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# Resume Reboot!

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## Supplement Packet / Exercise Sheets

(<http://www.wa.gov/esd/training/toolbox.htm>)

WorkSource partner organizations are equal opportunity employers and providers of employment and training services. Auxiliary aids and services are available upon request to persons with disabilities.

# Sample Chronological Resume

(Font: Times New Roman, 11)

**Robert Smith**  
roberts@emial.net  
360-555-5151

111 First Avenue  
Vancouver, Washington 98682

## *Professional Summary*

Experienced MIG/TIG welder, fabricator and pipefitter. Organized, able to prioritize, meet deadlines, and work with contractors to guarantee that specifications are consistently met. Skilled blueprint and schematics reader as well as work from detailed drawings. American Welding Society certified January 2000.

## *Work History*

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### **Welder / Fabricator**

Collingsworth Pipelines, Ltd.

12/2008 - Present

Portland, Oregon

Design and manufacture welding and fabrication work onsite for pipeline patches, replacement sections, and machinery repair. Prepare machines for large scale, long-term contract in Alaska. Responsible for welding maintenance work on three trenchers from 65 to 160 ton. Complete total strip down work and rebuilding of digging sticks and chains under carriages and main chassis.

### **Welder / Fabricator**

Tomline-Harrison Company

6/2003 – 12/2008

Anchorage, Alaska

Heavy plant maintenance welder and pipefitter. Travelled through Alaska on various contracts for several mining, pipeline, and environmental corporations. Repair work for these corporations included:

- Crane jibs
- Derricks and booms
- Chassis
- Pipe patching
- Steel bodies
- Buckets (mechanical and hydraulic fitting)
- Wrought iron work
- Hydraulic pressure washing

### **Designer and Welder**

PJMK and Associates

2/1999 – 5/2003

Vancouver, Washington

Heavy plant maintenance welder and pipefitter. Welded and fabricated steel structures up to 10 feet in height. Followed OSHA safety rules and regulations for proper structural setup. Projected completed on time and under budget for large bridge reconstruction project over the Columbia River.

# Sample Functional Resume

(font- Arial, 12)

**Juanita Seeker**

360.555.1112

Bellingham, WA

[j.seeker@gmail.com](mailto:j.seeker@gmail.com)

Skype; LinkedIn

**Position:** Office Assistant 2; WA1234567

## **Objective or Profile**

Seeking a position using my proven skills in customer service, organizing, and problem solving to help an office run smoothly.

## **Summary of Qualifications**

- Over 6 years' experience providing exemplary customer service
- Adept at both in-person and telephone customer assistance
- Experienced with MS Word, Excel, Access, PowerPoint, and Outlook
- Expert at researching and compiling information from a wide variety of resources
- Professional report writing
- Supervisory experience

## **Skills Summary**

### **Customer Service**

- Provided exemplary customer service to a wide range of customers
- Adept at both in-person and telephone assistance and problem-solving
- Skilled at interacting with upset or uncooperative customers

### **Office Skills**

- Experienced in all applications of MS Office
- Solid experience in all office technology--multiline phone systems, postage meters, copiers/fax machines

### **Supervision and Management**

- Experience in operations management
- Trained in effective supervisory methods

## **Employment History**

### **Receptionist & Clerk**

Tongue and Cheek Law Firm

Burlington, WA

02/2008-01/2014

### **Tour Coordinator**

Sunshine Resort

Stanwood, WA

01/2007-01/2008

# Sample Combination Resume

(Font: Cambria 11)

## **Janelle Anderson**

100 Broadway Lane, New Cityland, CA 91010  
(555) 987-1234 – J.Anderson@gmail.com

### **Summary**

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Innovative Marketing Consultant with more than a decade of experience in diverse areas of marketing, advertising and promotions. Adept at working in often high-tech environments with typically tight deadlines to launch campaigns and implement strategies. Specialize in performing through market and product research.

### **Highlights**

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- Diverse knowledge of campaign
- Management, market analysis and demand generation
- Adept at establishing and nurturing productive client relationships
- MS Office proficiency (Excel, Word, Power Point)
- Familiar with Oracle-based applications
- Solid grasp of social media marketing strategies
- Ability to juggle multiple responsibilities with accuracy
- Excellent spoken and written communication skills

### **Work Experience**

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07/2014 to Present **Marketing Coordinator**

ABC Limited – New Cityland, CA

- Ensure client priorities were adhered to with each campaign.
- Worked with teams on cross-brand planning integration.
- Created new marketing strategies for various clients.
- Kept clients informed of progress and tracked results.

10/2011 to 07/2014 **Marketing Coordinator**

Smith and Jones Marketing – New Cityland, CA

- Worked with internal and external agencies to execute campaign strategies.
- Branded clients within diverse environments.
- Compiled and analyzed campaign data to focus strategic efforts

**What resume styles would work best for you? (Circle)**

Chronological

Functional

Combination

- **Do you know your complete employment history?**  
*(For WA state, get it online at [www.secure.esd.wa.gov](http://www.secure.esd.wa.gov))*
- **What is something special you want employers to know?**
- **What is your passion about a particular occupation?**
- **What skills do you have? (Don't know? Go to the Skills workshop)**

**Helpful websites to use!**

[www.WorkSourceWA.com](http://www.WorkSourceWA.com)

[www.careeronestop.org](http://www.careeronestop.org)

[www.jobscan.co](http://www.jobscan.co)

[www.onetonline.org](http://www.onetonline.org)

# Resume Do's and Don'ts

## Résumé Do's

1. Keep your résumé to no more than two pages.
2. Use current, standard fonts, such as Times, Arial, Verdana, Tahoma or Calibri in size 11 or 12. Bold, Upper and lower case-NO CAPS, italicize or underline résumé headings, but use only one style.
3. Use capital, underlining and italic letters sparingly. The purpose in using these options is to make information stand out. If they are overused, nothing will stand out.
4. Match your skills, abilities or qualifications to the key words in the job listing. That's what we call "targeting" a résumé.
5. Use standard paper size (8<sup>1/2</sup> X 11 inches). If you depart from that size, be sure it will fit in a standard file with ease. If it can't be filed easily, it will be tossed.
6. Type perfectly- NO TYPOS!!
7. Be consistent in your layout and composition. Do use phrases NOT complete sentences. Be sure that related headings are consistent in underlining, capitalization, font size and spacing.
8. Use past tense for previous activities, experience or acquired skills. Present tense refers to ongoing or current activities and does not imply successful completion of tasks or duties.
9. Use words that anyone can understand. Use action words like "supervised," "operated," or "directed" to describe what you did in a particular job.

## Résumé Don'ts

1. Don't put in fancy binders or folders. Clear plastic covers are fine.
2. Don't list personal information such as weight, sex, age, marital status, Social Security number or hobbies.
3. Don't include references. List them on a separate page, and don't send or hand them out unless requested by the employer.
4. Don't use acronyms or military jargon, even if you're a veteran. It could be confusing to civilian employers.
5. Don't list religion, race, ethnic origin or political affiliation.
6. Don't include salary information.
7. Don't use fifth-generation copies. Use only high-quality photocopiers.
8. Don't highlight problems.
9. Don't use personal pronouns (I, me, my).
10. Don't write a biography. Your résumé is not your life story, and employers do not expect (or want) it. Besides, you need to leave something to talk about in the interview!

## Sample Cover Letter

Kim Seeker  
City, State  
360.555.1112  
[k.seeker@email.com](mailto:k.seeker@email.com)  
LinkedIn, Skype

Month, Date, Year

Re: Subject

Jane Duncan, Manager  
ABCD Company  
1234 Grand Street  
Bellingham, WA 98225

Dear Ms. Duncan,

This letter is to express my interest in your open position for the Customer Service/Clerical Assistant position (WA2454678) posted on the WorkSource website. This opportunity is exciting to me as I have always been impressed with the wonderful service ABCD offers and the high esteem in the community that your company holds.

My six-plus years of customer service and clerical experience have provided me with the skills that well match your requirements. Customer service has always been something that I enjoy and I provide professional interactions with customers in any type of situation. I am very familiar with all applications Microsoft Office as well as a variety of computer programs. I have managed multiline telephone systems and am well adept at all office machines. Two years of supervision and management experience have strengthened good decision-making and creative planning skills.

I look forward to talking with you in person to discuss how together my skills and your company needs can be energized. I can be reached 360.555.1112 or at [k.seeker@email.com](mailto:k.seeker@email.com).

Thank you for your time and consideration.

Sincerely,

Kim Seeker  
City, State  
360.555.1112  
[k.seeker@email.com](mailto:k.seeker@email.com)  
LinkedIn, Skype

## POWER WORDS-- ACTION WORDS

Accelerated	Communicated	Drove	Installed	Organized	Scheduled
Accomplished	Compiled	Edited	Instructed	Outlined	Secured
Achieved	Completed	Educated	Insured	Packaged	Selected
Acquired	Composed	Employed	Integrated	Packed	Separated
Administered	Computed	Encouraged	Interpreted	Paid	Served
Admitted	Conducted	Entertained	Interviewed	Participated	Serviced
Advised	Conferred	Established	Introduced	Performed	Setup
Analyzed	Constructed	Estimated	Inventoried	Piloted	Showed
Answered	Consulted	Evaluated	Investigated	Placed	Sold
Applied	Contacted	Examined	Invoiced	Planned	Solicited
Appointed	Contracted	Exchanged	Issued	Posted	Sorted
Appraised	Controlled	Executed	Justified	Prepared	Stocked
Arranged	Converted	Expanded	Kept	Presented	Streamlined
Assembled	Coordinated	Expedited	Lectured	Priced	Summarized
Assessed	Corrected	Extracted	Licensed	Printed	Supervised
Assigned	Corresponded	Fabricated	Listed	Prioritized	Supplied
Assisted	Counseled	Facilitated	Loaded	Processed	Tallied
Attached	Created	Filed	Located	Produced	Taught
Attended	Credited	Filled	Logged	Promoted	Telephoned
Attained	Delegated	Fitted	Mailed	Proposed	Tested
Authorized	Delivered	Formulated	Maintained	Provided	Trained
Balanced	Demonstrated	Generated	Managed	Purchased	Transferred
Budgeted	Deposited	Graded	Manufactured	Received	Transported
Built	Designed	Graphed	Marked	Reconciled	Tutored
Calculated	Detailed	Greeted	Marketed	Recorded	Typed
Cataloged	Determined	Handled	Measured	Referred	Unloaded
Chaired	Developed	Hired	Modified	Regulated	Upgraded
Charged	Devised	Identified	Monitored	Reorganized	Utilized
Charted	Diagnosed	Illustrated	Motivated	Repaired	Verified
Checked	Directed	Implemented	Negotiated	Replaced	Weighed
Classified	Discovered	Improved	Notified	Reported	Welded
Cleaned	Dismantled	Improvised	Numbered	Researched	Wrapped
Cleared	Dispatched	Increased	Observed	Restored	Wrote
Closed	Dispensed	Informed	Obtained	Retrieved	
Collaborated	Distributed	Initiated	Operated	Revised	
Collected	Documented	Innovated	Ordered	Routed	