

TAP Supplement

**TAP Workshop Participant Manual
Section 3.10**

“Create an Effective Resume”



**Transition Assistance Program
U.S. Department of Labor
Veterans' Employment and Training Service
September 2007**

Create an Effective Resume

Objectives

- Review key elements in the resume writing process
- Write career objectives and descriptive accomplishment statements
- Construct a draft resume

Marketing Your Resume

Basic Job Search Principle = Market Yourself!

► Purpose of a Resume

- Marketing Tool – sells YOU!
- Summarizes how your skills and abilities can contribute to their company
- Helps get you a job interview
- Employer screening tool

► The Importance of the Career Decision-Making Process

To write the most effective resume, you need to know what career field you want.

Research:

- The career field you would like to pursue
- Where the jobs are and who is hiring
- What qualifications and credentials you need to attain
- How to best market your qualifications

► **Resume Formats and Types**

Resume Formats:

There are several resume formats to choose from which include:

- Chronological
- Functional
- Combination
- Targeted

Chronological Format

- ◇ Focuses on your work history with most recent position first
- ◇ Easy for employers to follow your career history and career progression

See example *Chronological Resume* on the next page

Sample Chronological Resume

Ben Turner

2345 Brook Avenue, Englewood, Colorado 12345

(123) 456-7890

ben.turner@email.com

OBJECTIVE: Seeking a position as an armed security guard for Pinkerton Services

SUMMARY OF QUALIFICATIONS

- Active U.S. government security clearance
- Bilingual-fluent in both English and Spanish
- Superior performance award for past four years in security management
- Able to make difficult decisions in stressful situations

EXPERIENCE

19XX-20XX **Security Specialist** U.S. Marine Corps

- Supervised \$100 million of highly sensitive equipment – efforts led to zero loss in a 3-year period.
- Implemented new system security plan that led to increased lockdown protection for brig personnel.
- Provided leadership, instruction, and supervision of 25 personnel – efforts resulted in a 30% decrease in staff turnover and a 10% increase in promotions.
- Expertly managed investigative reports – recognized as NCO of the Quarter for efficiency and accuracy of written instructions and documents.
- Proven ability to communicate effectively in diverse environments – efficiently managed a diverse workforce and inmate population resulting in a 10% decrease in inmate violence.

19XX-19XX **Warehouse Supervisor** Micro Chemical, Inc., Denver, CO

- Supervised a crew of 15 in daily operations, including evaluation and discipline – efforts led to a company-record promotion rate for staff and a 10% decrease in staff turnover.
- Monitored complex cataloging and ordering systems – Implemented a fast-track procurement system for office supplies resulting in a 20% decrease in supply turn-around.
- Helped develop and implement an effective security system – efforts led to \$24K savings annually by reducing pilferage and damage.
- Proficient at using Windows Vista, Microsoft Office, and PeopleSoft Databases

19XX-19XX **Security Guard** Mayfield Malls, Denver, CO

- Coordinated work assignments, evaluated performance and disciplined a four-member security team – recognized as “Security Supervisor of the Quarter” for boosting morale and encouraging an innovative and safe working environment.
- Investigated security and safety violations and wrote detailed incident reports – led to Mayfield Mall being recognized as the “Safest Shopping Facility in the Mountain States.”
- Helped diffuse conflicts in a public environment with regard to everyone’s safety – consistently recognized through customer feedback for excellent customer relations.

EDUCATION

- **U.S. Marine Corps** Specialized Training: Explosives, Firearms, Leadership, Diversity, Communication
- **Metro State College** 42 Semester Units in Administration of Justice, Denver, CO

Functional Format

- ◇ Focuses on your skills and experience. Skills are grouped into functional areas
- ◇ Used most often when changing careers or if there are employment gaps
- See example *Functional Resume* on the next page

Sample Functional Resume

Ben Turner

2345 Brook Avenue, Englewood, Colorado 12345

(123) 456-7890

ben.turner@email.com

OBJECTIVE: Seeking a position as an armed security guard for Pinkerton Services

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- Bilingual-fluent in both English and Spanish
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EXPERIENCE

Security

- Supervised \$100 million of highly sensitive equipment – efforts led to zero loss in a 3-year period.
- Implemented new system security plan that led to increased lockdown protection for brig personnel.
- Monitored restricted personnel in a correctional facility ensuring they remained in detention
- Helped develop and implement an effective security system – efforts led to \$24K savings annually by reducing pilferage and damage.

Investigation

- Investigated security and safety violations and wrote detailed incident reports – led to Mayfield Mall being recognized as the “Safest Shopping Facility in the Mountain States.”
- Expertly managed investigative reports – recognized as NCO of the Quarter for efficiency and accuracy of written instructions and documents.

Communication

- Proven ability to communicate effectively in diverse environments – efficiently managed a diverse workforce and inmate population resulting in a 10% decrease in inmate violence.
- Helped diffuse conflicts in a public environment with regard to everyone’s safety – consistently recognized through customer feedback for excellent customer relations.
- Proficient at using Windows Vista, Microsoft Office, and PeopleSoft Databases

Supervision

- Provided leadership, instruction, and supervision of 25 personnel – efforts resulted in a 30% decrease in staff turnover and a 10% increase in promotions.
- Supervised a crew of 15 in daily operations, including evaluation and discipline – efforts led to a company-record promotion rate for staff and a 10% decrease in staff turnover.

EMPLOYMENT HISTORY

- **Security Specialist** U.S. Marine Corps
- **Warehouseman Supervisor** Micro Chemical, Inc. Denver, CO
- **Security Guard** Mayfield Malls Denver, CO

EDUCATION

- **U.S. Marine Corps** Specialized Training: Explosives, Firearms, Leadership, Diversity, and Communication
- **Metro State College** 42 Semester units in Administration of Justice, Denver, CO

Combination Format

- ◇ Combination of the Chronological and Functional Resume formats
- ◇ Highlights skills and provides the chronological work history that some employers prefer

See example *Combination Resume* on the next page

Sample Combination Resume

Ben Turner

2345 Brook Avenue, Englewood, Colorado 12345

(123) 456-7890

ben.turner@email.com

OBJECTIVE: Seeking a position as an armed security guard for Pinkerton Services

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EMPLOYMENT HISTORY

- 19XX-20XX **Security Specialist** U.S. Marine Corps
- 19XX-19XX **Warehouseman Supervisor** Micro Chemical, Inc., Denver, CO
- 19XX-19XX **Security Guard** Mayfield Malls, Denver, CO

EDUCATION

- **U.S. Marine Corps** Specialized Training: Explosives, Firearms, Leadership, Diversity, and Communication
- **Metro State College** 42 Semester units in Administration of Justice Denver, CO

Targeted Format

- ◇ Customized to a specific Job
- ◇ Written specifically to the employer's needs
- ◇ The Objective Statement is important and must specifically refer to the open position. The resume will then be directly related to that position.

Other Resume Formats

- **Federal Resumes** – See sample on Page 60 in the TAP Manual – Be sure to sign up for a Federal resume writing class at your FSC or ACAP office if you want to pursue a position in the Federal Government.
- **Curriculum Vitae** – Used primarily for candidates in medicine, academia, and some senior level positions.
- **Hybrids of several styles** – Modified Combination Resume formats tailored to specific openings

Which Resume is Best?

***The one that best positions your
experience for the open position!***

(See the resume comparison chart on the next page for quick, easy reference.)

Resume Comparison Chart

Resume Format	Advantages	Disadvantages	Best Used By
Chronological	<ul style="list-style-type: none"> • Widely used format • Logical flow, easy to read • Showcases growth in skills and responsibility • Easy to prepare 	<ul style="list-style-type: none"> • Emphasizes gaps in employment • Not suitable if you have no work history • Highlights frequent job changes • Emphasizes employment but not skill development • Emphasizes lack of related experience and career changes 	<ul style="list-style-type: none"> • Individuals with steady work record
Functional	<ul style="list-style-type: none"> • Emphasizes skills rather than employment • Organizes a variety of experience (paid and unpaid work, other activities) • Disguises gaps in work record or a series of short-term jobs 	<ul style="list-style-type: none"> • Viewed with suspicion by employers due to lack of information about specific employers and dates 	<ul style="list-style-type: none"> • Individuals who have developed skills from other than documented employment and who may be changing careers • Individuals with no previous employment • Individuals with gaps in employment • Frequent job changers
Combination	<ul style="list-style-type: none"> • Highlights most relevant skills and accomplishments • De-emphasizes employment history in less relevant jobs • Combines skills developed in a variety of jobs or other activities • Minimizes drawbacks such as employment gaps and absence of directly related experience 	<ul style="list-style-type: none"> • Confusing if not well organized • De-emphasizes job tasks, responsibilities • Requires more effort and creativity to prepare 	<ul style="list-style-type: none"> • Career changers or those in transition • Individuals reentering the job market after some absence • Individuals who have grown in skills and responsibility • Individuals pursuing the same or similar work as they've had in the past
Targeted (should be used in all resumes)	<ul style="list-style-type: none"> • Personalized to company/position • Shows research • More impressive to employer • Written specifically to employer's needs 	<ul style="list-style-type: none"> • Time-consuming to prepare • Confusing if not well organized • Should be revised for each employer 	<ul style="list-style-type: none"> • Everyone – because any of the other formats can be made into a targeted resume

Resume Types

Traditional Paper Resume

The printed resume is the traditional paper resume that you would mail to a company, take with you on a job interview or to a job fair, or mail/fax in response to a job ad.

Traditional Paper Resumes: Presentation Tips and Guidelines

- Professional look and feel, good visual appeal, white space for readability
- Page Length – 1 to 2 pages
- Font – Tahoma, Arial, Times New Roman, or Verdana
- Font Size – 10 to 12 points
- Font Styles – bold, italics, and capitalization to highlight key areas
- Paper Color – white, light gray or ivory
- Proofread and Spell Check
- Place your name and a page number on the top of all subsequent pages of your resume
- Writing Style: Always Write in First Person – No “I”

“Led a 75-member training team that delivered 100% of all scheduled training seminars worldwide.”

Not

“Sergeant Jones led a 75-member training team that delivered 100% of all scheduled training seminars worldwide.”

Resume Types

Scannable Resume -

- ◇ To be sent to the employer either electronically or in paper format
- ◇ Enables employers in large companies to quickly scan your resume into their resume database to be screened for specific jobs and key words that match their criteria

“Scannable” Resume: Presentation Tips and Guidelines

“Plain” resume scanned by company for key words and qualifications

Everything that you would do to make your paper or traditional resume attractive, you would not do on a scannable resume

DO NOT use highlights such as bold, italics, underlining, graphics, etc.

- Use fonts such as Arial or Times New Roman
- Minimum 11 point font size
- No columns or tables
- Spell out symbols like % and &
- Place your name and a page number on the top of all subsequent pages of your resume
- Print out resume on clean white paper and mail or the employer. It will scan better.

Electronic Resume -

Resumes Sent as E-Mail Attachments

- Use “Printed” resume type
- Professionally done, visually appealing
- Microsoft Word most common – save as Rich Text Format (RTF) unless posting suggests otherwise

Resumes Sent in the Body of an E-Mail Message

- Copy and paste resume into email
- Very Important: Check formatting before submitting your resume

See example Scannable Resume on the next page

Sample Scannable Resume

Ben Turner
2345 Brook Avenue
Englewood, Colorado 12345
(123) 456-7890
ben_turner@email.com

Objective: Seeking a position as an armed security guard for Pinkerton Services

SUMMARY OF QUALIFICATIONS

- Active U.S. government security clearance
- Bilingual-fluent in both English and Spanish
- Superior performance award for past four years in security management
- Able to make difficult decisions in stressful situations

EXPERIENCE

19XX-20XX Security Specialist, U.S. Marine Corps

- Supervision of \$100 million of highly sensitive equipment
- Monitored restricted personnel in a correctional facility to ensure they remain in detention
- Experienced in handling confidential material
- Trained in diffusing hostile situations
- Certified in the use of tear gas, C-4, and TNT
- Qualified sharp shooter in small arms and assault weapons
- Proofreading and checking contents of investigative reports
- Proven ability to communicate effectively in diverse environments
- Instruction, supervision and evaluation of 25 personnel

19XX-19XX Warehouse Supervisor, Micro Chemical, Inc., Denver, CO

- Proficient at using Windows 3.x
- Supervised a crew of 15 in daily operations, including evaluation and discipline
- Monitored complex cataloging and ordering systems
- Helped develop and implement an effective security system

19XX-19XX Security Guard, Mayfield Malls, Denver, CO

- Coordinated work assignments, evaluated performance and disciplined a four-member security team
- Investigated security and safety violations and wrote detailed incident reports
- Helped diffuse conflicts in a public environment with regard to everyone's safety

EDUCATION

- U.S. Marine Corps, Specialized Training: Explosives, Firearms, Leadership, Diversity, Communication
- Metro State College, 42 Semester Units in Administration of Justice Denver, CO

► **Sections of a Resume**

- Contact Information
- Career Objective Statement
- Summary of Qualifications
- Experience
- Employment History
- Education/Training

Sections of a Resume: Contact Information

- Goes at the top of the resume and must be accurate.
- Be sure to include at least your name on each page of the resume

Janis Jenkins
123 Pearl Street
Rockville, Maryland 12345
Home: (301) 555-1111
Cell: (301) 444-2222
Janis.Jenkins@email.com

Janis Jenkins
123 Pearl Street Rockville, MD 12345
(301) 555-1111 (H) (301) 444-1234 (C)
Janis.Jenkins@email.com

Janis Jenkins
123 Pearl Street • Rockville, Maryland • 12345
(301) 555-1111 (Home) • (301) 333-1111 (Cell)
Janis.Jenkins@email.com

Sections of a Resume: Career Objective Statement

The most effective, well-written career objective is targeted for a specific job (bookkeeper, medical transcriber, diesel mechanic, etc.) with a specific company (General Motors, Johnston Automotive, etc.). Since you may need a different resume for each opening you locate, you will also need to change the job objective and especially the specific company for each resume. Be sure that you know the actual title of the job when you apply. If your resume targets a position that is not open, then you may not be considered. For example, if a line position is open and you are asking for a management job, then you may never get the interview that you want. Your objective can also be repeated in the body of the cover letter. Make the objective short and to the point. Consider this the title of your resume. The rest of the resume must convince the hiring authority that you have the background and skills to do the job and are well worth an interview.

Do not assume that any career objective is better than no objective. If your objective is vague and unfocused, you appear indecisive and unable to make decisions and set goals. This is not a description of duties or a vague description of a job. Avoid statements such as "a position that will utilize my broad talents and allow me to grow." If this is your objective, leave it off your resume.

Using a career objective has been an optional issue on a resume in the past, but in recent years it has become more important. There are times when you absolutely need a job objective, such as:

- When applying online. Often jobs are sorted by objectives and directed to the correct department for review.
- When applying to large companies, to avoid the human resources department deciding the position you should fill.
- Posting resumes on job search sites, such as Monster.com. Employers decide whether to review your resume based on the job objective.
- Resumes for scanning. The objective becomes a key word in the screening process.

Writing Career Objectives

- Concise, short and to the point
- Target your career objective whenever possible. Don't make the employer guess
- Be specific – don't write: "Seeking a challenging position with a large company that will provide an opportunity for growth and advancement."
- Answers the question "What can you do for the employer?"

Targeted Objective (preferred):

Lists the specific job and company you are applying for

Examples of Good Targeted Career Objectives

- Seeking a position as a Licensed Vocational Nurse for St. Mary's Hospital
- A position as a Bookkeeper for M&M Tax Consultants
- Position as a Security Guard for Brinks International

General Job Objective:

Occasionally you do not know the actual company you are sending your resume to and a general job objective is most effective in these circumstances. When you do not know the name of the actual company or are going to a job fair and will hand out resumes to several companies, then the objective needs to be more generic. Often jobs that are posted on the Internet are blinds ads from head hunters and you will not be able to find the company name.

Examples of General Objectives

- Entry level position in multi-image production company
- Position as a Health Educator
- Project management position in Marketing

Exercise #1 **Writing Objective Statements**

Purpose

The purpose of this exercise is to provide you with practice writing Objective Statements.

Materials Needed For This Exercise

You will need the following for this exercise:

- Decision regarding the job you are considering. Make a preliminary choice if you are not sure.
- Job Announcement(s) for a position(s) that you would like to apply for (from homework assignment)
- Review sample Career Objective Statements listed below. For additional information, refer to the TAP Participant Manual, Page 71.

Hints For Writing Career Objectives

- Targeted Objective Statement (preferred method): List the exact job as listed in the job announcement and company's name.
- Keep your objective short, simple and to the point. Do not make the employer guess what job you are applying for.
- Don't use vague statements such as "seeking a challenging position with a large company with potential for growth and advancement."

Example Objective Statements

"Electronics Technician position with Lockheed Martin"

"Seeking a position as a Customer Service Representative with Viatch Inc."

"Biomedical Equipment Repair Technician"

"Front Line Investigator with a security or law enforcement agency."

Practice

Write your Objective Statement below:

Sections of a Resume: Summary of Qualifications

- Highlights your key skill areas – draws attention to specific skills that support your job goal
- Can either be done in paragraph form or as a bulleted list
- Should include your Security Clearance if you have one. Remember to have your resume cleared by your Security Manager.
- Time to “brag” about your best qualities – your “greatest hits”

Exercise #2

Writing “Summary of Qualifications” Statements

Purpose

The purpose of this exercise is to provide you with practice writing Summary of Qualifications statements.

Materials Needed For This Exercise

You will need the following for this exercise:

- Preliminary career objective
- Job Announcement for a position(s) that you would like to apply for
- Skill statements from Page 22 of TAP Participant Manual
- Review sample Qualification Statements listed below

Hints For Writing Qualification Statements

- Draw the reader's attention to specific skills that you possess and can offer the company.
- Look for key words in the job announcement and write qualification statements that highlight those key words
- Can either be written as a short paragraph or short list with 4-5 bullet statements.
- This is your time to brag about your best qualities.
- List your certifications, licenses or security clearance if required for the position.

Example #1: Summary of Qualifications for a Law Enforcement Professional

“Law enforcement professional with a degree in criminal justice. Qualifications include 15 years’ experience in international and homeland security, outstanding leadership capability managing large security teams, knowledge of patrol, search and rescue, investigative and criminal procedures. Ability to handle deadline-oriented and crisis situations. Sharpshooter and expert marksman qualifications. Active Top Secret Clearance.

Example #2: Summary of Qualifications for Human Resources Manager

- Human Resource Management
- Organizational Development and Process Improvement
- Training Development and Delivery
- Compensation and Benefits Administration
- Management and Supervision
- Resource Allocation and Administration
- Planning and Budget Management
- Legal Compliance

Example #3: Summary of Qualifications for a Network Administrator

Solutions-oriented IT professional with experience in Network Administration, Network Support and Help Desk services

- Knowledge of LAN/WAN network administration
- Expert capabilities for hardware, software and networking issues
- Outstanding customer service skills
- Certifications: MCSE Windows 2000 and CCNA
- Hardware: Desktops, servers, laptops, modems, network cards, printers, scanners, etc.
- Systems: Windows NT/2000, SCO Unix, Windows 95/97XP

Practice

Using the skills statements you developed from page 22 of the TAP manual, practice writing two Summary of Qualifications statements.

Paragraph Style:

Bullet Style

- _____
- _____
- _____
- _____
- _____
- _____

Sections of a Resume: Experience

- Lists your results and/or achievements that relate to the position desired
- Not a job description!
- Employers want to know: “What is this individual going to do for me?”
- Use numbers, percentages, statistics, examples to illustrate your achievements

Identify Your Skills and Accomplishments

- Use the Transferable Skills Inventory (TAP Manual-Page18)
- Select the skills that relate to the job you want
- Sell your resume by highlighting your major accomplishments and achievements
- Remember...Employers want to know... “What skills can you offer me?”

Writing Accomplishment Statements

- Use civilian terms
- Start with an action verb
 - Don’t use “Responsible for”
 - Write in past tense for previous jobs
 - Present tense for current job
- Quantify results when possible
 - Use numbers
 - Percentages
 - Statistics
 - Examples

Example Accomplishment Statements:

Inventory Control: “Managed company’s 500-item, \$10M stock inventory warehouse with 100% accountability.”

Logistics: “Processed over 700 annual shipments of personal property and household goods valued in excess of \$30M.”

Security: “Supervised the security of \$100M of highly sensitive equipment with zero loss.”

Management: “Developed and managed an annual budget of \$50M meeting department’s profit goals.”

Translating Military Experience to Civilian Terms

- One of your biggest challenges
- Employers may overlook a military member because their resume is:
 - Filled with military job titles and military skills not understood
 - Written using military jargon, acronyms and awards
 - Not targeted to job
- It doesn't matter how qualified you are if the employer can't understand your resume

Resources to help you translate your Military Experience to Civilian Terms

O*NET: <http://online.onetcenter.org>

o-net[®] OnLine Occupational Information Network
O*NET OnLine

Related Sites | OnLine Help | Home Occupation Quick Search:

Welcome to O*NET™ OnLine!

Making occupational information interactive and accessible for all...

What's New? Learn about cutting-edge [Tools and Technology](#) used in In-Demand occupations.

Go here to convert your military skills into civilian terms

<p>➤ Find Occupations</p> <p>Find occupations using keywords or O*NET-SOC codes, or by browsing Job Families, High Growth industries, STEM disciplines, or O*NET Descriptors.</p>	<p>➤ Skills Search</p> <p>Use a list of your skills to find matching O*NET-SOC occupations.</p>	<p>➤ Crosswalk Search</p> <p>Enter a code or title from the DOT, MOC, RAIS, SOC, or CIP to find matching O*NET-SOC occupations.</p>
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The O*NET system serves as the nation's primary source of occupational information, providing comprehensive information on key attributes and characteristics of workers and occupations. The O*NET database houses this data and O*NET OnLine provides easy access to that information. [Learn more about O*NET.](#)

Get the most out of OnLine with [OnLine Help](#) and [OnLine Help](#) features, with step-by-step examples to guide you. At any time, click the "OnLine Help" link in the top right corner.

Website Address:
<http://online.onetcenter.org>

If your search identifies occupations that require skills or abilities that may be difficult to use because of a health problem or disability, please consider [job accommodations](#).

Military to Civilian Skill Translator Resources and Websites

O*NET

Website: <http://online.onetcenter.org>

The Department of Labor's O*NET website helps you to translate your military skills by providing common language and terminology to describe your military occupational specialty.

To use O*NET you will need to know your Military Occupational Specialty (MOS), Navy Rating or Air Force Military Occupation Code (MOC).

- Enter your MOS, MOC or Navy Rating. The system will provide a summary report of your job duties. O*NET can also help you browse civilian occupations by occupational group, high growth industries and by education required for the job, i.e., Chemist.

Army COOL and Navy COOL

Websites: <https://www.cool.army.mil> or <https://www.cool.navy.mil>

These websites were developed in coordination with the Departments of Defense and Labor. They catalog and define comprehensive information on occupational credentials correlating with military ratings, jobs, and occupations.

- Go to the COOL website
- Click on the tab to "Search for Credentials"
- Enter either your specialty Code or search by your military job title, and a screen will appear with civilian equivalent jobs, common associated certifications, etc.
- Then, by clicking on the civilian equivalent job titles, you will be redirected to Department of Labor's Occupational Outlook Handbook, which lists the nature of the work, job outlook, earnings, related occupations, and more

Verification of Military Education and Training (VMET)

Website: <http://www.dmdc.osd.mil/vmet>

America's CareerInfoNet

Website: www.acinet.org/moc

This is a military to civilian occupational translator that provides a wide range of information such as occupational outlook by state, wage information and other job-specific resources.

Jobsaurus, The Jobs Thesaurus

Website: www.taonline.com/jobsaurus

Type in a job title and this site will provide you with a resume objective and industry-standard terms to help you describe a job(s) you have held.

Military.com Translate Your Skills

Website: www.military.com.Careers.Skills.Translator

This site provides very basic information on the civilian job that relates to your military specialty.

Mil-Skills Translator

Website: www.taonline.com/mosdot

Enter your MOS, MOC or Navy Rating and this site will provide you with a very brief description of your job in civilian terms.

Skills and Experience – Military to Civilian

Military Platoon Leader, Leading Petty Officer, Section Leader, etc.

=

Front Line Supervisor in the business world

- Supervised & evaluated up to 75 employees
- Conducted high quality training for groups up to 25 employees
- Improved staff productivity and efficiency by 30%
- Planned and executed logistical support for team with outstanding results
- Enforced 100% of company policies and procedures
- Submitted comprehensive and timely reports to supervisor
- Worked under pressure, multi-tasked, and met tight deadlines

Creating Accomplishment Statements

Step 1: Think of this as a story with a title. Identify the Scenario. Some topics (titles) may include:

- A task you performed alone.
- A project you worked on as a team member/team leader.
- A challenge you overcame in the job setting.
- A problem you solved.
- A goal you set.

Step 2: Identify the action you performed to tell the story. Use the skills you identified on pages 18-21 and page 74 of your TAP Manual. (Also see page 28 of this Supplement.)

- Planned, organized and directed a four-day training exercise...
- Troubleshoot, disassembled and repaired mobile over 300 pieces of mobile communications equipment...
- Recorded, documented and tracked daily, weekly and monthly reports...
- Formed, created and lead special security force...

Step 3: Which resulted in: End with a **positive** and **measurable** conclusion.

- ...which reduced accidents from 30% to fewer than 2% in two weeks.
- ...which enabled constant communication in four different states.
- ...which increased the training rate of employees by 45%.
- ...that provided search and recovery support for disaster victims.

ACTION VERBS TO DESCRIBE ACCOMPLISHMENTS

(This list also appears on p. 74 of your TAP Manual.)

The following verbs can be used to help you describe your skills and experience.

PEOPLE

___ Accomplished
___ Activated
___ Adapted
___ Adjusted
___ Administered
___ Advertised
___ Advised
___ Analyzed
___ Arranged
___ Assembled
___ Assisted
___ Calculated
___ Catalogued
___ Chaired
___ Coached
___ Conceptualized
___ Conciliated
___ Conducted
___ Consulted
___ Contracted
___ Coordinated
___ Delegated
___ Demonstrated
___ Devised
___ Directed
___ Distributed
___ Effected
___ Explained
___ Indoctrinated
___ Managed
___ Motivated
___ Organized
___ Programmed
___ Promoted
___ Stimulated
___ Supervised
___ Taught

THINGS

___ Built
___ Calculated
___ Changed
___ Compiled
___ Completed
___ Constructed
___ Created
___ Designed
___ Drafted
___ Edited
___ Enlarged
___ Established
___ Evaluated
___ Examined
___ Expanded
___ Expedited
___ Facilitated
___ Familiarized
___ Formulated
___ Generated
___ Governed
___ Guided
___ Hired
___ Identified
___ Improved
___ Increased
___ Indexed
___ Informed
___ Inspected
___ Installed
___ Invented
___ Prepared
___ Programmed
___ Revised
___ Specified
___ Used
___ Wrote

IDEAS

___ Adapted
___ Analyzed
___ Coordinated
___ Created
___ Defined
___ Devised
___ Educated
___ Established
___ Executed
___ Explained
___ Illustrated
___ Implemented
___ Initiated
___ Innovated
___ Integrated
___ Interviewed
___ Investigated
___ Maintained
___ Marketed
___ Modified
___ Monitored
___ Negotiated
___ Obtained
___ Organized
___ Presented
___ Presided
___ Processed
___ Proposed
___ Publicized
___ Recommended
___ Recorded
___ Recruited
___ Related
___ Surveyed
___ Synthesized
___ Transmitted

Exercise #3

Writing Accomplishment Statements

Purpose

The purpose of this exercise is to provide you with practice writing accomplishment statements.

Materials Needed For This Exercise

You will need the following for this exercise:

- Preliminary decision regarding your career objective
- Job Announcement for a position that you would like to apply for
- Review Accomplishment Statements listed below. Refer to TAP Participant Manual, Pages 72-74, for additional information.

Hints for Writing Accomplishment Statements

- A well-formulated accomplishment statement has two parts:
 - Value added results that came as a result of your work
 - Action you took to achieve those results
- Use civilian--not military--terms
- Start with an action verb. Refer to list on previous page.
- Try not to use "Responsible For"
- Write in past tense (i.e. **Integrateded**, **Organized**) for previous jobs and present tense (i.e., Integrate, Organize) for current job.
- Quantify wherever possible.
- State the benefit first, then what you did to accomplish the result.
- Avoid wordiness - use only the words that describe what you did, how you did it and the results.

Example Accomplishment Statements

Jobs you did in the past (past tense):

- Reduced motor pool service turnaround time 25% by creating a "fast track" team for easy repair jobs and routine service.
- Upgraded mail processing system and attained 50% improvement in delivery lead times.
- Restructured program for purchasing department supplies, which resulted in 28% cost reduction per year.

Your current job, if you are still working (present tense):

- Direct personnel programs in support of over 1,800 personnel in 84 locations worldwide.
- Lead 500+ personnel in all aspects of production and training of over 180 pilots per year.

Practice

Step 1: List 2-3 skill areas that you want to highlight and that are required for the position you are applying for. Some examples are:

Security, Investigation, Teaching, Communication, Management, Training Development, Network Administration, Project Management, Risk Analysis, Policy Development, Diagnostics and Troubleshooting, Financial Management

Step 2: Write 3 accomplishment statements that relate to that skill, what you did, and the results. Remember to quantify results.

Skill #1: _____

- _____

- _____

Skill #2: _____

- _____

- _____

Skill #3: _____

- _____

- _____

Sections of the Resume: Employment History

Chronological Resume

- Dates, position, location and experience

Functional Resume

- Does not include an employment history

Combination Resume

- Dates, position and location

Targeted Resume

- Will use any of the above formats but will be specifically tailored to the Objective

This portion of the resume is probably the most important. Depending on the style you select, it will dictate where and how you will organize the information. To make this process easier to understand, there are several examples of each format in the TAP manual. There are many books that provide example resumes. See the transition website for specific recommendations.

To begin exploring your employment history, write down everything you can about what you did in a specific job. Include:

- skills
- accomplishments
- machines you can operate;
- computer software you can run
- improvements you suggested or made in a process or system

Try to include specific and quantifiable data. Once you have written a paragraph or pages of information, find qualifications relating to the job you are seeking. If the job you are seeking is an entirely new field, but uses a lot of the specific skills from your past experience, consider putting information into categories. An example would be if you have been a Military Police Officer and want to go into private investigation, you could group bullet statements under categories such as investigation, case management, and security to create a combination resume. Or, if you were an electronics technician for the past four years in the military plus worked in the same field for two years prior to joining, and want to go into the same field of work, then you would write a chronological resume to show stability and progressive job responsibilities.

Sections of the Resume: Education/Training

- Include all degrees awarded beyond high school
- List special honors you achieved such as: graduated Cum Laude, with Honors, or possibly list your grade point average (GPA) if it presents you in a positive light
- Include certifications, licenses and course work relevant to job applying for
- List only military schools that support your job goal!

Exercise #4

Documenting Education and Training

Purpose

The purpose of this exercise is to provide you with practice in documenting your education and training.

Materials Needed For This Exercise

You will need the following for this exercise:

- Copies of college transcripts and training certificates, VMET printout
- Job Announcement(s) for a position(s) that you would like to apply for (from homework assignment)

Hints For Documenting your Education and Training

- Include all degrees achieved beyond high school, highest to lowest.
- Include any additional training and coursework that is directly related to the job.
- If degree-award date is within nine months, indicate expected graduation date; otherwise indicate number of credit hours completed
- List locations of colleges and universities, but it is not necessary to include dates attended
- Depending on your background and the job you are applying for, Education and Training might need to be placed above Experience or Employment History on your resume
- List special honors you achieved

Example of Education and Training

- Bachelor of Science, Health Care Management (Cum Laude), Southern Illinois University, Carbondale, Illinois
- Metro State College, Denver, Colorado: 42 semester units in Administration of Justice
- U.S. Marine Corps: Specialized training in explosives, firearms, leadership, diversity, and communication

Practice

Document your Education and relevant Training:

► **What NOT To Include On a Resume**

These items are not recommended on a resume:

- Marital Status
- Age
- Race
- Photograph
- Religious or Political Affiliations
- Names, ages and number of children
- Hobbies
- Height and Weight
- Salary
- References

Now let's tie all of the elements together and start drafting your resume!

Exercise #5 **Writing Draft Resume**

Purpose

The purpose of this exercise is to provide you with a working draft of your resume to continue to enhance after leaving the workshop.

Materials Needed For This Exercise

You will need the following for this exercise:

- Job Announcement(s) for a position(s) that you would like to apply for
- Exercises: Career Objective, Summary of Qualifications, Accomplishment Statements, and Education and Training
- Refer to sample resumes on Pages 4-8 of the TAP Supplement

Steps

Today we are going to develop a draft Chronological Resume. You can use this later to develop a Functional, Chronological or Combination Resume that best meets your needs. Instructions include:

- Write in your contact information at the top of the page to include:
Name, Address, Home and Cell Phone numbers and professional email address
- Transfer your targeted Objective Statement to the *Objective Statement* section
- Transfer 3 or 4 of the qualification statements to the *Summary of Qualifications* section.
- List your three previous duty stations (jobs) with the most current one first and working back into the *Experience* section. Enter the dates and title (civilian equivalent, if possible)
- Transfer the accomplishment statements you wrote to the appropriate job under the *Experience* section. Remember to keep these in bullet format. You can complete the remainder of the statements after the workshop.
- Complete the *Education and Training* section. List all degrees and any additional education, specialized training and certifications that apply to the job you are applying for.

NOTE: Once you finalize your resume you will not add the items in lighter type on the worksheets.

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Name: (14 pt)

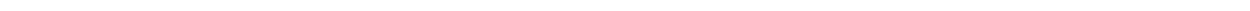
Address:

Phone Number(s):

Email Address:



OBJECTIVE STATEMENT



SUMMARY OF QUALIFICATIONS

- _____

- _____

- _____

EXPERIENCE

Dates

Job Title (most current)



- _____

- _____

- _____

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Dates

Job Title (2nd)

- ---

- ---

- ---

Dates

Job Title (3rd)

- ---

- ---

- ---

EDUCATION AND TRAINING

Degree, Major, Names of School, etc. or training, licenses and certifications

► **Resume Review and Quality Assurance**

- Carefully review your resume
- Poorly written resumes and typographical errors result in being “screened” out
- Suggested Reviewers
 - Transition/ACAP Office Staff
 - Veteran’s Representatives at your local Career One-Stop Center
 - HR Professional
 - Co-workers/Colleagues
 - Professional in the career field

Use the Resume Checklist on the next page to review and double check your resume!

Resume Checklist: An employer-ready resume must be OK in every category.

CONTENT	OK
Order of Information	
Does the most important category come first?	
Is the organization logical and clear?	
Completeness	
Are all major topics emphasized by the employer covered?	
Is each area concise yet complete?	
Are duties <i>and</i> achievements described in specific terms?	
Relevance	
Is there a clear reason for each piece of information?	
Has the information been tailored to a targeted field and job?	
LANGUAGE	OK
Word Choice	
Are action verbs or nouns (key words for scannable resumes) used?	
Are inappropriate jargon and military abbreviations avoided?	
Is the language clear and straightforward?	
Mechanics	
Are there any errors in spelling, grammar or punctuation?	
Are there any typographical errors?	
APPEARANCE	OK
Layout	
Is the resume appealing and easy to read?	
Does it use headings effectively?	
Does it use white space, indentation, underlining, capitals effectively?	
Does it have a professional look?	
Consistency	
Are layout features—headings, spacing, font—consistent throughout?	
Is the wording consistent throughout?	

► How Resumes Are Submitted

- “Printed” or Traditional Paper Resume: mailed, faxed or delivered in person
- Scannable Resume: mailed, faxed, delivered in person or sent electronically
- Electronic Resume: sent as an email attachment or in the body of an email

► Ways to Market Your Resume

Once you complete your resume, you can start sending out your marketing document. There are many ways to look for jobs and market yourself. Use AS MANY as are appropriate for you.

Remember you have a product to sell - yourself! The best way to do that is to use every available method that is right for you to distribute your resume. What methods will be best for you will be based on your career objectives, the position you want, the industry you're targeting, the geographic location and your salary requirements.

- **Networking:** Networking is the key to a successful job search and the number one method that people get jobs. Talk with anyone who may know of an opportunity that would be right for you: friends, colleagues, neighbors, relatives, etc. You may also want to join a professional association that is related to the career field you wish to work in. Many times these associations have regional meetings specifically for networking.
- **Personal Referrals:** Personal referrals are another great marketing strategy. Personal referrals open doors that may not be accessible to everyone. So, if you know an individual who is employed in a company that you wish to work for, ask them to talk to the appropriate hiring manager and submit your resume.
- **Job Fairs:** Job Fairs are a great way to meet potential employers. Instead of cold calling or surfing the Internet, job fairs offer the chance to chat with hiring managers in person and pass around your resume.
- **Targeted job search campaigns:** This is where you send your resume directly to recruiters or hiring managers working in the industry or company you want to work for. You must be careful to select the right recruiters, which can be done through networking or research online.
- **Professional Associations:** There are hundreds of professional associations for a variety of industries and career specialties. Do your research and find out the professional associations in your field. Many have websites and publications that post available jobs. Many hold national conferences and local “chapter” meetings which are great networking venues.

- **Newspaper Ads:** Responding to job ads in print advertisements is another method. If you see a job ad in a newspaper, professional association journal or other job announcement publications that you are qualified for, send them your resume. These ads are usually time sensitive so don't wait.
- **Posting your Resume Online:** Many sites such as monster.com and careerbuilder.com (there are a multitude) allow you to post your resume on their sites for free. Employers then search for suitable candidates who meet their job qualifications. Many jobs sites give you several options how to post your resume. You will either be able to develop an online resume using their system, upload it in a Word Document or cut and paste it into the website.
- **Responding to Online Job Postings:** Responding to online job postings is another option, especially with the explosion of online job posting sites such as monster.com and careerbuilder.com. Remember that networking and personal referrals are the number one way that most people find jobs, so only use this as one of your job search methods.
- **Corporate Web Sites:** Employers are using the internet more than ever to direct applicant flow. Many companies accept resumes and/or have resume builders directly on their own employment sites.
- **In Person Cold Calls:** This is where you go door to door to companies to look for work. This method depends mainly on luck and being in the right place at the right time. Very time consuming, it is not considered a very effective or productive method, but it does work from time to time.

In Summary... Resumes:

- ✓ Speak for you when you're not there
- ✓ Serve as a marketing tool
- ✓ Must highlight your ability to do the job
- ✓ Should result in you getting an interview

Congratulations! You are now well on your way to completing your resume.

Next Steps:

- Continue to update and perfect your resume; remember that it is a "work-in-progress"
- Use the resources of the TAP/ACAP Centers to help you complete your resume. They are there to help you, so make an appointment today!