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Résumé mistakes by the numbers

13%

of companies will exclude a candidate who puts a **picture** on a résumé.

30%

of hiring managers will ditch a résumé that doesn't include a **list of skills.**

61%

of recruiters will trash a résumé with **typos.**

35%

of employers will disqualify a candidate with an **inappropriate email address.**

Bankrate

Source: CareerBuilder survey of hiring managers
Designed by: Summer Schrader

RESUME TIPS



Follow these tips when preparing your resume

- Prioritize the content of your resume to best fit the position you are applying for
- Use a 1" margin on top and sides
- Keep your formatting consistent
- Use an easy to read font such as Times New Roman, Ariel, 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)
- Organize your resume leading with your most job-related experience and/or education
- Use bullet points for phrases
- Start each phrase with a past-tense action verb
- Use job-related keywords toward the top, close to the left (where the eye scans)
- **Repeat keywords from the job description**
- Focus on accomplishments and measurable results: Dollar amounts, units of production, percentages, benefit to the employer
- If your job title is strange or unfamiliar, list the better known title
- Include recent education; Include HS Diploma if that is highest level; Include B.A. (if major not relevant but leave it off); Include Masters only if relevant to job
- Layout should be pleasing to the eye; keep the ratio of white space to text balanced
- Keep it to 1-2 pages
- Fix typos and grammatical errors: Use spell check, proofread from a hard copy, have others proofread, then proofread again out loud before sending

What to avoid on your resume

- Fancy fonts, colored ink, photos/pictures
- First-person pronouns (I, me, my, myself)
- Parenthesis around phone numbers
- Do not include any details regarding the following protected classes: age, race, gender, religion, national origin, sexual orientation, or disability status
- Abbreviations and acronyms, unless they are commonly recognized
- Paragraphs to describe job duties (use bullets)
- The phrase: "Responsibilities included" followed by a list of everything you did
- Listing job titles that go back more than ten years
- Dates of education unless recent
- Your GPA (unless currently in school or just graduated)
- List of your references (this belongs on a separate page)
- The phrase "References available upon request"

RESUME TYPES

STANDARD RESUME TYPES

CHRONOLOGICAL RESUMES

A resume arranged with the last 10 years of work history, beginning with the most recent job first.

Advantages: Highlights a progressive work history.

Disadvantages: May not reflect the skills more relevant to current job target. Can reveal gaps in the work history. May also highlight age.

FUNCTIONAL RESUMES

A resume arranged by skills, aptitudes, and talents, which does not emphasize dates or positions that you held. This format should be used by people experiencing a career change or by those with a limited or inconsistent job history.

Advantages: Highlights skills most relevant to current job target. Demonstrates skills and abilities for people who have limited work experience or gaps in their work history. Also, a good choice for people who have done the same tasks at all their listed positions, such as a beautician, electrician, mortgage loan officer, etc.

Disadvantages: May be viewed as an attempt to cover up undesirable information.

COMBINATION RESUMES

A resume that lists skills and experience first, followed by employment history in chronological order within categories

Advantages: Highlights the skills that are relevant to the job being applied for and provides the chronological work history that employers prefer

Disadvantages: Repetitive if similar skills apply to different positions

For most people, a combination resume is the best option.

CHRONOLOGICAL RESUME OUTLINE

NAME

Email | Area Code Phone Number

OBJECTIVE or SUMMARY

*** Professional Profile, Career Summary or the Job Title can be used for a summary header! ***

SKILLS/QUALIFICATIONS

- Skill 1
- Skill 2
- Skill 3

WORK EXPERIENCE

JOB TITLE, Company Name, City, ST 2015 - 2019

- Job accomplishment starting with past-tense action verbs, including details such as numbers, amounts, timelines met and other results. **Show how it benefited the employer.**
- Job accomplishment ...
- Job accomplishment ...

JOB TITLE, Company Name, City, ST 2014 - 2015

- Job accomplishment starting with past-tense action verbs, including details such as numbers, amounts, timelines met and other results. **Show how it benefited the employer.**
- Job accomplishment ...
- Job accomplishment ...

EDUCATION/TRAINING

Certificate or Degree, Name of School, City, ST

Certificate or Degree, Name of School, City, ST

FUNCTIONAL RESUME OUTLINE

NAME
City, State
Phone Number • Email

OBJECTIVE or SUMMARY

*** Professional Profile, Career Summary or the Job Title can be used for a header! ***

PROFESSIONAL SKILLS

MOST IMPORTANT SKILL SET

- Job accomplishment starting with action verbs, including details such as numbers, amounts, timelines met and other results. **Show how it benefited the employer.**
- Bullet Point 2
- Bullet Point 3

SECOND MOST IMPORTANT SKILL SET

- Bullet Point 1
- Bullet Point 2
- Bullet Point 3

THIRD MOST IMPORTANT SKILL SET

- Bullet Point 1
- Bullet Point 2
- Bullet Point 3

WORK EXPERIENCE

JOB TITLE, Company Name, City, ST	2014-2019
JOB TITLE, Company Name, City, ST	2012-2014
JOB TITLE, Company Name, City, ST	2009-2012

EDUCATION/TRAINING

Certificate or Degree, Name of School, City, ST
Certificate or Degree, Name of School, City, ST

COMBINATION RESUME OUTLINE #1

NAME

City, ST • Phone Number • Email

OBJECTIVE or SUMMARY

*** Professional Profile, Career Summary or the Job Title can be used for a header! ***

SKILLS/QUALIFICATIONS

FIRST MOST IMPORTANT SKILL SET

- Bullet Point 1
- Bullet Point 2
- Bullet Point 3

SECOND MOST IMPORTANT SKILL SET

- Bullet Point 1
- Bullet Point 2
- Bullet Point 3

EXPERIENCE

JOB TITLE, Company Name, City, ST 2015-2019

- Job accomplishment starting with past -tense action verbs, including details such as numbers, amounts, timelines met and other results. **Show how it benefited the employer.**
- Bullet Point 1
- Bullet Point 2
- Bullet Point 3

JOB TITLE, Company Name, City, ST 2011-2015

- Bullet Point 1
- Bullet Point 2
- Bullet Point 3

EDUCATION/TRAINING

Certificate or Degree, Name of School, City, ST

COMMUNITY INVOLVEMENT

- Volunteer Title, Organization Name, City ST Dates optional
- Member, Organization Name, City, ST Dates optional

COMBINATION RESUME OUTLINE #2

NAME
Email | Area Code Phone Number
City, ST

OBJECTIVE or SUMMARY

*** Professional Profile, Career Summary or the Job Title can be used for a header! ***

SKILLS/QUALIFICATIONS

FIRST MOST IMPORTANT SKILL SET

- Bullet Point 1
- Bullet Point 2
- Bullet Point 3

SECOND MOST IMPORTANT SKILL SET

- Bullet Point 1
- Bullet Point 2
- Bullet Point 3

RELATED EXPERIENCE

JOB TITLE, Company Name, City, ST 2013 - 2015

- Job accomplishment starting with past-tense action verbs, including details such as numbers, amounts, timelines met and other results. **Show how it benefited the employer.**
- Bullet Point 2
- Bullet Point 3

ADDITIONAL EXPERIENCE

JOB TITLE, Company Name, City, ST 2015-2018

- Bullet Point 1
- Bullet Point 2
- Bullet Point 3

EDUCATION/TRAINING

Certificate or Degree, Name of School, City, ST

BUILDING YOUR MASTER RESUME

STEP 1 – Create a List for Each Job You’ve Had

Make a list of everything you did in each position. This can also include relevant volunteer experience or recent course work.

- Write one activity on each line beginning with a past-tense action verb.
- Nothing is too insignificant to write down. If you did it once, you can include it!
- Don’t edit yet! Keep writing until you run out of ideas. Come back to the list in a day or two to see if you forgot anything.
- Ask your friends, family, former co-workers for more ideas!
- Use tools like ONet or example job descriptions to add ideas.

Master List Examples:

- Answered phones
- Worked front desk - Multi-tasked, set appointments, drafted correspondence, greeted customers
- Created the filing system
- Organized annual company picnic
- Drafted emails for my boss

STEP 2 - Use this List to Create Specific Bullet Points

For each activity on your list, write a bullet point.

DON’T assume that an employer understands what you did at your job. Spell it out!

In creating specific bullet points, think about:

- What did YOU do?
- What did you accomplish?
- What was the result?
- What software?
- Number supervised
- How many times did you do it?
- Size of the budget?
- With what equipment?
- Speed?
- Accuracy?
- Did you save money?
- Did you increase revenue?
- # of customers you served

Bullet Point Examples:

Answered the phones becomes:

- Answered 4 incoming lines with 20 extensions and directed calls to appropriate staff.

Worked front desk becomes:

- Managed competing tasks in a fast-paced environment while providing excellent customer service.
- Scheduled client appointments with 3 principle staff.

Created a filing system becomes:

- Initiated and developed a 300 client filing system which improved access to client data.
- Reduced the number of missed appointments by 20% by initiating reminder calls.

Organized annual company picnic becomes...

- Organized annual company picnic including site reservation, equipment rentals, and catering contract.
- Created activities and games for 60 multi-generation staff.

Drafted emails for my boss becomes...

- Prepared email correspondence and edited contracts for the Director; became the “go-to” editor for all staff.

STEP 3 – Format It!

- Write the name of the last place you worked. You can include part-time and unpaid work, as well as volunteer positions. List your job title and dates.
- List the specific bullet points you created under each job.

Example of a Formatted Job

Paraeducator, Boulder Valley School District, Longmont, CO

2015 - 2017

- Motivated and encouraged students to be successful in their learning by praise and encouraging participation.
- Provided children with learning tools to build and advance their knowledge.
- Focused on creating a full participation and team work oriented environment.
- Developed tailored services and accommodations for children with special needs and learning disabilities.

MASTER JOB LIST

Most recent Job Title, Company, City, ST

Dates

Specific Bullet Points

- _____
- _____
- _____
- _____

Next Job Title, Company, City, ST

Dates

Specific Bullet Points

- _____
- _____
- _____
- _____

Next Job Title, Company, City, ST

Dates

Specific Bullet Points

- _____
- _____
- _____
- _____

STEP 4 – Build a Skills List

Your Skills and Qualifications section is a MAGIC portion of your resume!!

You can:

- Include skills you have that you've never done professionally. Did you do something as a volunteer? Did you learn something in your free time?
- Showcase achievements or job duties that happened 10+ years ago.
- Summarize skills you've utilized in a variety of jobs.
 - Did you supervise 1-2 staff in each position? You can combine the total number of staff into "Supervised and mentored 9 staff."
 - Did you give injections at every nursing positions? "Administered injections to patients 6 months to 65 years of age."
- Highlight skills you have that may not be reflected in your most recent job title.

Example of Listing Chronological Resume Skills:

- Created portfolios for new clients, updated client data, and uploaded documentation.
- Prepared new client orientation materials for all initial meetings.
- Reserved conference space for board meetings, trainings, and larger events.
- Liaised with database administrator to build client outcome tracking system.
- Drafted quarterly newsletter and wrote content for company blog.
- Maintained 3 company social media accounts to create consistent branding.

Example of Listing Functional and Combination Resume Skills:

Administrative Skills

- Prepared new client orientation materials for all initial meetings.
- Reserved conference space for board meetings, trainings, and larger events.

Communications Skills

- Drafted quarterly newsletter and wrote content for company blog.
- Maintained 3 company social media accounts to create consistent branding.

Data Entry

- Created portfolios for new clients, updated client data, and uploaded documentation.
- Liaised with database administrator to build client outcome tracking system.

STEP 5 – Print the Job Description

Highlight everything you've done in one color. Use another color to highlight key words.

STEP 6 – Choose Your Resume Type

STEP 7 – Tailor Your Resume to Fit the Specific Job Description

How to Tailor a Resume to a Job Description



Cut Out the Excessive Experience

As we go through our careers, we pick up tons of extra skills and abilities. While these add to our depth of character and make for great tidbits in social gatherings, not all of them are helpful in our next job search. Just like a tailor takes in a garment or hems a pair of pants to ensure the best fit, we want to remove anything doesn't apply to the current position. **Go through your resume and remove skills that aren't relevant to this job posting.**

Expand Content Where Necessary

Sometimes we've grown and developed skills that are tremendously beneficial to our next job search. In this case, we want to make sure that our previous job titles don't limit the space we give to these skills. We may want to move this experience up to the Skills Section. We might also need to take a single bullet point that was previously sufficient and expand it!

A bullet point for an Administrative position:

- Provided administrative support to other departments as needed.

Becomes 2 bullet points for an Accounts Payable/Accounts Receivable job:

- Prepared invoices and processed Accounts Payable transactions.
- Updated client accounts and entered monthly payments.



NOTE: Many resumes contain bullet points like the Administrative bullet point listed above. This type of bullet point does not strengthen your resume. It tends to be a bit of a throw away bullet point. We assume that because most people know what an Administrative Assistant does, that we don't need to explain further. **Don't assume the employer knows what you mean!**

Be specific:

- Liaised with 3 departments to cover additional marketing responsibilities
- Processed company payroll when fiscal staff was on leave
- Provided administrative support for 5 principle engineers

Add Fitting Details (Key Words)

Depending on the occasion, an outfit might need a bit more wow factor. Just like a tailor can add beading and trim to embellish an outfit, you can add words to make your resume fit a specific company. These words are considered key terms or company jargon. **Go through the job description and make sure that your resume includes the same vocabulary that the company uses.**



- “Managed budget” might become “Ensured operational expenditures remained within limits.”
- “Cold calling” might become “Outbound prospecting.”
- “Troubleshooting” might become “Debugging.”

Craft the Summary

After you’ve made all these adjustments, the old Professional Profile will be out of date. When Apple releases a new updated product they don’t just change 1 or 2 words, they rewrite the entire production description to highlight all the new benefits. **Make sure that you rework Your Summary or Professional Profile to be an accurate overview of the experience you’ve highlighted in your tailored resume.** For instance, a school teacher who is applying to a software sales position might say:



Professional Profile (example)

Proven history connecting with a diverse socioeconomic client-base. Ability to identify customer needs and provide unique solutions. Capable of explaining complex concepts and providing user-friendly instruction and orientation to new products. Solid data entry skills to ensure accurate follow through with ongoing customer relations.

Chronological Resume Example

MARIE CLARK

Greater Denver Metro Area

860-555-5555

mclark@gmail.com

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

EXPERIENCE

Customer Service Representative

ABC Utility Company, Boulder, CO

2012-2019

- 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

2007-2012

- 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 Example

Sam Weston

Erie, CO

303 993-1234

sam.weston@gmail.com

www.linkedin.com/in/samweston

Summary

- Successfully led operations of an information system serving 1200 geographically distributed users with a budget of \$4 million.
- Managed and coordinated a 25-person software development and support team.
- Served as subject matter expert for system's three-tier architecture.
- Currently working towards Project Management Professional (PMP) certification.

Technical Skills

Languages: C, C++, ASP.net (C#), SQL, PHP 1, VBScript, JavaScript, XML, HTML

Operating Systems: Windows, Mac OS X

Applications: MS Visual Studio, Crystal Reports, IIS, Photoshop, MS Office

Professional Skills

System Planning

- Estimated project cost of \$150K for taking single customer system to scalable customer system.
- Coordinated 15 people in 6 teams to implement the scalable customer system code.
- Led 3 teams implementing scalable system code for the common code libraries, online file repository and Google powered search.
- Marketed system products and features resulting in first new customer since project inception.
- Produced monthly process for server patch management and system security compliance and reporting.

Problem Solving

- Created a plan to solve operational problems with third party certificate revocation list checking software once technical support was no longer able to help.
- Provided continuity during employee turnover by learning complex system procedures for hybrid Windows/Linux environment.
- Standardized server configurations and processes resulting in a stable environment.
- Created and conducted end user training packages for first time users of the scalable customer system features.

Application Development \ Maintenance

- Oversaw user authentication code overhaul for suite of 30 applications.
- Notified system stakeholders on a weekly basis to inform them of status and impending downtime associated with the software release.
- Created a code library for an online file repository functions for use by other systems resulting in a standardized and more maintainable interface.
- Established guidelines and processes for software configuration management and code release.
- Conceptualized and coded visual validation methods for web forms giving users a client-like feel.

Documentation

- Coordinated the development of the nearly 500 page System Security Authorization Agreement required by federal law for information system existence.
- Directed the creation of a server room procedures and disaster recovery document to mitigate any future problems with employee continuity in that functional area.
- Authored daily morning operations checklist resulting in faster problem identification and minimal end user impact due to overnight issues.
- Authored front-end code sections of online file repository technical specification.
- Generated requirements documents for a dynamic portal content subscriptions and email module, and reported products based on extensive data already resident on the system.
- Reviewed system requirements documents, test plans, and design specifications for completeness and accuracy.

Related Work Experience

New Natural Undersea Center, Long Beach, CA 2012 to 2019
Technical Project Manager/Project Lead/Programmer/Software Intern

Additional Work Experience

Boulder Valley School District (BVSD), Boulder, CO
Math Teacher

Education

Bachelor of Science in Computer Engineering, University of Rhode Island, Kingston, RI

Community Involvement

Mentor/Coach, YMCA, Long Beach, CA and Boulder, CO 2012 to Present
Volunteer, Golden State Humane Society, Long Beach, CA 2010 to 2015
Board Member/Student Member, IEEE, University of Rhode Island 2008 to 2010

Combination Resume Example I

RACHEL JONES

303-123-4567
rachel.jones@comcast.net

Boulder, CO

International Trade - New Business Manager

A management position in the international trade/new business development field, utilizing effective management, communications, and problem-solving skills

Management

- Managed international conferences from 100 to 1400 attendees in 30 trade shows annually.
- Managed a team for “new process development” and increased the number of new products introduced 20% per year.
- Forecasted to 94% accuracy for a Fortune 500 company with \$110 million in sales.
- Managed a “discontinued product process,” which allowed marketing divisions to delete 144 under-performing products.

Communication

- Trained and motivated 4 marketing divisions in new product development process.
- Conducted a public relations campaign for an organization, which increased membership in the local chapter by 50%.
- Developed a 60-page training manual for a Fortune 500 company.
- Trained a food broker network of 95 employees, reducing product waste by 11%.

Problem Solving

- Reduced time to market for new products from 25 weeks to 8 weeks using a new procedure.
- Improved basic infrastructure and enhanced employee communications for an entrepreneurial company.
- Developed procedure to assess problems, which reduced turn-around time for problem solution from five to three weeks.
- Instituted multiple purchases of product labels and saved \$1000 per fiscal period.

RELATED EXPERIENCE

Operations/Marketing Logistics Manager, Trade Winds International, Denver, CO

- Developed product-marketing strategies and coordinated 5 annual advertising campaigns
- Directed departmental sales and distribution of products to local and international markets
- Oversaw company’s marketing budget of \$100,000

Conference Manager, Centennial Conferences, Boulder, CO

- Coordinated services for events ranging from 50-250 including accommodations, catering, and advertising
- Negotiated contracts with various service providers and suppliers
- Designed and distributed event marketing materials

Office Manager, Aspen Realty, Inc., Boulder, CO

- Managed daily operations and procedures for office of 25-30 employees
- Communicated with customers, employees, vendors and contractors
- Researched and disseminated information and negotiated services and orders
- Resolved internal disputes and addressed issues that arose

ADDITIONAL EXPERIENCE

Sales/Marketing Program Administrator, Longmont Foods, Longmont, CO 2014-2018

- Created brand awareness and increased product sales through product demonstrations and distribution of samples
- Cultivated and maintained relationships with local merchandising partners

EDUCATION

Bachelor of Science in Marketing; Minor: Communications/Economics
Regis University, Denver, CO

Applied International Marketing Management Certificate
Front Range Community College, Westminster, CO

Certificate, French Language Study
Alliance Francaise, Boulder, CO

Combination Resume Example II

JASON ALMAY

Longmont, CO
720.772.1234
jason.almay@gmail.com

OUTSIDE SALES PROFESSIONAL

Proven success in Outside Sales throughout the Front Range. Over 10 years of experience developing and maintain long-term customer relationships. Ability to increase volume and generate leads. Capable of mastering a complex catalogue of products.

SALES

- Increased annual sales from \$ 500,000 to \$ 3,500,000 in three years through upselling current customers and expanding the variety of products supplied.
- Negotiated agreements with customers for better pricing in return for commitments to guaranteed business volume.
- Directed efforts to manufacturing, industrial plants, construction industry, energy companies and municipalities.

BUSINESS DEVELOPMENT

- Generated new business by compiling leads from customer referrals, business publications and newspaper articles, introducing customers to our services and meeting expectations.
- Evaluated top 100 accounts based on sales, organized into classifications and prioritized contacts to increase business with current customers and develop new business.
- Honest and straightforward approach which earned the respect and trust of customers.
- Helped develop the annual introduction of new products into the marketplace.

CUSTOMER SERVICE

- Recognized by company for outstanding customer relations and retention.
- Maintained close relationships with 35 distributors & manufacturers, 15 factory representatives and 200 customers by phone, technology and personal visits.
- Coordinated special purchasing terms to increase profits 15%.
- Participated in the planning of special promotions based on knowledge of customer's upcoming needs and priorities.

WORK EXPERIENCE

- | | |
|---|-------------|
| Assistant Manager , Norgren Supply, Loveland, CO | 2016 - 2018 |
| <ul style="list-style-type: none">• Increased sales revenue 23% within the first quarter• Developed a training manual for new employee orientation• Trained new hires in product demonstration and assembly | |
| Outside Sales , Tool & Anchor Supply, Greeley, CO | 2013 – 2016 |
| <ul style="list-style-type: none">• Submitted customer concerns to online sales department• Crafted survey to identify vendor concerns during merge | |

Creative Manager, Alain Inc., Denver, CO 2007 – 2010

- Partnered with marketing department to improve end user experience
- Increased web traffic by 8-10% each month for 8 consecutive months

Manager, Outdoor Power Equipment, Boulder, CO 2005 – 2006

- Supervised a team of 12 working on 3-5 remotes sites
- Handled all large vendor accounts

EDUCATION

Bachelor Of Science, Mesa State College, Grand Junction, CO

Certificates: Microsoft 2010 Word, Excel, Outlook, PowerPoint, Access,
Workforce Boulder County, Longmont, CO

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

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

DEVELOPMENT SKILLS

Analyzed
Applied
Compiled
Conceived
Coordinated
Created
Designed
Developed
Established
Formulated
Founded
Gathered
Influenced
Implemented
Initiated
Maintained
Prepared
Researched
Surveyed
Updated

MANAGEMENT SKILLS

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

REFERENCE SHEET TIPS

- Maintain the same format as your resume.
- Copy the header of your resume and paste it into a new document. This can be used not only for references but also for cover letters.
- Professional references are the preferred type of reference. Professional references can be former bosses, co-workers, vendors, and customers. If you are newer to the workforce you can include 1 professor, as well.
- Have a minimum of three professional references that relate to the work history you have listed on your resume.
- Have your list of references available at the interview, but don't offer the list until the potential employer requests it.
- When creating your list of references, call all your references to get their permission to be on the list. Tell them the name of the job you are applying for and suggest a few top skills they may want to talk about.
- **MOST IMPORTANT** – Following a successful interview, call your references back and let them know about the position, why you're a good fit, and why you're excited about the position.



REFERENCE SHEET SAMPLE

LILLIAN SMITH

Boulder, CO

lsmith@thecompany.com • 303.444.5555

PROFESSIONAL REFERENCES

Regina Jones (former supervisor)

Director of Services

Women's Center of Colorado

375 14th Street, Boulder, CO 80303

303-456-7899

regina.jones@gmail.com

Michael Simons (former supervisor)

Division Manager

Colorado Department of Human Services

123 West 8th Street, Denver, CO 80543

720-123-1123

m.simons@yahoo.com

Rachel Givens (former co-worker)

Program Specialist

Boulder County Health and Human Services

456 Pine Street, Boulder, CO 80303

303-444-5678

rachel.givens@hotmail.com

COVER LETTER OUTLINE AND CHECKLIST

YOUR NAME

City, State

Area Code and Phone Number

E-mail Address

Today's Date

Hiring Person

Job Title

Company/Organization

Address

City, State, Zip Code

Dear _____: OR (If no name is available) RE: _____

First paragraph

- ___ 1. Explain the reason for the letter and/or identify the position you are seeking.
- ___ 2. Mention how you learned of the position (friend, contact, website).
- ___ 3. Tell the employer something you learned about the company based on research.
(Tell me why you care. Tell me about the award you read about.)

Second paragraph

- ___ 4. Address your ability to contribute to the employer's needs. Give examples of your relevant qualifications, accomplishments, and skills.

Third paragraph

- ___ 5. The closing paragraph should end with an action statement. **BE PROACTIVE!**
Mention that you look forward to the opportunity to talk with them in person and that you will contact them.
- ___ 6. Remember to express your thanks.

Sincerely,

Your signature

Your name typed

THINK: It's like a love letter: 1) Why I love you (employer) 2) Why you (employer) should love me 3) Why we are a perfect fit!

WHAT'S NEXT

1. Begin Your Master Resume

- a. Start with what you know – add your work history and education first
 - b. Add any Community Involvement that is relevant or demonstrates responsibility/long-term commitment
 - c. Begin brainstorming bullet points for each position
 - d. Create a skills section. Remember skills can come from ANY experience you've had – they can be from MANY years ago and do not need to come from paid experience.
2. **Find a position** you're interested in applying for.
3. **Print the job description** and highlight everything that you've done before.
4. Now **begin tailoring** your Master resume to fit the job.
- a. Cut out excessive experience
 - b. Expand content where necessary
 - c. Add fitting details to incorporate key words.
 - d. Write a Profession Profile or Summary that highlights your relevant experience and demonstrates that you have the skills to do the job.
5. Remember **additional resources** are available on the Workforce website – <https://www.bouldercounty.org/departments/community-services/workforce-boulder-county/career-resources/>
6. Make sure that someone **proofreads** your resume:
- a. Let a friend review it for basic typos!
 - b. Come to Walk-In Resume Critique – see www.wfbc.org for the most up-to-date schedule.
 - c. Email it to CEinfo@bouldercounty.org – Please allow 2 business days for a response.
 - d. Ask someone in the industry for their opinion.