

Job Preparedness Packet I

Section 1: *Resume Development*

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Eight Ways to Fight the Job Search Blues

If you're in the middle of a job search, there will no doubt be moments when you feel frustrated and fatigued. Despite submitting countless applications, your phone might not ring. You may interview for a job and never hear back from the company. Or you could be offered the position you sought, only to learn the compensation is much lower than you expected.

Without question, pounding the proverbial pavement requires perseverance, patience and a positive outlook. The following are tips for enhancing your search and coping with the job-hunt blues.

Set goals

When you're between jobs, you may miss the feeling of accomplishment derived from completing tasks and meeting objectives on a regular basis. Make up your own "to-do" list by setting daily or weekly targets for your job search. Give yourself firm deadlines and stick to them. Write notes, like "Send a tailored cover letter and resume to XYZ Corp. by end of day" or "Thoroughly research 10 new companies in the next week." Meeting specific goals will boost your morale and add momentum to your search.

Find the right targets

You could save time (and avoid frustration) by narrowing your focus. For example, instead of faxing a generic resume to every company that is advertising an open position, develop targeted materials and send them to a small list of firms that are most appealing to you.

Seek expert assistance

If you're sending scores of targeted resumes and cover letters and still aren't being called for interviews, contact a staffing or recruitment firm and ask for suggestions on how to improve your application materials. Staffing professionals can provide you with invaluable tips and feedback. It's their job to stay current on market conditions and hiring trends. They also can help you locate temporary positions that will allow you to keep working - and earn money - while you continue searching for full-time employment.

Get to work

It's often said that getting a job is a job in itself. Take a 9-to-5 approach to your employment search. Be disciplined for a solid eight hours each day - regardless of the time of year. A common misconception is that hiring grinds to a halt during the summer months and around the holidays due to vacation schedules. The truth, however, is that good companies are always looking for good people.

Keep it positive

A long and vexing job search can test your pride, patience and self-confidence. The key is to recognize those feelings of doubt, accept that they are part of the job-hunting course, and redirect your energy back to your professional goals. Rather than thinking, "I'll never get a job," say, "I haven't yet found the right job - but I will."

Hit the club scene

Many job seekers rely solely on family and friends for emotional support. But there are other helpful outlets that offer opportunities to vent (or even laugh) about the trials and tribulations of an extended search for work. Job club members meet to share war stories, employment leads, interviewing tips and more. Look online for groups in your area.

Ask why

If you interviewed for a job but were turned down, follow up with the company and ask why you didn't land the position. Rather than trying to convince the interviewer that the company made a mistake by not hiring you, solicit constructive criticism that can help you refine your approach. Ask the employer about areas that need improvement. Example: "What skills do you suggest I build in order to be considered for positions like this one?" Learning how you are perceived will help you in future interviews and networking situations.

Relax

It's important to keep your job search active, but not at the expense of your own sanity. Take respites to keep your spirits and energy level high. Unchecked stress can feed on itself, so make time for enjoyable pursuits. Go away with your family for a couple of days, treat yourself to a nice meal or simply place all applications aside for one weekend. You'll come back to your search with new perspectives and strategies. While keeping up your spirits during an extended job search can be difficult, you certainly aren't alone. At some point, most professionals will ride the highs and lows associated with finding a new position. If you're hunting for a job now, use the tips above to keep your search on track - and your head up. Success is just around the corner.

MASTER APPLICATION

Application Information Sheet

APPLICANT INFORMATION			
Last Name		First	M.I. Date
Street Address			Apartment/Unit #
City		State	ZIP
Phone		E-mail Address	
Date Available	Social Security No.		Desired Salary
Position Applied for			
Are you a citizen of the United States?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	If no, are you authorized to work in the U.S.? YES <input type="checkbox"/> NO <input type="checkbox"/>
Have you ever worked for this company?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	If so, when?
Have you ever been convicted of a felony?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	If yes, explain

EDUCATION			
High School		Address	
From	To	Did you graduate? YES <input type="checkbox"/> NO <input type="checkbox"/>	Degree
College		Address	
From	To	Did you graduate? YES <input type="checkbox"/> NO <input type="checkbox"/>	Degree
Other		Address	
From	To	Did you graduate? YES <input type="checkbox"/> NO <input type="checkbox"/>	Degree

REFERENCES	
<i>Please list three professional references.</i>	
Full Name	Relationship
Company	Phone ()
Address	
Full Name	Relationship
Company	Phone ()
Address	
Full Name	Relationship
Company	Phone ()
Address	

PREVIOUS EMPLOYMENT

Company		Phone ()	
Address		Supervisor	
Job Title	Starting Salary \$	Ending Salary \$	
Responsibilities			
From	To	Reason for Leaving	
May we contact your previous supervisor for a reference? YES <input type="checkbox"/> NO <input type="checkbox"/>			

Company		Phone ()	
Address		Supervisor	
Job Title	Starting Salary \$	Ending Salary \$	
Responsibilities			
From	To	Reason for Leaving	
May we contact your previous supervisor for a reference? YES <input type="checkbox"/> NO <input type="checkbox"/>			

Company		Phone ()	
Address		Supervisor	
Job Title	Starting Salary \$	Ending Salary \$	
Responsibilities			
From	To	Reason for Leaving	
May we contact your previous supervisor for a reference? YES <input type="checkbox"/> NO <input type="checkbox"/>			

MILITARY SERVICE

Branch	From	To
Rank at Discharge	Type of Discharge	
If other than honorable, explain		

OTHER SKILLS

RESUME WORKSHEET

STEP 1-DECIDE ON A FORMAT: FUNCTIONAL vs. CHRONOLOGICAL

Both **functional** and **chronological** resume formats can be very effective depending on your experience and your objective.

- A **functional** resume summarizes your experience by focusing on your skills and accomplishments. This format is best used when you are changing careers or when your experience most related to your current objective was acquired over ten years ago.
- A **chronological** resume summarizes your experience by dates and positions held It is best used when your goal is more specific and your experience is directly related to the kind of work you are seeking.

(See attached resume samples on Pgs. 7,8,10 & 11)

STEP 2 – DEVELOP A HEADING

(Page 5)

STEP 3 – DEVELOP AN OBJECTIVE

(Page 5)

STEP 4a - LIST YOUR SKILLS, PERSONAL QUALITIES AND ACCOMPILSHMENTS

Functional (Page 5 & 6)

LIST YOUR EMPLOYMENT HISTORY

Functional (Page 6)

See attached functional resume samples 1 & 2, on pages 7 & 8

OR

4b - LIST YOUR EXPERIENCE IN ORDER OF POSITIONS HELD PREVIOUSLY

Chronological (Page 9)

See attached chronological resume samples 1 & 2, on pages 10 & 11

STEP 5 - INCLUDE YOUR EDUCATION AND/OR TRAINING

Functional Page 6

Chronological Page 9

STEP 6 (OPTIONAL) – LIST HONORS AND/OR COMMUNITY SERVICE

See page 6 or 9

STEP 2: RESUME HEADING

NAME _____
ADDRESS _____
PHONE _____
FAX /E-MAIL _____

STEP 3: OBJECTIVE

(Clearly state what job or type of work you want. Be specific with a job title if possible.)

(Functional Worksheet)

STEP 4a: SKILLS AND ACCOMPLISHMENTS

1. Make a list of 3 or 4 of your strongest skills appropriate to your job objective.
2. For each of these key skills, think of several accomplishments from your work history (paid or volunteer) which illustrates that skill.
3. Describe each accomplishment in a simple, powerful, action statement, which emphasizes results that benefited your employer.

(See Functional Resume Samples 1 & 2 pg. 7, 8 and transferable and occupational skills and power words. pgs.13-21 for examples)

Skill #1

• _____
• _____
• _____
• _____

Skill #2

• _____
• _____
• _____
• _____

Skill #3

• _____
• _____
• _____
• _____

Skill #4

• _____
• _____
• _____
• _____

STEP 4a: EMPLOYMENT HISTORY

(Include job title, company, city, state, and dates of employment (month & year.)
Be sure to list your **most recent** job first, then earlier jobs, as well as any volunteer positions if appropriate.)

**JOB TITLE
(BOLD)** _____
ORGANIZATION _____
CITY & STATE _____
DATES _____

JOB TITLE _____
ORGANIZATION _____
CITY & STATE _____
DATES _____

JOB TITLE _____
ORGANIZATION _____
CITY & STATE _____
Dates _____

STEP 5: EDUCATION

List the name of the school or place of training, the degree/certificate if any, and the year completed if fairly recent. Include related degrees, special training, courses, and workshops.

HONORS AND/OR COMMUNITY SERVICE

List any honors and/or work experiences related to other activities, including volunteer positions, committee memberships, or fundraising. Indicate the nature of the organization(s) social, professional, community, government, or other special interest group. Avoid anything controversial, however.

Functional Resume: Sample 1

CAROLYN WILSON

1411 Laurel Street
Los Angeles, CA 90012
213-555-3101

Objective: A career as a medical secretary in a multi-doctor clinic.

Accomplishments

Office Management

- Supervised 2 clerical staff, 1 maintenance staff and 3 nursing staff
- Created and maintained working schedule for office personnel
- Scheduled employer's daily office appointments, professional meetings and seminars
- Served as liaison between doctor and staff members
- Maintained up-to-date patient files
- Assisted patients in obtaining referrals to other specialists
- Opened and sorted all mail and routed it to appropriate office sections

Computers

- Helped research and select office software for patient billing information
- Used IBM-compatible computer system
- Experienced in Word, WordPerfect, Dbase III and MedBill

Billing and Payroll

- Performed all insurance billing, including Medicare, Medi-Cal and private insurance
- Assisted patients in filling' out insurance forms
- Recorded patient payments, entered information into computer system of accounts receivable and payable and made out bank deposits
- Kept all staff member time sheets and calculated payroll

Employment History

- Office Manager. Carl Danz, M.D., Los Angeles, CA. July 1994 to Present
- Billing Clerk, Carl Danz, M.D., Los Angeles, CA. September 1992 to 1994
- Office Clerk. John Clair, M.D., Los Angeles, CA. January 1992 to September 1992

Education

Technical Institute of California Los Angeles, CA 1992
Medical Office Specialist

References: Available upon request

Functional Resume: Sample 2

John Q. Public

4111 Broad Street
San Luis Obispo, CA 93401
805-555-9912
805-555-1299

Objective: General Manager of a full-service restaurant.

Restaurant-Management Background:

- Assumed complete responsibility for managing restaurants seating up to 200 diners and employing up to 80 people with 6 managers
- Increased revenues as much as 125% in a 6-year period of time
- Rewrote policies, procedures, and operational manuals
- Performed all recruiting, hiring, training, and scheduling of personnel
- Created effective marketing programs and promotional materials
- Handled all public and media relations
- Contracted for all outside services, selected vendors, and purchased equipment, furniture, fixtures, and supplies
- Oversaw administrative operations and personally handled payroll, tax deposits, and personnel records
-

Food-Service/Wine-Sales Experience:

- Regional Director for a manufacturer of a new, state-of-the-art-quality assurance product for the food-service industry. .
- Called on restaurants, hotels, and contract feeders in a 9-state area.
- Brought many prospective customers to the testing state, including Embassy Suites, Disneyland, and TCBY
- Sales Representative for a wine importer
- Opened up new market for wine sales: restaurants and hotels
- Tripled territory revenues in 3 years
-

Education:

California Polytechnic State University San Luis Obispo, CA 93401 1990
BA, Business

Experience:

Troy Associates	Fresno, CA	2000-present
Wine Country Imports	Napa, CA	1995-2000
Advanced Food Products	Madera, CA	1992-1995
Brick Alley Bistro	Sonoma, CA	1990-1992
Cafe Roma	San Luis Obispo, CA	1984-1987

(Chronological Worksheet)

STEP 4b: EXPERIENCE

(Include job title, company, city, state, and dates of employment (month & year.) Be sure to list your **most recent** job first, then earlier jobs, as well as any volunteer positions if appropriate.)

**JOB TITLE
(BOLD)** _____
ORGANIZATION _____
CITY & STATE _____
DATES _____

DUTY STATEMENTS _____
Describe your duties and accomplishments at work, using action verbs. Using bullets can be very effective. State results of work (quantify) whenever possible. Remember to use Power Words. See the examples below.

- _____
- _____
- _____

**JOB TITLE
(BOLD)** _____
ORGANIZATION _____
CITY & STATE _____
DATES _____

DUTY STATEMENTS _____

- Created and maintained working schedule for office personnel
- Scheduled employer's daily office appointments and meetings
- Helped research and select office software for specialized functions
- _____
- _____
- _____

EDUCATION

List the name of the school or place of training, the degree/certificate if any, and the year completed if fairly recent. Include related degrees, special training, courses, and workshops.

HONORS AND/OR COMMUNITY SERVICE

List any honors and/or work experiences related to other activities, including volunteer positions, committee memberships, or fundraising. Indicate the nature of the organization(s) social, professional, community, government, or other special interest group. Avoid anything controversial, however.

Chronological Resume: Sample 1

JACQUELYN WILSON

6667 Streamview
Bangor, ME 04401
207-555-2039
207-555-3928

Objective: Secretary to Associate Justice of the Court of Appeals.

Experience

1986
to Present **Court of Appeals, State of Maine** **Bangor, ME**
Judicial Secretary II

- Secretary to assigned judge.
- Typed, edited and filed opinions.
- Prepared writ orders.
- Contacted parties for responses, additional information and to advise of decisions.
- Set up tracking system for writs and court opinions to check status and location of both.

1984
to 1986 **Court of Appeal, State of Maine** **Bangor, ME**
Legal Secretary
Secretary to Associate Justice Jack Johnston

1981
to 1984 **Carpenter, Hollister, and Frank, Inc.** **Bangor, ME**
Legal Secretary

- Legal secretary to senior partner who specialized in civil litigation and real estate law.
- Transferred to word processing department to gain knowledge and expertise on Wang Word Processing.
- Processed documents for all attorneys in the firm.

1979
to 1981 **Turner and Height, Inc.** **Bangor, ME**
Administrative Assistant

- Legal secretary for personal injury attorneys.
- Set up new offices and assisted in hiring clerical and administrative personnel.
- Coordinated all correspondence.
- Initiated paperwork for new employees.

Education:

1978 Marysville College **Boston, MA**
B.A. in English

References: Available upon request

Chronological Resume: Sample 2

Rose P. Anderson

7263 Birch Street Phoenix, Arizona 85002

602-555-4176

Objective: Administrative Assistant

Experience:

University of Phoenix Continuing Education

Phoenix, Arizona

Independent Study Office Coordinator

1992 to Present

- Managed administrative aspects of the independent study program
- Prepared financial documents in support of independent study program
- Maintained inventory of material for courses
- Responded to written and telephone requests for information
- Maintained all office files

University of Phoenix Political Science Department

Phoenix, Arizona

Administrative Assistant

1990 to 1992

- Directed staff personnel
- Assisted department chair in administrative and budgetary matters
- Prepared financial documents in support of department operations
- Processed payroll documents for faculty and staff
- Supervised maintenance of inventory
- Supervised secretarial staff, work-study students and graduate students

University of Phoenix Political Science Department

Phoenix, Arizona

Staff Secretary

1987 to 1990

- Provided primary secretarial support for faculty
- Typed examinations, manuscripts, book reviews and grant proposals
- Answered telephone calls, directing them to appropriate parties

Phoenix Community College Financial Aid Office

Phoenix, Arizona

Receptionist & Clerk Typist

1985 to 1987

- Greeted students and visitors at front counter
- Assisted students in completing financial aid applications
- Distributed financial aid checks
- Assisted administrative assistant in her duties

Education:

Phoenix Community College

Phoenix, Arizona

Associate of Science in Office Administration

1987

References: Available upon request

Words Employers Love to Hear

Your resume may receive only a 3D-second scan before it is tossed into the waste basket or placed in the small file of those for future consideration. So it must highlight the things which employers look for.

Here are some of the words which employers like to see in a resume. To this general list, be sure to add any words, which the employer used in describing the job.

LANGUAGES

In today's global market place a second language is a definite plus. If you know a language such as Spanish, Chinese, or Japanese (or other). Be sure to include it.

COMPUTER

If you have a good working knowledge of computers, emphasize that fact. With which systems are you familiar? Have you software design experience?

EXPERIENCE

Employers generally prefer to hire persons with experience in a field, or at least have had some work background. If you have worked in related area, emphasize it. If you are just out of school, cite your summer and part-time work background.

ACHIEVEMENT

What you did may not be as important as your success in carrying it out. Can you cite statistics to document your good work? Did you receive any honors or special recognition for your efforts?

HARD WORKING

Hard work is important. Try to convey the fact that you are the kind of person who stays with a job until it is done well. And be sure to perform that way, once you get the job.

FLEXIBLE

Life is full of compromises. Every day requires dozens of adjustments. Your ability to adjust to changes in the work environment is important.

Transferrable Skills

PLANNING AND ORGANIZATIONAL SKILLS

- Follow up with others to evaluate progress of tasks
- Conduct meetings
- Give praise and credit to others for work well done
- Motivate others on group projects
- Facilitate brainstorming activities
- Develop goals for an organization
- Work effectively with organization members
- Identify tasks to be accomplished
- Prioritize tasks
- Facilitate discussions on program planning processes
- Give constructive feedback

ORAL AND WRITTEN COMMUNICATION SKILLS

- Organize and present ideas effectively for formal and spontaneous speeches
- Effectively participate in group discussions
- Prepare concise and logically written materials
- Listen carefully and respond to verbal and nonverbal messages
- Respond appropriately to positive and negative feedback
- Debate issues without being abrasive to others
- Possess courteous telephone skills
- Listen with objectivity and paraphrase the content of a message
- Use various forms and styles of written communication
- Speak effectively to individuals and groups
- Use various media to present ideas imaginatively
- Express one's need, wants, opinions and preferences without offending the sensitivities of others
- Identify and communicate value judgments effectively
- Describe objects or events with few errors
- Convey a positive self image to others

DECISION-MAKING, SUPERVISORY, MANAGEMENT AND/OR LEADERSHIP SKILLS

- Understand the steps involved with effective decision-making
- Facilitate groups in the decision-making process
- Implement sound decisions
- Take responsibility for decisions
- Evaluate the effects and effectiveness of a decision
- Be able to make decisions without feeling pressured
- Remain flexible with decisions
- Explain to others unpopular decisions
- Motivate others toward common goals
- Use effective coaching/mentoring skills with peers or subordinates

FINANCIAL MANAGEMENT SKILLS

- Develop a budget, accurately estimating expenses and income
- Justify the organization's budget to others
- Work within a budget
- Keep accurate and complete financial records
- Ensure timelines of payments
- Develop and implement a fund-raising event

CRITICAL THINKING, PROBLEM-SOLVING AND CONFLICT RESOLUTION SKILLS

- Anticipate problems before they occur
- Define the problem and identify possible/apparent causes
- Identify possible alternative solutions and select the most appropriate ones
- Facilitate group members in identifying and evaluating possible solutions
- Develop plans to implement solutions
- Handle several problems at one time
- Understand the steps involved with critical thinking
- Recognize if a problem needs to be addressed

TEAMWORK AND TEAMBUILDING SKILLS

- Motivate team members to work toward common goals
- Understand strengths and weaknesses of members and use strengths to build team development
- Collaborate on projects
- Support and praise one another for reaching goals and accomplishments

ETHICS AND TOLERANCE SKILLS

- Define and explain ethical behavior in difficult situations
- Accept others' opinions and actions in a non-judgmental way
- Understand sexist, racist, ageist, and homophobic behavior and exhibit non-sexist, non-racist, non-ageist, and non-homophobic behavior
- Interact with and appreciate people from diverse cultural, social, and religious backgrounds
- Interact with and appreciate physically or mentally challenged individuals

PERSONAL AND PROFESSIONAL MANAGEMENT SKILLS

- Work effectively under pressure
- Manage time and stress effectively
- Seek additional opportunities for professional development
- Regularly participate in a healthy combination of activities for stress management
- Arrive at work at an appropriate time
- Evaluate personal and professional strengths and weaknesses
- Take initiative in job related duties
- Discern appropriate behaviors for the workplace

INFORMATION MANAGEMENT SKILLS

- Sort data and objects
- Compile and rank information
- Apply information creatively to specific problems or tasks
- Synthesize facts, concepts, and principles
- Understand and use organizing principles
- Evaluate information based on appropriate standards

DESIGN AND PLANNING SKILLS

- Identify alternative courses of action
- Set realistic goals
- Follow through with a plan or decision
- Manage time effectively
- Predict future trends and patterns
- Accommodate multiple demands for commitment of time, energy, and resources
- Assess needs
- Make and keep a schedule
- Set priorities

RESEARCH AND INVESTIGATION SKILLS

- Use a variety of sources of information
- Apply a variety of methods to test the validity of data
- Identify problems and needs
- Design an experiment, plan, or model that systematically defines a problem
- Identify information sources appropriate to special needs or problems
- Formulate questions relevant to clarifying a particular problem, topic, or issue

HUMAN RELATIONS AND INTERPERSONAL SKILLS

- Keep a group "on track" and moving toward the achievement of a goal
- Maintain group cooperation and support
- Delegate tasks and responsibilities
- Interact effectively with peers, superiors, and subordinates
- Express one's feelings appropriately
- Understand the feelings of others
- Use argumentation techniques to persuade others
- Make commitments to people
- Be willing to take risks
- Teach a skill, concept, or principle to others
- Analyze behavior or self and others in group situations
- Demonstrate effective social behavior in a variety of settings and under different circumstances
- Work under time and environmental pressures

CRITICAL THINKING SKILLS

- Identify quickly and accurately the critical issues when making a decision or solving a problem
- Identify a general principle that explains interrelated experiences off actual data
- Define the parameters of a problem
- Identify reasonable criteria for assessing the value or appropriateness of an action or behavior
- Adapt one's concepts and behavior to changing conventions and norms
- Apply appropriate criteria to strategies and action plans
- Take given premises and reason to their conclusion
- Create innovative solutions to complex problems
- Analyze the interrelationships of events and ideas from several perspectives

MANAGEMENT AND ADMINISTRATION SKILLS

- Analyze tasks
- Identify people who can contribute to the solution of a problem or task
- Identify resource materials useful in the solution of a problem
- Delegate responsibility for completion of a task
- Motivate and lead people
- Organize people and tasks to achieve specific goals

VALUING SKILLS

- Assess a course of action in terms of its long-range effects on the general human welfare
- Make decisions that will maximize both individual and collective good
- Appreciate the contributions of art, literature, science and technology to contemporary society
- Identify one's own values
- Assess one's values in relation to important life decisions

PERSONAL AND CAREER DEVELOPMENT SKILLS

- Analyze and learn from life experiences -- both one's own and others
- Relate the skills developed in one environment (school, for instance) to the requirements of another environment (work).
- Match knowledge about one's own characteristics and abilities to information about job or career opportunities
- Identify, describe, and assess the relative importance of one's needs, values, interest, strengths, and weaknesses
- Develop personal growth goals that are motivating
- Identify and describe skill acquired through formal education and general life experiences
- Identify one's own strengths and weaknesses
- Accept and learn from negative criticism
- Persist with a project when faced with failure unless it is clear that the project cannot be carried out or is not worth the time or effort required to complete it
- Generate trust and confidence in others
- Take risks
- Accepts the consequences of one's actions
- Market one's self to prospective employers

Personal Qualities List

artistic	congenial	entertaining
Ability to make decisions	conscientious	enthusiastic
Ability to see overall picture	conservative	expressive
abstract	considerate	fair-minded
accept responsibility	Consistent	Firm
accepting	consistent	flexible
achieving	cooperative	Flexible; adaptable to change
active	cordial	Follow through
adjusted	Courage, risk taker	forceful
adventurous	creative	friendly
affectionate	critical	gentle
ambitious	Culturally aware	genuine
analytical	curious	goal-directed
articulate	Curious	Good judgment
assertive	decisive	Good listener
attractive	dedicated	good-natured
authenticity	deliberate	graceful
autonomous	dependable	gracious
calm	Detail-oriented	happy
candid	determined	helpful
carefree	diligent	Honest
careful	Diplomatic	humane
caring	disciplined	humorous
charismatic	distinctive	idealistic
charming	doer	imaginative
cheerful	dynamic	Independent
clever	eager	industrious
commanding	Easy-going	Initiative
committed	Economical	innovative
compassionate	efficient	inquisitive
Concentration	Emotional stability	insightful
concrete	Empathetic	Integrity
confident	encouraging	intelligent
	energetic	intense
	enterprising	

intuitive	precise	skillful
inventive	Pride in work	sociable
investigative	Problem solving	spontaneous
knowledgeable	productive	steady
leader	professional	stimulating
listener	progressive	straightforward
logical	Punctual	strong
Loyalty	questioning	subjective
Maturity	quick	supportive
methodical	rational	sympathetic
Motivation	realistic	Tactful
objective	reassuring	talented
observant	receptive	Team player
open-minded	relaxed	thorough
optimistic	reliable	thoughtful
orderly	resourceful	tireless
organized	respectful	tolerant
original	responsive	trusting
outgoing	rigorous	truthful
painstaking	self-controlled	unique
patient	self-aware	unpretentious
perceptive	Self-control	Versatile
Perform under stress	Self-directed	vigorous
Persistent/perseverance	Self-reliant	Visionary
persuasive	Self-respect	warm
Poise; self-confidence	Self-starter	wise
poised	sensitive	zestful
Positive	serious	
pragmatic	Sincere	
Precise	sincere	

and ...

Ask someone who knows you well to circle the qualities they think you possess!

Occupational Skills

Accounting

Accounts Payable
Accounts Receivable
Financial Statement
General Ledger
Tax Accounting
Budget Analysis
Bondable
Cost Accounting

Administrative

Microsoft Office
Word
Outlook
Access
Excel
PowerPoint
WordPerfect
Record Maintenance
Alpha/Numeric Filing
Multi-line Phone
Grammar
Typing

Child Care/Teaching

Early Childhood
Education Credits
First Aid/CPR Certification
Disabilities/Special Needs Sensitivity
Classroom Management
Teaching Techniques

Computer/Network Specialist

Mainframe Hardware
Operating Systems
C++
UNIX
Database Software
Business/Engineering/Scientific
Software
Wide Area Networks (WAN)
Local Area Networks (LAN)
MS-DOS

Food Service/Retail

Inventory Control
Record Keeping
Hiring
Training
Customer Service

Legal Administrative

Court Proceedings
Law Office Procedures
Alpha Numeric Filing
Proofreading
Transcription
Billing
Legal Terminology
Calendaring
Research! Investigative

Maintenance

Read Blueprints
Power Hand Tools
Painting
Carpentry Repair
Electrical Repair
Plumbing Repair
Heating and Air Conditioning Systems
Swimming Pool Maintenance
Safety Procedures

Medical Administrative

Medical Terminology
Customer Service
Scheduling/Appointments
Medical Billing/Coding
Insurance
Multi Line Telephones

Bookkeeping

Peachtree
QuickBooks
Excel
Balance Sheets
10 Key
Payroll
Income Statements

Health Care

Injections
Phlebotomy
First Aid / CPR
Asepsis
Sterile Technique
Vital Signs
Transferring Technique
Medical Terminology
Emergency Procedures
CNA
HHA

Programmers

Java
FoxPro
AS/400
HTML
Software Design
Win 32API
OOP/PC Hardware

GUI Programming
COBOL
UNIX

Project Managers

Office 97
Expedition
SureTrak
Excel
Word
Database

Truck/Bus Driver

Record Keeping
Parallel Park
Freeway Traffic
Clean DMV Record
ICC Requirements
Class A License
Class B License

Power Words

Management Skills

administered
analyzed
assigned
attained
chaired
contracted
consolidated
coordinated
delegated
developed
directed
evaluated
executed
improved
increased
organized
oversaw
planned
prioritized
produced
recommended
reviewed
scheduled
strengthened
supervised

Communication Skills

addressed
arbitrated
arranged
authored
corresponded
developed
directed
drafted
edited
enlisted
formulated
influenced
Interpreted
lectured
mediated
moderated
motivated
negotiated
persuaded
promoted
publicized

reconciled
recruited
spoke
translated
wrote

Research Skills

clarified
collected
critiqued
diagnosed
evaluated
examined
extracted
Identified
Inspected
interpreted
interviewed
investigated
organized
reviewed
summarized
surveyed
systematized

Technical Skills

assembled
built
calculated
computed
designed
devised
engineered
fabricated
maintained
operated
overhauled
programmed
remodeled
repaired
solved
trained
upgraded

Teaching Skills

adapted
advised
clarified
coached

communicated
coordinated
developed
enabled
encouraged
evaluated
explained
facilitated
guided
informed
initialed
instructed
persuaded
set goals
stimulated

Financial Skills

administered
allocated
analyzed
appraised
audited
balanced
budgeted
calculated
computed
developed
forecast-
managed
marketed
planned
projected
researched

Creative Skills

acted
conceptualized
created
designed
developed
directed
established
fashioned
founded
illustrated
instituted
integrated
introduced
invented

originated
performed
planned
revitalized
shaped

Helping Skills

assessed
assisted
clarified
coached
counseled
demonstrated
diagnosed
educated
expedited
facilitated
familiarized
guided
referred
rehabilitated
represented

Clerical or Detail Skills

approved
arranged
catalogued
classified
collected
compiled
dispatched
executed
generated
Implemented
inspected
monitored
operated
organized
prepared
processed
purchased
recorded
retrieved
screened
specified
systematized
tabulated
validate

Shane Sanchez

2990 Park Avenue
Santa Barbara, CA 93433
(805) 555-6793

Objective Position as Maintenance Planner

Summary of Qualifications

- Diversified background in general industrial maintenance with superior mechanical and electrical skills
- 19 years experience
- Ability to work unsupervised

Relevant Experience

MAINTENANCE

- Fabricated and installed equipment for a food processing facility
- Maintained and repaired equipment including pumps, motors, and machinery
- Designed and installed electrical systems: distribution, motor controls and automated systems

MANAGEMENT

- Assisted in planning, organizing and installing a 1.5million dollar food processing system involving four phases over a four year period
- Trained and supervised maintenance personnel, consisting of four electricians and twenty mechanics.
- Coordinated and assigned duties of maintenance crew.

COMMUNICATION

- Interpreted engineering plans and directed maintenance personnel.
- Analyzed maintenance needs and submitted reports to management.
- Corresponded with manufactures and suppliers to ensure efficient operation of facility.

Work History

1996-1997	Millwright Early California Foods Inc., Fremont, CA
1989-1996	Maintenance Crewleader / Electrician Vlasic Foods Inc., San Jose, CA

Education

Welding Certification
Porterville Jr. College

Shane Sanchez

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How to create a list of references
Center the references on the page, as
above
State your name, following the
example above
Follow this format:
1. Reference person's name
2. Business title & Business name
3. Business address
4. Business phone number
5. Business email address (optional)

References

Mrs. Donna Barber
Vice President
Hammel MKGG
1661 Broughton Court
Wildwood, CA 90125
(504)662-9347

Mr. Leland F. Anderson
Office Manager
Sanders International, Inc.
23 Norman Road
Boston, MA 02365
(508)331-9983

Ms. Eve Chatsworth
Personnel Director
Marshall Field & Company, Inc.
126 Wabash Avenue
San Francisco, CA 94102
(415)669-0254

*A reference page should be the same in font and style as the resume. Print the reference page on the same type of paper as the resume. Use a minimum of three professional references. The references should be individuals who have worked with you and will be able to speak well of your abilities and background. Include the individual's name, their business title, name of their business, complete business address and telephone number. Include a FAX number if appropriate. **Remember to contact all individuals listed to let them know they are being used as references. Be sure the contact information is current and correct.***

2990 Park Avenue
Santa Barbara, CA 93433
(805) 555-6793

December 5, 1996

Mr. Dwight Fontain
Chemron Corporation
892 Foothill Lane
Berkeley, CA 94705

Dear Mr. Fontain:

The first paragraph should indicate the position in which you are interested and how you heard about it. Use the names of contact persons, if appropriate, or references to your sources of information.

Your Maintenance **Planner** position listed in the Telegram-Tribune is of great interest to me. I believe my skills and experience are an excellent match to the qualifications you are seeking.

The second paragraph should relate your experience, skills, and background for the position. Highlight the specific skills and competencies that could be useful to the company.

With many years of experience, I have very strong mechanical and electrical skills including extensive knowledge of pumps and motor control circuits. My background also includes experience installing a preventive maintenance program, completing computerized data entry, and generating work orders for the maintenance department. I believe I have a great deal to contribute to your facility, given my background, and knowledge of preventive maintenance.

The third paragraph should indicate your plans for follow-up contact and that your resume is enclosed.

My attached resume outlines my specific skills in more detail. I am a very reliable individual with exceptional diagnostic and analytical skills. I welcome an opportunity to interview for this position. Thank you for your consideration.

Sincerely,

Shane Sanchez

Enclosure

2990 Park Avenue
Santa Barbara, CA 93433
(805) 555-6793

December 20, 1996

Mr. Dwight Fontain
Chemron Corporation
892 Foothill Lane
Berkeley, CA 94705

Dear Mr. Fontain:

Thank the interviewer for the interview and state the date and place of your meeting. Indicate the position or topics discussed.

Thank you for giving me the opportunity to discuss the **Maintenance Planner** position with you on December 18th. Our discussion helped me to better understand the goals of Chemron Corporation and the expectations of the Maintenance Planner position.

Restate your interest in the organization, and refer to any key items that established your interest in the position or the company. Describe any other characteristics or experience you may not have mentioned in the interview.

I am excited about the possibility of joining your organization and believe that my experience and background meet the needs you are looking to fulfill. In addition to my qualifications and experience, I will bring a strong work ethic and a positive attitude to this position.

Offer the opportunity to be contacted for further information, and thank the individual for his or her time in meeting with you.

Again, thank you for your consideration. Please feel free to contact me if you have any other questions. I will look forward to hearing from you soon.

Sincerely,

Shane Sanchez

Notes: