

# The Resume Workbook

For Adults  
In Career Transition



**A Fill-in-the-Blanks Guide**  
by Yana Parker

Featuring Ten Easy Steps for Writing a G-R-R-REAT Resume

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# The Resume Workbook for Adults in Career Transition

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**This version of *The Resume Workbook*  
is appropriate for adults with work experience  
who are seeking a new job or changing careers.**

## **A NOTE TO EDUCATORS and JOB SEARCH COUNSELORS**

This workbook is designed to be consistent with the resume writing strategies presented in Yana Parker's other publications:

- ***Damn Good Resume Guide***
- ***The Resume Catalog***
- ***Ready-To-Go Resumes*** — Software/Templates
- ***Blue Collar and Beyond: Resumes for Skilled Trades and Services***

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Pairing the above resources with this Resume Workbook will provide an abundant source of good examples and will help job seekers deal successfully with most resume writing problems including:

- ... inability to identify transferable skills
  - ... confusion about job objectives
  - ... lack of paid work experience
  - ... limited business writing skills
- and many other barriers to producing great resumes.

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# Ten Steps to a Great Resume

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Your Name

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Phone Number

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Address

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Email Address



## UNCOVER YOUR SKILLS, ABILITIES & SPECIAL TALENTS

### A Self-Help Quiz for Adults In Career Transition

Before you select your Job Objective, identify your transferable skills and talents. You may discover personal strengths that you didn't previously notice or fully appreciate. **Ask yourself the questions below and write down your answers.** Then—on your own or with a job counselor's help—consider how these identified skills, talents, and assets might apply to your RESUME and to your JOB SEARCH.

1. Your boss or supervisor always COUNTS ON YOU for something she thinks you're especially good at. What is it that she always counts on YOU for?
2. If you had to teach a bright new employee the "tricks of the trade" (i.e., how to do a GREAT job in your line of work) what do YOU do special, that you could teach this eager, receptive new employee?
3. If you had to put together a TRAINING MANUAL for the kind of work you do best, how would you describe the MOST important thing it takes to do that job SUPERBLY?
4. When did you go above and beyond your job description, and MORE than earn your pay that day?
5. What do you KNOW so well—or DO so well—that you could teach it to others? What's the MAIN TIP you'd tell people about how to do that LIKE A PRO?
6. IF one of your co-workers were to BRAG about your skills, what would they say?
7. If one of your FRIENDS were to BRAG about you, what would THEY say?
8. If YOU felt totally comfortable bragging about yourself, what would you brag about? What are you most PROUD of?
9. What COURAGEOUS things have you done that you feel good about?
10. What CREATIVE things have you done that give you a sense of satisfaction?
11. Describe something you CREATED, DESIGNED, built, made, or fixed up, that gave you a strong sense of satisfaction. Tell why you felt so good about it.
12. What PRAISE, awards, or acknowledgment did you get from your employers or customers?
13. Name about TEN QUALITIES or characteristics of OTHER PEOPLE that you most respect or admire.
14. Think of a time when you were working on a project that was SO INTERESTING or fascinating—or even addictive!—that you lost track of time and kept at it WAY PAST the time you expected to work on it. What skills were you using on that project? How could you use those skills in a job you'd like to have?
15. Think of a PROBLEM that came up that had other people stumped, but that YOU were able to do something about to improve the situation. What did YOU do? What does that say about your abilities?
16. If you suddenly had to leave the area for a while (say, to take care of an elderly or sick relative) what would your work buddies MISS about you while you were gone? How would their jobs be tougher, or less enjoyable, when you were not there to help?
17. Which of the qualities you named in #14 above are ALSO true about YOU? For each quality that's true of YOU, tell what you DO that gives people the impression that you have that quality.

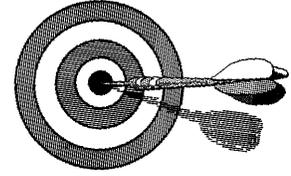
**Tip for Career Counselors:** You can transform this list of self-help questions into a group exercise for 6 to 8 job hunters. Each individual would have a chance to be "interviewed" by the group and be encouraged to identify their special skills and talents.

[Thanks to **Blake Walters**, Job Search Trainer, for input on this Exercise.]

## STEP 1: Choose a Job Objective

### A. Make a list of all the JOBS or positions that you might like to apply for.

Include jobs that call for the **skills, abilities, and special talents** that you discovered about yourself while doing the quiz on page two. Also include what we call “bridge jobs” – positions that would give you a chance to **gain experience or develop more skills** for even *better* jobs.



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### B. Choose ONE job from your list as your current Job Objective, and write it again in the box at the bottom of this page.

A clear job objective can be written in about 6 to 10 words. Don't “puff it up” with over-used phrases such as “a responsible and challenging position” ... (*boring!*) ... “with opportunity for advancement” ... (*It's too early to talk about raises—wait until you've worked at the job for a while!*)

#### Here are some examples of clearly written Job Objectives:

- Objective: Position as a Production Assistant with a clothing manufacturer.
- Position as General Office Manager.
- Administrative Support position with project management responsibilities.
- Professional Waiter at Green's Restaurant.
- Position as North Carolina Edison customer Services Assistant/Scheduler.
- Position in a law firm as a clerk, research assistant, or writer/editor.
- Position as outside sales representative with a manufacturer or distributor.
- Position as account executive with ad agency or design firm.
- Position in customer support for a computer software retailer.
- Position as Consultant in Educational Program Development.
- Position as secondary school counselor.
- Position teaching Studio Art or Art History.

**My Job Objective for this resume is:**

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## STEP 2: Learn the Requirements of the Job

Find out just what **skills, education and experience** are needed to do the job you chose as your **Job Objective**—then write that information in the spaces below.

Information about what it takes to do the job can be found in several ways:

1. **Talk with several people already working at a job like that:** This kind of job research is called **Informational Interviewing**. How do you do it? Find someone who already does that kind of work; visit them on the job or at home and ask them to tell you all about **“what it takes.”** For detailed guidelines on Informational Interviewing, see Yana Parker’s book, *Damn Good Resume Guide*, or visit her website at this page — <http://www.damngood.com/dgrguide/infointerview.html>
2. Research the job on the WEB (Internet). Try <http://jobstar.org>
3. Read the job description the employer used (if this is an advertised job).
4. Read a classified ad for any similar job.

### Skills Needed

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### Education or Special Knowledge Needed

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### Experience Needed

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## STEP 3: List Your Relevant Skills and Abilities

Review all of your skills and abilities that you identified in the Quiz on page two.

Select the ones that are **MOST RELATED** to your current job objective (refer to Step 2) and write them in the spaces on the next page. “Special Knowledge” can be used the same as “skill” for this purpose.

**TIP:** Some of your skills that aren’t needed for your *current* Job Objective could be left off, and perhaps used on a *future* resume when you are looking for a different kind of job.

### Here are some examples of RELEVANT SKILLS and ABILITIES

Notice that you can combine a couple of your skills which—by themselves—might not seem all that impressive.

If your Job Objective is Director of a Department or Special Program . . .

Some **relevant skills** might be:

- Program Administration
- Budgeting / Financial Planning
- Personnel Management
- Fund-Raising
- Counseling

If your Job Objective is Position as Health Educator / Nutritionist . . .

Some **relevant skills** might be:

- Administration
- Supervision and Training
- Nutrition Counseling and Health Promotion
- Program Development
- Public Relations and Community Liaison

If your Job Objective is Position as Associate in Merchandise Sales or Buying . . .

Some **relevant skills** might be:

- Buying
- Sales
- Negotiating
- Needs Assessment

If your Job Objective is an Auditing Position with a national CPA firm . . .

Some **relevant skills** might be:

- Assessment of Financial Records
- Accounting Systems Design and Implementation
- Client Relations / Communication

See the sample resumes on pages 26, 27, 29, and 32 for more examples.



STEP 3: List Your Relevant Skills and Abilities, continued

**My job objective is:** \_\_\_\_\_

\_\_\_\_\_

**My primary skills and abilities that are relevant to my job objective:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

- ▶ **Tip:** Don't forget to consult your family and friends; they may have valuable insights regarding your skills.

## STEP 4: Identify Your Achievements

For each of your key skills, think of several achievements from your work history\* to illustrate that skill. Don't worry about the wording yet (that's Step 5). For now, just get your ideas down quickly, any old way.

- \*Work History in this case means ANY WORK you have done—paid work, volunteer work, parenting, hobby—that documents the skills and knowledge you need to show for your desired new job.

Here are **FOUR WAYS** to identify some of your achievements:

### 1. Use the “P.A.R.” Approach:

- a) What **P**roblem existed in your neighborhood or workplace?
- b) What **A**ction did you take to resolve the problem?
- c) What were the beneficial **R**esults of your action?

P.A.R. statements are powerful because they show clear examples of you *making a difference* for your employer. Here are some examples:

- Transformed a disorganized inefficient warehouse into a smooth-running operation by totally redesigning the layout; this saved the company \$25,000 in recovered stock.
- Successfully collected overdue or unbilled client fees by thoroughly auditing billing records and persevering in telephone collection follow-ups.
- Organized a Neighborhood Watch Committee that succeeded in improving the safety of our streets, and promoting a sense of community.

### Some of my achievements using the “P.A.R.” approach:

(For example, “Solved the Y2K problem.”)

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### 2. Use the “Recognition” Approach:

- a) Were you asked to take on more responsibility? For example:
  - Chosen out of a staff of 15 to train new employees in the engineering department.
  - Selected by the manager to handle special rush assignments.
- b) Were you awarded an advancement?
  - Promoted to senior engineer within one year.
- c) Did you earn a bonus for bringing in a new customer or maintaining a difficult customer?
- d) Did you get good feedback on performance evaluations?
- e) Were you praised or acknowledged by customers, co-workers, outside agencies you contact for your company, union leaders, even competitors?
  - Received personal letters of gratitude from clients for outstanding performance.

### Some of my achievements using the recognition approach:

(For example, “Won the Top Salesman award.”)

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STEP 4: Identify Your Achievements, continued

**3. Use the “Disaster” Approach:**

Think of somebody (real or imaginary) who filled a job like yours, but who was a disaster in that position. What would they have to be doing wrong to be a disaster? If that’s the wrong way to do it, what’s the right way to do it? Is that what you do? This line of thinking may inspire you to remember an achievement—i.e., how you made a positive difference in your work place.

Here’s an example: say the previous employee in the position was a “disaster,” gossiped and spread rumors, never helped other employees, and called in late or sick all the time. In contrast, YOU rarely missed a day of work, and helped newer staff members get accustomed to the routine.

**The result** (this is what might appear on your resume): “Earned award for Most Valuable New Employee.”

**Some of my achievements using the “Disaster” approach:**

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**4. Use the “So-What?” Approach:**

The “So What?” approach assures that your resume won’t just be filled with boring job descriptions. You not only tell what you did, but why it mattered.

Suppose you “Reorganized the filing system and information flow” and you ask yourself, “So What?” You might then say:

- Reorganized the filing system and information flow, resulting in substantially improved efficiency for the company.

Or suppose you “Advised supermarket customers on alternatives to name-brand items” and you ask yourself “So What?” You’d get . . .

- Increased customer satisfaction and product sales by advising customers of alternatives to name-brand items.

**Some of my achievements using the “So-What?” approach:**

(For example, “Reorganized the warehouse, recovering substantial lost stock.”)

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► **Tip:** In describing your achievements, *don’t go into detail about work activities you never want to do again*—or you may end up attracting more of the same!

## STEP 5: Describe Your Achievements

**Document each of your relevant skills by describing some of your achievements in simple powerful action statements.** (We often call these statements “one-liners.”)

**Write your “one-liners” in the spaces on page 10.** If you run out of room, continue on a blank sheet of paper or use the extra writing space on page 33. Here are some guidelines:

1. Put **action words** at or near the beginning of the line.  
(See list of examples of action words on page 11).
2. Wherever possible, mention specific, provable, successful **results** that would interest a future employer.
3. Focus on activities that clearly illustrate the **skills related to the job objective** you chose.
4. Use the least number of words that will **create a clear, engaging picture**. Find a balance that is neither too stingy with words, nor excessively wordy. Look at the resume samples in this workbook for clues on what’s too much and what’s not enough. Yana Parker’s *Resume Catalog: 200 Damn Good Examples* is another good source of effective resume examples and powerful “one-liners.”

**Examples of achievement “one-liners”** taken from several different resumes:

- Set sales record, surpassing all salesmen for any given month in company history.
- Held down company’s largest territory: exceeded quotas and greatly increased sales.
- Increased average monthly sales from \$3800 to \$7000.
  
- Set up effective retail displays of beverages in supermarkets and convenience stores.
- Inventoried, reordered and maintained attractive display materials.
  
- Assembled a wide range of current job resource materials: newspapers articles on market trends; career magazines and books; job listings; sample resumes.
- Initiated a popular Job Information Bulletin Board for career-search networking.
- Matched business executives with job seekers in related fields, for the purpose of informational interviews.

- **Tip: Keep these words in mind: “Start with an ACTION, end with a RESULT.”**  
Also See *Damn Good Resume Guide*, pages 16-17, for ways to recognize and describe your achievements.

STEP 5: Describe Your Achievements, continued

**Skill #1** (from page 6) \_\_\_\_\_

One-liners about my achievements and experience using this skill:

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**Skill #2** (from page 6) \_\_\_\_\_

One-liners about my achievements and experience using this skill:

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**Skill #3** (from page 6) \_\_\_\_\_

One-liners about my achievements and experience using this skill:

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**Skill #4** (from page 6) \_\_\_\_\_

One-liners about my achievements and experience using this skill:

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

## Examples of Action Words to Start Off Your Achievement One-liners

### MANAGEMENT

accomplished  
administered  
analyzed  
assigned  
attained  
chaired  
conducted  
consolidated  
contacted  
contracted  
controlled  
coordinated  
delegated  
developed  
directed  
established  
evaluated  
exceeded  
executed  
headed  
hired  
improved  
increased  
initiated  
organized  
oversaw  
planned  
prioritized  
produced  
recommended  
reviewed  
scheduled  
spearheaded  
strengthened  
supervised  
trimmed

### COMMUNICATION

addressed  
arbitrated  
arranged  
authored  
collaborated  
convinced  
corresponded  
developed  
directed  
drafted  
edited  
enlisted

formulated  
influenced  
interpreted  
lectured  
mediated  
moderated  
motivated  
negotiated  
participated  
persuaded  
presented  
promoted  
proposed  
publicized  
reconciled  
recruited  
related  
secured  
sold  
spoke  
translated  
wrote

### RESEARCH

clarified  
collected  
consulted  
critiqued  
diagnosed  
evaluated  
examined  
experimented  
extracted  
identified  
inspected  
interpreted  
interviewed  
investigated  
obtained  
organized  
reviewed  
searched  
summarized  
surveyed  
systematized

### TECHNICAL

assembled  
automated  
built  
calculated

computed  
configured  
designed  
determined  
devised  
engineered  
eliminated  
employed  
enhanced  
fabricated  
installed  
maintained  
operated  
overhauled  
performed trouble-  
shooting  
programmed  
reduced  
refined  
remodeled  
repositioned  
repaired  
retrieved  
solved  
trained  
upgraded

### TEACHING

adapted  
advised  
clarified  
coached  
communicated  
coordinated  
corrected  
demystified  
developed  
enabled  
encouraged  
evaluated  
explained  
facilitated  
guided  
informed  
initiated  
instructed  
persuaded  
set goals  
stimulated  
trained

### CLERICAL

approved  
arranged  
catalogued  
classified  
collected  
compared  
compiled  
completed  
dispatched  
distributed  
enlarged  
executed  
generated  
implemented  
inspected  
monitored  
operated  
organized  
prepared  
processed  
purchased  
recorded  
rectified  
retrieved  
screened  
specified  
systematized  
sorted  
tabulated  
validated

### HELPING

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

### FINANCIAL

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

### CREATIVE

acted  
awarded  
conceived  
conceptualized  
created  
customized  
designed  
developed  
directed  
established  
fashioned  
founded  
illustrated  
improved  
initiated  
innovated  
instituted  
integrated  
introduced  
invented  
originated  
performed  
pioneered  
planned  
redesigned  
reshaped  
revitalized  
shaped

## STEP 6: Work History

Make a list of past jobs you've held, in chronological order.

- List your most recent job first, then your earlier jobs.
- Enter the dates of employment, job titles and the employers. Round off your employment dates to YEARS, to avoid creating small gaps. For example:

1995 - 1997	Crew Supervisor	Barclay Roofing, Oakland
1990 - 1995	Journeyman Roofer	Barclay Roofing, Oakland
1985 - 1990	Freelance Roofer	Clients in Monroe County

**OR**

1992 - 1997	Assistant Manager	Starbucks Coffee, Chicago
1991 - 1992	Receptionist	Investors Group, Chicago
1987 - 1990	Parent / Part-time Student	
1983 - 1986	Office Assistant	Crowley Real Estate, Chicago

- If you have worked through temporary agencies, list THEM as your employer, using ONE job title that covers *most* of that temporary work. For example:

1991 - 1993 **Administrative Assistant Positions** with local companies  
HOUSTON TEMP PERSONNEL

### What to include:

- Include all your jobs, however short-term, especially if you are very young or you have very little work experience.
- Include all jobs that show experience related to your current job objective even if they were short term or unpaid.
- Include all jobs that may NOT be related to your current job goal if they help create a picture of stability (but do not describe them in detail).
- Include unpaid work if it helps to prove you have skills and experience OR it fills in a gap.

### What to leave out:

- Omit jobs that were very brief unless they are needed to show how you developed your skills—or to fill in a skimpy work history.
- You could omit jobs that are not important to your new goal—or jobs that create a not-so-great impression—as long as dropping them doesn't leave a big hole in your work history.

#### **VERY HOT TIP:**

You can DROP your earliest jobs if you are worried about **age discrimination** or creating big **gaps in your work history**. BUT, if some of those early jobs DO involve *experience* you want to include, you can STILL include them WITHOUT the dates by creating an additional section called "Earlier Relevant Experience," placing it BENEATH your standard "Work History" section.

**STEP 6: Work History, continued**

**My Work History**

<b>Years</b> (most recent first)	<b>Position or Job Title</b>	<b>Company Name</b>	<b>City</b>

On your final resume you should OMIT the month started/ended unless the job was VERY brief—say, less than 6 months. Even THEN, it's better to say "Summer 1997" rather than 6/97 to 8/97. The "rules" for a resume are NOT the same as for a formal job application blank, where explicit dates are expected.



## STEP 7: Education and Training

**Make a list of your Education and Training, emphasizing relevance to your job goal.**

Under the heading of **Education and Training** you can include:

- Apprenticeships
- Relevant workshops or seminars
- Degrees or certificates
- Correspondence courses
- Night-school classes
- Internships
- Hobbies where you are developing job-related skills, such as photography, surfing the internet, etc.

### TRAINING

If you **completed** the training, list the **certificate** you earned.

If you only completed **part** of the training, list every course you took that is directly related to your job objective.

If you are new to your chosen field, itemize every course you took that is related to your job objective—even if you DID complete the training. (You'll want to maximize the impact of your *training* since you don't have much paid *experience*.)

### EDUCATION

State your degree even if it is NOT directly related to your job goal. For example:  
1994 Bachelor of Science Degree, University of Ohio

You can include your college work even if you don't plan to get a degree.

Here are some ways to list a partial or incomplete college program:

Liberal Arts, Laney Community College, Oakland, CA  
Business Classes, Reno Community College, Reno  
Business Classes, 1997, Reno Community College:  
...Accounting ...Financial Planning ...Sales & Marketing  
Correspondence coursework in the military  
equivalent to an A.A. degree in Electronics  
Accounting Major, 1997-98, Brooks College

You could list any additional coursework or studies that indicates your interest in, and commitment to, your current job objective. These could be listed under a heading called **“Related Education.”**

If you are a member of professional organizations related to your job objective, you could create another heading called **“Professional Affiliations”** and place it beneath your Education section.

### What to Leave Out:

- Omit High School Diploma, whenever you have ANY college studies to list.
- Omit coursework that creates an image not in keeping with your current job goal — inappropriate, or too low-level, or too high-level for the employer's expectations.

### My Education and Training

Year of Completion or Years of Attendance	Program or Course	School Name and City

## STEP 8: Summarize Your Key Points

Summarize your key points near the top of your resume, under your Job Objective.

1. Make a brief list (4 to 6 lines) of **key points** that a new employer would want to know about you.

These Key Points must show that ...

- you are **QUALIFIED** for the job;
- you are a **DESIRABLE CANDIDATE** for the job.

### A GOOD SUMMARY SHOULD INCLUDE THESE KEY POINTS:

- **Number of years or months of experience in your chosen field of work** (*OR using skills that are RELATED to your chosen field of work*).
- **Your education; plus your training or certification in that field.**
- **An accomplishment or recognition that “says it all,” if possible.**
- **Your key skills, talents or special knowledge related to this job.**
- **Something about your personal work style or attitude toward the job that would be appealing to an employer.**

2. Make sure that every statement in your Summary is **relevant** to THIS job target and is **supported** by the one-liners in the Skills and Work History parts of your resume.

3. Keep each summary statement to one line—two lines at the most.

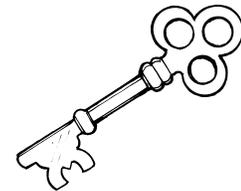
4. Make a heading for this Summary. You could call it “Summary,” “Professional Profile,” “Summary of Qualifications”—whatever fits your style and seems comfortable to you.

5. Enter your Summary Statements at the bottom of this page.

### EXAMPLES OF SUMMARY STATEMENTS:

Summary (Job Objective was Customer Services Assistant / Scheduler)

- 13 years experience in Purchasing and Scheduling.
- Outstanding customer services skills; expert at resolving problems.
- Consistently evaluated as an excellent employee.
- Built strong, cooperative working relationships with co-workers.
- Won three “Ideas in Action” awards for cost-cutting proposals.



Professional Profile (Job Objective was Director of Training for BankAmerica)

- Top-notch Administrator with 15 years experience in finance.
- M.B.A. plus extensive training through in-service seminars.
- Outstanding productivity as both loan officer and supervisor.
- Unique combination of expertise in mortgage banking, training, sales, and finance.
- Dynamic leader and team builder, consistently motivating others towards success.

### MY SUMMARY STATEMENTS:

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## STEP 9: Choose a Resume Format That Fits Your Situation

The two most popular styles of resumes are:

### 1. Chronological Resume Format (use format worksheets on pages 23-25)

With this format, your work experience is **arranged in order by dates of the jobs you have held** (most recent job first.)

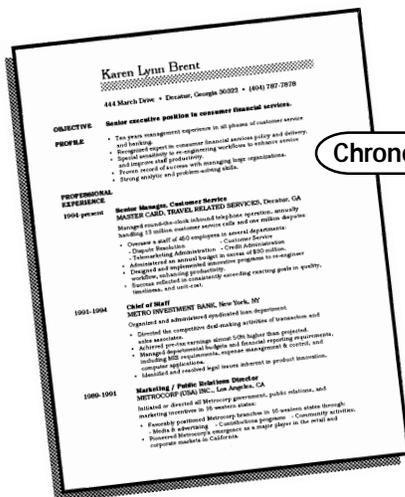
- This is a good choice if you are staying in the same field, and you have a fairly substantial, continuous work history.
- It also is a good choice if your target job is in a fairly conservative field (where a chronological style is preferred) even if your employment history is less than perfect.
- It's a good choice if you KNOW your future employer prefers a chronological format, OR if YOU yourself are more comfortable with this format.

### 2. Functional (Skills) Resume Format (use format worksheets on pages 20-22)

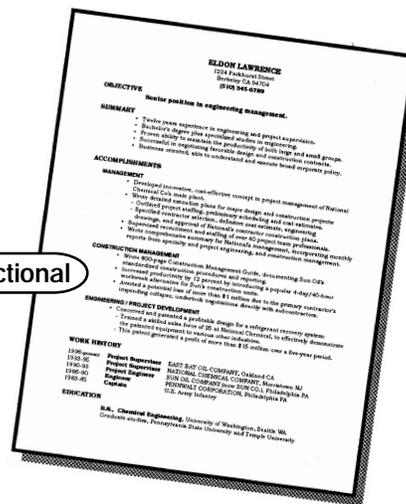
With this format, the details about your work experience are **arranged in skill-groups** to emphasize your skills that relate to your current job objective.

- This is a good choice when you want to make a significant career change and focus on skills you haven't yet been paid to use.
- It is also a good choice when you have a minimal PAID work history and want to include unpaid work experience in your Work History.
- It is also a good choice when you have been "under-employed" or self-employed for a long time.
- It is a good choice for adults and older or retired adults entering the work force for the first time.

• The best resume format for my situation is: \_\_\_\_\_



Chronological



Functional

Notice that **NONE** of the sample resumes in the back of this workbook fit the suggested guidelines exactly. And that's okay! **YOUR** resume doesn't have to fit any exact pattern either—in fact, it's better if it **DOESN'T**! The guidelines here are just to get you started finding *your own style* to create an effective resume.





# WORKSHEETS: Functional (Skills) Resume Format / first page

Name: \_\_\_\_\_

Address: \_\_\_\_\_ (Number & Street)

\_\_\_\_\_ (City, State, Zip)

Telephone: \_\_\_\_\_ (Area code & number)

Job Objective: \_\_\_\_\_ (brief, perhaps 6 words; see page 3)

## SUMMARY

(or Qualifications, from page 16)

• \_\_\_\_\_  
(How much experience in this line of work)

• \_\_\_\_\_  
(Training or education in this line of work)

• \_\_\_\_\_  
(A special achievement or recognition relevant to your objective)

• \_\_\_\_\_  
(Your key skills, talents, special knowledge)

• \_\_\_\_\_  
(Something about your attitude or work ethics)

## RELEVANT EXPERIENCE

\_\_\_\_\_  
(Major skill or function related to job objective from pages 4 and 10)

• \_\_\_\_\_  
An achievement or activity that illustrates this skill; include a word or two about WHERE it happened.

• \_\_\_\_\_  
An achievement or activity that illustrates this skill; include a word or two about WHERE it happened.

• \_\_\_\_\_  
An achievement or activity that illustrates this skill; include a word or two about WHERE it happened.

• \_\_\_\_\_  
An achievement or activity that illustrates this skill; include a word or two about WHERE it happened.

• \_\_\_\_\_  
An achievement or activity that illustrates this skill; include a word or two about WHERE it happened.

## WORKSHEETS: Functional (Skills) Resume Format / second page

---

(Major skill or function related to job objective from pages 4 and 10)

•

---

An achievement or activity that illustrates this skill; include a word or two about WHERE it happened.

•

---

An achievement or activity that illustrates this skill; include a word or two about WHERE it happened.

•

---

An achievement or activity that illustrates this skill; include a word or two about WHERE it happened.

•

---

An achievement or activity that illustrates this skill; include a word or two about WHERE it happened.

•

---

An achievement or activity that illustrates this skill; include a word or two about WHERE it happened.

---

(Major skill or function related to job objective from pages 4 and 10)

•

---

An achievement or activity that illustrates this skill; include a word or two about WHERE it happened.

•

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An achievement or activity that illustrates this skill; include a word or two about WHERE it happened.

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An achievement or activity that illustrates this skill; include a word or two about WHERE it happened.

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An achievement or activity that illustrates this skill; include a word or two about WHERE it happened.

•

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An achievement or activity that illustrates this skill; include a word or two about WHERE it happened.

---

(Major skill or function related to job objective from pages 4 and 10)

•

---

An achievement or activity that illustrates this skill; include a word or two about WHERE it happened.

•

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An achievement or activity that illustrates this skill; include a word or two about WHERE it happened.

•

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An achievement or activity that illustrates this skill; include a word or two about WHERE it happened.

•

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An achievement or activity that illustrates this skill; include a word or two about WHERE it happened.

•

---

An achievement or activity that illustrates this skill; include a word or two about WHERE it happened.

## WORKSHEETS: Functional (Skills) Resume Format / third page

### WORK HISTORY

(Or Employment History, from page 13)

_____ (Year - Year)	_____ (Job Title)	_____ (Company and City)
_____ (Year - Year)	_____ (Job Title)	_____ (Company and City)
_____ (Year - Year)	_____ (Job Title)	_____ (Company and City)
_____ (Year - Year)	_____ (Job Title)	_____ (Company and City)
_____ (Year - Year)	_____ (Job Title)	_____ (Company and City)

**Optional:**

Insert a VERY brief one-or-two line summary of your essential role/duties/responsibilities beneath each job listed, if needed, to make this section very clear. See examples on page 19.

### EDUCATION / TRAINING

(from page 15)

_____ (Year)	_____ (Name of Degree / Certificate / Coursework)	_____ (School)
_____ (Year)	_____ (Name of Degree / Certificate / Coursework)	_____ (School)
_____ (Year)	_____ (Name of Degree / Certificate / Coursework)	_____ (School)

### COMMUNITY SERVICE

(Optional)

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---



## WORKSHEETS: Chronological Resume Format / second page

---

Job Title	Company	Year - Year
-----------	---------	-------------

---

(A brief one or two-line summary of your essential role/duties/responsibilities in this job)

---

- \_\_\_\_\_  
(An achievement from THIS job that illustrates the kind of good work you could do for your NEW employer)
- \_\_\_\_\_  
(An achievement /activity from THIS job that illustrates the kind of work you could do for your NEW employer)
- \_\_\_\_\_  
(An achievement /activity from THIS job that illustrates the kind of work you could do for your NEW employer)

---

Job Title	Company	Year - Year
-----------	---------	-------------

---

(A brief one or two-line summary of your essential role/duties/responsibilities in this job)

---

- \_\_\_\_\_  
(An achievement from THIS job that illustrates the kind of good work you could do for your NEW employer)
- \_\_\_\_\_  
(An achievement /activity from THIS job that illustrates the kind of work you could do for your NEW employer)
- \_\_\_\_\_  
(An achievement /activity from THIS job that illustrates the kind of work you could do for your NEW employer)

---

Job Title	Company	Year - Year
-----------	---------	-------------

---

(A brief one or two-line summary of your essential role/duties/responsibilities in this job)

---

- \_\_\_\_\_  
(An achievement from THIS job that illustrates the kind of good work you could do for your NEW employer)
- \_\_\_\_\_  
(An achievement /activity from THIS job that illustrates the kind of work you could do for your NEW employer)
- \_\_\_\_\_  
(An achievement /activity from THIS job that illustrates the kind of work you could do for your NEW employer)

**NOTE: Job titles come from page 13. Achievement statements come from page 10.**

## WORKSHEETS: Chronological Resume Format / third page

---

Job Title

Company

Year - Year

---

(A brief one or two-line summary of your essential role/duties/responsibilities in this job)

---

•

(An achievement from THIS job that illustrates the kind of good work you could do for your NEW employer)

•

(An achievement /activity from THIS job that illustrates the kind of work you could do for your NEW employer)

•

(An achievement /activity from THIS job that illustrates the kind of work you could do for your NEW employer)

---

### EDUCATION / TRAINING

(from page 15)

(Year)

(Name of Degree / Certificate / Coursework)

(School)

(Year)

(Name of Degree / Certificate / Coursework)

(School)

(Year)

(Name of Degree / Certificate / Coursework)

(School)

(Year)

(Name of Degree / Certificate / Coursework)

(School)

### PROFESSIONAL AFFILIATIONS

(Optional)

---

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**GIL KEMPENICH**  
1041 Monte Vista Road  
Candler, North Carolina 28715  
(828) 665-1125  
Email: gilbrazil@cheerful.com

Gil does a good job of “practicing what he preaches” in his workshops. His Professional Profile indicates that he’s both eligible and a good candidate for the position, and his one-liners back up what he claims in the Professional Profile.

**Objective: Career Transition/Job Search Coach and Instructor/Facilitator of Related Workshops**

**PROFESSIONAL PROFILE**

- ◆ Over 3 years experience facilitating Job Search Workshops, with outstanding results.
- ◆ Over 10 years extensive research and application of career and personal development strategies in the workplace.
- ◆ High energy, enthusiasm and dedication to bringing about real, practical outcomes.
- ◆ Strong communication and interpersonal skills
- ◆ Highly effective instructor and one-on-one coach.
- ◆ Expertise in employment trends and effective techniques for job search success.

**RELEVANT EXPERIENCE**

**Instruction**

- Taught over 100 Job Search Workshops, with very positive results:
  - Nearly 100% of participants rated instructor effectiveness as very high or excellent.
  - Agency employment specialists often commented on heightened knowledge and preparation of clients.
  - Participant evaluations repeatedly alluded to instructor’s ...
    - depth of knowledge
    - interesting, enlightening delivery
    - enthusiasm and sense of humor
    - patience with and fair treatment of all participants
    - high professionalism
    - empathy and understanding
    - motivational skills
    - offering hope in face of difficulties.
- Received highest volunteer award for dedication and excellence in working with clients.
- Developed entrepreneurial Resume Writing and Job Search Workshop.
- Developed and delivered a workshop to aid the transition from work life to retirement.

**Career and Personal Development**

- Provided extensive coaching and assistance to individuals, including:
  - life planning - exploration of interests and aptitudes- - identification of transferable skills
  - career choice- resume preparation - job search techniques - interviewing - job leads
- Interviewed and evaluated hundreds of candidates for employment, using job performance assessment and other techniques. Acquired excellent perspective of employers’ hiring priorities.
- As manager, mentor, and instructor, focused on optimizing employees’ performance and growth by helping them identify and leverage strengths.
- Have researched career planning and job search issues and techniques extensively, and successfully applied them in workshops and coaching sessions.
- Use current computer technology, including the Internet, with ease.

**RELEVANT WORK HISTORY**

1992- <b>Career Development/Job Search Coach</b>	Self
1992-95 <b>Facilitator - Job Search Workshops</b>	Vocational Guidance Service, Houston, Texas
1989-91 <b>Manager - HR - IS Training/Development</b>	Shell Oil Company, Houston, Texas
1983-89 <b>IS Development Projects Manager</b>	Shell Oil Company, Houston, Texas
1981-82 <b>Manager - Information Services</b>	Curacao Oil Terminal (Shell), Neth. Antilles

**EDUCATION**

**BBA, Marketing, Cleveland State University, Cleveland, Ohio**

## ELDON LAWRENCE

1224 Parkhurst Street  
Berkeley CA 94704  
(510) 345-6789

Eldon COULD have chosen a standard chronological resume format, and that would have worked too. But he decided that he could better emphasize his management accomplishments in this "functional" format, and show that he's ready to move up in responsibility.

### OBJECTIVE

**Senior position in engineering management.**

### SUMMARY

- Twelve years experience in engineering and project supervision.
- Bachelor's degree plus specialized studies in engineering.
- Proven ability to maintain the productivity of both large and small groups.
- Successful in negotiating favorable design and construction contracts.
- Business oriented; able to understand and execute broad corporate policy.

### ACCOMPLISHMENTS

#### MANAGEMENT

- Developed innovative, cost-effective concept in project management of National Chemical Co's main plant.
- Wrote detailed execution plans for major design and construction projects:
  - Outlined project staffing, preliminary scheduling and cost estimates.
  - Specified contractor selection, definitive cost estimate, engineering drawings, and approval of National's contractor construction plans.
- Supervised recruitment and staffing of over 40 project team professionals.
- Wrote comprehensive summary for National's management, incorporating monthly reports from specialty and project engineering, and construction management.

#### CONSTRUCTION MANAGEMENT

- Wrote 800-page Construction Management Guide, documenting Sun Oil's standardized construction procedures and reporting.
- Increased productivity by 12 percent by introducing a popular 4-day/40-hour workweek alternative for Sun's construction units.
- Averted a potential loss of more than \$1 million due to the primary contractor's impending collapse; undertook negotiations directly with subcontractors.

#### ENGINEERING / PROJECT DEVELOPMENT

- Conceived and patented a profitable design for a refrigerant recovery system:
  - Trained a skilled sales force of 25 at National Chemical, to effectively demonstrate the patented equipment to various other industries.
  - This patent generated a profit of more than \$15 million over a five-year period.

### WORK HISTORY

1996-present	<b>Project Supervisor</b>	EAST BAY OIL COMPANY, Oakland CA
1993-95	<b>Project Supervisor</b>	NATIONAL CHEMICAL COMPANY, Morristown NJ
1990-93	<b>Project Engineer</b>	SUN OIL COMPANY (now SUN CO.), Philadelphia PA
1986-90	<b>Engineer</b>	PENNWALT CORPORATION, Philadelphia PA
1983-85	<b>Captain</b>	U.S. Army Infantry

### EDUCATION

**B.S., Chemical Engineering**, University of Washington, Seattle WA  
Graduate studies, Pennsylvania State University and Temple University

## Steven Friedenber

21 Seminole Trail  
East Hampton, CT 06424  
(860) 267-9180  
stevef@snet.net

Steven created this resume when he thought he would be leaving the company, which was about to merge with a much larger company. Instead, some opportunities opened up internally, and a modified version of this resume helped him land the internal job.

### OBJECTIVE

**A position in strategic planning** in the telecom or high-tech industries, where I can leverage my experience in new product development, finance, and mergers & acquisitions.

### PROFILE

- Broad knowledge of the telecom and high-tech industries, with a focus on the Internet.
- Very experienced with business modeling, business plan development and corporate finance.
- Accustomed to frequent interactions with senior management.
- Excellent negotiation, interpersonal, and communication skills.
- Self-motivated; very hard-working; creative.

### EDUCATION

- B.S. *cum laude* in Chemistry; **Yale University**, New Haven, CT GPA 3.67 1996
- Won Howard Hughes Research Fellowship for academic excellence.
  - Published articles in the *Journal of Physical Chemistry* and *Journal of Biological Chemistry*.
- Coursework in **Economics** and **Accounting**, University of Connecticut, Hartford, CT 1998–present

### PROFESSIONAL EXPERIENCE

SOUTHERN NEW ENGLAND TELECOMMUNICATIONS, New Haven, CT  
\$2 billion telecom company offering local, long distance, Internet, wireless, and cable TV services.

#### **Analyst, Corporate Development** 1996–present

Planned strategies to help SNET secure a competitive advantage in the marketplace through mergers and acquisitions, process reengineering, and new product development.

- Developed financial and operational scenarios for mergers with major industry players, ultimately resulting in the sought-after sale of the company to SBC Communications.
- Planned the strategy for SNET's entry into the cable modem business, wrote the business case, developed the financial model, spearheaded the customer trials, and negotiated an Internet content deal; earned an achievement bonus.
- Designed the long-term strategy for SNET's Internet division, helping the business to grow its subscriber base from 15,000 to 100,000+ and deploy new products such as website hosting and interactive Yellow Pages; earned an achievement bonus.
- Identified reengineering opportunities in a business unit, resulting in savings of more than \$1M.
- Advised senior executives on key decisions related to technology deployment. Helped officers decide to continue investment in specific network technologies.

YALE UNIVERSITY, New Haven, CT

#### **Computing Assistant, Academic Computing Services** 1993–1996

Worked 10 hours/week in computer clusters to solve hardware, software, and network problems.

- Created a plan to streamline beginning-of-term network sign-up procedures.
- Served on a committee that recommended ways to better exploit Internet technologies at Yale.

### COMMUNITY SERVICE

The Health Collective. **Volunteer.** Support medical staff at an inner-city health clinic. 1997–present

Yale Club of Hartford. **Director.** Plan and coordinate alumni functions. Award scholarships. 1996–present

*The Yale Herald.* **Editor-in-Chief.** Weekly campus newspaper: circulation 5,500; staff 80+. 1993–1996

Downtown Evening Soup Kitchen. **Director.** Cooked and served meals. Organized volunteers. 1992–1996

**STEVE HAJDUCKO**

1201 La Granada Dr.  
 Thousand Oaks, CA 91362  
 Home: (805) 495-6192  
 Voicemail: (805) 371-1211  
 Email: [steve@phase2.net](mailto:steve@phase2.net)  
<http://www.phase2.net>

Steve is in his second year of training at a technical institute. He has created an effective resume that is already in an **EMAILABLE FORMAT** — a very important feature in any high tech field.

**OBJECTIVE:** Entry job in the industry of 3D animation, video game development, CGI, and/or film editing.

**SUMMARY**

- Over 5 years of computer experience
- Avid gamer, good knowledge of the gaming industry
- Hard worker, eager to learn and experiment
- Reliable; enjoy working long hours with 3D and imaging

Steve got some of his resume ideas from Yana Parker's resume web site: If YOU want to see those Tips, go to <http://www.damngood.com>  
 Also go to Steve's own web site at <http://www.phase2.net>

**EDUCATION**

ITT Technical Institute (Oxnard, CA)  
 Currently enrolled in the Associates AutoCAD Program  
 Maintaining a GPA of 3.8

**RELATED SKILLS & EXPERIENCE****- GRAPHICS AND DESIGN -**

Maintained own Web design company and designed layouts for over 20 company/organization Web sites  
 Three years experience with Adobe Photoshop, HTML, Javascript and other raster imaging programs  
 Good knowledge of 3D technology, terms and techniques and eager to learn more  
 Familiar with current industry programs (3DSMAX, Lightwave, AutoCAD)  
 Avid character artist with traditional drawing skills

**- COMPUTER / TECHNICAL -**

Repaired and upgraded computers, handled troubleshooting on LAN/WAN system problems  
 Monitored over 28 servers worldwide on a large-scale WAN  
 Good knowledge of UNIX (SunOS, Solaris, Linux) operating system  
 Over four years of working with Microsoft Windows and peer-to-peer networking  
 Three years of technical support service

**- CUSTOMER SERVICE -**

Developed a reputation for excellent technical support by -  
 ... saving client accounts by solving problems quickly and efficiently  
 ... referring customers to the correct places to obtain answers  
 ... being patient and friendly on the phone and in person

**- DEVELOPMENT -**

Organized and created customized reports and queries in Microsoft Access for customers  
 Beta tested in-house software along with production software  
 Helped developers in design and implementation of software

**EMPLOYMENT HISTORY**

1998-present, Internet Analyst - Sandpiper Networks, Westlake Village, CA  
 1997-98, Technical Support/Developer - Schoolsoft, Westlake Village, CA

# Karen Lynn Brent

444 March Drive • Decatur, Georgia 30322 • (404) 787-7878

**OBJECTIVE** Senior executive position in consumer financial services.

- PROFILE**
- Ten years management experience in all phases of customer service and banking.
  - Recognized expert in consumer financial services policy and delivery.
  - Special sensitivity to re-engineering workflows to enhance service and improve staff productivity.
  - Proven record of success with managing large organizations.
  - Strong analytic and problem-solving skills.

## PROFESSIONAL EXPERIENCE

1994-present **Senior Manager, Customer Service**  
MASTER CARD, TRAVEL RELATED SERVICES, Decatur, GA

Managed round-the-clock inbound telephone operation, annually handling 13 million customer service calls and one million disputes:

- Oversaw a staff of 450 employees in several departments:
  - Dispute Resolution
  - Customer Service
  - Telemarketing Administration
  - Credit Administration
- Administered an annual budget in excess of \$30 million.
- Designed and implemented innovative programs to re-engineer workflow, enhancing productivity.
- Success reflected in consistently exceeding exacting goals in quality, timeliness, and unit-cost.

1991-1994 **Chief of Staff**  
METRO INVESTMENT BANK, New York, NY

Organized and administered syndicated loan department:

- Directed the competitive deal-making activities of transactors and sales associates.
- Achieved pre-tax earnings almost 50% higher than projected.
- Managed departmental budgets and financial reporting requirements, including MIS requirements, expense management & control, and computer applications.
- Identified and resolved legal issues inherent in product innovation.

1989-1991 **Marketing / Public Relations Director**  
METROCORP (USA) INC., Los Angeles, CA

Initiated or directed all Metrocorp government, public relations, and marketing incentives in 16 western states:

- Favorably positioned Metrocorp branches in 16 western states through:
  - Media & advertising
  - Contributions programs
  - Community activities.
- Pioneered Metrocorp's emergence as a major player in the retail and corporate markets in California.

- Continued-

# Karen Lynn Brent

1988-1989

## **Development Consultant**

METROCORP SAVINGS, San Francisco, CA

Appointed as member of the initial acquisition team:

- Managed the merger of two subsidiaries involving over 100 branches.
- Supervised branch financial reporting and analyzed branch productivity.
- Developed a marketing strategy for entrance into and positioning in the Northern California savings and loan marketplace.

1983-1987

## **Director, Office of Consumer Affairs**

FEDERAL CREDIT UNION ADMINISTRATION, Arlington, VA

- Ensured the quality, legal sufficiency, and consistency of Board hearings and decisions on disputes, frequently involving multi-million-dollar claims.

## **EDUCATION**

1982

**B.A.**, (summa cum laude), NORTHWESTERN UNIVERSITY

Majors: Philosophy and Anthropology

### **Continuing Education:**

1986-1987

OFFICE OF PERSONNEL MANAGEMENT, Senior Executive Service  
Management Training Program

## **PROFESSIONAL AFFILIATIONS**

1981-1983

Member, Consumer Advisory Council to the Federal Reserve Board

1992

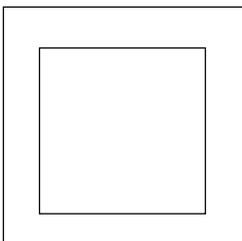
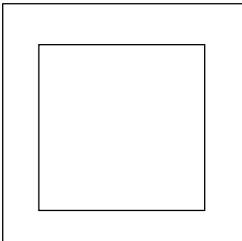
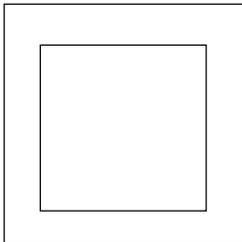
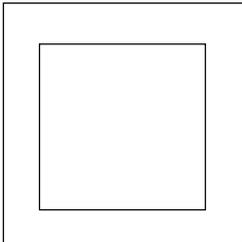
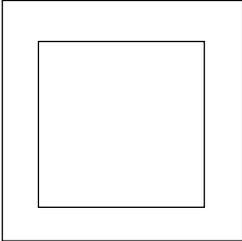
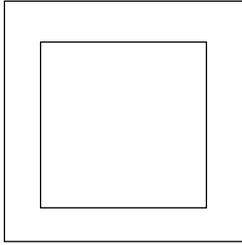
Registered Securities Representative, National and New York

Karen's resume—by resume writer Judi Robinovitz—is formatted using Template #10 from Yana Parker's **Ready-To-Go-Resumes** software, creating a sharp looking professional document.

# Vicki Wan

32 Center Street  
Oneonta, New York 13820  
(607) 123-4567

Vicki left some space on her draft resume to later insert some custom graphics. The little boxes show where those new graphics will go.



Objective: Position as **member of a design team** involving:  
• Research/Problem Definition • Ideation/Initial Design • Prototyping

## PROFILE

- Strong background in quick, thorough research resulting in workable ideas.
- Talent for incorporating the human element into design decisions.
- Proven ability to grasp a situation, adapt, and learn quickly.
- Able to meet deadlines and work with minimal supervision.
- Experience with multi-media as a communication tool.

## TRAINING & EXPERIENCE

**B.A., Industrial Design**, California College of Arts & Crafts, Oakland, 1999  
4 years, Mechanical Engineering & Materials Science, UC Berkeley, 1991- 95

### MULTI-MEDIA

**Developed a design project** to learn how multi-media could be used to enrich the learning experience:

- Selected bird-watching as the subject matter for the project.
- **Researched the field of multi-media** to determine exactly what it meant and how it could turn information into knowledge.
- **Learned HyperCard, Photoshop, and Addmotion** programs.
- **Developed user-scenarios through storyboards** to simulate how the program might be experienced.
- **Designed, assembled, and tested** a variety of screens, icons, and interactive elements, and arrived at a workable design.
- **Produced, evaluated, and finalized a working demonstration program**, refining the artwork, programming, and animation.  
*(Project available for demonstration)*

### EXHIBIT DESIGN

**Created a scale-model exhibit design** for a proposed “Visitor Center” and a related slide-presentation, to depict the experience of the exhibit.

- Learned to think critically, to appreciate the many aspects of exhibit design such as: user as audience; role of designer as social commentator; awareness of underlying concept and meaning.

### PRODUCT DESIGN

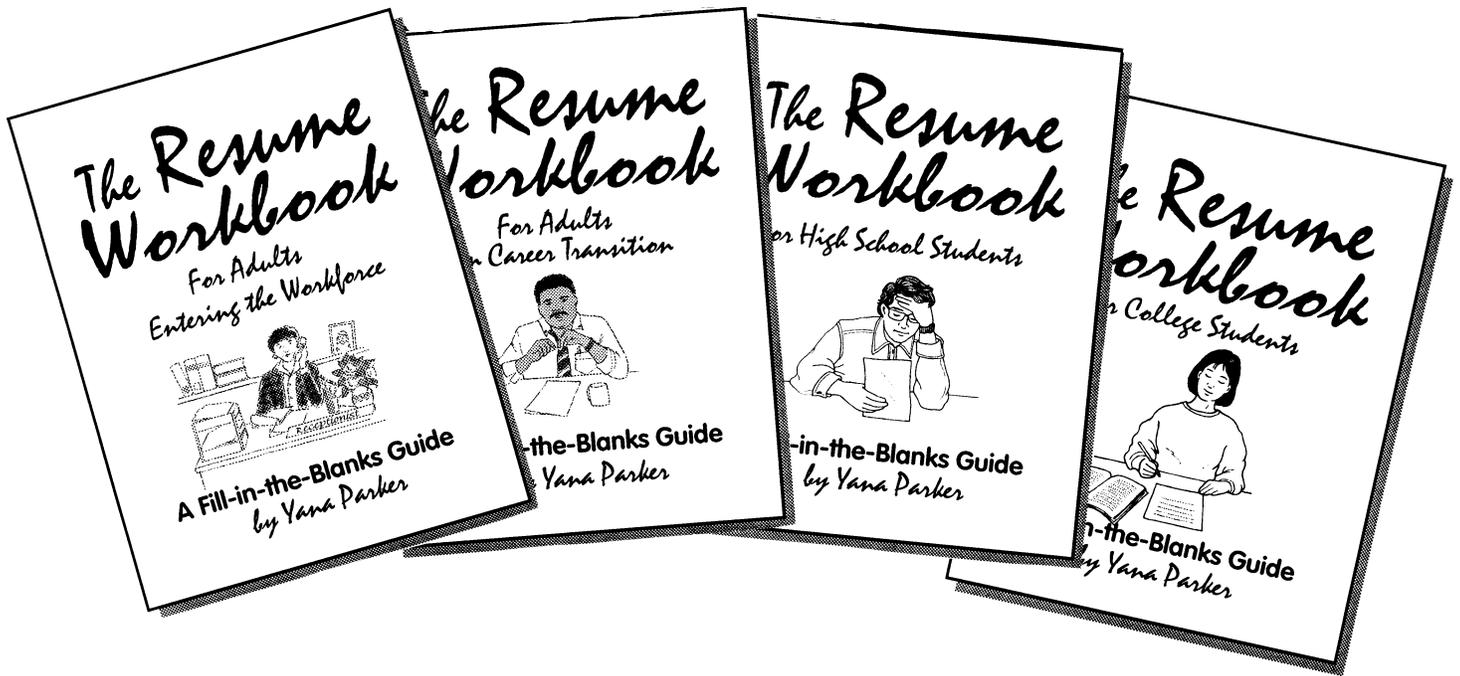
**Designed creative and playful products** such as:

- Fish-shaped flashlight • Improved-design push-toy
- Versatile, fully adjustable miner’s lamp (involved significant research)

## EMPLOYMENT

1997 - 99 Part-time/summer Office Work for: ENSR Environmental Engineering, Xerox, Acura, Pennzoil, CitiBank (through Kelly Services)  
1993 - 97 Production Assistant (part-time) Ten Speed Press, Berkeley





# The Resume Workbook<sup>©</sup>

## A Fill-in-the-Blanks Guide in Four Versions:

Adults Entering the Work force (W2W)  
Adults in Career Transition  
High School Students  
College Students

These 29- to 36-page **workbooks** are just right for classroom or workshop use. They walk the job seeker through the same Ten Easy Steps presented in Yana Parker's *DAMN GOOD RESUME GUIDE: A Crash Course in Resume Writing*. The workbooks have plenty of space for the job seeker to enter all the components of their g-r-r-reat chronological or functional resume. The workbook results can then be input into Yana Parker's *Ready•To•Go Resume* templates (available through Ten Speed Press) to create a finished resume.

*The Damn Good Resume Guide* and the Resume Workbooks can be used independently OR side by side, as both offer many creative solutions to tough resume problems.

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