

WORKFORCE DEVELOPMENT

RESUME WORKSHOP



MEMBER OF
**FEEDING
AMERICA**

AGENDA

Understand the importance of a
well-crafted resume

Learn how to structure and
format your resume effectively

Identify how to highlight your
skills, experience, and
accomplishments

Tips for tailoring your resume
for specific jobs



WHAT IS A RESUME?

- A resume is a marketing tool that showcases your skills, experience, and qualifications.
- The goal is to grab the attention of recruiters and hiring managers.
- Resumes need to be clear, concise, and tailored to each job.



WHY IS A GOOD RESUME IMPORTANT

- A resume is often the first impression you make on a potential employer.

- Helps you stand out from other candidates.

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- Essential for securing interviews and progressing in your job search.



TWO DIFFERENT TYPES OF RESUMES



Functional Resume



Chronological Resume

James Morris

example@example.com | (555) 555-5555 | Richmond, VA 00926

PROFESSIONAL SUMMARY

Well-organized professional bringing excellent multitasking abilities developed over 6 years of support experience. Commended for consistently driving team success with knowledgeable enforcement of company procedures and skillful personnel training. Looking to leverage skills and passion in cars as an Automotive Technician apprentice.

PROFESSIONAL SKILLS

Customer Service

- Greeted upwards of 50 customers per day in warm manner and utilized active listening skills to determine assistance required.
- Interacted with customers professionally by phone, email or in-person to provide information and direct to desired staff members.
- Resolved customer service issues using company processes and policies and provided timely updates to customers within 48 hours.

Technical Knowledge

- Helped streamline repair processes and update procedures for support action consistency.
- Provided basic end-user troubleshooting and desktop support on Windows, Linux and Mac systems for 150 employees.
- Configured hardware, devices and software to set up new work stations for 10 new employees.

Problem Solving

- Improved customer satisfaction scores by 50% through application of superior conflict resolution and problem-solving skills.
- Stepped up to assist customer service manager with complaints and issues during times when department was short-staffed.
- Compiled customer feedback and recommended service delivery improvements to management.

WORK HISTORY

Scalyr Inc., Richmond, VA
Technical Support Lead | 04/2016 - Current

Sample, Richmond, VA
Technical Support Representative | 01/2014 - 03/2016

Cox Automotive Inc., Richmond, VA
Customer Support Agent | 07/2012 - 12/2013

RELEVANT SKILLS

- Proficient in ordering supplies and maintaining neat, safe and clean work areas.
- Skilled in diagnosing problems and satisfying customers.
- Knowledgeable about service schedules and well-versed in reading technical documentation.

EDUCATION

J Sargeant Reynolds Community College
Richmond, VA
2019

Associate of Applied Science:
Automotive Technology

EXAMPLE OF A FUNCTIONAL RESUME



PURPOSE OF FUNCTIONAL RESUME

Functional Resumes are what most individuals are advised to use when:

- there is a gap in employment,
- a lack of work history,
- or an individual is thinking of a career change.

Functional resumes eliminate unnecessary information.

- Focus on your most important work history.
- Highlights your acquired skills and work experience.
- Education/ Certificates/ Training should be relevant to the position.

Chronological resume

Summary

Financial Advisor with 7+ years of experience delivering financial/investment advisory services to high value clients. Proven success in managing multi-million dollar portfolios, driving profitability, and increasing ROI through skillful strategic planning, consulting, and financial advisory services.

Professional Experience

Wells Fargo Advisors — Houston, TX

Senior Financial Advisor, *August 2020–Present*

- Deliver financial advice to clients, proposing strategies to achieve short- and long-term objectives for investments, insurance, business and estate planning with minimal risk
- Develop, review, and optimize investment portfolios for 300+ high value clients with over \$190M AUM (Assets Under Management)
- Ensure maximum client satisfaction by providing exceptional and personalized service, enhancing client satisfaction ratings from 88% to 99.9% in less than 6 months

Suntrust Investment Services, Inc — New Orleans, LA

Financial Advisor, *July 2017–August 2020*

- Served as knowledgeable financial advisor to clients, managing an over \$20.75M investment portfolio of 90+ individual and corporate clients
- Devised and applied a new training and accountability program that increased productivity from #10 to #3 in the region in less than 2 year period
- Partnered with cross-functional teams in consulting with clients to provide asset management risk strategy and mitigation, which increased AUM by 50%

Maverick Capital Management — New Orleans, LA

Financial Advisor, *July 2014–August 2017*

- Served as the primary point of contact for over 15 clients
- Managed the portfolios of several major clients with over \$8.5M in total assets

EDUCATION

Louisiana State University Baton Rouge, LA

Bachelor of Science in Business Administration,
(concentration: finance)

Honors: cum laude (GPA: 3.7/4.0)

May 2014

RELEVANT SKILLS

- Proficient in MS Office (Word, Excel, PowerPoint) Outlook, MS Project, Salesforce, TFS Project Management, and Webex
- Fluent in English, Spanish, and French

EXAMPLE OF A CHRONOLOGICAL RESUME

PURPOSE OF CHRONOLOGICAL RESUME

- Chronological resume are most commonly used to highlight work experience, skills, and education in a chronological order.
- Chronological resumes are easy to follow, display progression in work history, and each section is applicable to the position being applied for.
- It sells upward mobility to employers
- Chronological resumes are often used as easy conversation tools for hiring managers.

FUNCTIONAL RESUME VS CHRONOLOGICAL RESUME





RESUME STRUCTURE

- Contact Information
 - Name, phone number, email, LinkedIn profile (optional).
- Summary/Objective (optional)
 - Short statement summarizing your experience or career goals.
- Skills
 - List of relevant skills (hard and soft skills).
- Professional Experience
 - List of jobs, responsibilities, and achievements.
- Education
 - Schools attended, degrees earned, certifications.
- Additional Sections (optional)
 - Volunteer work, languages, certifications, projects.

CONTACT INFORMATION

- Always include your full name, phone number, email address, and LinkedIn URL (if available).
- Make sure your email address is professional (avoid nicknames or unprofessional addresses).

HARD SKILLS VS SOFT SKILLS

Hard Skills

Teachable abilities or skill sets that are easy to quantify.

你好吗?

Proficiency in a foreign language



A degree or certificate



Typing speed



Machine operation



Computer programming

vs.

Soft Skills

Also known as "people skills" or "interpersonal skills."



Communication



Flexibility



Leadership



Teamwork



Time Management



HARD SKILLS

Definition: Specific Technical knowledge or training that you have gained through any life experience, including in your career or education.

- Foreign Language
- Typing Certificate
- A specific Degree/ Certification
- Coding
- Bookkeeping/ Administrative Experience





Definition: Personal Habits and traits that shape how you work, on your own and with others.

- Empathy
- Dependability
- Effective communication
- Open mindedness
- Teamwork
- Written Communication
- Customer Service

SOFT SKILLS

Definition: Qualities that carry over from one role to another because they are useful to employers across various jobs and industries.

- Decision Making
- Creative Problem Solving
- Written Communication
- People Management
- Customer Service
- Interpersonal Skills

TRANSFERABLE SKILLS



PROFESSIONAL EXPERIENCE

– SHOW, DON'T TELL

- Use action verbs to start each bullet point (e.g., "Led," "Developed," "Managed").

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 - Focus on achievements and results rather than job duties.

- Quantify your success where possible (e.g., "Increased sales by 20%," "Managed a team of 10").

- Before: "Responsible for customer service."

- After: "Provided exceptional customer service, resolving 95% of inquiries within 24 hours."



EDUCATION & CERTIFICATIONS

List degrees, certifications, and any relevant coursework.

Include any additional professional development (e.g., online courses, workshops, training).

Tip: If you have little work experience, highlight academic achievements or projects.



- Cover letter are used to elaborate on skills, accomplishments, and the Why ---reason for applying for the position.
- Cover letters are used to introduce yourself to employers while highlighting why you're unique and best fit for the position.
- It should be short and no more than 3 paragraphs.

John Doe

1234 5th Street, New York NY 00000
Home: 555-555-5555 Cell: 432-123-4567
johndoe@email.com

22 October, 2010

Company Name
22 Second Avenue
New York, NY 00000
333-333-3333
company@email.com

Dear Ms. Jones,

I am writing in response to your job opening for the warehouse associate at Renovation Designs. My expertise and knowledge in warehousing tasks combined with the ability to operate hand and power tools make me the best fit for the position. I am also involved in keeping the floor area clean and safe, accurately counting inventory, stocking shelves, and unloading trucks. My background includes securing loads, adhering to safety procedures, writing up documentation, and utilizing industrial forklifts. I have a proven ability to perform the material handling and related tasks required for the job position, including receiving, storing, packing, shipping, moving, and processing of merchandise. I am also well-versed in using a variety of reference documents to fill orders, verify quantities, and count merchandise. As a qualified warehouse associate, I have a demonstrated aptitude for maintaining administrative records by operating a computer terminal to access and complete information for counting, receiving, and order processing. I am very enthusiastic about the possibility of working for a progressive and resourceful company such as Renovation Designs. My attached resume includes comprehensive details about my experience, qualifications, and skills necessary to perform the warehouse associate job efficiently. I hope to hear from you soon to schedule an interview. Thank you very much for your time and consideration.

John Doe

HOW TO WRITE A COVER LETTER



WRITING A STRONG SUMMARY/OBJECTIVE STATEMENT

- A Summary is a brief overview of your professional background, key skills, and what you bring to the role.
- An Objective Statement focuses on your career goals and what type of role you are seeking.
- Tailor this section to match the job you're applying for.
- Summary Example: "Results-driven marketing professional with 5+ years of experience in digital marketing, brand management, and data analysis. • +
Passionate about delivering strategic solutions to grow customer engagement."
- Objective Example: "Seeking a marketing coordinator position where I can leverage my creative and analytical skills to drive brand awareness and sales growth."



THINGS TO REMEMBER



Spotlight key skills that match what is needed in the job description.



Cut out waste so your resume is easy to read!



List out your responsibilities and use "strong **action**" verbs ex: organized, produced, delivered, lifted



Avoid typos and grammatical errors.



List accomplishments that align with position by using “numbers” this gives the employer a clear idea of your performance and your experience.



Avoid listing jobs that are not aligned with the position.



FORMATTING TIPS

- Keep the design simple and professional (no excessive colors or fonts).
- Use bullet points for easy readability.
- Keep the resume to one page (two pages max if you have extensive experience).
- Use standard fonts like Arial, Calibri, or Times New Roman.



COMMON RESUME MISTAKES TO AVOID



Spelling & Grammar errors.



Overuse of buzzwords (e.g., “team player,,” “hardworking”)



Listing too many irrelevant skills or experience.



Using an unprofessional email address or not including contact details.



Overuse of buzzwords (e.g., “team player,,” “hardworking”)



QUESTIONS????



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