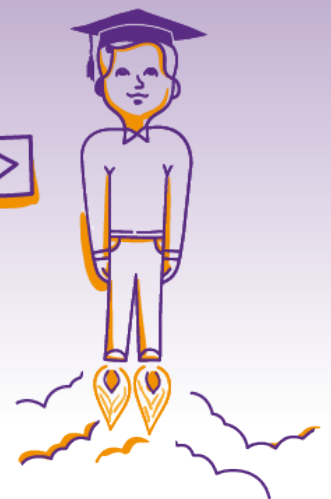


# RESUME GUIDE

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Career and  
Transition  
Services





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There is not “**A UNIVERSAL RESUME**”. Resumés change based on your location (country), influenced by economic climate and shaped by which industry you apply to.

## PURPOSE OF RESUME

The résumé is an essential tool for your job search. It provides a brief description of you, your experience, your education and any relevant experience that can promote your candidacy. A résumé is like an advertisement: it must attract attention, be brief, to the point and generate interest from employers to learn more about you. Therefore, your résumé shouldn't exceed 2 pages and the most important information should be found on the first page.

The effectiveness of your resume would be influenced by **three main elements**



## STRATEGY

You have a plan; you know to whom you are addressing your resume. You understand their expectations. The more information you can gather on the company you apply to, the better you can address their expectation. Find out what their mission statement is made of, highlight key words from their job post.

## CLARITY

This is the medium by which you will communicate to people who do not know you. Therefore, make sure that your words, phrases are clear and specific to the industries.

Tailor your  
resume based  
on the job

## SPECIFICITY

Don't assume that they know. You need to explain and describe. Avoid general statements such as hard worker. The person who reads resumes will scan your resume (10-15 seconds), with no time to waste.

### **CHRONOLOGICAL**

The chronological résumé is the type of résumé most often used. It's also the résumé employers are most comfortable with. Therefore, we recommend choosing this format unless it does not allow you to market your skills effectively.

The chronological résumé highlights work experiences acquired (paid or volunteered), in a reverse chronological order (i.e. beginning with the most recent experience).

### **FUNCTIONAL OR SKILLS-BASED RESUME**

The functional or skills-based résumé emphasize the skills you acquired during your work, school or volunteer experiences.

Considering that some employers do not respond favorably to this type of résumé, it should be used when you have a gap in your professional experience (i.e. maternity or extended travel)

## Master Resume

TIPS!

This is your undisclosed resume. A master résumé will help you create industry or role-specific resumes. You can develop more specialized resumes by modifying or rearranging elements of your master resume.

Create a Resume folder where you have your master résumé. Then, create specific folders based on the industries or the type of activity you apply to (Sales, Voluntary, Communication).

## Page #

Within one or two pages, aim to develop a focused, succinct marketing document that clearly communicates your relevant experience and skills.

## **TAILOR TO THEIR NEEDS**

Tailoring your résumé means highlighting relevant qualifications to show an employer that you have the skills, experience and training they are looking for. Understand the job requirements. Have a good knowledge of the employer and what skills or personality traits they value (some of this information can be found on the company's Website). Describe your qualifications in keywords and phrases that are the same or similar to those that appear on the job posting.

Always fit  
to the job  
offer!

## **SUMMARY OF QUALIFICATIONS**

The summary of qualifications is the thesis of your resume. It is there to engage, right from the start. This is a great way to grab the attention of the reader and show that you are qualified for the job.

Create 3 to 4 bullet points that shows

- relevant experience that you have related to the position you apply to
- your language skills
- computer skills
- Interpersonal skills

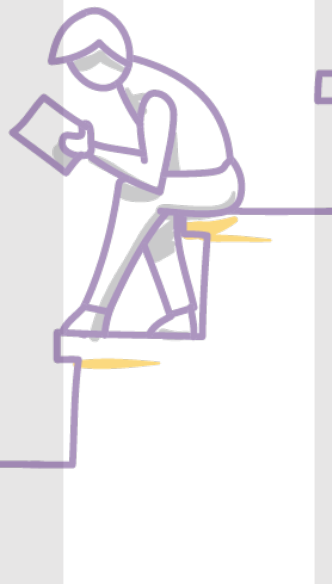
## **HEADINGS**

Headings can be different based on your experience. However, order is key.

1. Education
2. Work Experience
3. Then: Volunteer Experience, Extracurricular Activities, Training and Certifications, Awards and Achievements

You can also have targeted headings that match the position you apply to.

- Sales and Customer Service Experience
- Writing and Editing Experience



## Action Oriented Accomplishment Bullet Points

 5  
 9

The most efficient format for your bullet points is **Action Oriented Accomplishment**.

AOA brings your experience together by using an action verb + task/context + result.

Action Verb	Task / Context	Result
Created	a power point presentation as visual aid to complete a claim,	which was selected for the intro training.
Wrote	and article on Experience Learning classes at BU	that was published in The Campus newspaper
Improved	monthly Facebook pages video viewership by	14%
Conducted	research on investment products	to recommend the most suitable ones to clients

This format shows that you have reflected on your tasks and skills and that you were able to understand the results.

Note that sometimes **you don't have a clear result**. It's fine, as long as you express a specific action relevant for the position.

Try to include **qualifiers, and quantifiers** to add depth and focus to your descriptions.

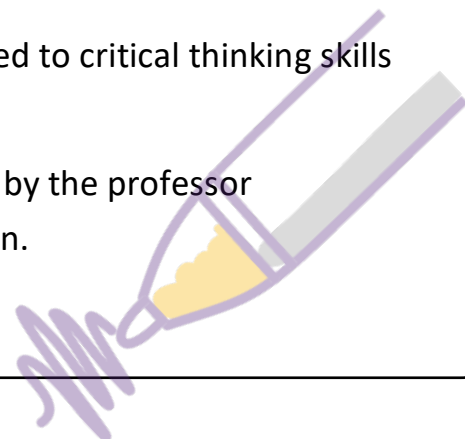
Example: "Trained summer staff" **versus** "Trained 20 summer employees to use the in-house inventory system".

"Redesigned the filing system to significantly improve time spent retrieving client files".

Don't underestimate your experiences and highlight your gained ones.

For example, tasks for an assistant professor could be translated to critical thinking skills and descriptions to illustrate this skill could be:

- Identified scientific articles relevant to topics presented by the professor
- Analyzed scientific articles to gather relevant information.



**FORMAT REVEALS TRAITS**

The format of a resume discloses if the candidate is consistent, pays attention to details, and creative.

Your layout should be clean. Dates should be spaced from the texts (either right or left). The text should not be crowded, and the resume should have balance between white space and text to accommodate readers.

Avoid  
templates  
from the  
web

Templates would throw the reader off because of its organization and its layout. It can constrain your writing and force you to use one word to describe instead of a sentence (Skills headings for instance). It also limits the resume to be selected through an applicant tracking system (ATS). We suggest you use a template that can be modified like.

**ATS (APPLICANT TRACKING SOFTWARE)**

Software application that filters and selects resumes based on the needs and expectation of the company. Helps them to sort through hundreds of resumes. Can be programmed to scan for keywords, former employers, years of experience etc.



The layout of your document needs to be consistent. Same professional fonts as Calibri, Verdana, or Helvetica. Text size 11 or 12. Remove industry specific jargon, spell out acronyms. Space the dates either on the left or the right side. **NO GRAMMAR MISTAKES!**

**YOUR NAME**

Address, City, Postal code (optional)

Professional.Email@gmail.com

Phone number

linkedin.com/in/firestandlastname

**Summary of Qualifications**

- Highlight your best achievement from your resume for the position you are seeking
- Show your language proficiency
- Make sure you use key words that employers use on the job post
- Show your computer skills: list of software

**Education**

Degree, major and specialization

University's name, Location, Province

Years (expected date of graduation)

- Awards/scholarships
- Any courses that can be relevant, like experiential learning course

**Work Experience**

Title of the position

Name of organization

Month Years - Month Years

- Use Action-Oriented accomplishment statements
- Begin each line with an action verb and include details that will help the reader understand your accomplishments, skills, knowledge, abilities, or achievements
- Do not use personal pronouns

**Volunteer Experience**

Title of the position

Name of organization

Month Years - Month Years

- Make sure that your experience is relevant to the position you are seeking
- Use the same format guideline as for the Work Experience

**Extracurricular Activities**

Title of the position

Name of organization

Month Years - Month Years

- Make sure that your experience is relevant to the position you are seeking
- Use the same format guideline as for the Work Experience

Number your  
pages and write  
your name if  
there is more  
than one page.

Page # and Your Name




# Sample Job Posting

## Key elements

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## 20-18 COORDINATOR – STUDENT ACCESSIBILITY AND ACCOMMODATION SERVICES//COORDINATEUR(TRICE) – SERVICES D’ACCESSIBILITÉ ET D’ACCOMMODATIONS AUX ÉTUDIANTS

Staff on Campus Posted on July 20, 2020

 Bishop's University

Posting 20-18 (Regular part-time position)

*In the following text, the masculine form applies to all genders. The following statements are intended to describe the general nature and level of work performed. They are not representing an exhaustive list of all responsibilities, duties and skills required.*

Bishop's University is seeking a Coordinator – Student Accessibility and Accommodation Services to fill a regular part-time position in the Student Affairs department. Reporting to the Manager of Counselling and Accessibility Services, the incumbent will be one of two coordinators of the Accessibility and Accommodations Services program and will work in collaboration with the other team members to provide a number of services to students with disabilities. . This position has a work week of 32.5 hours from Monday to Friday and the working period will be September to April.

### Nature of duties and responsibilities

- Collaborates in the development, implementation, and coordination of solutions aimed at improving the delivery of service, integration of technology, and optimizing the use of resources for students with disabilities;
- Coordinates the mid-term exam process and supports the coordination of the final exam process.
- Collaborates in the recruitment, selection, training and coordination of exam invigilators.
- Coordinates the note-taking program, which includes supporting the hiring process of all student note takers.
- Maintains the Accessibility and Accommodation Services Moodle page and provides regular updates with information for faculty, staff and students geared towards supporting students with disabilities.
- When needed, represents Bishop's as a representative on the Bishop's University Students with Disabilities Committee and participates in the conferences of the Association Quebecoise Inter-Universitaire des Conseillers aux Etudiants en Situation de Handicap (AQICESH) and other working groups.
- Collaborates in the development and maintenance of university policies regarding students with disabilities, general procedure manual, invigilation procedure manual, and examination procedure manual.
- Coordinates all resources for adaptive technology and instructs students on their use.
- Familiar with the government budget for Accessibility and Accommodation Services and assists with its implementation and management as needed.
- Performs additional similar / related task as required.

### Qualifications and Requirements

- Bachelor's Degree;
- 1 year to 3 years of similar experience;
- Excellent understanding of adaptive technology;
- Light and medium exertion.
- Excellent verbal and written communication skills in both English and French.

Classification: Class 10 \$22.65 to \$29.56 per hour (APBU – unionized position)

If interested, please submit your **curriculum vitae** and **cover letter**, including **what position you are applying for** by **July 26th, 2020** before 4:00 pm to [careers@ubishops.ca](mailto:careers@ubishops.ca)

## KEYWORDS

Paying attention to keywords in the job posting is crucial in creating a targeted application. The job responsibilities and requirements sections will give you information on what to include on your resume (and cover letter) and how to effectively present it based on their order of importance.



(819) 822-27846

# Laura



[www.linkedin.com/in/laurasmith](http://www.linkedin.com/in/laurasmith)



[Laurasmith@gmail.com](mailto:Laurasmith@gmail.com)

# 9

## SUMMARY OF QUALIFICATION

- Experience in providing counseling and tutoring services to youth and university students (3 years)
- Great abilities in planning and implementing activities adapted to the development stage of participants
- Created visual aids through PowerPoint to facilitate method of learning
- Bilingual in French and English

## EDUCATION

**Bachelor of Arts – Sociology** 2017 – present  
 Bishops' University, Sherbrooke (Quebec)

- Recipient of Chancellor's Excellence Scholarship
- SOC499 Sociology of Disability

**Diploma of Collegial Studies** 2014 – 2016  
 Dawson College, Montreal (Quebec)

## WORK EXPERIENCE

**Student Tutor**  
 Bishop's University, Sherbrooke (Quebec) 2017 – present

- Assessed, with students, their learning style and needs
- Identified, with the students, their learning goals for the session
- Research information and exercises that can facilitate student learning experience
- Created visual aids (PowerPoint) to facilitate students in their learning process

**Assistant Manager – Sales Associate** 2016 – present  
 Great Store, Sherbrooke (Quebec)

- Supervised and coordinated the work of five sales associates and cashiers
- Collaborated with the manager on irregular situations and decisions taken during my shift
- Remained courteous and calm with customers in challenging situations

## CERTIFICATION

**Excel 2016 Essential Training** Jun 2020  
 LinkedIn Learning certificate

**Career Prep Bootcamp certificate** January 2020  
 Two days training on building professional documents, Networking Etiquette, and Mock interviews

## VERBS FOR ACCOMPLISHMENTS

Archived

Expanded

Improved

Pioneered

Reduced

Resolved

Restored

Spearheaded

Transformed

Operationalized

### COMMUNICATION

Addressed

Arbitrated

Arranged

Authored

Collaborated

Convinced

Corresponded

Developed

Directed

Drafted

Edited

Enlisted

Formulated

Influenced

Interpreted

Lectured

Meditated

Moderated

Negotiated

Persuaded

Promoted

Publicized

Reconciled

Recruited

Spoke

Translate

### MANAGEMENT

Administered

Analyzed

Assigned

Attained

Chaired

Consolidated

Contracted

Coordinated

Delegated

Developed

Directed

Evaluated

Executed

Improved

Increased

Organized

Oversaw

Planned

Prioritized

Produced

Recommended

Reviewed

Scheduled

Strengthened

Supervised

### TECHNICAL

Assembled

Built

Calculated

Computed

Designed

Devised

Engineered

Fabricated

Maintained

Operated

Overhauled

Programmed

Remodeled

Repaired

Solved

Upgraded

### CREATIVE

Acted

conceptualized

created

customized

designed

developed

directed

established

fashioned

founded

illustrated

initiated

instituted

integrated

introduced

invented

originated

performed

planned

revitalized



## CLERICAL OR DETAIL ORIENTED

Approved

Arranged

Catalogued

Classified

Collected

Complied

Dispatched

Executed

Generated

Implemented

Inspected

Monitored

Operated

Organized

Prepared

Processed

Purchased

recorded

retrieved

screened

specified

systematized

tabulated

validated

## TEACHING

Adapted

Advised

Clarified

Coached

Communicated

Coordinated

Demystified

Developed

Enabled

Encouraged

Evaluated

Explained

Facilitated

Guided

Informed

Instructed

Persuaded

set goals

stimulated

trained

## FINANCIAL

Administered

Allocated

Analyzed

Appraised

Audited

Balanced

Budgeted

Calculated

Computed

Developed

Forecasted

Managed

Marketed

Planned

Projected

researched

## RESEARCH

Clarified

Collected

Critiqued

Diagnosed

evaluated

examined

extracted

identified

inspected

Interpreted

Interviewed

Investigated

Organized

Reviewed

Summarized

Surveyed

systematized

## HELPING

Aided

Assessed

Assisted

Coached

Counseled

Demonstrated

Diagnosed

Encouraged

Guided

Helped

Motivated

Prevented

Provided

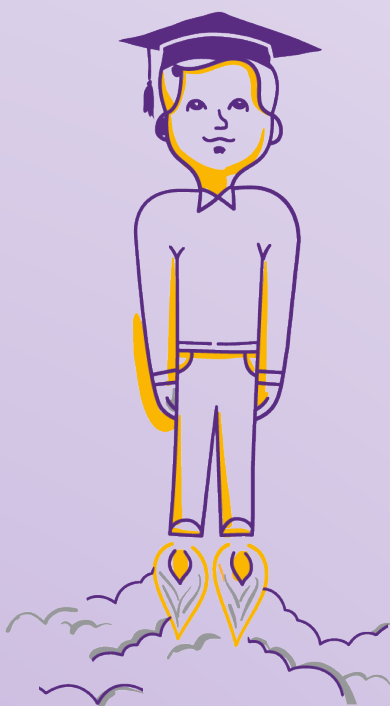
Rehabilitated

Represented

Resolved

Supported





## Career and Transition Services

[careerservices@ubishops.ca](mailto:careerservices@ubishops.ca)

819-822-9600 ext. 2135



UNIVERSITÉ  
**BISHOP'S**  
UNIVERSITY