

# RESUME PACKET

By

Workforce Boulder County Staff



Workforce  
Boulder County





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## What is a Resume?

The short and simple answer to the question “What is a Resume?” is: a resume is a paper to help you secure an interview. The Career Center at DePaul University in Illinois states “The purpose of a resume is to market yourself to employers, by succinctly summarizing your education, experience, and skills, ultimately aiming to convince employers to invite you to interview” (DePaul University).

Overall, a resume is a tool that you need to have in order to compete in today’s competitive workforce.

## Resume Tips & Tricks

- Prioritize the content of your resume to fit the position you are applying for
- Use a 1” margin on top and sides and keep it to 1-2 pages
- Keep your formatting style consistent (i.e. use periods at the end of every line, or don’t use them at all)
- Use an easy-to-read font such as Times New Roman, Ariel, or Calibri; 11-12 point
- Put your name in bold first, by itself
- Use a professional email address that includes your name ([jane.doe@gmail.com](mailto:jane.doe@gmail.com))
- Use bullet points for phrases
- Start each phrase with a past-tense action verb (unless current, then use present tense action verb)
- Write from a 3<sup>rd</sup> person perspective. Do not use the word “I”.
- Focus on accomplishments and measurable results: Dollar amounts, units of production, percentages, benefit to the employer
- Include recent education; Include HS Diploma if that is highest level; Include B.A.; Include Masters only if relevant to job
- Layout should be pleasing to the eye; keep the ratio of white space to text balanced
- Fix typos and grammatical errors: Use spell check, proofread from a hard copy, have others proofread, then proofread again out loud before sending

## Parts of a Resume

There is not one right way to do a resume. In fact, you will want to tailor every resume you create to the position you are applying for. This means that a resume you submit for one job, might look a little different than another resume you submit for a different job. Here are some common resume parts that you might want to consider adding to your resume. Please remember that there are many more possibilities for resume sections. These are just some examples.

### Header

- Every resume needs to have your First and Last Name, Your Current Address, a Professional Email Address and a Phone Number

### Objective Statement

- The objective statement tells employers *why* you are taking time to write a resume. If you include an objective statement on your resume, you need to tailor it specifically to every single job you apply for.
- An objective is usually 1 to 3 lines of text. Make it easy to read and demonstrate that you are a good fit for the position you are applying for.

### Personal Profile/Personal Summary

- A Personal Profile is a more detailed and lengthy version of an objective. A Personal Profile is typically best for someone with 5+ years of work experience.
- A Personal Profile typically contains the title of your profession, years of experience in an industry and a summary of your skills and abilities related to the position you are applying for.

### Skills/Strengths

- Skills sections help set you apart from other candidates. Skills don't have to be skills you have developed at the workplace. Skills or strengths come from all areas of our lives.
- What are you good at? Are you fluent in another language? Are you always organized and on time? These are the skills and strengths that you might consider listing on your resume.

### Work History/Internship History/Work Experience

- The Work History section is one of the most important parts of your resume. The information you will want to include in this section are:
  - Your Job Title and the Company or Organization You Worked For
  - Dates You Worked at that specific Company or Organization
  - What you did or accomplished at that organization (Bullet Points)

### Volunteer Work/Community Involvement

- The Volunteer Work section is a great place to demonstrate experience you have gained by volunteering.
- If you do not have a lot of work history, but have volunteer experience, consider listing your volunteer work, much like you would for work history. Describe which organization you volunteered for, the dates you volunteered and what you did for that organization.

### Education

- The education section should include your highest degree accomplished and relevant classes if applicable.

## **Types of Resumes**

There are two common types or styles of resumes in today's workplace. The first common type or style is the Chronological Resume. The second common type is the Functional Resume. You will want to choose the style of resume that best fits your career situation and the job you are applying for.

Both resume styles will have some resume parts in common. Both styles need to include

### **Chronological Resume**

The Chronological Resume presents your work experience in *reverse* chronological order. You will list your most current position at the top of your work history section and work your way down to the least current position you have held.

Chronological Resumes are great for job seekers who are applying for entry level positions or job seekers who are searching for positions in the field they currently work in or have past experience in.

### **Functional Resume**

The Functional Resume frames a resume towards core competencies or areas of expertise a job seeker has.

Functional Resumes are a good option for job seekers who are looking to change career fields or have gaps in employment.

## **Chronological Resume Examples**

# Gail Garcia

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525 Longmont Avenue  
Longmont, CO 80503  
(720) 555-5555 • gail.garcia@gmail.com

## Objective

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Customer service position utilizing my positive attitude, organizational and helping skills to provide quality service to both patrons and business

## Skills and Languages

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- Fluent in English and Spanish
- Strong communication skills with a focus on customer service
- Excellent team player

## Work Experience

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YMCA, Lafayette, CO

**Day Camp Support Specialist** 6/2014 – 12/2015

- Assisted with morning check-in and on-site registration and supervised children
- Communicated essential information to parents/guardians, ensured all camp policies and procedures were being adhered to
- Filed, managed, and organized data

Community College of Denver, Denver, CO

**Receptionist, Office of Student Life** 8/2013 – 5/2014

- Ran school food bank and Lending Library; verified eligibility, provided policy rules, and distributed materials, entered and filed confidential data
- Assisted students with finding reading material and directed students to departments on campus
- Answered an average of 20 incoming calls on a multi-line phone and transferred calls
- Operated printer/copier/fax machine; opened and closed Student Life office following department policies
- Assisted students with finding reading material in Lending Library and called to inform students of overdue library books; delivered campus mail to school departments

## Volunteer Work

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**Chapter Leader, InterVarsity Christian Fellowship, Auraria Campus, Denver, CO** 6/2014 – present

**Retail Associate, Birds of Prey Foundation, Louisville, CO** 5/2013 – present

**Kids Ministry Leader, Flatirons Community Church, Lafayette, CO** 7/2013 – present

## Education

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**Associate of Arts, Business Designation (3.57 GPA)** Anticipated Graduation: May 2016  
Community College of Denver, Denver, CO

*Courses Completed:* Introduction to Business, Public Speaking, English Composition 1 & 2, College Algebra, Music Appreciation, Introduction to Philosophy, Introduction to Psychology, and Introduction to Criminal Justice



# MARIE CLARK

987 Boulder Boulevard  
Boulder, CO 80304  
860-555-5555  
mclark@gmail.com

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## CUSTOMER SERVICE REPRESENTATIVE

Polished, professional customer service representative offering:

- Eight years of experience providing customer support in busy call center environments
- An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty
- Strategic relationship-building skills including listening attentively, solving problems creatively, and using tact and diplomacy to find common ground to achieve win-win outcomes

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## EXPERIENCE

### Customer Service Representative

ABC Utility Company, Boulder, CO

2008-2015

- Calmed angry callers, repaired trust, located resources for problem resolution and designed best-option solutions. Resolved an average of 550 inquiries in any given week and consistently met performance benchmarks in all areas (speed, accuracy, volume)
- Interfaced daily with internal partners in accounting, field services, new business, operations and consumer affairs divisions.
- Managed a high-volume workload including customer inquiries, complaints, and billing questions within a deadline-driven environment.
- Became the lead "go-to" person for particularly challenging calls as one of the company's primary mentors/trainers of both new and established employees.
- Helped company attain the highest customer service ratings as determined by external auditor. Earned 100% marks in all categories including communication skills, listening skills, problem resolution and politeness.
- Completed voluntary customer service training to learn ways to enhance customer satisfaction and improve productivity.

### Customer Service Agent

DEF Insurance Company, Hartford, CT

2004-2008

- Used consultative selling techniques to provide leads for telesales personnel that improved improving lead-generation and sales-tracking techniques and resulted an 8% sales increase.
- Provided quotes and executed online policy changes for auto, home and excess liability.
- Handled incoming calls from policyholders, responded to inquiries, and resolved problems.
- Recognized as "#1 Customer Service Rep" (out of 20 reps in division) in fall 2007. Ranking was based on accuracy, customer service, duration of calls and availability.
- Co-developed on-the-job training program that reduced training time from eight weeks to five.

## EDUCATION

Diploma, XYZ High School, Hartford, CT

## **Functional Resume Samples**

# Susie Sample

123 Main Street Longmont, CO 80501  
303-111-1111 • ssample@gmail.com

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## OBJECTIVE

Obtain a position utilizing strong customer service and strategic thinking to contribute to the company's growth and success

## PROFESSIONAL SKILLS

### Customer Service Skills

- Effectively dealt with customers concerns and complaints, both in person and by phone
- Worked with a diverse customer population
- Committed to excellent service and customer satisfaction

### Computer Skills

- Knowledge of Microsoft Word, Excel and PowerPoint
- Entered the confidential information of 500 job fair applicants into Workforce Boulder County's Connecting Colorado data system
- Proficient in graphic design Adobe programs and applications: Photoshop CS2, Illustrator CS2 and Design CS2

### Cash Handling

- Operated a computerized cash register, accepting cash/credit/debit and travelers checks
- Processed store and vendor coupons; performed transaction voids, refunds and exchanges
- Reconciled cash and receipts to register totals at end of shift

### Related Skills

- Well organized and highly efficient
- Reliable, excellent attendance record
- Attention to detail, ensure tasks are completed correctly and on time

## EDUCATION

*Criminal Justice Associates*, Front Range Community College  
Longmont, CO

Anticipated Graduation Spring 2016

*High School Diploma*, Arapahoe Ridge High School  
Boulder, CO

May 2009

## CERTIFICATES

Boulder Technical Education Center, Boulder, CO

- Multimedia – 1 year certificate
- Graphic Communications – 1 semester certificate

## WORK HISTORY

*Receiver*, Macy's Department Store, Boulder, CO

June 2011 – current

*House Cleaning*, Independent Contractor, Boulder, CO

February 2013- current

*Data Entry*, Internship, Workforce Boulder County, Boulder, CO

Summer 2012- 2013

# Chris Smith

3535 Job Lane Lafayette, CO 80026  
303-555-1212 • csmith@gmail.com

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## OBJECTIVE

Warehouse position for a highly motivated quick learner with a strong work ethic utilizing extensive computer skills and abilities to problem solve independently and multi-task effectively.

## PROFESSIONAL SKILLS

### Warehouse Skills

- Operated labeling machine and ensured the proper placement of each bottle entering labeler.
- Hand labeled merchandise for foreign export.
- Sorted and organized incoming products according to specification on spreadsheet.
- Read and fulfilled orders to be shipped.
- Packaged product and boxed for shipment.
- Operated manual and electric pallet jacks.

### Customer Service

- Covered front desk duties at Computer Common at IT offices; answered phones, responded to emails, reset student login passwords, and assisted students with questions.
- Assisted students with computer related issues.
- Communicated effectively with teammates, facility members and distributors.
- Kept detailed daily logs of actions, requests, and repairs taken.

### Computer Skills

- Proficient in software programs: Microsoft Word, Excel, Access, and PowerPoint 2007 and 2010.
- Skilled in operating systems: Windows XP / 7, Linux, and Macintosh
- Evaluated, diagnosed and repaired computer failures.
- Optimized outdated computers: installed updated hardware, installed Operating Systems and Drivers following hardware specifications, and increased overall operation efficiency.
- Performed routine preventative maintenance.
- Researched, purchased and assembled tower computer from scratch.

## EDUCATION

*General Education Diploma*, Workforce Boulder County, Boulder, CO  
*Home School Diploma*, Boulder, CO

## CERTIFICATES

*Computer Hardware A+*, Front Range Community College, Longmont, CO Dec. 2014  
*Networking+*, Front Range Community College, Longmont, CO May 2013

## WORK HISTORY

*Student Technician*, Front Range Community College, Longmont, CO Feb. 2013 – Present  
*Warehouse Special Projects*, Avery Brewery, Boulder, CO 2011 - 2013

## VOLUNTEER

*Community Service*: 300 hours, Boy Scouts of America Troop #78, Boulder, CO 2004-2012

## CLUBS

*Tabletop Club*, Front Range Community College, Longmont, CO  
FIRST Robotics Club, Fairview High School, Boulder, CO  
Math, Science, and Computer Clubs, NICHE Home School Group, Boulder, CO  
Boulder County 4-H, Longmont, CO

## Creating Bullet Points

Bullet points are the format used in most resumes to describe what you have done for an organization or company.

When creating bullet points, keep the following tips in mind:

- Use strong Action Verbs
- Keep bullet points descriptive and concise.
- Utilize past tense, unless you are currently working somewhere.
- Do not repeat bullet points in multiple jobs

## ACTION VERBS

### ADMINISTRATIVE SKILLS

Administered  
Coordinated  
Dealt  
Designed  
Enlisted  
Established  
Evaluated  
Intercepted  
Interviewed  
Managed  
Mediated  
Negotiated  
Ordered  
Organized  
Participated  
Prepared  
Planned  
Provided  
Reviewed  
Selected  
Supervised  
Updated

### CLERICAL SKILLS

Approved  
Arranged  
Catalogued  
Classified  
Collected  
Compiled  
Dispatched  
Executed  
Filed  
Generated  
Implemented  
Inspected  
Monitored  
Operated  
Prepared  
Processed  
Purchased  
Recorded  
Retrieved  
Screened  
Specified  
Systematized  
Tabulated  
Typed  
Validated

### COMMUNICATION SKILLS

Addressed  
Arranged  
Authored  
Contracted  
Consulted  
Corresponded  
Created  
Developed  
Directed  
Drafted  
Edited  
Enlisted  
Formulated  
Handled  
Helped  
Influenced  
Interpreted  
Interviewed  
Led  
Lectured  
Manipulated  
Mediated  
Merged  
Motivated  
Negotiated  
Obtained  
Persuaded  
Reasoned  
Reconciled  
Recruited  
Sold  
Spoke  
Wrote  
Read

### COUNSELING SKILLS

Assessed  
Clarified  
Coached  
Counseled  
Demonstrated  
Diagnosed  
Educated  
Encouraged  
Expedited  
Facilitated  
Familiarized  
Guided  
Interpreted  
Motivated  
Observed  
Referred  
Rehabilitated  
Represented  
Stimulated

### CREATIVE SKILLS

Abstracted  
Acted  
Adapted  
Conceived  
Conceptualized  
Created  
Designed  
Developed  
Directed  
Established  
Expanded  
Fashioned  
Founded  
Generated  
Illustrated  
Imagined  
Implemented  
Initiated  
Innovated  
Instituted  
Integrated  
Introduced

Invented  
Launched  
Opened  
Originated  
Painted  
Perceived  
Performed  
Planned  
Promoted  
Produced  
Revitalized  
Set Up  
Shaped  
Shared  
Synthesized  
Visualized  
Wrote

### FINANCIAL SKILLS

Administered  
Allocated  
Analyzed  
Appraised  
Audited  
Budgeted  
Calculated  
Compared  
Computed  
Detailed  
Developed  
Estimated  
Forecasted  
Kept records  
Kept books  
Managed  
Planned  
Researched  
Recorded  
Reconciled  
Solved

## ACTION VERBS (continued)

### DETAIL SKILLS

Approved	Recorded
Arranged	Responded
Classified	Researched
Collated	Retained
Compared	Retrieved
Copied	Selected
Collected	Structured
Compiled	Systematized
Defined	Tabulated
Dispatched	Validated
Enforced	
Executed	
Facilitated	
Followed through	
Gathered	
Implemented	
Inspected	
Investigated	
Judged	
Managed time	
Met deadlines	
Operated	
Organized	
Pinpointed	
Processed	
Purchased	

### DEVELOPMENT SKILLS

Analyzed  
Applied  
Catalogued  
Compiled  
Conceived  
Coordinated  
Created  
Designed  
Developed  
Effectuated  
Engaged  
Established  
Formulated  
Founded  
Gathered  
Influenced  
Implemented  
Initiated  
Instituted  
Maintained  
Prepared  
Researched  
Selected  
Structured  
Supported  
Surveyed  
Updated

### HELPING SKILLS

Adjusted  
Advised  
Assisted  
Attended  
Brought  
Cared for  
Carried out  
Consulted  
Directed  
Enlisted  
Guided  
Let  
Listened  
Monitored  
Notified  
Observed  
Performed  
Referred  
Related  
Rendered  
Served  
Spoke  
Supported  
Understood

### MANAGEMENT SKILLS

Administered	Monitored
Analyzed	Ordered
Assigned	Organized
Conducted	Oversaw
Contracted	Participated
Controlled	Persuaded
Coordinated	Planned
Demonstrated	Prioritized
Delegated	Produced
Developed	Projected
Directed	Promoted
Effectuated	Proposed
Evaluated	Provided
Executed	Recommended
Fired	Reviewed
Guided	Scheduled
Hired	Strategized
Instructed	Supervised
Led	Trained
Managed	

### MANUAL SKILLS

Assembled	Shipped
Bent	Tended
Bound	
Built	
Controlled	
Cut	
Drilled	
Drove	
Fed	
Ground	
Handled	
Inspected	
Lifted	
Maintained	
Moved	
Operated	
Prepared	
Pulled	
Punched	
Set-up	

### RESEARCH SKILLS

Clarified  
Collected  
Critiqued  
Decided  
Diagnosed  
Examined  
Extracted  
Extrapolated  
Evaluated  
Gathered  
Inspected  
Interpreted  
Interviewed  
Investigated  
Organized  
Perceived  
Reviewed  
Surveyed  
Synthesized  
Wrote

## **ACTION VERBS (continued)**

### **TEACHING SKILLS**

Adapted  
Adopted  
Advised  
Briefed  
Clarified  
Coached  
Communicated  
Coordinated  
Decided  
Developed  
Enabled  
Encouraged  
Engaged  
Enlightened  
Expressed enthusiasm  
Explained  
Facilitated  
Guided  
Influenced  
Informed  
Initiated  
Instructed  
Invented  
Persuaded  
Set Goals  
Stimulated

### **RESULTS WORDS**

Accelerated  
Applied  
Attained  
Completed  
Conducted  
Cut  
Effected  
Eliminated  
Expanded  
Exhibited  
Expedited  
Illustrated  
Improved  
Increased  
Mastered  
Modeled  
Negotiated  
Performed  
Presented  
Produced  
Proved  
Proposed  
Recommended  
Reconciled  
Reduced  
Reinforced  
Revamped  
Revised  
Showed  
Solved



## Work Experience

List all organizations that you have volunteered with. Develop bullet points to explain what you did and the impact you had. Remember to use strong verbs.

Title \_\_\_\_\_, Company \_\_\_\_\_, City, \_\_\_\_\_, State \_\_\_\_\_ From \_\_\_\_\_ To \_\_\_\_\_

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