

Resources to prepare for Work Success

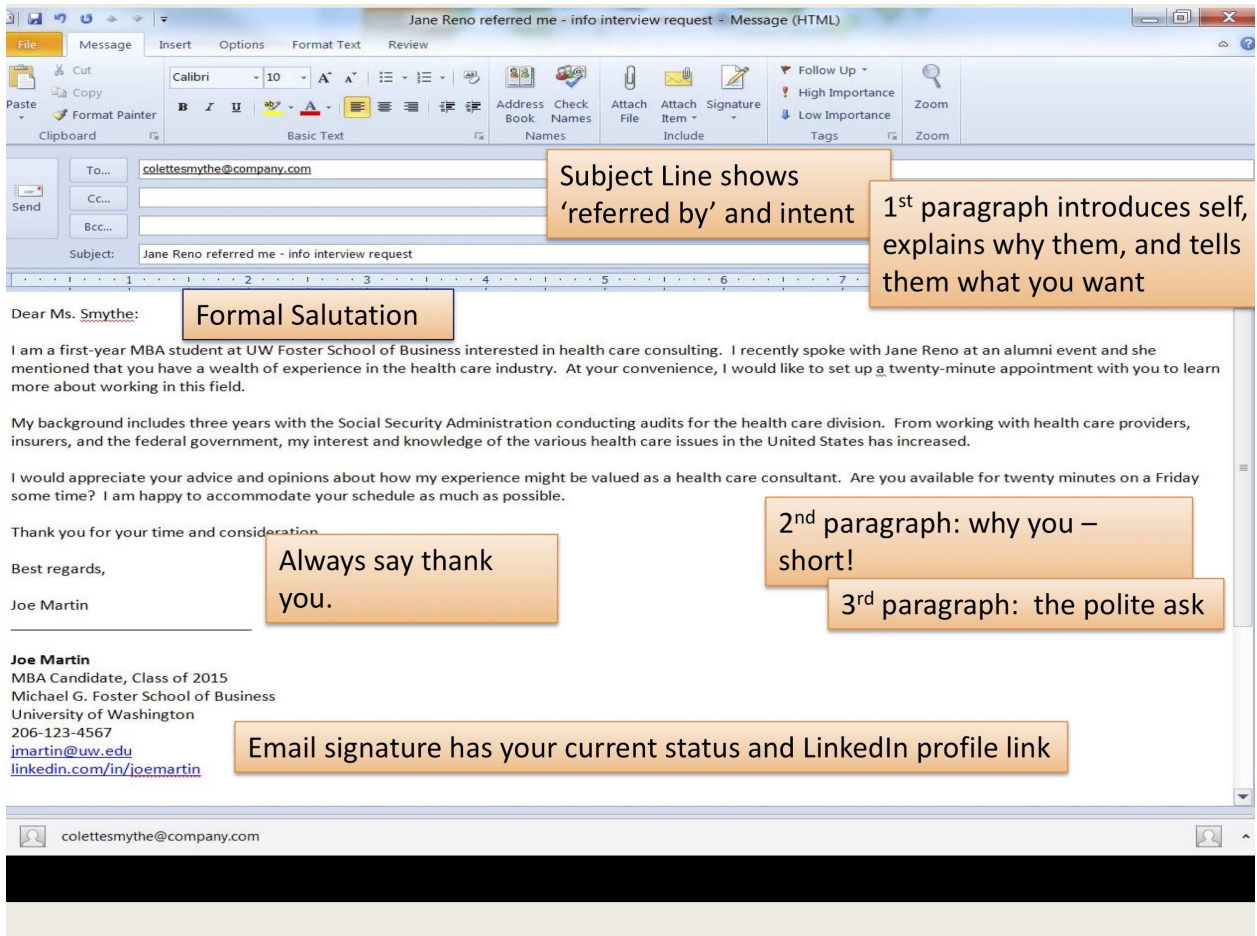
- **Writing an email**
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WRITING AN EMAIL

When you send an email it is sometimes the first message a person receives from you.

To make sure this first impression is the best follow the email etiquette as per the example below.

- Be polite. Always start with Dear..... or Hello.....if you know the person
- If it is the first email, introduce yourself and explain why you are contacting the person
- If it is a follow up after meeting in person or at an event, remind them where you met, date and event/circumstances of the meeting. They may have met lots of people and you have to remind them who you are and what you discussed.
- **Check spelling and grammar.** Typos make a bad impression.
- Say Thank you
- If you are sending some information you can add something like:
 - Please let me know if you need any further information
 - Please feel free to contact me if you require additional information
- If you expect an answer, you can also add the old classic -or a variation:
 - I look forward to hearing from you.
 - I look forward to meeting you soon or
 - Looking forward to connecting soon.
- Formal salutation can be:
 - Regards or Best regards
 - Warm regards or Kind regards (if you have a strong relationship with the person)
 - All the best,





How to write a resume

On this page

- [The purpose of a resume](#)
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Your resume (sometimes called your "CV") is your most important tool when applying for a job. It doesn't matter how qualified you are, or how much experience you have - if your resume is poorly presented or badly written, you're going to have trouble getting the job you want - or even an interview.

Taking the time to work on your resume is really important. The information on this page offers some tips and advice on how to make your resume the best it can be.

The purpose of a resume

Your resume is a marketing tool. It needs to demonstrate:

- That you are employable
- How you meet the job and the organisation's requirements
- That you have the right qualifications and education
- That you have the right experience and skills
- That you have the right level of professionalism for the job

How long should my resume be?

There is no set length for a resume. A resume varies in length depending on your experience and education. If you haven't worked much before, one or two pages is best, but three pages is okay if you've got a lot of study and work behind you.

Make sure you don't pad out your resume. If your resume is only one page, as long as it's well-presented it might get better results than a two-page resume full of unnecessary information.

More information about the length of your resume can be found on each of the resume templates on our [Sample resumes \(/jobs-and-careers/applying-for-a-job/what-is-a-resume/sample-resumes\)](/jobs-and-careers/applying-for-a-job/what-is-a-resume/sample-resumes) and [Sample cover letters \(/jobs-and-careers/applying-for-a-job/what-is-a-cover-letter/sample-cover-letters\)](/jobs-and-careers/applying-for-a-job/what-is-a-cover-letter/sample-cover-letters) pages.

How should I order my resume?

Generally it's always good to present the information on your resume in this order:

1. Contact details
2. Opening statement
3. List of key skills
4. List of technical/software skills
5. Personal attributes/career overview
6. Educational qualifications
7. Employment history/volunteering/work placements
8. References/referees

Not everything in this list must appear on your resume every time, and the order can change from application to application. For more information about each of these sections, check out "What Your Resume Should Include", below.

The most important thing is to get the most useful information across first. For example, if your education history is not specifically related to the job, put it toward the end of your resume, behind the information that *is* related to the job.

Check out the resume templates on our [Sample resumes \(/jobs-and-careers/applying-for-a-job/what-is-a-resume/sample-resumes\)](/jobs-and-careers/applying-for-a-job/what-is-a-resume/sample-resumes) page. for examples of how you might want to order the information on your resume.

Do I need to change my resume for each application?

You need to tailor your resume to every job application so that it responds to the specific requirements of the job you're applying for.

You might not need to change much, but you do need to make sure your opening statement, your key skills and your personal attributes all respond to the needs of the role, based on the job ad (if there was one) and the research you've done into the job.

You should also tailor your resume to show how your work experience specifically meets the needs of the job you're applying for.

How to tailor your resume

Ways that you can tailor your resume include:

- Using your opening statement to link your experience and education to the organisation and the requirements of the job
- Listing your most relevant key skills first
- Including examples of achievements that meet the advertised requirements of the job
- Including specifically relevant key words and phrases throughout your resume (see "Keywords" in "What Your Resume Should Include", below)

What your resume should include

There are a number of things that every resume should have on it. Check out the resume templates on our [Sample resumes \(/jobs-and-careers/applying-for-a-job/what-is-a-resume/sample-resumes\)](#) page to get an idea of what each of these sections should look like.

Contact details

Make sure you include your name, email address and a contact phone number on your resume. You don't have to include your home address, although there might be some situations when doing so would be a good idea.

Don't include your contact details in the header of your resume. Recruitment software sometimes has difficulty reading information in headers or footers, so it's a good idea to avoid headers altogether.

You can put your contact details in the footer of your resume, but if you do, you must make sure they're also in the main body of the document.

Opening statement

An opening statement is a summary of who you are, where you've studied and/or worked, and what you bring to the job. It should be about six lines long and written in first person without the personal reference (i.e., don't say "I did this" - say "Did this" instead).

Your opening statement should start with one sentence about who you are and what you bring to the job, then describe the skills and attributes you have that suit you to the job.

For some examples of opening statements, check out our [Sample resumes \(/jobs-and-careers/applying-for-a-job/what-is-a-resume/sample-resumes\)](/jobs-and-careers/applying-for-a-job/what-is-a-resume/sample-resumes) and [Sample cover letters \(/jobs-and-careers/applying-for-a-job/what-is-a-cover-letter/sample-cover-letters\)](/jobs-and-careers/applying-for-a-job/what-is-a-cover-letter/sample-cover-letters) pages.

Key skills & strengths

Your resume should include a list of between 10 and 15 skills that link your experience to the job you're applying for.

If the job you're applying for was advertised, either the ad or the position description may provide a list of skills and experiences that are essential for doing the job. It may also provide a list of "desirable" skills and experience. Your list of key skills & strengths needs to respond to all of the items on the "essential" list and as many items as possible on the "desirable" list.

When putting together this list, think of things you've done or learned to do as part of:

- Jobs you've had
- Your studies
- Any work placements you've done
- Any volunteering you've done

For examples of the kinds of skills you might list, check out our [Sample resumes \(/jobs-and-careers/applying-for-a-job/what-is-a-resume/sample-resumes\)](/jobs-and-careers/applying-for-a-job/what-is-a-resume/sample-resumes) page.

Technical/software skills

This is a short list of the names of software or technology you know how to use. Examples might include:

- Word processing or spreadsheet software
- Programming languages
- Tools (e.g., cash registers, EFTPOS)

Personal attributes

If you haven't got much work experience, a list of personal attributes can be another way to demonstrate that you're the right person for the job.

Things you could include in this section might include ways you can demonstrate that you are reliable, honest, trustworthy or quick to learn new things. Check out our [8 job skills you should have \(/jobs-and-careers/plan-your-career/8-job-skills-you-should-have\)](/jobs-and-careers/plan-your-career/8-job-skills-you-should-have) page to see a few of the things that employers are commonly looking for.

You can include between three to five personal attributes, but make sure you don't include them instead of your key skills.

Educational history

Your Educational History only needs to show your highest level of education. You don't need to include your results, unless showing them proves how well you're suited to the job.

If you can, you should also include a few bullet points listing your academic achievements (e.g., school or class captaincies, awards you've won, or groups you've been part of).

Employment history

When providing your employment history, start with the your most recent job and go backwards from there. Give the position title and the dates you worked there.

If you haven't had a job before, you can use other things to demonstrate your experience, including:

- Work experience you've done through school
- Work placements or internships that you've done through university or TAFE
- Volunteer work you've done

For each job provide a list of the things that you achieved while in that job, and the significant contributions you made to the organisation. Make sure that these achievements and contributions match the key skills and strengths listed earlier on your resume.

For examples of how you can do this, check out our [Sample resumes \(/jobs-and-careers/applying-for-a-job/what-is-a-resume/sample-resumes\)](/jobs-and-careers/applying-for-a-job/what-is-a-resume/sample-resumes) pages.

References/referees

Your resume should list two people who can positively recommend you as an employee. Ideally your references will be people that you have worked with before. Provide their name, their position title, and a way that they can be contacted.

For more about references, check out our [How to choose a referee? \(/jobs-and-careers/applying-for-a-job/how-to-choose-a-referee\)](/jobs-and-careers/applying-for-a-job/how-to-choose-a-referee) page.

Testimonials

A testimonial is another good way to prove that your skill and experience is what the employer is looking for.

Getting a testimonial can be as easy as asking a colleague, teacher or previous employer to write a couple of sentences about you. Ideally the people you get testimonials from should also be included in your references.

You can include any testimonials you get as part of your educational history or your employment/volunteering/work placement history.

Usually it's enough to include one or two testimonials in your resume. Any more than two is probably too many.

For examples of testimonials, check out our [Sample resumes \(/jobs-and-careers/applying-for-a-job/what-is-a-resume/sample-resumes\)](/jobs-and-careers/applying-for-a-job/what-is-a-resume/sample-resumes) page.

Keywords

A lot of recruitment agencies use software that scans applications for key words and phrases. Applications that don't use the right keywords tend to be automatically rejected.

Key words and phrases that this software looks for can include the names of:

- Skills
- Jobs
- Activities
- Qualifications

- Software
- Tools

To make sure your resume has the right key words and phrases, check out the job ad and make a list of the words and phrases it uses. If you don't have a written job ad to refer to, you can use a job search engine to find other ads for similar jobs and see what kind of keywords those ads use.

Once you have a list to work from, start adding those words and phrases to your resume. Good places to add keywords include:

- Your opening statement
- Your list of key skills
- Your educational history
- Your employment history

For examples of how to use keywords on your resume, check out our [Sample resumes \(/jobs-and-careers/applying-for-a-job/what-is-a-resume/sample-resumes\)](https://www.resume.com/jobs-and-careers/applying-for-a-job/what-is-a-resume/sample-resumes) page.

What NOT to put on your resume

Here are a few things not to include on your resume. Note that there may be circumstances when including some of the following information shows that you're a good fit for the job. If that's the case, including that information would be a good idea.

Private information

You don't have to provide any personal or private information on your resume. There's no benefit to be gained from providing information that could be used to generalise about you as a potential employee.

Your resume doesn't have to include:

- Your birthdate
- Your gender
- Your address
- Any ailments or disabilities
- Your health status

A possible exception to this might be when providing this information would give your application an advantage (e.g., if the employer is looking for someone young, or a female applicant). In these situations, consider including such information if you think it would strengthen your application.

Typos or factual errors

Submitting a resume or cover letter with spelling mistakes will guarantee you don't get an interview. You should spellcheck your resume before you send it, but you should also get someone else to read it as well and check for mistakes you might have missed.

Double-check everything that you include in your resume. If you mention the company's name, make sure you get it right. If you mention the name of places you've worked before, make sure you get that right. Mistakes on resumes are worse than typos.

You should also consider getting your resume looked at by someone professional. Check out "Reviewing your resume", below.

Images and graphics

Don't include images or photos on your resume. Not only are images disliked by recruiters and HR professionals, they can also create problems with recruitment software.

Content in headers

Many resumes only feature the applicant's name and contact details in the header of the document. Some recruitment software is unable to read information in headers and footers. If you do include information in the header and footer of your resume, make sure you include it in the body of the document too.

Fancy formatting

Stick to easy-to-read fonts and formats. This makes it easier for recruiters to review your resume. It also means any recruitment software that reviews your resume can easily read the information. Good fonts to use include:

- Verdana
- Arial
- Century gothic
- Calibri

Don't use large headers to break up the sections of your resume. Use a 10- or 11-point font for your main content and a 12- or 14-point maximum for headers.

Information in tables

Some resume templates present information in tables to help with layout, but some recruitment software is unable to read tables. Your resume should only be formatted using line breaks and simple formatting (like setting multiple columns across the page).

PDF versions of your resume

Some recruitment software can't read pdfs. Unless a job ad specifically says to provide your resume as a .pdf, you should always only submit your resume in word format (.doc or .docx).

Reviewing your resume

Having someone else review your resume is extremely important. Make sure you use someone who will actually tell you if they think something isn't right. People you could ask include:

- Co-workers
- Former employers
- Teachers
- Career guidance counsellors
- Your parents or guardians

The Career Development Association of Australia has a [list of professional organisations](#) that can review your resume for a fee. They have also developed a resume review checklist that can help you to make sure that you check over everything on your resume and get it right the first time.

[Download the CDAA Resume Review Checklist \(/files/cdaaresumereviewchecklistpdf-0\)](#) (555 KB)

Resume templates

For examples of ways to apply all of the above advice when you put together your resume, check out our [Sample resumes \(/jobs-and-careers/applying-for-a-job/what-is-a-](#)

[resume/sample-resumes](#)) page, where you can download some resume templates to use to create your own resume.

Not what you're looking for? Try these pages.

[Job interviews \(/jobs-and-careers/job-interviews\)](#)

[Sample cover letters \(/jobs-and-careers/applying-for-a-job/what-is-a-cover-letter/sample-cover-letters\)](#)

Related content:

jobs, resume, cv



Sample cover letter: Work experience

(A Youth Central cover letter template)

Use this cover letter template if:

- **you're applying for a job that has been advertised**
- **you have some formal (paid) work experience.**

This sample cover letter demonstrates the kind of things you should include when you're applying for an advertised job and you have some formal (paid) work experience.

This sample can be used by high school students and graduates, university/TAFE students and graduates, and also people who have left school without doing Year 12.

A good cover letter should include:

- your name, email address and phone number at the top of the page on the right
- the name of the business and the contact person's full name (if you know it) on the left
- the date you wrote the letter on the right
- a reference line (e.g., "Re: Application for Administration Assistant position")
- an address to the reader directly (e.g., "Dear Mr. Moyle" - try to avoid using "To whom it may concern" if you can)
- an opening statement that briefly introduces you to the reader
- a main body that highlights the skills and experiences you have that are relevant to the job
- a closing paragraph asking to arrange an interview.

Other things you can mention in your cover letter include:

- general skills that help you work in a team and as part of an organisation
- personal attributes that will help you learn to work in a professional work environment
- school work experience or volunteer work that demonstrates your strengths and attributes
- any sporting or community club participation (if relevant)
- any hobbies or interests that are relevant to the job or demonstrate your professional experience.

Key points of this cover letter are that it:

- introduces you to the reader
- responds to the requirements of the job
- attracts the reader's interest and refers them to your resume
- doesn't include too many "I" statements, which can run the risk of disengaging the reader.

If you have any questions about this sample cover letter, contact us at youthcentral@dhhs.vic.gov.au.

For more information about job applications, including more cover letter and resume samples, visit www.youthcentral.vic.gov.au.

Joanne Tint
Email: joannetint@xmail.com
Mobile: XXX XXXX XXXX

Mr Allan Moyle
John Smith and Associates
Phone: XX XXXX XXXX
Email: enquiries@johnsmithandassociates.com.au

23 Jan 2017

RE: Application for Trainee Administrative Assistant position

Dear Mr. Moyle,

As a young and motivated individual I am extremely interested in submitting an application for the advertised Trainee Administrative Assistant position with John Smith and Associates.

In November 2014 I completed my VCE studies and also obtained a Certificate II in Business Administration. This has given me a range of practical capabilities that will meet the needs of this role.

While completing my VCE studies I worked part-time as a Customer Service Assistant for KSmart. My responsibilities in this role included providing face-to-face customer service and assisting on the floor with stock movements and visual merchandising. This position has given me key employability skills while also allowing me to experience working in a professional and fast-paced work environment.

With regard to my ability to meet the specific requirements of this job:

- **Customer Service:** Worked for four years in a face-to-face customer service environment providing customer service at registers, lay-by counter and on the retail floor.
- **Reception duties:** Responsibilities at KSmart included answering incoming phone calls and assisting customers with phone-based enquiries.
- **General Administration:** Certificate II in Business Administration has provided training in the use of skills including filing, data processing, records management and written communication.

My teachers and employers have commended me for my high level of interpersonal skills and naturally engaging personality. My motivations include learning new things and the challenge of meeting key objectives. My current and previous managers can be contacted to provide more information about my ability to meet the needs of this job.

I understand that you will receive a large number of applications for this role. I do, however, believe that my motivation, commitment and pre-existing skills will allow me to fit into your work environment and immediately start supporting the needs of your organisation.

I would appreciate the opportunity to meet with you to discuss my application at an interview. I have enclosed a copy of my resume for your consideration. I can be contacted at all times on the details provided above.

Thanking you in advance for your time,

Joanne Tint

WHAT SHOULD I INCLUDE IN MY RESUME ?

There are no hard and fast rules to writing a resume. Basically an effective resume should reflect: 1. Your uniqueness as an individual 2. The factual information in your resume should support the qualifications for the position you seek.

The general categories are:

1. Identification – Name, permanent address, phone, email
2. Objective / Summary of Qualifications
 - a. The general level of the job you feel qualified for
 - b. The ability you can offer (or)
 - c. List the skills and knowledge that describes you
3. Education
 - a. Highest College Degree – name of college/university, location, degree, dates
 - b. Second highest degree – name of school / college, location, degree, dates
 - c. additional studies / projects directly related to the job you are applying.
 - d. Can include college majors / minors and grades when above average
4. Experience
 - a. List in reverse chronological order
 - b. State your title, name of company, location and start and end dates (month/year)
 - c. State any accomplishments achieved
 - d. Tip: Always list career related work experience and other work experience in separate paragraphs.
5. Professional Experience
6. Professional Presentations
7. Professional Certifications (if applicable)
8. Voluntary Activities
9. References - Furnished upon request

Format

Appearance

- Name largest text on the page at 12 - 14 font size and 10-12 font size for other text
- Easy to read and well organized
- Professional quality paper
- Use conservative font such as Times New Roman or Arial
- Use boldface to highlight specific areas, be consistent in bolding
- Avoid underlining and Italicizing
- Limit to 2 pages

For Your Information

- Boldface your degrees
- State you GPA if is above 3.5
- Be aware of past / present tenses and ensure consistency
- If using chronological format, information should be in reverse chronological order

Things to avoid

- Using the word “I”
- Long-winded, wordy sentences
- Hand-written corrections or additions
- Using abbreviations or unfamiliar jargon
- A photograph
- Personal data (age, marital status, gender etc.)
- Political or religious affiliations

Accomplishment focused

- One – two pages maximum
- No personal information
- Honesty
- 1-2 pages
- Detailed

Work focused

- Clear and concise
- Functional
- Can include personal information
- Bullet points
- Can be paragraphs

Resume Worksheet

Complete this **Resume Worksheet** before you start creating your resume. If you do have a resume it is recommended you review this form and see if you have all the information on your current resume. This form will help you assemble and build an excellent final resume.

First Name	Middle Initial	Last Name
(_____) _____ - _____	• _____	@ _____
Phone Number		E-mail

OBJECTIVE

EDUCATION

Education Basic Information: List the colleges / universities you attended after high school in reverse chronological order from which you have received a degree / certificate

College / University

City _____ **State /Country**

Name of Diploma/Degree _____

Month and Year of Graduation _____

GPA

Awards-

Relevant Coursework (Optional): List courses that are related to the field and highlight specific skills and knowledge. Keep the list short, no more than 6-8 courses. Depending on the number of courses you can separate them by commas.

Resume Worksheet & Format



- Course Skills/knowledge
- Course Skills/knowledge

Class Projects (Optional): List the projects relevant to your chosen field emphasizing, in addition to project specific skills, teamwork and leadership skills.

- Project Name Project Duties Skills used
- Project Name Project Duties Skills used
- Project Name Project Duties Skills used

WORK EXPERIENCE

List the most recent and relevant work experience in reverse chronological order. Emphasize your responsibilities and skills used / developed. Be as specific as possible.

Job 1:

Job Title Name of Company/Employer,

_____ FROM: / TO: /

City-State Date of Employment MM/YY First and Last name of Supervisor

List Job Duties and skills used

- _____
- _____
- _____
- _____

Job 2.

Job Title Name of Company/Employer,

_____ FROM: / TO: /

City-State Date of Employment MM/YY First and Last name of Supervisor

List Job Duties and skills used

- _____

Resume Worksheet & Format



- _____
- _____
- _____

Job 3.

Job Title	Name of Company/Employer,	
FROM: / /	TO: / /	
City-State Supervisor	Date of Employment MM/YY	First and Last name of

List Job Duties and skills used

- _____
- _____
- _____
- _____

SKILLS

Computer / Technical Skills / Languages: List all computer skills including hardware, software and programming skills. Also list any non-English languages you can manage and your level of proficiency

HARDWARE	SOFTWARE	PROGRAMMING	LANGUAGES	level

CERTIFICATIONS/AWARDS

Name of Certification	/ / to / /
Name of Certification	Dates of Certification
Name of Certification	/ / to / /
Name of Certification	Dates of Certification

REFERENCES

1- First and last

name _____

position/

title _____ Company _____

Reference's work address - City - State

Reference's phone number _____ Reference's email _____

2- First and last

name _____

position/

title _____ Company _____

Reference's work address - City - State

Reference's phone number _____ Reference's email _____

3- First and last

name _____

position/

title _____ Company _____

Reference's work address - City - State

Resume Worksheet & Format



Resume Evaluation Checklist

by Kim Isaacs, Monster Resume Expert

Resumes normally get less than a 15-second glance at the first screening. Use this checklist to make sure your resume is good to go:

FIRST IMPRESSION	Yes	No
Does the resume look original and not based on a template?		
Is the resume inviting to read, with clear sections and ample white space?		
Does the design look professional and not like a simple typing job?		
Is a qualifications summary included so the reader immediately knows the applicant's value proposition?		
Is the length and overall appearance of the resume appropriate given the career level and objective?		
RESUME SECTIONS	Yes	No
Are all sections clearly labeled?		
Are resume sections placed in the best order to highlight the applicant's strongest credentials?		
Is the work history listed in reverse chronological order (earliest job first)?		
CAREER GOAL	Yes	No
Is the career objective included toward the top of the resume in a Headline, Objective or Qualifications Summary section?		
Is the resume targeted to a specific career goal, and not trying to be a "one-size-fits-all-jobs" document?		
If this is a career change resume, is the current objective clearly stated, along with supporting details showing how past experience is relevant to the new goal?		
ACCOMPLISHMENT-ORIENTED	Yes	No
Does the resume include a solid listing of career accomplishments?		
Are the accomplishments quantified by using numbers, percentages, dollar amounts or other measures of success?		
Do accomplishment statements begin with strong and varied action verbs?		
Are accomplishments separated from responsibilities?		
RELEVANCE	Yes	No
Is the information in the resume relevant to hiring managers' needs?		
Does the content of the resume support the career goal?		
Is the resume keyword-rich and packed with appropriate "buzzwords" and industry acronyms?		
Is personal information that is unrelated to the job target omitted (e.g., marital status, age and nationality)?		
APPEARANCE	Yes	No
Does the resume provide a visually pleasing, polished presentation?		
Is the font appropriate for the career level and industry?		
Are there design elements (such as bullets, bolding, lines) to guide readers' eyes through the document and highlight important content?		
Is there a good balance between text and white space?		
Are margins even on all sides?		
Are design elements consistent (e.g., spacing and font size used consistently throughout the document)?		
If the resume is longer than one page, does the second page contain a heading and is the page break formatted correctly?		
WRITING STYLE	Yes	No
Do you avoid using personal pronouns (I, me and my) and write in an "implied" first-person voice?		
Is the "content flow" logical and easy to understand?		
Is the resume error-free (no careless typos and no spelling, grammar or syntax errors)?		

Producing impact through your words is crucial in a resume. Knowing which action verbs, adjectives, and adverbs to use and how to use them will significantly strengthen your resume. This section will cover all of these points and show you how to bring it together in your resume.

ACTION WORDS

A resume should sound alive and vigorous. Using action verbs helps achieve that feeling. "I changed the filing system" lacks punch and doesn't really indicate if the system was improved. "I reorganized and simplified the filing system" sounds much better and provides more accurate information.

Review the sentences below to get a feel for action words. Then quickly scan the words in the following list and check any you think you might want to use in your resume. Don't try to force them in; use them when they feel right.

- *Conducted long-range master planning for the Portland water supply system.*
- *Monitored enemy radio transmissions, analyzed information, and identified enemy strategic and tactical capabilities.*
- *Planned, staffed, and organized the intramural sports program for this 1,200-student college.*
- *Produced daily reports for each trial and made sure documents and evidence were handled properly.*
- *Presented seminars to entry-level secretaries and worked to increase the professionalism of secretaries in the county system.*
- *Improved the coordination, imagination, and pantomime techniques of adults through mime and dance training.*
- *Allocated and dispensed federal moneys to nine counties as board member of the JTPA Advisory Board.*

ACTION VERBS

<i>accelerated</i>	<i>constructed</i>	<i>equipped</i>	<i>interpreted</i>	<i>prioritized</i>	<i>serviced</i>
<i>accomplished</i>	<i>consulted</i>	<i>established</i>	<i>invented</i>	<i>processed</i>	<i>settled</i>
<i>accumulated</i>	<i>contributed</i>	<i>exceeded</i>	<i>investigated</i>	<i>procured</i>	<i>(disputes)</i>
<i>achieved</i>	<i>controlled</i>	<i>executed</i>	<i>launched</i>	<i>produced</i>	<i>shaped</i>
<i>acquired</i>	<i>converted</i>	<i>expanded</i>	<i>led</i>	<i>programmed</i>	<i>simplified</i>
<i>acted (as)</i>	<i>convinced</i>	<i>expedited</i>	<i>lifted</i>	<i>projected</i>	<i>sold</i>
<i>activated</i>	<i>cooperated</i>	<i>explored</i>	<i>lobbied</i>	<i>promoted</i>	<i>solidified</i>
<i>adapted</i>	<i>coordinated</i>	<i>expressed</i>	<i>lowered</i>	<i>proposed</i>	<i>solved</i>
<i>adjusted</i>	<i>counseled</i>	<i>extended</i>	<i>maintained</i>	<i>proved</i>	<i>sparked</i>
<i>administered</i>	<i>created</i>	<i>fabricated</i>	<i>managed</i>	<i>provided</i>	<i>spearheaded</i>
<i>advised</i>	<i>culminated in</i>	<i>facilitated</i>	<i>marketed</i>	<i>purchased</i>	<i>specified</i>
<i>advocated</i>	<i>cultivated</i>	<i>finalized</i>	<i>mastered</i>	<i>quadrupled</i>	<i>stabilized</i>
<i>aligned</i>	<i>customized</i>	<i>focused</i>	<i>maximized</i>	<i>raised</i>	<i>standardized</i>
<i>analyzed</i>	<i>cut</i>	<i>followed up</i>	<i>mediated</i>	<i>realigned</i>	<i>stimulated</i>
<i>applied</i>	<i>decreased</i>	<i>forged</i>	<i>mentored</i>	<i>received</i>	<i>streamlined</i>
<i>appointed</i>	<i>delegated</i>	<i>forecasted</i>	<i>minimized</i>	<i>recognized</i>	<i>strengthened</i>
<i>approved</i>	<i>delivered</i>	<i>formed</i>	<i>mobilized</i>	<i>recommended</i>	<i>structured</i>
<i>arbitrated</i>	<i>demonstrated</i>	<i>fostered</i>	<i>moderated</i>	<i>reconciled</i>	<i>succeeded</i>
<i>arranged</i>	<i>designed</i>	<i>founded</i>	<i>modified</i>	<i>recruited</i>	<i>supervised</i>
<i>assessed</i>	<i>detailed</i>	<i>fulfilled</i>	<i>monitored</i>	<i>redesigned</i>	<i>supplemented</i>
<i>assisted</i>	<i>determined</i>	<i>galvanized</i>	<i>motivated</i>	<i>reduced</i>	<i>supplied</i>
<i>attained</i>	<i>developed</i>	<i>generated</i>	<i>negotiated</i>	<i>reevaluated</i>	<i>supported</i>
<i>authorized</i>	<i>devised</i>	<i>grew</i>	<i>nurtured</i>	<i>refined</i>	<i>surpassed</i>
<i>automated</i>	<i>diagnosed</i>	<i>guided</i>	<i>observed</i>	<i>regulated</i>	<i>taught</i>
<i>awarded</i>	<i>directed</i>	<i>halved</i>	<i>obtained</i>	<i>rehabilitated</i>	<i>tested</i>
<i>boosted</i>	<i>discovered</i>	<i>handled</i>	<i>offered</i>	<i>reinforced</i>	<i>took over</i>
<i>broadened</i>	<i>distributed</i>	<i>headed</i>	<i>opened</i>	<i>rejuvenated</i>	<i>tracked</i>
<i>built</i>	<i>documented</i>	<i>helped</i>	<i>operated</i>	<i>remedied</i>	<i>trained</i>
<i>carried out</i>	<i>doubled</i>	<i>identified</i>	<i>optimized</i>	<i>renewed</i>	<i>transferred</i>
<i>centralized</i>	<i>drove</i>	<i>implemented</i>	<i>orchestrated</i>	<i>reported</i>	<i>transformed</i>
<i>championed</i>	<i>earned</i>	<i>improved</i>	<i>organized</i>	<i>represented</i>	<i>tripled</i>
<i>clarified</i>	<i>effected</i>	<i>improvised</i>	<i>originated</i>	<i>researched</i>	<i>troubleshoot</i>
<i>coached</i>	<i>eliminated</i>	<i>increased</i>	<i>overcame</i>	<i>resolved</i>	<i>turned around</i>
<i>collaborated</i>	<i>employed</i>	<i>influenced</i>	<i>overhauled</i>	<i>responded</i>	<i>uncovered</i>
<i>communicated</i>	<i>empowered</i>	<i>informed</i>	<i>oversaw</i>	<i>restored</i>	<i>unified</i>
<i>compiled</i>	<i>enabled</i>	<i>initiated</i>	<i>perfected</i>	<i>restructured</i>	<i>united</i>
<i>completed</i>	<i>enacted</i>	<i>innovated</i>	<i>pinpointed</i>	<i>resulted in</i>	<i>updated</i>
<i>conceived</i>	<i>encouraged</i>	<i>inspired</i>	<i>pioneered</i>	<i>revamped</i>	<i>upgraded</i>
<i>concentrated</i>	<i>endorsed</i>	<i>installed</i>	<i>planned</i>	<i>revised</i>	<i>utilized</i>
<i>conceptualized</i>	<i>enforced</i>	<i>instilled</i>	<i>positioned</i>	<i>revitalized</i>	<i>validated</i>
<i>concluded</i>	<i>enhanced</i>	<i>instituted</i>	<i>prepared</i>	<i>revived</i>	<i>verified</i>
<i>conducted</i>	<i>enlarged</i>	<i>instructed</i>	<i>presented</i>	<i>safeguarded</i>	<i>won over</i>
<i>consolidated</i>	<i>ensured</i>	<i>integrated</i>	<i>prevented</i>	<i>saved</i>	<i>wrote</i>

DESCRIBING RESULTS WITH KEY ACTION VERBS

The typical resume merely lists duties and does little else to sell the person. One of the best ways to sell yourself is to describe accomplishments in terms of results. While duties are often represented by phrases such as “Responsible for . . .,” results are frequently conveyed by using the verb developed. For example, one might say, “Developed a manual for administrative assistants that explained hundreds of procedures and significantly reduced clerical errors.” This person’s duties were typing, filing, and answering phones, so to show that she stood above the rest she demonstrated results.

When describing projects and results, one of the best words to use is develop. More than any other word, it seems to be both useful and effective, and it clearly expresses what a person wants to convey. But while develop is an excellent word, when used three or four times in a resume it becomes overworked and loses impact. You’ll need substitutes. The most useful are:

- *built - implemented - created - instituted - designed - introduced - established - set up*

Other verbs that may be appropriate substitutes for develop in certain circumstances would be:

<i>composed</i>	<i>elaborated</i>	<i>formulated</i>	<i>perfected</i>	<i>refined</i>
<i>constructed</i>	<i>enhanced</i>	<i>generated</i>	<i>pioneered</i>	<i>revamped</i>
<i>coordinated</i>	<i>fabricated</i>	<i>installed</i>	<i>planned</i>	
<i>cultivated</i>	<i>fashioned</i>	<i>organized</i>	<i>prepared</i>	
<i>devised</i>	<i>formed</i>	<i>originated</i>	<i>produced</i>	

Here are examples that demonstrate how to describe results in various situations. In parentheses are words that could have been used instead of develop.

- *Developed (devised, prepared, produced) a creative financing/purchasing package to obtain 1900 acres of prime California farmland.*
- *Pioneered a mime program for gifted children aged 8–12.*
- *Developed (designed, established) training programs for new and experienced employees and supervised the new employee orientation program.*
- *Set up apprenticeship programs for five skilled trades at the Physical Plant Department.*
- *Developed and implemented an information and referral service for consumer complaints and human rights issues.*
- *Coordinated the company marketing effort, including advertising and promotions.*

Another set of action verbs is particularly useful when you are describing a result and plan to quantify it:

- *achieved - cut - doubled - eliminated - increased - produced - reduced - saved - tripled*

VERB TENSES

Describe your current job in the present tense. For all previous jobs, write in the past tense. You may need to describe an event in your current job, such as a project, that has already been completed. In that case, use the past tense to describe the project while using the present tense in the remaining portions of your current job.

Example:

Store manager – 6/99–Present. Oversee total operation of the store, supervise and schedule employees, and complete monthly profit and loss statements. Designed a new inventory system, which has saved over \$10,000.

Since the inventory system was designed over a year ago, it must be described in the past tense.

USING ADJECTIVES AND ADVERBS

Adjectives and adverbs are words that describe things and actions. Used appropriately, they can enliven a resume and more accurately describe what you did. While adjectives and adverbs can add sparkle to a resume, if overused, they can actually weaken a phrase. Notice how they change the tone of the sentences below. In each example the second sentence has more impact.

1. *Worked with industrial engineers. Worked closely and effectively with industrial engineers.*
2. *Initiate and develop working relations with local, state, and federal agencies. Initiate and develop outstanding working relations with local, state, and federal agencies.*
3. *Establish rapport with customers. Quickly establish rapport with customers.*

Here are more examples of how to use adjectives and adverbs effectively:

- *Dealt tactfully and effectively with difficult customers. Presented technical material in objective and easily understood terms. Consistently maintained high profit margins on projects. Significantly improved communications between nursing administration and staff. Continually streamlined policies and procedures to create a more reasonable work schedule.*
- *A list of adjectives and adverbs is given below. Review the list and check the ones you think may be useful to you. Try to include them but don't force it. Don't use a word or phrase unless it really fits your personality and strengthens your resume. After writing each draft, go back through the list to see if still another word or two might be useful.*

ADJECTIVES AND ADVERBS

accurate/accurately

efficient/efficiently

original/originally

Source: <http://careerempowering.com/resume-empower/saying-it-with-impact.html>

SAYING IT WITH IMPACT

active/actively
adept/adeptly
advantageously
aggressive/aggressively
all-inclusive/all-inclusively
ambitious/ambitiously
appreciable/appreciably
astute/astutely
attractive/attractively
authoritative/
authoritatively
avid/avidly
aware
beneficial/beneficially
broad/broadly
capable/capably
challenging
cohesive/cohesively
competent/competently
complete/completely
comprehensive/
comprehensively
conclusive/conclusively
consistent/consistently
constructive/constructively
contagious
continuous/continuously
contributed toward
decidedly
decisive/decisively
deft/deftly
demonstrably
dependable/dependably
diligent/diligently
diplomatic/diplomatically
distinctive/distinctively
diverse/diversified
driving
easily
effective/effectively
effectually

effortless/effortlessly
enthusiastic/
enthusiastically
entire/entirely
especially
exceptional/exceptionally
exciting/excitingly
exhaustive/exhaustively
experienced
expert/expertly
extensive/extensively
extreme/extremely
familiar with
familiarity with
firm/firmly
functional/functionally
handy/handily
high/highly
highest
high-level
honest/honestly
imaginative/imaginatively
immediate/immediately
impressive/impressively
incisive/incisively
in-depth
industrious/industriously
inherent/inherently
innovative/innovatively
instructive/instructively
instrumental/instrumentally
integral
intensive/intensively
intimate/intimately
leading
masterful/masterfully
meaningful/meaningfully
natural/naturally
new and improved
notable/notably
objective/objectively
open minded

outstanding/outstandingly
particularly
penetrating/penetratingly
perceptive/perceptively
pioneering
practical/practically
professional/professionally
proficient/proficiently
profitable/profitably
progressive/progressively
quick/quickly
rare/rarely
readily
relentless/relentlessly
reliability
reliable/reliably
remarkable/remarkably
responsible/responsibly
rigorous/rigorously
routine/routinely
secure/securely
sensitive/sensitively
significant/significantly
skillful/skillfully
solid/solidly
sophisticated
strategic/strategically
strong/strongly
substantial/substantially
successful/successfully
tactful/tactfully
thorough/thoroughly
uncommon/uncommonly
unique/uniquely
unusual/unusually
urgent/urgently
varied
vigorous/vigorously
virtual/virtually
vital/vitally
wide/widely

What **Anyone** Wishes **To Learn** Before **JOB INTERVIEW**



Popular nonverbal mistakes made during job interviews

- 21%** Touching face and playing with hair
- 47%** Having **no information** or knowledge about the company job seeker applying to
- Avoiding making an eye contact **67%**
- Sullen face, no smile **38%**
- Wrong posture **33%**
- Crossing arms on the chest **21%**
- Too intensive hand gestures **9%**
- too weak handshake **26%**
- excessive fidgeting **33%**

Statistics prove that during the meeting the greatest influence has

- 7%** What applicant says
- 38%** **Confidence**, the level of grammar and quality of voice
- 55%** Clothes, behavior and the way applicant enters the door
- Clothes**
Bright colors distract
- 70%** of hirers admit that they don't want applicants be trendy or fashionable
- 65%** of employers prove that clothes can become decisive factor in choice between two candidates



The worst mistakes made during the interview

- 1** Over-explaining the reasons why you have lost previous job.
- 2** Not asking any questions.
- 3** Overselling yourself.

Top tips for successful interview

- 1** Show up in the office 10 min earlier
- 2** Be prepared
- 3** Look great



33%

of bosses, who have taken part in the survey, admit that they make the decision whether to hire the candidate within the first 90 seconds, while the length of interview is usually 40 min.

Before the interview:

- **Figure out as much as possible about the employer's needs.** Read the job description. Ask yourself how your skills and experience meet their needs.
- **Research the company.** Check out their website. Ask yourself why you want to work for them, and how you fit with their image.
- **Compose answers to commonly asked interview questions.** See the reverse side of this page to see some questions and prepare your answers.
- **Rehearse answers to those questions.** Write them down. Practice answering questions with a friend or in front of a mirror. Videotape or tape record yourself.
- **Do a practice interview or mock interview.** Schedule a mock interview with a YMCA staff person.
- **Prepare a few questions to ask the employer.** Asking questions shows the employer you are truly interested. DO NOT ask about the pay. Let them bring that up.
- **Plan what you will wear to the interview,** and check to see that your outfit is clean and pressed the day before the interview.
- **Plan how you will get there.** Check the bus schedule or drive by the day before. Make sure that you will arrive to the building at least 15 minutes early.
- **Put extra copies of your resume and references in a folder to bring with you** so you can offer them to the interviewer.

At the interview:

- **Arrive 10-15 minutes early.** If you arrive more than 15 minutes early, kill some time elsewhere until 15 minutes before the interview is scheduled.
- **Greet your interviewer enthusiastically.** Stand up and extend your hand for a medium-to-firm handshake and warm smile. Say "Hello, it's nice to meet you."
- **Make good eye contact.** Don't stare, and don't look all around the room.
- **Sit up straight and keep your hands in your lap.** Also, smile!
- **Avoid fidgeting** and using "um," "you know what I'm saying" and slang.
- Use a **confident and strong voice.**
- **Be brief** in answering questions, but be sure to give specific examples and experiences that are related to the job you are interviewing for.
- **Talk about your strengths** that are specific to the job you are interviewing for.
- **Ask questions** when the interviewer asks if you have any. This shows interest, and allows you to get more information about the job.
- Be sure the employer knows if you want the job. **Ask about the next step in the process** -- or even ask for the job -- before the end of the interview.
- **Ask the interviewer for their business card.**

After the interview:

- **Mail a hand-written THANK YOU NOTE to the interviewer within 24 hours.** Thank them for taking time to interview you, and remind them of something about yourself that makes you right for the job.
- **Write down or reflect on things** you did well and things you would like to improve on.
- **Write down or reflect on questions they asked** for which you would like to improve your answers.
- Treat yourself to something, and relax. You did it! Learn from the experience, and know that you tried your best.

Many of these tips came from: http://www.quintcareers.com/job_interviews/

Check out www.quintcareers.com for more job-searching advice!

Interviewing Tips

Be ready for these commonly asked interview questions.

1. Tell me about yourself.
2. What is your greatest strength?
3. Can you describe a situation in your past where you learned from a mistake?
4. What is the most difficult situation you have ever faced?
5. Is there anything you would like to improve about yourself?
6. What is the most important thing you are looking for in a job?
7. What are your career goals?
8. What motivates you?
9. Why would you like to work for us?
10. Why should I hire you?

Sources: Many of these tips came from: http://www.quintcareers.com/job_interviews/
Check out www.quintcareers.com for more job-searching advice!

Knowing your E-Brand

Employers use a variety of methods to screen candidates, one of the newest techniques is checking out the applicant's social media profile. Make sure your profile is career ready to keep your Facebook posts from hurting your chances at a job!

Social media: When it hurts a candidate

Employers who took a candidate out of the running for a job after researching him or her on social media sites reported finding a variety of concerning content — but what, exactly, did they find to make them stop in their tracks and “unlike” a candidate who initially seemed so promising?

- Candidate posted provocative/inappropriate photos or info: 50 percent
- There was info about candidate drinking or using drugs: 48 percent
- Candidate badmouthed previous employer: 33 percent
- Candidate had poor communication skills: 30 percent
- Candidate made discriminatory comments related to race, gender, religion, or other: 28 percent
- Candidate lied about qualifications: 24 percent

Social media as a personal brand advantage

We know, however, that social media can also propel candidates from obscurity to “our next star employee” in a very short period of time. Some employers in our survey shared what they've encountered on social media sites that made a candidate more attractive or solidified the decision to extend a job offer. One in 5 hiring managers (19 percent) said they found something that has caused them to hire a candidate.

These hiring managers' top mentions include:

- Candidate conveyed a professional image: 57 percent
- Hiring manager got a good feel for candidate's personality: 50 percent
- Candidate was well-rounded and showed a wide range of interests: 50 percent
- Candidate's background information supported professional qualifications: 49 percent
- Candidate was creative: 46 percent
- Candidate had great communication skills: 43 percent
- Other people posted great references about the candidate – 38 percent

Source: Career Builder <https://resources.careerbuilder.com/>

thehiringsite.careerbuilder.com/2013/06/27/professional-partier-what-employers-are-finding-out-about-candidates-via-social-media/

Think Like an Employer

Use Google to search the name you list on job applications.

What came up? List any social media accounts, news articles, or blog posts.

On which websites did you find the following unprofessional content?

Provocative/Inappropriate information or photos:

Drug or Alcohol use:

“Badmouthing” previous employer:

Poor communication skills:

Discriminatory comments including race, religion, gender, etc.:

Lying about qualifications, lying on a resume is reason for termination:

How could you replace that content with the professional content listed on page 1?

Source: Career Builder <https://resources.careerbuilder.com/>

thehiringsite.careerbuilder.com/2013/06/27/professional-partier-what-employers-are-finding-out-about-candidates-via-social-media/

“Non-professional” content:

- Drug or alcohol use
- Bad-mouthing employer or coworker
- Sexual postings of any kind
- Spelling errors or slang use
- Aggressive political or religious beliefs
- Sexism, Racism, or any other form of discrimination
- Derogatory language

Here are some tips for keeping your unprofessional content out of the eyes of employers:

- **Use a Nickname**

List your full legal name on job applications and nicknames on your social media sites. Just make sure not to share your nickname with potential employers. USE CAUTION! Your email address and phone number can also be used to search for your profiles and your potential employer will likely have access to these through your resume and application.

- **Have a Username**

On websites where you plan on sharing opinions, complaints, and other potentially non-professional content, list your Username and not your real name. Be careful not to post links to these sites or share your username on sites that list your real name (Facebook, email, etc). The goal is to keep these sites anonymous.

- **Increase your privacy settings**

Most social media websites will allow you to use privacy settings to hide certain content from the public. If you intend to post content that you would not want potential employers to see, it is helpful to double-check your privacy settings to ensure the post is not public.

- **Post different pictures on different sites**

When you use the same picture for a professional account as well as a personal account, your other account can be pulled up through a Google image search. Be sure to post different photos so that your professional accounts do not allow employers to find your personal accounts.

Source: Career Builder <https://resources.careerbuilder.com/>

thehiringsite.careerbuilder.com/2013/06/27/professional-partier-what-employers-are-finding-out-about-candidates-via-social-media/

Know your E-Identity

- **Think before posting**

Is this something you would want your employer to see? No? Then don't post it, and if you really need to post it, do so on a website that doesn't list your name or that is hidden from the public.

- **Tell your friends if you don't want to be tagged**

Make sure to communicate with your friends if you don't want to be tagged in something. Even if you're only posting appropriate content, what your friends are posting about you could influence your profile negatively. You can also change your privacy settings to make your tags a little more private.

- **After you're hired**

Maintaining social media accounts can be trickier after you get a job. There's a good chance that you will become friends with your employers or coworkers on Facebook. Be sure that the content you share with your new work friends follows the guidelines you had before you got the job. Don't share your personal accounts with your coworkers if you plan on posting or have in the past posted unprofessional content.

For more information on preparing for a career job, or career-development, see Foster School of Business at the University of Washington: <https://foster.uw.edu/careers/full-time-and-evening-mba-career-management/career-development-toolbox/>

Source: Career Builder <https://resources.careerbuilder.com/>

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