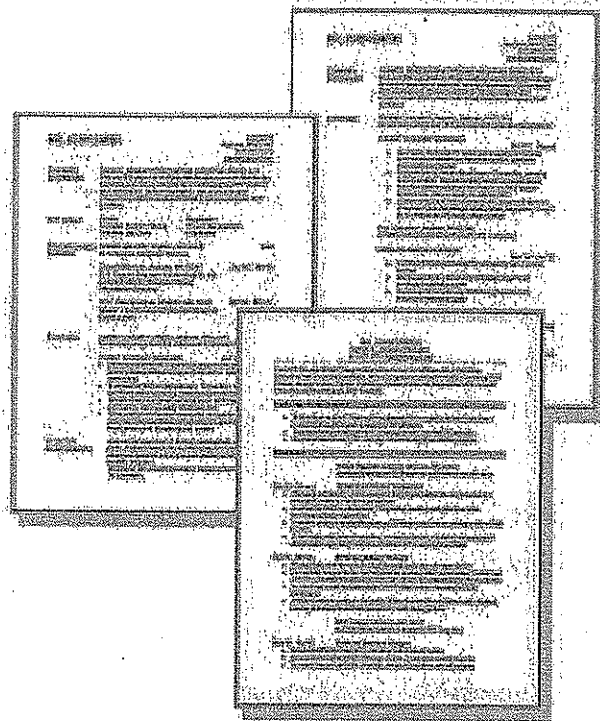




COMMUNITY COLLEGE
OF RHODE ISLAND

RESUMES



Office of
CAREER PLACEMENT,
COOPERATIVE EDUCATION & INTERNSHIPS



COMMUNITY COLLEGE OF RHODE ISLAND

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INTRODUCTION TO RESUMES & LETTER WRITING

Resumes

An effective resume succinctly describes your education and experience in relation to the job you are applying for. You will often make your first impressions on employers through your writing, and you'll want those impressions to be outstanding. Your resume is a written snapshot that should clearly support your career goal and be tailored to that position. Information on the resume should be presented in order of relevance to the position.

Developing a Resume

1. **Analyze the job description for skills and abilities.** Review job descriptions for the skills and abilities that employers are seeking. Read through the descriptions and highlight the required skills, attributes and qualifications. Use these words in your resume.
2. **Create a list of accomplishments.** Take some time to think about your accomplishments: things that you did well, enjoyed doing, and were proud of. Include education training, volunteer opportunities, jobs, projects, school assignments, travel. Describe in detail what you did, who you did it with, what equipment you used and what happened. Quantify your results, if possible, and use commonly understood terminology. Identify the personal strengths and skills that you used to achieve your accomplishments. Don't be humble; this is your chance to promote your skills and abilities.
3. **Analyze experiences for relevant skill areas.** Analyze your experiences to identify your skill areas.
4. **Write descriptive phrases.** Using action verbs, write short phrases to describe what you did that illustrates each skill. Be concise and specific. Arrange the descriptive phrases in order of relevance to the position for which you are applying.
5. **Choose the appropriate format.** There are several resume formats to choose from so be sure to choose the format that best presents your background and qualifications.
 - **Chronological.** The resume lists your background in a reverse chronological sequence, starting with the most recent. You may arrange you're heading in various ways, depending upon what aspects of your background you wish to stress. This format works best when your work, volunteer and academic experiences relate directly to the type of job for which you are applying. It is preferred by most on-campus recruiters and business employers.

- **Skills/functional.** This resume highlights your most important skills or functions. Headings are built around these areas. Job titles, employers and dates of employment are listed in a brief section at the bottom of the page. This format allows you highlight skills, knowledge and abilities relevant to the position regardless of where and when you obtained them. It works well when your work experience is not directly related to your career goal. You are entering the job market for the first time, or you are making a career change.

Use a Resume to:

- Respond to an advertised job vacancy
- Send to employers that interest you after you have researched an organization.
- Accompany government or other formal application forms.
- Present to potential employer at the time of an interview.
- Reinforce a personal contact you have already established with an employer.
- Submit to employers before on-campus interviews.
- Accompany a request that someone write a letter of recommendation for employment for you.
- Present to a professional association employment committee or conference placement service.

Sending Resumes and Letters Electronically

- When submitting a resume via an organization's website, use the formatting and display style recommended by the website.
- To send your resume via email, find out the employer's format preference when possible. Although some recruiters accept attachments, other prefer your resume by included in the text of the employer's preference, sent it both ways in one message.
- Unless you are told otherwise, include a cover letter. Send both the resume and cover letter in one email message.

Tips for sending your resume as an attachment

- Create your resume using a common word processing program.
- Give the document a name the recruiter will associate with your, such as "MillerJennifer.doc". This will enable a recruiter to employer to find your resume once it is saved on a computer. Don't name the document "Resume.doc".
- Be absolutely sure your document is free of viruses.
- Send it electronically to a friend to make sure it is easy to open, the formatting stays correct, and the document is virus-free.

THREE STEPS TO WRITING YOUR OWN RESUME

While most professionals hire a professional resume writer, some draft their own resume. People who write a lot for business usually have more success in putting together a sharp, focused presentation; still, anyone can learn the basic steps to prepare his or her own resume.

There are three major differences between a "strong" resume and an "OK" resume:

1. FORMAT AND PRESENTATION DETERMINE WHETHER THE RESUME IS READ

The average resume is scanned, not read, for only 8-15 seconds. It either creates a strong impression to the reader immediately or it is set aside. It is similar to the impression you make on the interviewer. Therefore, make sure your resume is wearing the equivalent of a "business suit" and not jeans and flip-flops!

Choose a format that complements your career goal. If you are seeking a job in your field and have experience, use a chronological resume. This resume starts with your most recent job and works backward. Conversely, if you are seeking a new type of work, you may want to consider the functional/combination resume. This style groups your skills together and includes a short chronological work history at the end.

Other ways to ensure that your presentation gets noticed include:

- No errors: use spell check and also have someone review your resume for missing or misused words
- Use a consistent format and use of capitalization and punctuation throughout
- Provide lots of white space to accent strong parts of the resume
- Use no more than 2 fonts
- Include your name and address, a phone and email address
- Laser print your work on quality white or cream resume paper

2. ACCOMPLISHMENTS TELL WHAT YOU'VE DONE; RESPONSIBILITIES STATE WHAT YOU WERE SUPPOSED TO HAVE DONE

Not all accomplishments have to be big, but they have to show that you got results as you carried out your responsibilities. Often, they are something you are proud of or, they can simply quantify what you have done on a daily basis. Many of your routine activities can be quantified and written as accomplishments that demonstrate your experience and knowledge, and proof of how you've HELPED the company!

Here are some things to consider when naming accomplishments. Quantify whenever possible. For instance, did you:

- save the company money? How much and how?
- help improve sales? By how much?
- improve productivity and efficiency?
- implement any new systems or processes?
- help launch any new products or services?
- achieve more with (same or fewer) resources?
- resolve a major problem with little investment?
- participate in any technical/operational improvements?
- exceed accepted standards for quality or quantity?
- identify the need for a program or service?
- prepare any original reports, studies or documents?
- serve on any committees? What was the outcome?
- get elected to any boards, teams or task forces?
- resolve customer problems?
- get rated as outstanding in performance reviews?

3. AVOID COMMON ERRORS IN RESUME WRITING

Many job seekers either don't know or don't understand the many items that do not belong in a resume. They include the following:

- Do not use "I", "me" or "my" statements; use the telegraphic method and drop the pronoun to make it more active. Instead of "I wrote the 40-page employee manual", say "Wrote 40-page employee manual"
- Avoid the use of the words "responsible for" and "duties included"
- Do not include personal information, such as age, health, ethnicity, marriage and family status. Employers will throw your resume out if it has such information because they could someday be accused of hiring bias
- Do not include photographs unless you are a model or actor
- Do not explain your reasons for leaving your previous jobs or employment gaps
- Don't send extra papers such as letters of recommendation, certificates or samples of your work. They clutter your presentation and are too premature. Use in the interview if appropriate
- Never include salary information
- Do not forward a list of references

Written by Linda Matias
President, CareerStrides
President, The National Resume Writers' Association
631.382.2425

25 WORDS THAT CAN HURT YOUR RÉSUMÉ

By Laura Morsch, CareerBuilder.com

So, you're experienced? Before you advertise this in your résumé, be sure you can prove it.

Often, when job seekers try to sell themselves to potential employers, they load their résumés with vague claims that are transparent to hiring managers, according to Scott Bennett, author of "The Elements of Résumé Style" (AMACOM). By contrast, the most successful job seekers avoid these vague phrases on their résumés in favor of accomplishments.

Instead of making empty claims to demonstrate your work ethic, use brief, specific examples to demonstrate your skills. In other words, show, don't tell.

Bennett offers these examples:

Instead of... "Experience working in fast-paced environment"

Try... "Registered 120+ third-shift emergency patients per night"

Instead of... "Excellent written communication skills"

Try... "Wrote jargon-free User Guide for 11,000 users"

Instead of... "Team player with cross-functional awareness"

Try... "Collaborated with clients, A/R and Sales to increase speed of receivables and prevent interruption of service to clients."

Instead of... "Demonstrated success in analyzing client needs"

Try... "Created and implemented comprehensive needs assessment mechanism to help forecast demand for services and staffing."

The worst offenders

It's good to be hard-working and ambitious, right? The hiring manager won't be convinced if you can't provide solid examples to back up your claims. Bennett suggests being extra-careful before putting these nice-sounding but empty words in your résumé.

- Aggressive
- Ambitious
- Competent
- Creative
- Detail-oriented
- Determined
- Efficient
- Experienced
- Flexible
- Goal-oriented
- Hard-working
- Independent
- Innovative
- Knowledgeable
- Logical
- Motivated
- Meticulous
- People person
- Professional
- Reliable
- Resourceful
- Self-motivated
- Successful
- Team player
- Well-organized

PROFILE AND OBJECTIVE EXAMPLES

New graduate with diversified experience in office operation, data processing, research, and customer service.

Energetic (recent) college graduate with excellent people skills, trained in accounting and marketing, plus actual counseling and supervision experience.

Office worker with training and experience in general clerical, accounts payable and receivable, purchasing, and customer relations.

Computer operator with broad-based experience from data entry and verification to program development and equipment maintenance.

Computer operator with broad-based experience in program development, operations, maintenance, systems analysis and design, troubleshooting, and repair of equipment.

Marketing professional with broad-based retail experience, including eight years in store management and two years handling merchant credit card contracts, with proficient computer skills, plus training in data management and accounting.

Energetic college senior with excellent organizational and interpersonal skills pursuing career in research and development, quality assurance, and/or statistical process control fields.

Energetic college senior with excellent communication, organizational, and interpersonal skills pursuing career in accounting or related position in a financial environment.

Motivated new college graduate with office management/organizational ability and experience, excellent computer skills, and customer relations pursuing career in office management.

Energetic college graduate with banking experience and training in advertising. Pursuing career in marketing, public relations, or related work in a financial institution.

VERB LIST FOR RESUMES AND LETTERS

Words in bold are especially good for pointing out accomplishments

Management Skills	Spoke	guided	Counseled
Administered	Translated	informed	demonstrated
Analyzed	Wrote	instructed	Diagnosed
Assigned	Research Skills	persuaded	Educated
Attained	Clarified	set goals	expedited
Chaired	Collected	stimulated	Facilitated
Consolidated	Critiqued	trained	Familiarized
Contracted	Diagnosed	Financial Skills	Guided
Coordinated	Evaluated	Administered	Motivated
Delegated	Examined	Allocated	Referred
Developed	Identified	Analyzed	Rehabilitated
Directed	Inspected	Appraised	Represented
Evaluated	Interpreted	Audited	Clerical Skills
Executed	Interviewed	Balanced	Approved
Improved	Investigated	Budgeted	Arranged
Increased	Organized	Calculated	Cataloged
Organized	Reviewed	Computed	Classified
Oversaw	Summarized	Developed	Collected
Planned	Surveyed	Forecasted	Compiled
Prioritized	Systematized	Managed	Dispatched
Produced	Technical Skills	Marketed	Executed
Recommended	Assembled	Planned	Generated
Reviewed	Built	Projected	Implemented
Scheduled	Calculated	Researched	Inspected
Strengthened	Computed	Creative Skills	Monitored
Supervised	Designed	Acted	Operated
Communication Skills	Devised	Conceptualized	Organized
Addressed	Engineered	Created	Prepared
Arbitrated	Fabricated	Customized	Processed
Arranged	Maintained	Designed	Purchased
Authored	Operated	Developed	Recorded
Collaborated	Overhauled	Directed	Retrieved
Convinced	Programmed	Established	Screened
Corresponded	Remodeled	Fashioned	Specified
Developed	Repaired	Founded	Systematized
Directed	Solved	Illustrated	Tabulated
Drafted	Upgraded	Initiated	Validated
Edited	Teaching Skills	Instituted	More Verbs for Accomplishments
Enlisted	Adapted	Integrated	Achieved
Formulated	Advised	Introduced	Expanded
Influenced	Clarified	Invented	Improved
Interpreted	Coached	Originated	Pioneered
Lectured	Communicated	Performed	Reduced
Mediated	Coordinated	Planned	Resolved
Moderated	Demystified	Revitalized	Restored
Negotiated	Developed	Shaped	Spearheaded
Persuaded	Enabled	Helping Skills	transformed
Promoted	Encouraged	Assessed	
Publicized	Evaluated	Assisted	
Reconciled	Explained	Clarified	
	facilitated	coached	

TOP TEN RESUME “DON’TS”

Resumes are a necessity for almost every job on the planet – accountant, teacher, CEO, or municipal employee. But unless you carefully and objectively examine your resume before sending it out, recycling bins across America may be filling up with those ill-planned documents.

Before mailing your next resume, check the Top Ten Resume “Don’ts” below:

- 1. Appearances Count.** Don’t try to save money by printing your resume on cheap copy paper instead of good quality stock. Check for typos, grammatical errors and coffee stains. Use the spellcheck feature on your word processor/computer and ask a friend to review the resume to find mistakes you might have missed.
- 2. Does Size Matter?** If your career warrants a two-page resume, then go ahead and create a document that reflects the full range of your experience and accomplishments. Don’t reduce the type size to such a degree that your resume becomes difficult to read.
- 3. Truth or Consequences.** Don’t fudge over dates or titles on your resume to hide the fact that you have been unemployed, that you switched jobs too frequently, or that you held low-level positions. If a prospective employer conducts a background check and discovers that you lied, you can kiss the job goodbye.
- 4. State Your Case.** If you are seeking a job in a field in which you have no prior experience, don’t use the chronological format for your resume. By using a functional or skills-oriented format, you can present your relevant experience and skills up front.
- 5. Put Your Best Foot Forward.** Don’t simply copy the job description jargon from your company’s HR manual. To show that you are more qualified than the competition for the positions you are seeking, you need to do more than simply list your job responsibilities. Present specific accomplishments and achievements: percentages increased, accounts expanded, awards won, etc.
- 6. No Excuses.** Don’t include the reasons you are no longer working at each job listed on your resume. The phrases “Company sold,” “Boss was an idiot,” and “Left to make more money” have no place on your resume.
- 7. What Have You Done Lately?** While it is certainly acceptable to have a two-page resume, don’t list every single job you’ve ever held. Personnel managers are most interested in your experience from the last 10 years, so focus on your most recent and most relevant career experience.
- 8. Target Your Audience.** Don’t mail out your resume to every ad in the Sunday newspaper. If you are not even remotely qualified for a position, don’t apply. Read the ads, determine if you have the right credentials, and save the wear and tear on your printer.
- 9. No Extra Papers, Please.** When you send out your resume, don’t include copies of transcripts, letters of recommendation, or awards, unless you are specifically asked to do so. If you are called in for an interview, you may bring these extra materials along in your briefcase for show-and-tell.
- 10. Don’t Get Personal.** Personal information does not belong on a resume in the United States. Don’t include information on your marital status, age, race, family, or hobbies.

Jill Halliwell

71 Oldham Court, Bristol, RI 02809 401/555-9832

Summary

- Three years of secretarial experience in a human resources environment
- Excellent word processing, shorthand, telephone, and reception skills
- Proven ability to train and coordinate staff
- Strong oral and written communication skills

Education

Community College of Rhode Island

Lincoln, RI

2006– present

Administrative Assistant/Secretarial Program

CO-OP Internship

Community College of Rhode Island

Lincoln, RI

Student Help, Office of Cooperative Education, Spring 2003

- Handled multiple projects and met deadlines successfully.
- Demonstrated strong customer service skills.

Work Experience

Sigma Designs, Inc.

Johnston, RI

Administrative Assistant in Human Resources, 1999 – 2001

- Developed office procedures and forms to improve efficiency.
- Wrote and edited monthly company newsletter.
- Met deadlines on a weekly basis.

Walker Used Cars, Inc.

Cranston, RI

Secretary, 1997 – 1999

- Administered office, typed, and planned meetings.
- Trained new employees.

MICHAEL A. VICKERS

1668 Post Road
Warwick, Rhode Island 02886
(401) 555-0987
mavickers234@yahoo.com

OBJECTIVE

An entry-level position as a police officer in a local police department.

PROFILE

- Three years experience in industrial security
- One year experience in sports and entertainment security
- Strong communication skills (verbal and written)
- Computer proficient (Word, Excel, Access)

EDUCATION

Community College of Rhode Island 2007– present
Lincoln, Rhode Island
Criminal Justice major

- Vice President, Criminal Justice Association
- Dean’s List (3.6 GPA)
- Coursework includes Administration of Justice, Law of Contracts, Law of Evidence, Criminology

**CO-OP
EXPERIENCE**

Rhode Island Capitol Police 2007
Police Intern, Spring 2008

EXPERIENCE

Pinkerton Security 2006 – present
Foxboro, Massachusetts
Security Officer, Gillette Stadium

- Implemented security procedures at football and soccer games; assisted in security detail at concerts
- Represented Gillette Stadium at court hearings

Acme Security Agency 2003– 2005
Security Officer

- Assisted in reduced loss of inventory at Comp USA retail stores
- Trained new security staff

Barbara Cruz

438 Broad Street
Pawtucket, RI 02999

Phone: (401) 555-1234 • E-mail: bcruz256@yahoo.com

Objective	An entry-level position within the Rhode Island court system.
Summary of Qualifications	<ul style="list-style-type: none">• Strong organizational and time management skills: attention to minute details with excellent accuracy• Proven customer service skills: able to build rapport with clients and prospects emphasizing trust, dependability, and quality. Adaptability to meet customers' needs.• Strong computer skills: Word, Excel
Education	Community College of Rhode Island 2006 – present Lincoln, RI <i>Criminal Justice / Law Enforcement major</i> Dean's List / 3.65 GPA
Internship	Rhode Island Superior Court Summer 2007 <ul style="list-style-type: none">• Filed criminal and civil cases• Observed courtroom procedures
Work History	Kohl's, Smithfield, RI 2005 – 2007 <i>Customer Service Associate</i>
	Target, Smithfield, RI 2004 – 2005 <i>Department Manager</i>
	All-State Insurance Co., Warwick, RI 2002 – 2004 <i>Insurance Analyst</i>
	CVS/Pharmacy, Cranston, RI 2001 – 2002 <i>Overnight Stock Person</i>
	Federal Express Corp., Warwick, RI 1999 – 2001 <i>Package Handler</i>

RESUME OUTLINE FORM

Contact Information	Name		
	Address		
	Phone		E-mail
Objective			
Profile			
Skills			
Education			
Course Work			
Work Experience			
Languages			
Licenses			
Other			