accomplishments and the value you can offer
- Remind the employer of your interest in obtaining permanent work
- Talk about your ability to work in new environments & to learn quickly

**JENNIFER SMITH**

100 Avenue Road, Burlington, ON 1A2 B3C
905-456-7890 / Email@net.ca

SUMMARY OF QUALIFICATIONS

- Office Assistant with 5+ years of knowledge and experience in office procedures – reception, administrative and accounting
- Successfully managing multiple projects, using effective time and priority management skills
- Proven ability to provide excellent customer service, addressing and resolving problems
- Experience processing payroll, invoices and scheduling appointments
- Dedicated to professionalism; maintain confidentiality and diplomacy
- Proficient with Microsoft Office suites utilized to record minutes, correspondence, develop reports, spreadsheets and presentations

WORK EXPERIENCE**Administrative Assistant**

1998-2005

ABC Recruiting Co., Oakville, ON

- Provided reception support for a staff of 15 using a 12-line telephone system
- Wrote, edited and generated executive correspondence for 3 managers
- Managed benefits and human resource functions for 32 employees in 3 locations
- Called and scheduled prospective candidates for employment interviews

DON'T LIST ALL THE COMPANIES WERE YOU WERE SENT, ONLY THE RECRUITING AGENCIES.

Customer Service, Contract Employment

1996-1998

- Answered a 12-line telephone system, averaging 70 inbound calls per day
- Maintained excellent records with no errors over a one year period
- Reorganized filing system and created an easier retrieval system

USE A CHRONOLOGICAL RESUME, AND GROUP EXPERIENCE BY TYPE OF WORK, NOT JUST JOB TITLES. LIST OR DON'T LIST THE COMPANY NAME.

Receptionist

1994-1996

Home Company Inc., Manpower, ABC Recruiting, Mississauga, ON

- Directed over 50 incoming calls to 5 department
- Greeted visitors, answered customer telephone and in-person enquires
- Opened, sorted and distributed mail and correspondence; prepared courier shipments
- Accounted for \$200 in petty cash fund

GROUP SEVERAL AGENCIES/COMPANIES TOGETHER & COMBINE DATES.

EDUCATION

Microsoft Excel and Access, Adult Training School, Oakville, ON

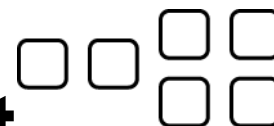
2004-2005

Business Administration Diploma, Community College, Burlington, ON

1998

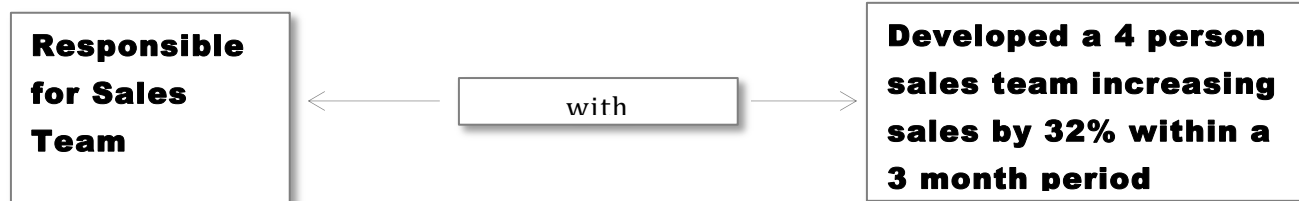
WHAT IS AN

Accomplishment Statement



Employers receive hundreds of resumes for only one job posting. How can you get an employer's attention with your resume? An accomplishment statement allows you to describe your skills and experience and show how you can help future employers. You do this by providing examples of your past accomplishments and achievements in the workplace.

Compare these two statements:



Which statement gets your attention more?

You can add accomplishment statements in almost every section of your resume.

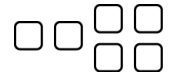
TO CREATE YOUR ACCOMPLISHMENT STATEMENTS, ASK YOURSELF THESE QUESTIONS:

Did I:

- Save time or money?
- Improve sales?
- Cut costs?
- Receive awards, compliments or promotions?
- Create, improve, change, or reorganize any procedures or systems?
- Make work easier?
- Solve a specific problem?
- Supervise or train staff?
- Never/rarely miss work?
- Meet goals/timelines?

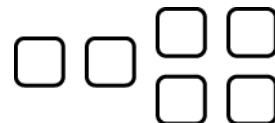
HOW TO USE ACCOMPLISHMENT STATEMENTS IN YOUR RESUME:

- Identify the top 5 skills needed in the job you are applying for.
- Explain your achievements and accomplishments as they relate to the skills required for the position.
- Use the Situation-Action-Result approach (SAR) to explain what the situation was, the actions that you took and what the result was.
- Use symbols like #, % and \$ in your sentences to catch your reader's eye.



ACCOMPLISHMENT STATEMENT EXAMPLES

Before:	Performed collections calls
After:	Performed credit collections successfully retaining thousands of dollars in unpaid invoices
Before:	Managed customer accounts
After:	Managed an excess of 500 customer accounts and achieved annual sales above the stated objectives
Before:	Learned about company products
After:	Gained knowledge of over 1000 different products scoring 94% on product knowledge testing
Before:	Performed filing
After:	Reorganized filing system reducing time spent filing by over 80%
Before:	Greeted and served customers
After:	Implemented time saving processes reducing waiting times of customers by up to 10 minutes
Before:	Responsible for HR Duties
After:	Restructured salary, benefits and incentives of employees, ensuring both staff and management were satisfied thereby increasing employee morale and retention by 10%
Before:	Booked travel arrangements
After:	Cut travel costs by 20% by recruiting a new travel agent and monitoring travel policy to ensure compliance
Before:	Sold electronics to customers
After:	Used effective sales techniques to become top seller in the department and achieving award recognition from employer
Before:	Drove forklift
After:	Operated forklift with an accident free driving record
Before:	Loaded and unloaded trucks
After:	Loaded and unloaded trucks in an efficient manner increasing stock, productivity and overall revenue



WHAT IS A

Resume Summary

Due to the large volume of resumes received in response to job advertisements, employers may spend only 30-60 seconds reviewing each resume. A resume summary is a tool to help you get past the initial screening and impress the employer in the early stage of their hiring decision.

Located at the top of your resume, the summary is the starting point for employers when reading your resume. If the resume summary impresses the employer, he or she will read further to find out more about you. A resume summary can help an employer quickly see how you are a good fit for the position and the company.

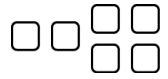
The resume summary gives you an opportunity to directly respond to the requirements of the job, as outlined in a job advertisement. Be sure to respond to as many of the qualifications and job responsibilities as possible.

WHAT DOES A RESUME SUMMARY LOOK LIKE?

- A resume summary should be a list of 4 to 6 statements in length.
- You can write the resume summary in either a paragraph or bulleted-point style, but remember that bullets are quicker and easier to read than full sentences.

WHAT TO INCLUDE IN YOUR RESUME SUMMARY:

1. Number of years' experience, relevant to the job:
Example: "Over 5 years' experience in administrative roles within manufacturing environments"
2. Education and training, relevant to the job:
Example: "Current certification in CPR and First Aid"
3. Proficiency level with computers - be specific with software and versions:
Example: "Strong in Microsoft Office 2010 applications, including Word, Excel, Outlook and PowerPoint"
4. Technical skills that apply directly to the job:
Example: "Hands-on experience with the set-up and operation of machinery including lathes, surface grinders and drill presses"
5. Other skills that would be an asset to their company:
Example: "Effectively collaborated with HR team and senior executives to identify cost savings and streamline reporting systems"



RESUME SUMMARY SAMPLES

ADMINISTRATIVE RESUME

Professional Profile:

- Over 2 years' administrative experience within a corporate setting
- Successfully completed a Business Administration Diploma with Honours (Sheridan College)
- Computer skills include Microsoft Office 2010, Adobe Professional 8.0 and Simply Accounting 2008
- Highly focused and results-oriented in supporting complex, deadline driven operations

GENERAL LABOUR RESUME

Summary of Qualifications:

- Over 10 years' experience working as a General Labourer within various manufacturing environments
- Forklift Training Safety Certification, 2008
- Certified in WHMIS and First Aid/CPR
- Hands-on experience with operating and maintaining machinery such as lathes and drill presses
- Excellent time management skills and an impressive attendance record

SALES / MARKETING RESUME

Summary:

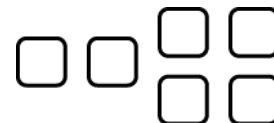
- Accomplished sales and marketing management professional who excels in strategic planning, marketing, sales and support of advanced technology solutions
- Keen presentation, contract negotiation and communication abilities
- Track record of training, motivating and coaching top-performing teams

Core Management Qualifications

- Strategic Business Planning
- Team Building & Leadership
- Consultative/Solution Sales
- Communications, Presentations & Public Speaking
- Competitive Product Positioning
- Business Development
- Sales Training
- Strategic Alliances & Business Partnerships

RESUME KEYWORDS

Customer Service



Sample phrases to use for Summary Section

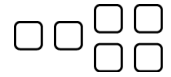
- 5+ years of experience in customer service; 3 years in a Call Centre environment
- Good computer skills; typing speed of 64wpm; Skilled in MS Word, Excel, Access and internet
- Provided excellent and time efficient customer service while maintaining acceptable talk times
- Highly organized in working in a fast-paced, high volume environment; assisted an average of 14 clients per hour
- Received award for Top Customer Service Representative
- Excellent communication skills; provided information to clients in the form of type and cost of services
- Maintained excellent records and statistics with no errors over a 3 year period

Sample phrases to use for Work Experience

- Answered a 12-line telephone system, averaging 70 inbound calls per day increasing sales by 30%
- Investigated complaints and researched resolutions exceeding client expectation
- Reorganized filing system and created an easier retrieval system reducing filing time by 90%
- Received and logged complaints; compiled monthly statistical reports
- Arranged for billing of services; Received and logged payments

KEYWORDS

- ☐ Front line support
- ☐ Answer calls
- ☐ Database
- ☐ Word processing
- ☐ Client relations
- ☐ Communication
- ☐ Call centre
- ☐ Multitasking
- ☐ Order desk
- ☐ Organized
- ☐ Telephone skills
- ☐ Research/investigate
- ☐ Independent
- ☐ Bilingual
- ☐ Provide information
- ☐ Fast paced
- ☐ Inbound calls



Judy Smith

1122 Victory Boulevard Burlington, ON L7N 3N7
905-333-3333 • jsmith@email.com

CUSTOMER SERVICE REPRESENTATIVE

Highlights of Qualifications

- 5+ years' of experience in Customer Service
- Twice received Employee of the Month award
- Good computer skills; typing speed of 64wpm; Skilled in MS Word, Excel, Access, internet
- Maintained excellent records and statistics with no errors over a 3 year period
- Excellent verbal and written communication skills

Employment History

Customer Service Representative

2002 – 2004

ABC Call Centre, Oakville

- Answered a 12-line telephone system, averaging 70 inbound calls per day increasing sales by 30%
- Provided excellent, time efficient customer service; maintained acceptable talk time of 4 minutes
- Highly organized in working in a fast-paced, high volume environment; assisted an average of 14 clients per hour
- Entered orders in database with excellent accuracy

Customer Service Representative/Order Desk

XYZ Company, Hamilton

1999 – 2002

- Took orders by telephone; entered in database and followed-up for delivery ensuring client satisfaction
- Provided information to clients in the form of type and cost of services
- Arranged for billing of services; Received and logged payments
- Reorganized filing system and created an easier retrieval system reducing file time by 90%
- Investigated complaints and researched resolutions ensuring client expectation

Education & Training

Customer Service Excellence, 2 day training
Sheridan College

2003

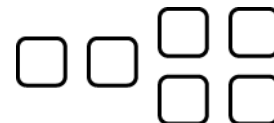
Honours High School Diploma
Sir John A. McDonald High School, Mississauga

1999

Community Work

Girl Guides of Canada
Team Leader

2001- present



RESUME KEYWORDS

Forklift Driver Equipment Operator

Sample phrases to use for Summary Section

- Knowledge of relevant Health & Safety Acts and Highway Traffic Act
- Experienced with excavating, ditching, sloping, grading, trenching, backfilling, loading and unloading, casting and digging foundations
- Hands-on experience with start-up, operation and maintenance of equipment, safe operating practices and shut-down procedures
- Successfully completed WHMIS, Confined Spaces, Dangerous Goods, Fall Protection and Defensive Driving Training
- Fully trained and licensed to operate an Electric Rider Counterbalanced Truck
- Trained to install various forklift attachments according to manufacturer and company standards

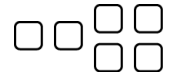
Sample phrases to use for Employment Section

- Performed pre-operation inspections on all machines to ensure compliance with safety procedures
- Maneuvered heavy equipment such as backhoes, bulldozers, loaders and graders to excavate, move, load and grade earth, rock, gravel or other materials during construction
- Accurately maintained equipment log sheets and reports
- Safely operated various forklifts (between one and five tonnes) to engage, lift and transfer loads within warehouse
- Obtained Propane Handler Certificate
- Assisted with rigging of large materials, secured the load and followed all operating and safety procedures
- Operated forklift to transport and install dies for machines
- Received incoming goods: reconciled against purchase orders, inspected for count and damage and documented damaged goods
- Picked orders using RF scanner, ensured correct amount of product; palletized skids and moved to shipping area

KEYWORDS

- ☐ Bulldozer
- ☐ Confined Space training
- ☐ Counterbalance truck
- ☐ Crane, Dump truck
- ☐ Forklift Operator
- ☐ Fall Protection
- ☐ Hand pallet truck
- ☐ Heavy Equipment Operator
- ☐ ISO 9001 & 14001
- ☐ Order picking
- ☐ Pre-operation inspection
- ☐ Propane Handler certificate
- ☐ Rigging and Hoisting
- ☐ Scissor Lift, Skyjack
- ☐ Shipping / Receiving
- ☐ Stand-up rider
- ☐ TDG (Transportation of Dangerous Goods)
- ☐ Trained and certified
- ☐ Transfer loads
- ☐ WHMIS

Trisha Jenkins



416-333-4444 4
trishajenkins@gmail.ca

699 Bond Street, Apt. 3132
Georgetown, ON L7G 4Y8

FORKLIFT DRIVER

SUMMARY OF SKILLS

- Over 5 years' experience as a Forklift Driver in an 85,000 sq. ft. facility; used counterbalance, Raymond Reach and scissor lift trucks
- Maintained a safe, accident-free driving record since becoming licensed
- Certified Forklift Operator, Propane Handler and WHMIS
- Skilled in using computerized inventory systems and scanning software
- Hands on experience with start-up and shut-down procedures as well as maintenance of equipment and safe operating practices
- Comfortable working in fast paced warehouse environments
- Works well within team environment to ensure safety and meet deadlines
- Proven ability to identify problems and determine methods to make corrections

EMPLOYMENT EXPERIENCE

Forklift Operator

2006-2012

Norval Logistics, Norval, ON

- Loaded, unloaded, scanned and moved customer product in a safe manner
- Accurately picked orders from 3500+ unique items and completed inventory records on a daily basis
- Labeled and prepared over 100 orders a day for shipment
- Verified all incoming orders: checked products against invoice, input information into computer system and ensured quality and quantity before moving materials to storage
- Assisted with training new team members on general warehouse safety
- Identified safety concerns and cost saving opportunities to management; 2 suggestions were implemented that reduced lighting costs and increased safety
- Completed mandatory daily safety audit reports before operating tow motors

General Labourer / Heavy Equipment Operator

2002-2006

Royal Construction Ltd., Georgetown, ON

- Operated dump truck and other heavy equipment in the construction of various commercial and industrial projects
- Trained on pre-operation inspection procedures to ensure safe handling of all equipment
- Worked effectively in a team environment to complete all projects in a timely manner

EDUCATION & TRAINING

Forklift Certification, Lifttow Inc., Mississauga, ON

2002

Propane Handler Certification, Lifttow Inc., Mississauga, ON

2002

WHMIS Certification, R.S.T. Training Inc., Norval, ON

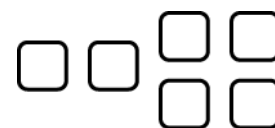
2002

High School Diploma, Georgetown High School, Georgetown ON

2001

RESUME KEYWORDS

Retail Sales Associate



Sample phrases to use for Summary Section

- 6+ years' of experience working as a cashier and sales associate in a fast-paced retail environment
- Experience operating a Point of Sale Machine accepting customer payment in the form of cash, debit, credit and gift card
- Recognized by supervisors for speed and accuracy of processing customer transactions
- Proven ability to respond to difficult customer situations in an effective manner ensuring customer satisfaction and repeat business
- Multilingual; Fluent in English and French
- Selected by supervisor to provide orientation and training to new employees
- Five-year record of dedication and dependability reinforced by consistent "exceeds expectations" ratings on performance reviews
- Awarded multiple "Employee of the Month" honors

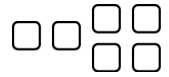
Sample phrases for Employment Experience section

- Maintained strong knowledge of new wireless products, accessories, pricing plans, promotions, and service features.
- Provided customers assistance at the Customer Service Desk including: returns, price adjustments and stock availability
- Promoted the Big Box Visa card; rewarded for being the sales associate who had the most Visa sign ups
- Followed plan-o-gram to stock shelves with product and maintain inventory
- Selected to participate in the training of new staff for 5 new store openings
- Set new monthly sales record, surpassing last sales record by 10%
- Balanced cash register accurately on a daily basis

KEYWORDS

- ☐ Sales
- ☐ Merchandising
- ☐ Inventory Control
- ☐ Loss Prevention Shrink
- ☐ Planogram
- ☐ Store Planning
- ☐ Stock
- ☐ Point of Sale Machine
- ☐ Secret Shopper
- ☐ Cash Reconciliation
- ☐ Store Layout / Display
- ☐ Store Fixtures
- ☐ Staff Scheduling
- ☐ Returns
- ☐ Customer Service
- ☐ Customer Loyalty
- ☐ Pricing
- ☐ Promotions

THESE ARE SUGGESTIONS ONLY. DON'T REPLACE YOUR OWN JUDGMENT FOR SOMEONE ELSE'S!

**Sonia Foster**

1234 Anywhere Street, Georgetown, ON L7G 4A7

905-555-5555 / sfoster@email.com

RETAIL SALES ASSOCIATE**Summary of Qualifications**

- 6+ years' of experience working as a cashier and sales associate in a fast-paced retail environment
- Experience operating a Point of Sale Machine accepting customer payment in the form of cash, debit, credit and gift card; recognized by supervisors for speed and accuracy of processing customer transactions
- Proven ability to respond to difficult customer situations in an effective manner ensuring customer satisfaction and repeat business
- Fluent in English and French
- Selected by supervisor to provide orientation and training to new employees

Employment Experience**Cashier / Stock Clerk**

2009 – 2012

Big Box Store, Mississauga, ON

- Provided customers assistance at the Customer Service Desk including: returns, price adjustments and stock availability
- Promoted the Big Box Visa card; rewarded for being the sales associate who had the most Visa sign ups
- Followed plan-o-gram to stock shelves with product and maintain inventory
- Recognized for being a top sales associate
- Selected to participate in the training of new staff for 5 new store openings

Retail Sales Associate

2007 – 2009

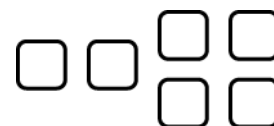
ABC Shop, Mississauga, ON

- Set new monthly sales record, surpassing last sales record by 10%
- Balanced cash register accurately on a daily basis
- Provided training and orientation to new staff, emphasizing the need for exceptional customer service as it related to the goals of the company

Education**High School Diploma**

2006

Georgetown High School, Georgetown, ON



RESUME KEYWORDS

Manufacturing/ General Labour

Sample phrases to use for Summary Section

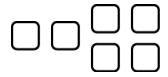
- 7 years' experience in fast-paced environment performing repetitive tasks which required hand-eye coordination and manual dexterity
- Inventory maintenance experience; accurately organized and counted product on a weekly basis
- Regularly participated in Employee Suggestion Program; company instituted 3 suggestions that resulted in improvements to productivity and employee morale
- Selected to train new employees due to knowledge, skills and positive attitude
- Demonstrated ability to complete tasks with minimal supervision and with a high degree of skills and accuracy

Sample phrases for Employment Experience Section

- Assisted machine operators by setting up, cleaning, lubricating and dismantling machinery and equipment
- Lifted and loaded 50 lb boxes onto trucks
- Picked, sorted, checked and weighed goods for packaging
- Inspected products at different stages of production for defects and recorded results in company database and/or alerted supervisor
- Set up assembly line with materials and supplies required for production
- Completed pre-shift machinery inspections and notified maintenance of any problems
- Palletized, wrapped and labeled materials for transport
- Used RF scan gun to scan product barcodes into computerized inventory system
- Acted as Lead Hand when Supervisor was absent from plant
- Safely operated electric palette jack to move skids
- Completed work to tolerances of +/- .001 using measuring tools such as micrometers and calipers
- Made minor repairs and adjustments to machines that resulted in reduced machine downtime

KEYWORDS

- ☐ Assemble, fit, install
- ☐ Count inventory
- ☐ Cut and form parts
- ☐ Good Manufacturing Procedures - GMP's
- ☐ Hand-eye coordination
- ☐ Inspect products
- ☐ ISO 9001 & 14001
- ☐ Load and unload
- ☐ Machine operation – CNC
- ☐ Manual dexterity
- ☐ Mechanically inclined
- ☐ Meet production quotas
- ☐ Pack and unpack
- ☐ Palletize
- ☐ Scan barcodes
- ☐ Shipping and receiving
- ☐ Sort and weigh goods
- ☐ TDG (Transportation of Dangerous Goods)

**Paul Smith**

4545 Main Street, Acton, ON L7B 4N2 | Home: 905-555-5698 | paul.smith@live.ca

OBJECTIVE: Warehouse Labourer**HIGHLIGHTS OF QUALIFICATIONS**

- Over 7 years' experience in machine operation, inspection and shipping/receiving in an ISO 9001 manufacturing facility
- Recognized for always meeting high standards of quality and productivity
- Excellent hand-eye coordination and manual dexterity; ability to lift up to 50lbs
- Certified forklift operator; WHMIS and Health & Safety training
- Worked with a team of 4 to improve the organization of a 50,000 sq. ft. warehouse; the system has been in use since 2005
- Ability to work independently or as a part of a team; excellent at multitasking
- Computer abilities include Microsoft Word, Excel, Internet and email

EMPLOYMENT HISTORY**Machine Operator**

2000-2008

AAA Products, Georgetown, ON

- Operated drill press, saws, lathes, milling machines and grinders to produce parts for the automotive industry
- Used measuring tools such as micrometers and vernier calipers to ensure that all machine parts were within specified tolerances of +/- .001
- Troubleshoot potential machine problems and assisted on repairs as necessary
- Inspected manufactured products for defects and conformance to specifications and quality standards
- Consistently finished daily quota ahead of schedule and assisted co-workers in production
- Promoted after 6 months from Labourer in Shipping / Receiving department
- Suggested improvements and worked with a team of 4 to reorganize warehouse system that resulted in reduced errors and improved retrieval times
- Operated forklift and pallet jacks for loading / unloading trailers on a busy dock

Construction Labourer

1998-2000

JP Roofing Plus, Mississauga, ON

- Assisted Carpenters and Roofers with loading and unloading construction materials; worked effectively at high heights
- Removed debris and ensured that site was clean and organized

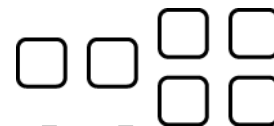
EDUCATION & TRAINING

AAA Products, Georgetown, ON

- | | |
|---|-------------|
| • Health & Safety Workshop, | 2007 |
| • WHMIS Training, | 2000 – 2008 |
| • Forklift Certification and training – in-house, | 2000 |

Gary Allan High School, Georgetown, ON

- OSSD



Electrical Apprentice/Electrician

Sample Phrases to use for Summary

Section

- Successfully completed comprehensive Skilled Trades Electrical Program
- Hands on experience with wiring, conduit bending and various electronic components used in both residential and industrial settings
- Good background knowledge of AC Motor Controls and PLC programming
- Experience measuring current and voltage in circuits; testing and repairing electrical pumps and heaters
- Excellent customer service skills; performed service calls and assisted clients in a positive and professional manner
- Hands-on experience planning out and installing common electrical wiring systems and equipment
- Excellent computer skills include AutoCAD, Microsoft Word, Excel, email and internet
- Knowledge of the Ontario Electrical Code and its applications
- Proficient at interpreting blueprints and electrical drawings
- 2 years' experience working on a commercial construction site
- Competent at trouble shooting; testing and isolating faults in electrical wiring and equipment

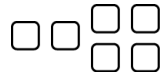
KEYWORDS

- ☐ WHMIS
- ☐ First Aid/CPR
- ☐ Blueprint reading
- ☐ Computer skills
- ☐ Customer service
- ☐ Communication
- ☐ Independent
- ☐ Problem solving
- ☐ AC Motor Control
- ☐ PLC's
- ☐ Wiring
- ☐ Troubleshooting
- ☐ Electrical Code
- ☐ Test equipment
- ☐ Install equipment
- ☐ Circuits
- ☐ Fibre optics

Sample Phrases to use for Experience

Section

- Assisted trades people on residential construction sites by preparing and cleaning work areas
- Troubleshoot and isolate faults in electrical and electronic systems
- Splice, join and connect wire to fixtures and components to form circuits
- Install brackets and hangers to support electrical equipment
- Test electrical and electronic equipment and components for continuity, current, voltage and resistance
- Read and interpret drawings, blueprints, schematics and electrical code specifications to determine layout of industrial electrical equipment installations



NAME

555 Sample Street, Ontario L9T 2M2/905-222-222/ssample@hotmail.ca

OBJECTIVE

To obtain a position leading to an Electrical Apprenticeship

HIGHLIGHTS OF QUALIFICATIONS

- Successfully completion of Electrical Skilled Trades Training Program
- 2 years' work experience on construction sites
- Sound understanding of electrical theory and basic electronics
- Blueprint reading and AutoCAD drawing skills
- Good background knowledge of AC Motor Controls and basic understanding of PLC programming
- Test circuits to ensure compatibility and safety of systems
- Hands-on experience in wiring for both residential and industrial settings
- Fall Protection Training
- WHMIS, CPR and First Aid certificates

EDUCATION & TRAINING

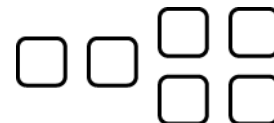
Electrical Pre-Apprenticeship Program	2005-Present
The Centre for Skills Development and Training, Burlington	
High School Diploma	1998
GHI High School, Mississauga	
Achieved 82% in Grade 12 Physics	

RELEVANT EMPLOYMENT HISTORY

Construction Labourer	2002-2004
Construction Company, Mississauga	
Worked on commercial sites including high rise condominium	
Secured aluminum joists for crane operators	
Moved construction materials to work areas for tradesmen	
Assisted carpenters: used table saw, mitre saw and other hand tools	
Landscape Labourer	1999-2002
Landscape Design Company, Burlington	
Safely operated forklift and bobcat	
Maintained clean worksites and followed health & safety standards	

WORK HISTORY

Sales Associate	1998-1999
Big Box Store, Oakville	



New Graduate Resume

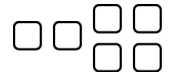
You have just graduated from a college or university and are looking for a job. Employers are often looking for candidates with experience, so what can you do?

In preparing your resume, you need to convince an employer that you can do the job. To do this, highlight the experience and transferable skills that you have gained through education, internships, co-op placements, previous work and volunteering activities. You can also include awards, scholarships and your grades, if they were high.

Research the occupation and industry so that you can include words specific to the job, because employers are often scanning resumes looking for these keywords.

Resume Strategies

- Before writing your resume, research the occupation and industry, including reading over current job postings. This will give you an understanding of the required skills, education, keywords and business vocabulary.
- Prepare more than one resume if you are looking for different jobs. You need to target each resume to the job to demonstrate to the employer that you both understand and can meet their needs
- Place the “*Education*” section before “*Work Experience*” if you lack related work experience but have recently completed relevant education
- Under “*Education*”, you may want to emphasize grades, relevant courses, special projects, assignments, theses, major research projects, awards and scholarships
- Use Functional Resume if you lack related work experience and emphasize skills that would be valuable to an employer
- Use a “*Related Experience*” heading to list internships, co-op placements, volunteer and work experience
- While your previous job titles may not be directly related to your target position, there may be relevant accomplishments and duties that you can highlight
- If you are moving, list your present and/or permanent address, if different
- If you have completed post-secondary education, it is not necessary to list your high school unless you feel that it would be helpful to presenting your experience
- Create a new professional email account that is not a school account. Use this account for job search only, to help keep you organized.

JOHN SMITH**Current until April 30**

657 Brussels Street
Burlington, ON

jsmith@yahoo.ca
905-333-1111

New Address

123 Ottawa St
Toronto, ON

MARKETING ASSISTANT

- Creative Business Administration graduate with experience in marketing, public relations and communications
- Skilled in developing and implementing ideas and concepts, coordinating time-sensitive projects and producing results in a fast-paced environment
- Goal-oriented with superior interpersonal and effective leadership skills
- Proficient in MS Word, Excel, PowerPoint, Publisher, Adobe, PageMaker, Dreamweaver
- Fluent in English, French and Spanish

EDUCATION**Bachelor of Business Administration (Honours), Minor in Marketing** 2008

McMaster University, Hamilton, ON

- 92% - "Company Sales and Marketing Campaign" highest mark for final project
- Member of Student Council Executive for 2 years; coordinated the planning and advertising of student events

INCLUDE
EXPERIENCE
ATTAINED
THROUGH
VOLUNTEER,
INTERNSHIP
S, CO-OPS &
ACADEMICS.

RELATED EXPERIENCE**Intern, PIZZAZ Marketing Inc., (Co-op Placement), Toronto, ON** January – April 2008

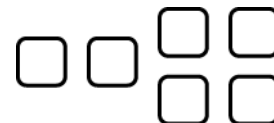
- Provided administrative support to marketing and communications departments with over 20 staff members
- Compiled and researched information required for advertising and marketing campaigns
- Took initiative to create Access database that improved accessibility to 500+ files
- Received positive feedback from site supervisor for hard work, positive attitude and ability to quickly learn new skills
- Accurately recorded minutes of meetings and distributed to participants
- Answered inquiries, assessed customer needs, and handled busy multi-line telephone
- Edited press releases and arranged over 300 press kits for promotional events
- Conducted market research analysis for national advertising campaign

NOTE THAT
BOTH THE
FOLLOWING
2 POSITIONS
IDENTIFY
SKILLS
RELATED TO
JOB GOAL
INSTEAD OF
LISTING
DUTIES

COMMUNITY INVOLVEMENT**Chair, Run for Cancer Fundraiser, Toronto, ON** 2008

- Selected as Chairperson of special events committee; planned fundraisers and formal events and increased overall attendance by 35%
- Created public service announcements that effectively publicized event
- Contacted local business owners and increased sponsorship by 25% over previous year

ADDITIONAL EMPLOYMENT EXPERIENCE**Manager, Superb Sandwiches, Burlington, ON** 2005-2007



Youth Resume

You are in High School or have just graduated and are ready to start looking for a job. Employers are often looking for candidates with experience, so how can you show the employer that you can do the job?

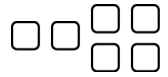
If you do not have formal work experience, that is okay! You can include other types of work including volunteer experience and highlight achievements like awards, scholarships and grades.

Research the occupation and industry so that you can include words specific to the job, because employers are often scanning resumes looking for these keywords.

Resume Strategies

- Highlight in the “*Resume Summary/Profile*” section the relevant skills and experience you want to promote to a potential employer
- Place the “*Education*” section before “*Work Experience*” if you lack related work experience
- Under “*Education*”, emphasize grades, relevant courses, special projects, assignments, and awards
- Use a “*Related Experience*” heading to list relevant volunteer, internships, co-op placements, and work experience
- Under each volunteer or work history describe related accomplishments and activities that you achieved
- Prepare more than one resume if you are looking for different types of jobs. You need to target each resume to demonstrate to the employer that you both understand and can meet their needs
- Use Functional Resume if you lack related work experience and emphasize skills that would be valuable to an employer
- Highlight relevant accomplishments and duties from your volunteer experience by starting off the sentence with an action verb in past tense, if you are no longer working or volunteering with that company
- Create a new professional email account using just variations of your first and last name. Use this account for job search only to help keep you organized

THESE ARE SUGGESTIONS ONLY. DON'T REPLACE YOUR OWN JUDGMENT FOR SOMEONE ELSE'S!

**Peter Parker**

1234 Marvel Lane, Milton L9T 5M6

905-346-4543

Peterparker@gmail.com

STOCK CLERK**Resume Summary**

- 2 years' of experience organizing and stocking products
- Ability to follow multiple tasks in a time efficient manner
- Very punctual with ability to keep things on track
- Ability to lift up to 50 pound boxes
- Experience breaking down boxes and placing them in recycling
- Ability to direct customers to available resources in a friendly manner

Education**Completed Grade 10, ABC High School**

2010 - Present

- Achieved honour roll status 2 years in a row
- Member of the student council for 3 years
- Organized and participated in various school fundraising events
- Set up and took down chairs and tables for school assemblies 5 times each year

Volunteer Experience**Stock Clerk, ABC Company, Orillia, ON**

2010 - 2012

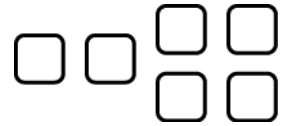
- Entered stock orders in system database to maintain accurate inventory
- Labeled and placed car parts according to code and placement rules for convenience of staff members
- Performed inventory count of products to assist with accuracy of database
- Broke down boxes to prepare them for recycling

Book Clerk, ABC High School, Orillia, ON

2010 - 2011

- Alphabetized and catalogued books to ensure easy retrieval for customers
- Directed customers to specific books that they required in a friendly manner
- Performed check out procedures in a timely fashion for customers to maintain book inventory
- Lifted heavy boxes of book onto book cart for distribution

References available upon request



Teacher Resume

Sample phrases to use for Summary Section

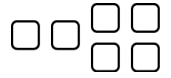
- 5 years teaching experience with skills in design of challenging, enriching and innovative activities that address diverse needs of children
- Self-directed enthusiastic educator committed to student development and the learning experience
- Effective classroom facilitator managing different processes of language and literacy
- Strengths in communication for establishment of co-operative professional relationships with parents, staff and administration
- Demonstrated skills in consistently individualizing instruction, based on student needs and interests
- Rubrics created and implemented to assess student work

Sample phrases to use for Experience Section

- Communicated assessment criteria and performance standards to students
- Contacted parents monthly to communicate curriculum and students' progress
- Implemented positive classroom management strategies
- Planned, prepared and organized materials for thematic units
- Devised lessons which captured the children's imaginations
- Established an active learning environment through positive feedback
- Enhanced and increased the use of computer technology in the class
- Required students to apply mathematical reasoning to problems
- Prepared assignments; reviewed and corrected all homework with an emphasis on providing feedback to each student

KEYWORDS

- ☐ Curriculum development
- ☐ Lesson planning
- ☐ Student success
- ☐ Inclusion
- ☐ Classroom management
- ☐ Special needs students
- ☐ Peer tutoring
- ☐ Testing
- ☐ Student Involvement
- ☐ Interactive learning
- ☐ Student motivation
- ☐ Differential instruction
- ☐ Teaching techniques
- ☐ Parent-teacher relations
- ☐ Technology integration
- ☐ Parental involvement
- ☐ Language and literacy
- ☐ Multicultural
- ☐ Progress monitoring
- ☐ Communication

**YOLANDA NEWTEACHER**416-555-1111 / 4545 Main Street, Toronto, ON L7B 4N2

ELEMENTARY SCHOOL TEACHER**SUMMARY OF QUALIFICATIONS**

- 2 years teaching experience with skills in design of challenging, enriching and innovative activities that address diverse needs of children
- Self-directed enthusiastic educator committed to student development and the learning experience
- Effective classroom facilitator managing different processes of language and literacy
- Strengths in communication for establishment of co-operative professional relationships with parents, staff and administration
- Successful implementation of rubrics designed to assess student work

EDUCATION**Bachelor of Education (with honours);** 2-year consecutive program, Primary-junior division

Redeemer University College, Ancaster, ON.

April 2010

- Computer use in the classroom, as an elective course
- Tribes Learning Communities course
- Power to Play workshop
- Teaching in Multicultural classroom, as an elective course

PROFESSIONAL EXPERIENCE**Grade 5 Teacher**

Memory Lane School, Midland, ON

2010 – present

- Implemented positive classroom management strategies for class of 23 students
- Communicated assessment criteria and performance standards to students
- Devised lessons, which captured the children's imaginations scripted role plays and costumes
- Contacted parents monthly to communicate curriculum and students' progress

Student Teacher

Maple Leaf Public School Toronto, ON.

March -April 2010

Grade 1-2 (22 students)

- Incorporated hands-on activities during math units (measurement and 3D shapes)
- During science unit, Air and Water, experiments were essential part to most of the lessons
- During Language Arts unit, incorporated reader theatre through reading different text stories
- Incorporated acting out words during words lessons