

## What is a Resume?



Hi! I'm Maria and this is Michelle.





Michelle is getting ready to apply for jobs so she needs to create a resume. A resume is a written document that summarizes a person's skills, experience and education. It shows that a person is a good fit for a particular job opening.



The purpose of a resume is to convince a potential job employer to offer a job interview, and ultimately, to offer a job. We will walk Michelle through the process, as she makes decisions about what to include in her resume, and what format to use.





There are a few different approaches to writing a resume. The two main types of resumes are the traditional resume and the functional resume. Your unique experience as well as the specific job you are applying for will help determine the type of resume that is best for you.

	nbailey22@gmail.
OBJECTIVE	
	<ul> <li>Looking for a receptionist position where my strong communication ar organizational skills will help the company prosper.</li> </ul>
EXPERIENCE	
3/2008 - present	Administrative Assistant, Nixon & Lindstrom Insurance
	<ul> <li>Excel in role requiring the ability to handle a variety of customer servic and administrative tasks and resolve customer issues with expediency</li> </ul>
	<ul> <li>Demonstrate proficiencies in telephone and front-desk reception with high-volume environment. Calm angry customers, research and rapidi solve problems and rebuild client trust to prevent loss of key accounts</li> </ul>
	<ul> <li>Led cleanup of company database and files. Restored organization to personnel, financial and operational records and accelerated data inpu processing and retrieval times.</li> </ul>
10/2001 - 2/2008	Receptionist, Ozarks Community College
	<ul> <li>Served as first point of contact for students, faculty and staff calling or visiting the main administrative office. Efficiently operated campus switchboard and provided prompt, courteous and knowledgeable assistance.</li> </ul>
	· Transformed previously manual processes relating to vendor/supplier

A traditional resume is also known as a chronological resume. This type of resume focuses on your work history, which is listed in reverse chronological order.



		mbailey22@gmail.co
1	OBJECTIVE	
		<ul> <li>Looking for a receptionist position where my strong communication and organizational skills will help the company prosper.</li> </ul>
-	EXPERIENCE	
	3/2008 - present	Administrative Assistant, Nixon & Lindstrom Insurance
		<ul> <li>Excel in role requiring the ability to handle a variety of customer service and administrative tasks and resolve customer issues with expediency.</li> </ul>
		<ul> <li>Demonstrate proficiencies in telephone and front-desk reception within high-volume environment. Calm angry customers, research and rapidly solve problems and rebuild client trust to prevent loss of key accounts.</li> </ul>
		<ul> <li>Led cleanup of company database and files. Restored organization to personnel, financial and operational records and accelerated data input, processing and retrieval times.</li> </ul>
10/2001 -	Receptionist, Ozarks Community College	
	2/2008	<ul> <li>Served as first point of contact for students, faculty and staff calling or visiting the main administrative office. Efficiently operated campus switchboard and provided prompt, courteous and knowledgeable assistance.</li> </ul>
		Transformed previously manual processes relating to vendor/supplier

This means that your most recent job is listed at the top, followed by older jobs. Specific job duties and accomplishments are listed below each position. You would use this type of resume when your most recent job history is relevant to the current job with which you are applying.

	MAR	Y BAILEY 840 Boonville Avenue, Springfield, MO 65802   417-555-1212   mbailey22@gmail.com
vorl	c histor	y = potential job
	EXPERIENCE	
	3/2008 - preser	nt Administrative Assistant, Vixon & Lindstrom Insurance *Excent roue requiring the ability to handle a variety of customer service and administrative tasks and resolve customer issues with expediency.
		<ul> <li>Demonstrate proficiencies in telephone and front-desk reception within a high-volume environment. Calm angry customers, research and rapidly solve problems and rebuild client trust to prevent loss of key accounts.</li> </ul>
		<ul> <li>Led cleanup of company database and files. Restored organization to personnel, financial and operational records and accelerated data input, processing and retrieval times.</li> </ul>
	10/2001 - 2/2008	Receptionist, Served as first, point of contact for students, faculty and staff calling or visiting the main administrative office. Efficiently operated campus switchboard and provided promet, courteques and knowledeable
		assistance.

In this example, the applicant is applying for an administrative position. Her most recent job history includes similar jobs as a receptionist and as an administrative assistant. Her work history is relevant to the current job she's applying for. So she has decided to use a traditional, chronological resume.





A functional resume focuses on skills and accomplishments that can be pulled from several different jobs.

Functional	uvier
unctional	ingfield, MO 65721   417-555-1212   pattybouvier@springnet.net
Objective	
· Looking for a rece	eptionist position where my strong communication and ills will help the company prosper.
Skills & Abiliti	25
ADMINISTRATIVE	
· Typing speed 75	words per minute.
<ul> <li>Proficient with sp</li> </ul>	readsheets and reports.
· Able to manage c	alendars, meeting spaces, and other office coordination tasks.
COMMUNICATION	
· Able to answer a	high volume of phone calls courteously and professionally.
<ul> <li>Strong verbal and</li> </ul>	l written communication skills.
Conflict resolutio	n skills.
Experience	î
CERTIFIED NURSING	GASSOCIATE   MERCY HOSPITAL   1993 - 2009
CERTIFIED MURCHA	G ASSOCIATE   OZARKS COMMUNITY HOSPITAL   1985 - 1992

This is follow by a brief list of the positions, companies, and dates of your work history.





A functional resume focuses on your skills and abilities by placing them into categories. Job titles and dates of employment are not emphasized. This is not as common as the traditional resume but it may be a good choice if your recent jobs do not relate to the position for which you are applying.



In this example, the applicant is interested in a receptionist position but her work history has been in the nursing field. Since her work history differs from the current job she wants, she's using a functional resume. She has listed her skills and abilities that are relevant to the current receptionist job using categories. This helps the potential employer see that she has skills relevant to the position even if her previous jobs have been in a different field.



## Quiz

Michelle is applying for jobs in the same field as her work history.

Click on the format should she use:

Traditional

Functional



Michelle is applying for administrative assistant jobs and has a recent job history with receptionist and administrative assistant titles. Since Michelle is applying for jobs in the same field as her job history, which resume should she use?



## If your answer is Traditional:

	Contact
	Objective
	Job History
$\neg$	Job Title Duties and accomplishments
	Job title
	Duties and accomplishments Education

That's right. Since Michelle has a work history that is closely related to what she is applying for, she can use the traditional, chronological resume format. This format focuses on her job history and shows how her previous jobs have prepare her to be a good candidate for her current job.



## If your answer is Functional:

Contact
Objective
Job History
Job Title Duties and accomplishments
Job title
Duties and accomplishments
Education

Oops. Actually, a traditional, chronological resume format is the best choice for Michelle. This is because her work history is closely related to what she is applying for. The traditional format focuses on her job history and shows how her previous jobs have prepared her to be a good candidate for her current job.





Whichever format you choose, your resume should include your contact information, work history, details about your accomplishments, and your education. We'll look at these sections in more detail in the next lesson.

