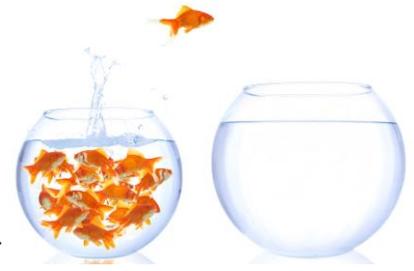


# Write a Winning Resume



*Distinguish yourself from the crowd.*

## Resume Building

**Resume Defined:** A brief, concise document that presents and effectively sells your most relevant and positive qualifications for employment. A marketing tool.

**Purpose:** The purpose of a resume is . . . . to get an interview!

- Resume Facts:**
- **An employer will spend less than a minute (usually 20-30 seconds) scanning your resume and formulating a first impression of you.** The content must be clear, concise, and targeted to the type of job and organization for which you are applying.
  - Your resume may be the only chance you get to make an impression, so make it a good one. Research the company/position so you can put forth your best effort.
  - Customize your resume for each position you are applying. You may want to highlight certain aspects of your experience for one employer and something else for another.
  - Create a high impact resume by **using action words and specific skill words from your profession** or education to address work tasks and skills desired as identified in the job ad.
  - If the applicant pool is large, employers try to find ways to reduce the number of candidates. Misspelled words and poor layout may cause your resume to be eliminated from consideration.

<b>Sample Headings:</b>	Activities	Highlights	Profile
	Awards	Internships	Qualifications
	Certifications	Interests	References
	Class Projects	Involvement	Related Experience
	Community Involvement	Leadership Activities	Skills
	Computer Skills	Licenses	Summary
	Education	Military Service	Technology
	Experience	Presentations	Volunteer Experience

- Layout Tips:**
- **Avoid using a template** – they are difficult to format and provide suggested phrases that make your resume generic instead of reflective of your experiences.
  - Choose a layout that is easy to read and clutter free that highlights your most important qualifications, transferable skills and experiences.
  - Depending upon your experience and qualifications, your resume may be 1 or 2 pages long. If you have 2 pages, the second page must contain relevant information and should be as two-thirds full. You may put references on the bottom of a second page to fill it up.
  - Prioritize the information on your resume. Put the most relevant information first.
  - Avoid personal pronouns such as “I,” “me” and “my.”
  - Begin with action verbs and use present tense for current experiences and past tense for experiences that have ended.
  - Avoid abbreviations and acronyms (exceptions: CPR, states, common terms to your profession)
  - Resumes must be factual, no fluff or embellishment!
  - References should be on a separate page - Omit heading “References Available Upon Request”.
  - You may need 2-3 different versions of your resume. Create one that can be pasted into online applications.
  - Print your resume on high quality resume paper.
  - Save your resume as a PDF file when applying electronically.

# Joe Spartan

1900 28<sup>th</sup> Ave S, Apt. 301, Moorhead, MN 56560  
Phone:(218) 299-6500 | joe\_spartan@my.minnesota.edu

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## EDUCATION

Associate of Science – **Criminal Justice**

Anticipated May 2017

Minnesota State Community and Technical College (M State), Moorhead, MN

- GPA 3.5

## COURSE HIGHLIGHTS

**Special Topics in Criminal Justice** – M State

Fall 2016

- Collaborated with a small group to create a crisis plan for the Moorhead Center Mall to respond to a tornado
- Met with Mall officials to tour the facilities and created a map with possible shelters
- Identified a line of communication with store managers to create exit plans for each retail space
- Created a plan to notify customers and store employees and usher them to safe places
- Developed a communication plan to connect to police and emergency services in the event of damage
- Presented plan to instructor, law enforcing representatives and class

### Additional Coursework:

- |                                      |                                    |
|--------------------------------------|------------------------------------|
| ▪ Interpersonal Communication        | ▪ Criminal Law                     |
| ▪ Introduction to Criminal Justice   | ▪ Criminal Procedures              |
| ▪ Policing and Practices             | ▪ Police Report Writing            |
| ▪ Juvenile Justice and Delinquency   | ▪ Criminal Investigations          |
| ▪ Law Enforcement Behavioral Science | ▪ Professional & Technical Writing |

## RELATED EXPERIENCE

**Asset Protection/Loss Prevention Associate** – Macy's, Fargo, ND

May 2016-Present

- Respond to customer and associate incidents to facilitate first aid
- Use camera and in-person surveillance to monitor cash register transactions, interactions between sales associates and customers, and customer behavior in order to prevent loss
- Recover stolen merchandise and apprehend shoplifters according to state law and company policy
- Respond to alarms found at store exits
- Prepare reports relative to all theft incidents, merchandise recoveries, accident investigations and audits

**Direct Support Professional** – CCRI, Moorhead, MN

Sept. 2014 – April 2015

- Assisted individuals with regular daily living skills, role modeling, and community integration
- Accompanied clients to stores and social activities
- Redirected clients to practice appropriate behaviors to counteract verbal or physical aggression

## CERTIFICATIONS

- CPR & AED
- First Aid

## EMPLOYMENT

- Auto Detailer – Don's Car Wash, Fargo, ND, Summer 2014
- Landscape/Snow Removal Assistant - Steve's Lawn Care, Moorhead, MN, 2012-2014

## INVOLVEMENT

- American Legion Baseball, Moorhead, MN
- T-ball Coach, Moorhead Parks & Rec

## Key Resume & Cover Letter Words

### Accounting Skills

Administered  
Allocated  
Analyzed  
Appraised  
Audited  
Balanced budgeted  
Calculated  
Computed  
Developed  
Forecast  
Managed  
Marketed  
Planned  
Projected  
Researched

### Artistic Skills

Acted  
Conceptualized  
Created  
Designed  
Developed  
Directed  
Established  
Fashioned  
Illustrated  
Instituted  
Integrated  
Introduced  
Invented  
Originated  
Performed  
Planned  
Revitalized  
Shaped

### Mechanical Skills

Assembled  
Built  
Calculated  
Computed  
Designed  
Devised  
Engineered  
Fabricated  
Maintained  
Operated  
Programmed  
Remodeled  
Repaired  
Solved  
Trained

### Office Skills

Approved  
Arranged  
Cataloged  
Classified  
Collected  
Complied  
Dispatched  
Executed  
Generated  
Inspected  
Monitored  
Operated  
Organized  
Prepared  
Processed  
Purchased  
Recorded  
Retrieved  
Screened  
Specified  
Tabulated  
Validated

### People Skills

Adapted  
Advised  
Assessed  
Assisted  
Clarified  
Coached  
Communicated  
Coordinated  
Delegated  
Developed  
Directed  
Executed  
Increased  
Organized  
Oversaw  
Planned  
Prioritized  
Produced  
Recommended  
Reviewed  
Strengthened  
Supervised

### Research Skills

Clarified  
Collected  
Critiqued  
Diagnosed  
Evaluated  
Examined  
Extracted  
Identified  
Inspected  
Interpreted  
Interviewed  
Investigated  
Reviewed  
Summarized  
Surveyed  
Systemized

### Supervisory Skills

Administered  
Analyzed  
Assigned  
Attained  
Chaired  
Contracted  
Consolidated  
Coordinated  
Delegated  
Developed  
Directed  
Executed  
Increased  
Organized  
Oversaw  
Planned  
Prioritized  
Produced  
Recommended  
Reviewed  
Strengthened  
Supervised

### Verbal Skills

Addressed  
Arbitrated  
Arranged  
Authored  
Corresponded  
Developed  
Directed  
Drafted  
Edited  
Enlisted  
Formulated  
Influenced  
Lectured  
Moderated  
Motivated  
Negotiated  
Persuaded  
Publicized  
Recruited  
Reconciled  
Spoke  
Translated  
Wrote

### Miscellaneous Skills

Accelerated  
Accomplished  
Conceived  
Conducted  
Demonstrated  
Eliminated  
Equipped  
Founded  
Implemented  
Improved  
Motivated  
Organized  
Recommended  
Revamped  
Scheduled

# Cover Letters

## General Guidelines for Letters

- Use conventional business letterform on standard size (8.5"x11") and make sure that the paper matches your resume. Letters may also be sent as the body of an email message.
- Tailor your letter to the specific job and organization. Avoid using a non-personalized form letter.
- Always direct your letter to a specific person, preferably an individual with hiring authority. This information is often available through one call to the organization's receptionist. Be sure to spell his/her name correctly and use the proper title.
- Address specific qualifications the employer is looking for by connecting experiences from your resume to the job description and expand by giving details or examples to demonstrate your qualities. Include your objective in the letter.
- When answering an advertisement, cover all of the points requested in the exact order outlined.
- Convey enthusiasm for the position and set a positive tone.
- Use simple and direct language. Be as concise as possible. Refrain from using slang and abbreviations.
- Use self-descriptive action words that personalize your resume.
- Have several people proofread your letter for grammar, punctuation, spelling and typographical errors. One error could mean elimination.
- A common mistake is to spend a lot of time talking about yourself and your skills/qualifications. It is important to put the emphasis where it belongs – on the employer and his/her needs.

## A Cover Letter Recipe . . . .

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1900 28<sup>th</sup> Avenue South (Your Address)  
Moorhead, MN 56560 (City, State, Zip)

You may also use the "letter head" you created for your resume in place of the standard return address information

Date

Employer Name, Title (*It is critical to address your letter to the appropriate person*)

Department/Organization

Address

City, State Zip

Dear Ms./Mr. \_\_\_\_\_: (If asked to submit to a department rather than a person, use "To Whom It May Concern:")

**Opening Paragraph:** Your opening paragraph should be creative and catch the employer's attention. State why you are interested in the employer and the position for which you are applying. Indicate how you learned about the position. Demonstrate your knowledge of the employer – show the employer that you have done your homework! **Avoid beginning the first sentence of this paragraph with the word "I".**

**Middle Paragraph(s):** Stress what you can contribute to the organization. Highlight your particular experiences and abilities (not just responsibilities) that relate to the position for which you are applying. Do not duplicate the specific information already outlined in your resume. For a **letter of inquiry**, mention your interest in specific types of positions or discuss the skills that you possess that you would like to utilize within this organization. A **letter of application** should indicate your knowledge of the job description and illustrate that you meet the qualifications.

**Closing Paragraph:** This paragraph should serve as a summary of the letter, a call to action (i.e. a request for an interview), and a "thank you" to the employer. Inform the employer if you will be in the area on a certain date or if you will be away for an extended period of time and you will need to be contacted at a different location. (Always make it easy for an employer to contact you.) If appropriate, request the necessary application materials from the employer.

**Complimentary Close** (Sincerely, Sincerely yours, etc.)

*Your Signature* (use about 3-4 spaces to write your signature – use black ink)

Your Name Typed

**Enclosure: 2** (indicate number of items enclosed including your resume)

## A Word About References . . . .

- 3-5 reference providers are suggested. List only references who have given you their permission.
- When requesting letters of reference, provide some guidance as to what areas you wish the writer to address.
- Keep your references up-to-date about your job search. Let them know when you are interviewing for a specific position. Send them a copy of the job ad and brief information about the company along with your resume for their reference.

### Create a separate reference list on Word:

- Choose a format and font that complements or matches your resume.
- Create a heading that matches your resume.
- In list form, include the reference's name, job title or relationship to you, address, phone number(s), and email address.
- Use 1" or 1.5" margins. Allow at least two or three spaces between reference information.

**Joe Spartan**  
1900 28<sup>th</sup> Ave S, Apt. 301, Moorhead, MN 56560  
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**REFERENCES**

John Smith, Criminal Justice Instructor  
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Rita Book, Communications Instructor  
Minnesota State Community and Technical College  
Moorhead, MN  
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Email: rita.book@minnesota.edu

Ima Boss, Manager  
Macy's  
Fargo, ND  
Phone: 701-282-5555  
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Nita Hand, Service Manager  
CCRI  
Moorhead, MN  
Phone: 218-299-5555  
Email: nita.hand@ccri.org

# Quick Check Resume Critique

Use this form to critique your resume. Rate the resume in each category as *Excellent*, *Average*, or *Poor*. Write suggestions for improvement.

Item	Excellent	Average	Poor	Missing	Improvements
<b>1. APPEARANCE</b> Does it look good without reading it?					
<b>2. FORMAT</b> Was the best format used to sell your strengths?					
<b>3. OBJECTIVE</b> Does the objective statement describe desired position or purpose of resume?					
<b>4. SKILLS</b> Does the resume reflect skills? Count the skills _____					
<b>5. KEYWORDS</b> Are keywords and phrases easy to identify? Are they descriptive?					
<b>6. FOCUS</b> Does the content point to your employment objective?					
<b>7. PROOFING</b> Is it free from grammar, spelling, punctuation, or typing errors?					
<b>8. LENGTH</b> Is it a reasonable length? (1 –2 pages)?					
<b>9. INTEGRITY</b> Is it an <i>honest</i> presentation of your best?					
<b>10. APPROPRIATE</b> Does the content capture an employer's interest?					
<b>11. REFERENCES</b> Has a reference page been prepared? Does it complement the resume?					

**ADDITIONAL COMMENTS:**