

LESSON 2



Preparing Your Résumé



Quick Write

Make a list of the things that you've done that would make you a valuable employee. Include work, education, and outside activities. You've just taken the first step in preparing your résumé!



Learn About

- the purpose of a résumé
- types of résumés
- six tips for writing a great résumé
- preparing a personal résumé
- cover letters
- portfolios

"I find that the harder I work, the more luck I seem to have."

Thomas Jefferson, 3rd President of the United States

The Purpose of a Résumé

When you apply for a job, the person in charge of hiring will probably not know much about you. To make a good hiring decision, he or she will have to learn a lot about you very quickly. What is your background? What are your skills? What experience do you have? How are you different from other people applying for the job?



Your résumé gives a potential employer a lot of information about you quickly and efficiently.

Courtesy of Jeff Greenberg/PhotoEdit

How will the employer find out these important things quickly and efficiently? His or her first step will usually be to look at your **résumé**, or *brief summary of your work experience and qualifications*. (When the word *résumé* refers to a job document, it is pronounced “REZ-oo-may.”) Everyone who applies for a job should have a résumé.

The main purpose of a résumé is to get a job interview with the company you submit it to. But a good résumé has a life far beyond that original purpose. For example, employers sometimes forward résumés they’ve received to their counterparts at other companies who are hiring. If you have impressed a company with your résumé, but they can’t use you at this time, the person who reviews the résumés might send it on to someone else.

And between interviews, you may post your résumé on career websites such as those listed in Chapter 6, Lesson 1, “The Job Search Process.” As you found out in the previous lesson, job searching can be a long process. Therefore, it never hurts to have as many irons in the fire as possible.

A good résumé has other purposes. For example, you might want to do some volunteer work in the community. The organization for which you want to do this work may ask for a résumé so it can review your qualifications. Or you might decide to apply for an internship or other job-related experience that has a tight deadline. If you’ve got your résumé ready, you’re a step ahead of the game.

Vocabulary



- résumé
- chronological résumé
- functional résumé
- hybrid résumé
- targeted résumé
- electronic résumé
- action verbs
- job objective
- summary of qualifications
- keyword
- cover letter
- portfolio

Types of Résumés

There are five basic résumé formats:

1. Chronological Résumé

A **chronological résumé** lists your jobs, education, and other relevant accomplishments in reverse chronological order (Figure 6.1). It begins with your current or most recent job and schooling, and works backward. This is the most common résumé type and is the easiest to write. Use it if you have followed a clear progression of jobs and education and if there are no big gaps in your record that this approach would reveal.

2. Functional Résumé

A **functional résumé** arranges your information under skill headings, without focusing on dates (Figure 6.2). The headings will depend on your particular experience and skills. Examples of such headings might be “Administration,” “Sales,” or “Computer.” Specific examples and results that you can provide are especially important (this is true for all styles of resumes). You might want to use a functional résumé if there are gaps in your chronological record. When they look at a chronological résumé, some interviewers question gaps of time during which you’ve been unemployed. Even though you had a valid reason for a gap—perhaps you had to care for a sick relative or were in school full time—it is a potentially distracting item in your résumé. In such a case, a functional résumé that does not give dates may be more effective.

3. Hybrid Résumé

A **hybrid résumé** is a combination of the chronological and functional formats (Figure 6.3). As in the functional résumé, you list skills you can offer an employer, and as in the chronological résumé, you list your work experience in reverse chronological order. In a hybrid résumé, however, you list the number of years that you worked in a particular job rather than the dates.

4. Targeted Résumé

A **targeted résumé** includes the title of the actual job or career you are seeking. You can write such a résumé in the same form as you would write a chronological, functional, or hybrid résumé. A targeted résumé, however, presents your qualifications in terms of the specific job you are applying for. This format is especially effective when you are interested in a particular job and need a separate résumé for it.

5. Electronic Résumé

An **electronic résumé** is one prepared specifically for online use. It provides keywords that computers can recognize, and you write it in plain text format. You can write an electronic résumé as a chronological, functional, hybrid, or targeted résumé.

JOHN E. JONES

11567 East 17th Street, Spokane, Washington 01435
 (609) 555-4587 (Please leave message)
 johnjones95@aol.com

SUMMARY OF QUALIFICATIONS

Ten years' experience as a Surveyor. Proficiency, knowledge, and strengths in the following areas: Surveying, Field Engineering, Mapping, Drafting, Blueprinting, Supervision, Training, Customer Relations. Roads/Bridges: Commercial & Residential.

SUMMARY OF EXPERIENCE

Currently work as an independent contractor doing surveying and drafting for some firms in the Spokane area. Contracts include boundaries, commercial, heavy construction, and topographic jobs.

- 2009–2012 **Avery Structures, Inc.**, Spokane, WA
Survey Party Chief on large construction jobs. Directed all surveying and drafting.
- 2003–2009 **Centennial Engineering**, Seattle, WA
Party Chief for survey team in the construction of bridges and roads. Managed team responsible for calculations and drafting on all phases of the jobs.
- 2000–2003 **J.R. Developers**, Tacoma, WA
Party Chief completing all survey work on the subdivisions.
- 1998–2000 **Al Messahaq/ARAMCO**, Saudi Arabia
Party Chief on all project work in Geodetic Control, roads and highways, in addition to plant layout.

EDUCATION

ITT Technical Institute, Spokane, Washington, 2003
 2000 Hours in Map Drafting

Spokane School of Surveying and Mapping, Seattle, Washington, 1997
 Certificate for 1600-hour program in Surveying and Mapping.

REFERENCES

Will be provided upon request.

FIGURE 6.1

Chronological Résumé

Reprinted from *The Job Searcher's Handbook*, edited by Carolyn R. Robbins (2006), by permission of Pearson Education

JOHN E. JONES

11567 East 17th Street, Spokane, Washington 01435
(609) 555-4587 (Please leave message)
johnjones95@aol.com

OBJECTIVE

A position in Computer Operations with progressively expanding responsibilities leading to an appointment to Systems Analyst.

EDUCATION

Spokane Technical Institute, Spokane, Washington
672-hour course in Computer Programming & Operations. State Certified.
Graduated with honors. GPA: 3.67

Washington State University, Seattle, Washington
Completed 15 semester hours in Computer Science, including mastering Fortran.

Seattle School of Surveying and Mapping, Seattle, Washington
Certificate, 1600-hour program in Surveying and Mapping.

ITT Technical Institute, Spokane, Washington
Map Drafting (2000 hours).

PROFESSIONAL EXPERIENCE

Computer Computations/Data Processing

Involved in all aspects of data retrieval from computations to design to the finished product in the land surveying industry.

Mathematical

Performed daily algebraic and trigonometric calculations.

Teamwork

Worked cooperatively and effectively in fast-paced, demanding environment with all members of surveying crew, and interacted with various executive key personnel.

EMPLOYMENT HISTORY

Party Chief for the following companies:

- **Avery Structures, Inc.**, Spokane, Washington
- **Centennial Engineering**, Seattle, Washington
- **J.R. Developers**, Tacoma, Washington
- **Al Messahaq/ARAMCO**, Saudi Arabia

FIGURE 6.2

Functional Résumé

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JOHN E. JONES

11567 East 17th Street, Spokane, Washington 01435
 (609) 555-4587 (Please leave message)
 johnjones95@aol.com

OBJECTIVE

A position in Data Processing, preferably in Computer Operations or Programming.
 Five-Year Career Goal: Systems Analysis Management

SUMMARY OF QUALIFICATIONS

Computer Science, Operations & Programming—*Two years.* Computer Programming with emphasis in the following languages, software and operating systems: BASIC, Fortran, COBOL, MS-DOS, Excel, dBase III, SPF/PC, IBM, OS/VS, JCL and CICS.

Computer Computations/Data Processing—*Eight years.* Involved in all aspects of data retrieval from computations to design.

Mathematical—*Five Years.* Performed daily algebraic and trigonometric calculations.

Teamwork—*Eight Years.* Effectively and cooperatively worked in a fast-paced, demanding environment with all members of a surveying crew, and interacted with various executive key personnel.

Additional Qualifications—Demonstrated ability to “debug” programs written by others. Developed training and instructional materials for software packages. Designed, set up and operated PC-based database for record-keeping.

EDUCATION

Spokane Technical Institute, Spokane, Washington, 2005
 672-hour course in Computer Programming & Operations. State certified. Graduated with Honors. GPA: 3.67

Washington State University, Seattle, Washington, 2004
 Completed 15 semester hours in Computer Science which included courses in Computer Networking.

Seattle School of Surveying and Mapping, Seattle, Washington, 2001
 Certificate for 1600-hour program.

EMPLOYMENT BACKGROUND

Party Chief for the following companies:

- **Avery Structures, Inc.**, Spokane, Washington, 2009–2012
- **Centennial Engineering**, Seattle, Washington, 2003–2009
- **J.R. Developers**, Tacoma, Washington, 2000–2003
- **Al Messahaq/ARAMCO**, Saudi Arabia, 1998–2000

REFERENCES

Professional references will be provided upon request.

FIGURE 6.3

Hybrid Résumé

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Six Tips for Writing a Great Résumé

Your résumé is an advertisement for you. In it, you tell prospective employers who you are, what you've done, and what you can do. Your résumé's appearance is very important. You want to deliver your message in a clear, concise, and readable form, free of grammar and spelling errors.

So you should put a good deal of thought into your résumé. Before you start writing, read over these tips. Then keep them in mind as you do your first draft.

1. Use Action Verbs

Use **action verbs**, *verbs that give your résumé power and direction*. Your résumé should be lively. It should portray you as a dynamic person who has done many good things and can bring lots of value to an organization. For this reason, you should use action verbs when describing your accomplishments in a print résumé. (You'll have to use nouns in an electronic résumé because of technical requirements, as explained below.) Table 6.2 contains two summaries of accomplishments related to the same job, an office assistant. Both these people are seeking to move up to an office manager job. Which candidate does a better job of summarizing his or her qualifications? An employer would be more likely to see the person who wrote Résumé 2—who uses the action verbs “responded,” “assisted,” “selected,” “purchased,” and “advised” to describe performance—as able to respond to demands, make important decisions, and advise people. This person would clearly be a valuable employee.

Table 6.2 Using Action Verbs in Résumés

Résumé 1

- Telephone answering
- Picking out office supplies and buying them
- Advising new employees

Résumé 2

- Responded to calls from customers and suppliers and assisted them in finding information
- Selected and purchased office supplies
- Advised new employees on office policies, computer installation, and security procedures

2. Give Facts, Figures, Results, and Numbers

You'll never impress an employer with vague phrases such as, "I am a great problem solver and a hard worker"—*unless* you follow up with proof to support them. Tell the prospective employer where and when you obtained your skills, and where and how long you used them. If you say you're "detail oriented," give an example of a situation in which you used that talent and describe its outcome. Numbers work well on résumés. For example, if you made a financial difference for a previous employer—you may have found a way to save \$500 on office supplies—say so. Employers love it when employees find new ways to save or earn money.

3. Give Your Résumé a Personality

Make your résumé reflect the things that are unique about you. Don't be afraid to deviate from the norm or to be innovative, but do it carefully. If you are applying for a job in the arts field, creativity might be acceptable; it might even be expected. But a job in the computer field might demand something more traditional. Always use good taste. If you're striving for originality and are unsure about whether a certain strategy works, have a friend—or better yet an adult working in the field—review it.

4. Be Honest

Preparing a résumé is not an exercise in fiction writing. It's now easier than ever to verify facts, and more and more employers are checking résumés for accuracy.

5. Keep It Positive

Don't put anything that could be interpreted as criticism, conflict, or hostility on your résumé—especially criticism of a previous employer. Also, be careful not to include any information that could stereotype you. For example, if you're interested in guns, don't say it. It might alarm some employers.

6. Keep It Concise

A résumé for a high school student should usually be just one page long. As you grow older and get more experience, you can expand it as needed.

success TIP



Avoid exaggerated language in your résumé and cover letter. Phrases like "vast knowledge" and "world-class professional" can damage an entry-level job applicant's credibility.

Preparing a Personal Résumé

Preparing a résumé is not difficult. It just takes time and organization. Like any other piece of writing, it's easier when you follow a process to plan and organize. Here are the basic steps:

Gather Your Information

You begin by gathering your background information. List everything you think could interest an employer. This might include information on:

- Full-time or part-time jobs
- Education, including relevant courses you have taken and your grade point average (GPA) if it is above 3.0
- Volunteer work
- Hobbies and free-time activities
- Awards and honors
- Anything else that might be interesting to an employer, such as places you have traveled or languages that you speak besides English.

Here is where you can use the *benefits statement* that you prepared in Chapter 6, Lesson 1, “The Job Search Process.” It will provide the basic information you need to draft your résumé.

Organize Your Information

Next, you organize your information, based on the type of job you are going to apply for. Keep in mind that your résumé is not your life history. Employers may discard a résumé if it is too long or contains irrelevant information. For example, if you are applying for a job in a computer company, the fact that you got an A in a computer-programming course would be relevant, and you should include it on your résumé. But if you're applying to be an assistant to an animal trainer, a programming course is probably irrelevant, regardless of your grade.

Write the First Draft

Once you've compiled your information and decided on the résumé style that best suits your job objective, you're ready to write the first draft.

Here are the basic sections of a résumé and what to include in each section. Most résumés will have all these sections, usually in the order presented. You do have some leeway, however. For example, if you're just entering the job market and have little work experience, the education section should precede the work-experience section. Once you're an experienced worker, your job experience is probably more important than your formal training, so you could move back the education section.

Job Objective

The **job objective** is a brief statement that describes the type of position you are seeking. It always appears at the beginning of the résumé, immediately after your name and address. This section is very important—it's the employer's first opportunity to get to know you. If it appears that you didn't take the time to construct a coherent job objective or, worse yet, that you don't know what you want to do, the employer may read no further.

As you write your objective, keep one idea in mind: "What is my career goal?" The objective should consist of one or two short sentences and should mention your long-term employment goals. You can use the *goal statement* that you prepared in the last lesson to help you decide what to say.

However, be careful about making your objective too specific. For example, don't say you are seeking a specific job title or that you want to work only for a specific company. A general title, such as "editor," is fine. A title such as "associate editor for community news" is too specific. You never know where your résumé will end up, and you don't want to rule out any possibilities.

Summary of Qualifications

The **summary of qualifications** is a brief overview of your skills, experience, and knowledge. For the reader's convenience, place the summary near the top of the first page. The order in which you present your qualifications is important. Put the ones that are most relevant to the job first.

Education

The education section includes all the relevant training and education you have received—whether it was formal education in a school or college, on-the-job training, or training you received elsewhere. Include any education that is relevant to the skills or knowledge needed for the job you're seeking. But don't forget education that gave you broader skills, such as ability to communicate, handle conflict and stress, take initiative, and think strategically. These are essential in today's workplace.

Sample Job Objectives

- **Freshman editor** for school newspaper, photo assistant for school newspaper, and contributing reader for daily school bulletin.
Long-term-goal: Editor-in-charge for school newspaper (high school related objectives)
- **Editorial Assistant**, preferably within the textbook department of a publishing company.
Long-term-goal: Director of Publications
- **Communications Specialist**, with responsibility for preparing news releases, designing and editing brochures, displays, and posters, and executing advertising strategies.
Long-term-goal: Director of Public Relations.

List the names of the institutions you attended, starting with the most recent one, along with the city and state they are located in. If you have a high school education, list relevant courses. Include your GPA if it's above 3.0. (If you go to college, you'll include your major and any other relevant courses.) Unless you're doing a functional résumé, give the dates when you attended high school or college.

Employment History

The employment history section lists all the jobs you've had—full-time, part-time, student, and co-op jobs, as well as internships. On a chronological résumé, you'll list these jobs in order, starting with your current or most recent job. Include dates of employment, expressed in months and years. Give the name of the organization and the city and state. You do not need to provide the address and phone number. For each job, briefly describe the duties you performed and the responsibilities you held. Tell what you accomplished in the job, in measurable terms if possible. For example, if you painted houses one summer, say how many houses you painted, especially if the number is impressive. Give the outcomes of your work: If you worked in sales, for example, say how much money you made for your employer. If it isn't clear from the name, say in a few words what the company does. Do not include reasons for leaving a job or your salary there.

Related Professional Experience

Include this section if you have done volunteer work that pertains to the job. For example, if you led a Boy or Girl Scout troop on a camping expedition, and the job you are applying for requires leadership skills or working with youth, tell prospective employers about your Scouting experience.

Other

This is the place for information on such topics as fluency in a second language, awards, and travel. You should document your level of fluency when possible, and be sure not to overstate your capabilities, as employers will often ask you to demonstrate these abilities in the interview phase.

References and Letters of Recommendation

You don't need to include references on a résumé. If an interviewer decides that you are a serious candidate, at that point he or she will ask for references. People who serve as references should be former employers, teachers, counselors, or others who know you well. If you list only family members as references, it may raise a red flag to prospective employers. Some people have letters of reference or commendation from former employers or teachers, testifying to their skill level or good character. If you have such letters, you could include them with your résumé. An option is to bring copies of the letters to the job interview and to give them to the interviewer at that time.

What To Omit

Do not include *personal information* on your résumé. This includes, for example, your age, marital status, any children you might have, religion, race, or state of health. Antidiscrimination laws prohibit employers from asking about these issues. **Do not** put your Social Security number on your résumé or give it when applying for a job. Give it only if you are hired.

Revising and Proofreading

You'll need to write several drafts before your résumé really starts to shape up. If possible, let some time pass between each draft. You'll probably think of things to add or other ways to improve it.

This is time well spent. Employers may receive dozens of résumés in response to a single job ad. They will throw out any that are messy or confusing, or have grammar errors and misspellings. Do not rely on the spell checker alone; it could prove to be embarrassing. Remember, your résumé is your first introduction to the employer. You must present your qualifications in a professional manner. If your résumé is not well prepared, you will probably not have a chance even to land an interview, much less get the job.

Proofread your résumé carefully, using a current collegiate dictionary and a grammar handbook. Scrutinize every word for spelling and grammar mistakes. Don't guess about correct spelling, grammar, and punctuation. Even only one or two errors in correctness can land a résumé in the "hold" box, or worse. When you're satisfied, have at least three other people read your résumé for content as well as correctness.

Preparing the Final Copy

You've already given great thought to what your résumé says. Now it's time to focus on how it looks.

- *Use an appealing format and layout*—The résumé should look neat, balanced, and not crowded. Single-space the text; use double or triple spaces between sections. The font size should be 11 point or 12 point; and margins should be between one and one-and-a-half inches. You may vary fonts to make the résumé attractive, but don't overdo it. Use no more than three fonts, and make sure they are readable. Highlight important points by CAPITALIZING, **bolding**, or underscoring them, but do not overdo highlighting, either. The three sample résumés in this lesson are examples of what prospective employers expect.
- *Number and identify pages*—If your résumé is more than one page long, place a heading in the top left corner of all following pages that includes your name and the page number.
- *Forget the title*—A title such as "Résumé" is unnecessary. Your reader knows what the document is.



Whether you're preparing a paper résumé or an electronic one, review and proofread it carefully, using standard references. Remember, this is your first introduction to a potential employer.

Courtesy of Corbis Super RF/Alamy

success TIP



For a cover letter that will engage your reader, show that you've researched the organization and the position you seek. Readers are favorably inclined towards applicants who have taken the extra time to get to know their prospective employer.

- Use standard 8.5-by-11-inch white, ivory, or light-gray paper.
- Print your résumé using a letter-quality printer with dark ink. If you make photocopies, make sure they are bright and clear.
- If you mail your résumé, put it in a 9-by-12-inch or 10-by-13-inch envelope. If you fold it to fit in a smaller envelope, the résumé will not look neat and crisp.

Completing an Electronic Résumé

Most of the guidelines for a print résumé also apply to an electronic résumé. An electronic résumé, however, has some unique requirements that affect its content and format.

Content

The most important element of an electronic résumé is the use of keywords. A **keyword** is *a specific word that a computer looks for when searching a database*. In the case of résumés, the employer's computer will look for words that correspond to the job requirements. Keywords are usually noun forms. For example, on your paper résumé you may write, "Answered telephones for busy office." On your electronic résumé, write "Telephone receptionist."

Format

You must usually save an electronic résumé as a text-only file. This means that your résumé can contain virtually no formatting. You may not be able to use boldface, underlined, or italic type; document borders; or document headers or footers that may help to make a print résumé look attractive. Moreover, don't center your headings; use only flush-left text instead. If you must emphasize something, use all caps. Put your name at the top, along with the title of the job you are seeking (if you're sending the résumé in response to a specific job). Put your address, e-mail address, and phone number at the bottom of the last page.

Cover Letters

Once your résumé is complete, you must take a final step—writing a cover letter.

A **cover letter** gives prospective employers further information about you that is not in your résumé. It points out items in your résumé that show why you could be of value to the organization. It helps generate interest in you and gives you an opportunity to sell yourself. For these reasons, you must draft your cover letter thoughtfully. A cover letter is attached to your résumé. It identifies the position you're applying for and explains why you're suitable for it. You should always provide a cover letter to your résumé, including electronic résumés.

You should structure your cover letter along the following lines:

- *The opening*—Address this to a specific person. If you don't have a name, address the letter to the head of the department who would be in charge of the position you're applying for.
- *The first paragraph*—Begin by explaining why you're writing. State the position you're applying for or the position you qualify for. If someone referred you to the employer, tell the reader who that was. Explain in one sentence why the company or organization is attractive to you.
- *The second and third paragraphs*—State your qualifications for the position in these paragraphs. Remember that your purpose is to prompt the reader to select you for an interview. So relate your qualifications to the organization's needs. This means you must do some research into the company or organization before you apply for the job.
- *The closing paragraph*—Thank the reader for taking the time to review your qualifications, but not for anything he or she hasn't done yet, such as granting you an appointment. *Always ask for an interview*, and explain how the reader may contact you.

Don't send a generic cover letter. You should carefully adapt and personalize each cover letter for each prospective employer. Figure 6.4 gives an example of a good cover letter.

7854 East Martin Luther King Blvd.
Aurora, Colorado 80010

May 15, 2012

Mr. Dennis Kelly
MAC Tools Corporation
1757 Hoyt Street
Lakewood, Colorado 80215

Dear Mr. Kelly:

I have recently earned my Associate's degree in Occupation Sciences of Automotive Technology from the Westwood College of Technology (formerly Denver Institute of Technology) graduating with a GPA of 4.0. This accelerated education, in addition to years of great interest in the field of automotive technology, makes me eager to be placed in a position with your company.

The attached résumé summarizes my experience and education for you. Westwood College offers, to all graduates, the opportunity to receive lifetime training, so I can keep current with new material and procedures. This benefit will be an asset to your company because I will have ongoing retraining in my field at no cost to you.

As for my other qualifications, I have completed EDGE training that has taught me diagnostic procedures for automotive repair. I am ASE certified and have a clean, no-ticket driving record. I have most of the tools needed to begin my career and am in the process of purchasing more diagnostic equipment.

I believe you will consider me for a position with MAC Tools Corporation when you review the enclosed résumé and see that I match the qualifications that you ask of your automotive technicians. I look forward to meeting with you and becoming part of your team. You can contact me at the number below between 5 and 10 p.m. weekdays and all day on the weekends. I have voice messaging and pick up my messages regularly. Please do not contact my present employer as he is not aware of my decision to leave, and I want to give two weeks' notice at the appropriate time.

Sincerely,

Harold Blake

Harold Blake
(303) 555-1221
blake56@yahoo.com

Enclosed: Résumé

FIGURE 6.4

Sample Cover Letter

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Portfolios

A **portfolio** is an instrument that gives employers a comprehensive picture of an applicant—including experience, education, and skills, and most importantly, concrete evidence of that applicant's background. A portfolio is a powerful tool for a job seeker. It is more than a résumé and a cover letter because it allows you to include items that can't accompany your cover letter or résumé.

In the past, a portfolio was used more by those in creative fields such as graphic arts, education, entertainment, architecture, and so on. Today, it is a practice that job seekers use in many different occupations. A major reason for this: *portfolios can be maintained electronically, and accessed online, without the inconvenience of having to carry them around physically.*

Although photos are rarely included in résumés, they should be added to your portfolio, along with video and audio items, but only if they show you in a favorable light. Caution: get a second opinion to be certain they are evidence of your best capabilities.

Here are some suggestions for types of items you might wish to include in your portfolio, to demonstrate who you are and what you can provide to the organization you seek to join.

1. *Education and Relevant Training*—All transcripts, certificates of training, degrees, and licenses. All conferences and/or workshops, including the program material that was covered.
2. *Past Work Experience*—Job descriptions with itemized duties, lists of transferable and functional skills, samples of your work, and favorable employer evaluations and reviews.
3. *Achievements*—Awards, letters of recommendation and commendation, merit documents, and innovative, original creations.
4. *Participation in Clubs, Teams, Societies, and Associations*—Photos, news articles, certificates, merit badges, positions you have held.
5. *Volunteer Programs, Community Service Projects*—Any community service program where you volunteered your time and/or expertise.
6. *Publications*—This can be an opportunity to demonstrate many abilities, especially written communications skills. It can include any manuscript, essay, or publication from school assignments, to news articles, and so on.

Once you have written and gathered all of the samples, information, photos, and lists you want to include, you are ready to put your portfolio together in a professional manner.

If it is a physical portfolio, enclose it in a quality binder with a title page, a table of contents, and possibly some section dividers for easy access. Keep the documents clean, neat, and fresh. The title page is placed at the beginning, and immediately after that, you should include your goals statement (where you see yourself in three to five years).

If it is an online or CD portfolio, scan in all documents and photos carefully so they are attractive and legible, and consider including video and audio items as well.

 **CHECKPOINTS**

Lesson 2 Review

Using complete sentences, answer the following questions on a sheet of paper.

1. Why is it important to have a good résumé?
2. What are the basic résumé styles? What are the main differences among them?
3. Why is it important to use active verbs on a print résumé? Why should you not emphasize verbs on an electronic résumé?
4. Explain the purpose and importance of a job objective.
5. List some additional pointers that will make your printed résumé effective.
6. What is different about the electronic résumé?
7. What is a benefit of developing a portfolio? How is an electronic portfolio more appropriate than a traditional one in the 21st Century?

APPLYING RÉSUMÉ-PREPARATION SKILLS

8. Prepare a résumé for yourself in two different styles.
9. Pick a job with a company you think you might be interested in working for some day, and write a draft cover letter to go along with the résumés you have prepared.