



Creating an Effective Resume

Human Resources

Purpose of this Workshop

- **Identify three types of resumes and select one that best suits you**
- **Gather information including job history, accomplishments, and transferable skills**
- **Begin writing your resume**

Types of Resumes

- **Chronological**
- **Functional**
- **Combined**

Chronological Resumes

- Example
- Benefits
- Use if...
- Disadvantages
- Don't use if...

123 Broad Street, Richmond, Virginia 23219 • 804-123-4567 • JohnPatrick@comcast.net

John Patrick

Objective

Senior Project Management position where expertise in turning around detailed projects is needed. Strengths also include risk management, leadership and communication skills.

Experience

Senior Project Manager

1998 – present Virginia Department of Transportation Richmond, VA

- Directed the planning, design, implementation and management of over 15 highway construction projects with combined budget of \$100 million.
- Saved over \$500,000 in design costs for roundabout project by efficiently using talents of in-house design teams.
- Developed training aid to assist team in implementing new lean process resulting in improved quality control and decreased turnaround time.
- Acted as escalation point for change requests and client concerns, and worked closely with department team leads to prioritize issues and coordinate troubleshooting efforts.

Project Manager

1995 – 1998 ACME Warehouses, Inc. Danville, VA

- Oversaw construction of 10,000 sq. ft. warehouse. Completed within deadline despite extensive material delays and unforeseen contract disputes.
- Developed inventory system to track overstocked, low turnover and damaged merchandise resulting in savings of \$100,000.
- Refined risk management strategies enabling company to more efficiently identify and target anticipated losses due to waste or rework.

Intern

1993 – 1995 Ryan Construction Company Richmond, VA

- Assisted project managers in tracking project status and critical path (CPM) using MS Project and Visio software.
- Conducted economic and demographic research and analysis to produce monthly and quarterly reports on market trends.

Education

Bachelor of Arts, Business Administration

1991-1995 Virginia Commonwealth University Richmond, VA

- Minor in Communications.

Functional Resumes

- Example
- Benefits
- Use if...
- Disadvantages
- Don't use if...

John Patrick

123 Broad Street, Richmond, VA 23219

804-123-4567

JohnPatrick@comcast.net

Professional Profile

Organized and goal-oriented with more than ten years of project management experience in a governmental agency.

- | | |
|--|---|
| <ul style="list-style-type: none"> • Highly motivated & energetic • Analytical problem-solver • Skilled in building rapport with clients and team members | <ul style="list-style-type: none"> • Skilled in risk management • Deadline driven • Exceptional follow-through and coordination skills |
|--|---|

Professional Accomplishments

Project Management

- Directed the planning, design, implementation and management of several highway construction projects with budgets in excess of \$50 million.
- Saved over \$500,000 in design costs for particular project by efficiently using talents of in-house design teams.
- Acted as escalation point for change requests and client concerns, and worked closely with department team leads to prioritize issues and coordinate troubleshooting efforts.
- Oversaw construction of 10,000 sq. ft. warehouse. Completed within deadline despite extensive material delays and unforeseen contractor disputes.

Team Leadership

- Initiated cross-training with other departments to improve workflow and streamline project completion.
- Developed a training job aid to assist team in implementing new lean process resulting in improved quality control and decreased turnaround time.
- Due to training budget cuts, coached employees in project management skills enabling them to become project leads a year ahead of schedule.
- Reduced turnover by 20% over five-year period by gaining trust and respect from employees through demonstrating optimistic attitude and resolving problems immediately.

Customer Services

- Inherited project that was in jeopardy of being lost due to bad design. Through ongoing communication with customer, team subsequently delivered outstanding project that was completed on time and met customer's approval.
- Regarded as skilled in ability to build rapport with diverse individuals and groups.

Work History

Senior Project Manager, Virginia Department of Transportation, Richmond, VA, 1998 - present
Project Manager, ACME Warehouse, Danville, VA, 1995 - 1998

Education

Project Management Certification, Project Management Institute. Expected: April 2010
B. A., Business Administration, Virginia Commonwealth University, Richmond, VA, 1995

Combined Resumes

- Example
- Benefits
- Use if...
- Disadvantages
- Don't use if...

John Patrick

123 Broad Street
Richmond, Virginia 23219
804-123-4567

JohnPatrick@comcast.net

Objective

Project Management position with a focus on Team Leadership and Customer Focus.

Areas of Expertise

- Risk Management
- Critical Path (CPM) Project Management
- Lean Process Management
- Budget Analysis, Estimating and Cost Control

Professional Experience

Senior Project Manager, Virginia Department of Transportation, Richmond, Virginia
1998 – present

Project Management

- Directed the planning, design, implementation and management of over 15 highway construction projects with combined budget of \$100 million.
- Saved over \$500,000 in design costs for roundabout project by efficiently using talents of in-house design team.
- Acted as escalation point for change requests and client concerns. Worked closely with department team leads to prioritize issues and coordinate troubleshooting efforts.

Team Leadership

- Initiated cross-training with other departments to improve workflow and streamline project completion.
- Reduced turnover by 20% over five year period by gaining trust and respect from employees through demonstrating optimistic attitude and resolving problems immediately.
- Developed a training aid to assist team in implementing new lean process resulting in improved quality control and decreased turnaround time.

Customer Service

- Inherited project that was in jeopardy of being lost due to bad design. Through ongoing communication with customer, team subsequently delivered outstanding project that was completed on time and met customer's approval.

What's right for you?

Take a moment to decide which format you will want to use.

Gathering Information

- **For resumes**
- **For employment applications**

Career / Work Objective

- **Summarize positions applied for and your qualifications**
- **Tailor to your audience**

What do you think about these?

1. To obtain a responsible and challenging position where my education and work experience will have valuable application.
2. Seeking a position in the sales department with an opportunity for advancement.
3. Seeking a challenging career with a progressive organization which will utilize my skills, abilities, and education in management, product management, operations, purchasing, and buying.
4. Management position in procurement where over 10 years of experience will add value to operations.

Strong Objective Statements

- 1. A position as a support specialist allowing me to use my skills in the fields of computer science and management information systems to keep all company systems and employees working.**
- 2. To obtain a loan officer position in a growth-oriented bank where my team-building and leadership skills can be a catalyst to improve the productivity and efficiency of the lending services team.**

- 3. To join an aircraft research team where my extensive knowledge of avionics and aircraft electrical systems can be used to conduct root cause analyses and anticipate design flaws, thereby saving the company cost overruns.**
- 4. To help children and families in troubled situations by utilizing my child protection services background to make homes healthier and safer throughout the region.**

Work Experience

- **Job history**
- **Accomplishments**
- **Transferable skills**
- **Other qualifications**

Education

- **Degrees**
- **Certifications**
- **Training**

Personal and Reference Information

Putting it on Paper

- **1 – 2 pages in length**
- **Resume templates and online resumes**
- **Appropriate white space, typestyles, and fonts**
- **Spell check is a must!**
- **Feedback**

After reading your resume, can the reader answer...

- Who are you?
- What can you do for me?
- Do you have the skills I'm looking for?
- Where have you worked before?
- Is your experience relevant to my needs?
- Do you have the right education and credentials?
- What kind of person are you?
- Do I see any "red flags" in your background?
- Can I easily get in touch with you?

Cover Letters

Include a cover letter or not?

Key components of cover letters:

- **Fit on one page**
- **Send to a specific person, if possible**
- **Tell position applied for in first few sentences**
- **Briefly explain your qualifications without repeating your resume**

Expecting a Response

- From employers who have requested your resume
- From those who have not requested your resume

Wrap Up

- **Choose the right resume format for you**
- **Use strong, descriptive phrases to highlight your accomplishments and transferable skills**
- **Pay attention to details and ask for feedback on your resume**
- **Write a cover letter if appropriate or required**