



FIGURE 2.2

Experiential Résumé

- Jeannie tells where she can be reached before and after graduation.
- She includes her e-mail address.
- Jeannie states her specific career objective.
- Jeannie emphasizes her thorough preparation by listing many relevant courses.
- Jeannie describes a special course related to her career objective.
- She provides specific details when highlighting her accomplishment.
- She uses bullet lists throughout her résumé to enable her readers to scan her qualifications quickly.
- Jeannie tells what she learned that would help her succeed in the job she desires.
- Jeannie lists references who can verify her knowledge in each of her areas of expertise related to the job she wants.

WEB To see how Jeannie designed her résumé in a word-processing program, go to your English CourseMate at www.cengagebrain.com.

FIGURE 2.3

Résumé of a Person Who Completed College While Working Full-Time

- Ramón tells how he can be reached at work and home.
- He tells what he will do to help the employer achieve its goals.
- Ramón includes his excellent GPA.
- He emphasizes his preparation in both computers and business.
- Ramón highlights his achievement in completing his degree while working full-time.
- He emphasizes his honors by giving them their own heading.
- Ramón lists specific on-the-job accomplishments.
- He establishes that he was recognized as a good employee.
- Ramón notes substantial responsibilities he was assigned; he uses a technical term of the field ("proved the vault").
- Ramón emphasizes a specific achievement, naming the amount of money involved.

WEB To see how Ramón designed his résumé in a word-processing program, go to your English CourseMate at www.cengagebrain.com.

Ramón Perez

16 Henry Street
Brooklyn, New York 11231
Work: (212) 374-7631
Home: (718) 563-2291

Professional Objective	A position as a systems analyst where I can use my knowledge of computer science and business to develop customized systems for financial institutions			
Education	<p>New York University, B.S. in Computer Science December, 2013 GPA 3.4 overall; 3.7 in major</p> <p><i>Computer classes</i> include artificial intelligence and expert systems, computer security, data communication, deterministic systems, and stochastics</p> <p><i>Business classes</i> include accounting, banking, finance, and business law</p> <p>Worked full-time while completing last half of course work</p>			
Honors	Dean's List three times Golden Key National Honor Society			
Related Work	<p>Miller Health Spas, New York City, 2011–Present <i>Data Entry Clerk</i></p> <ul style="list-style-type: none"> • Helped convert to a new computerized accounting system • Served on the team that wrote user documentation for the system • Trained new employees • Earned Employee of the Month Award twice <p>Meninger Bank, New York City, 2007–2011 <i>Teller</i></p> <ul style="list-style-type: none"> • Performed all types of daily, night-deposit, and bank-by-mail transactions • Proved the vault, ordered currency, and handled daily cash flow • Learned how financial computer systems look from tellers' viewpoint 			
Activities	<p>Juvenile Diabetes Foundation, 2010–Present <i>Volunteer</i></p> <ul style="list-style-type: none"> • Helped design a major fundraising event two years in a row • Successfully solicited \$2 million in contributions from sponsors 			
References	<table style="width: 100%; border: none;"> <tr> <td style="width: 33%; vertical-align: top;"> Professor Max Dobric Computer Science Department New York University New York, NY 12234 (212) 998-1212 mdobric@nyu.edu </td> <td style="width: 33%; vertical-align: top;"> Professor R. Paul Berg Finance Department New York University New York, NY 12234 (212) 998-7635 rpborg@nyu.edu </td> <td style="width: 33%; vertical-align: top;"> Wilson Meyerhoff Senior Accountant Miller Health Spas 3467 Broadway New York, NY 12232 (212) 671-9007 wmeyerhoff@millerhealth.com </td> </tr> </table>	Professor Max Dobric Computer Science Department New York University New York, NY 12234 (212) 998-1212 mdobric@nyu.edu	Professor R. Paul Berg Finance Department New York University New York, NY 12234 (212) 998-7635 rpborg@nyu.edu	Wilson Meyerhoff Senior Accountant Miller Health Spas 3467 Broadway New York, NY 12232 (212) 671-9007 wmeyerhoff@millerhealth.com
Professor Max Dobric Computer Science Department New York University New York, NY 12234 (212) 998-1212 mdobric@nyu.edu	Professor R. Paul Berg Finance Department New York University New York, NY 12234 (212) 998-7635 rpborg@nyu.edu	Wilson Meyerhoff Senior Accountant Miller Health Spas 3467 Broadway New York, NY 12232 (212) 671-9007 wmeyerhoff@millerhealth.com		

He includes his references in his résumé.

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FIGURE 2.4

Skills Résumé

George names the goal that he will help the employer achieve.

In this skills résumé, George highlights his special qualifications in a separate section.

George uses the present tense in his "Management" and "Budgetary" entries because these are continuing duties; he uses the past tense in his entry about "Innovation" because it describes a completed project.

He describes a major accomplishment.

He provides information about the budget's size.

Because he presented information about substantial on-the-job responsibilities and achievements above, he does not elaborate on his jobs here.

Because he has substantial professional experience, George deemphasizes his college experiences by giving only basic facts.

George shows commitment to continued professional development.

WEB To see how George designed his résumé in a word-processing program, go to your English CourseMate at www.cengagebrain.com.

GEORGE SHRIVER

Objective

Senior management position where I can lead a technical communication department that assists a computer manufacturer in achieving high quality and productivity

Skills and Accomplishments

Management Supervise a team of six specialists who create print and on-line user documentation and also develop and deliver training programs for in-house use

Innovation Proposed and oversaw the development of an interactive videodisc training program for process engineers in a small factory that manufactures computer components

Technical Expertise Familiar with latest developments in both hardware and software. Programming knowledge of Visual C++, Java, and various proprietary computer languages

Budgetary Responsibility Manage an annual budget of nearly one-half million dollars

Employment History

Training Director, Saffron Computer Technology, Inc., Anaheim, CA, 2008–Present
 Training Specialist, Calpon Software Systems, Deer Park, NJ, 2004–2008

Education

B.A. in Technical and Scientific Communication, Miami University (OH), 2004
 Numerous professional development courses

Professional Societies

Society for Technical Communication (Chapter President, 2011)
 American Society for Training and Development

Special Qualifications

Fluent in German Trained in conflict resolution Certified to teach CPR

References available upon request

1734 Everet Avenue Pasadena, CA 91101 (314) 417-7787
GShriver@netlink.com

George lists additional qualifications that may interest an employer.

George creates a distinctive design for his résumé by putting his address and phone number at the bottom.

He names a leadership position in his professional society.

FIGURE 2.6

Scannable Résumé

Throughout this résumé, Ramón uses 12-point Times, a typeface scanners can read without difficulty.

Ramón includes a list of keywords that don't appear elsewhere in his résumé.

To assure that a scanner could read his résumé, Ramón uses a single-column format rather than the two-column format he created for his print résumé.

He also eliminates the italics that appeared in his print résumé (see page 32).

To make his résumé easy for humans (as well as scanners) to read, Ramón relies on:

- capital letters
- bold type
- bullets
- blank lines

RAMÓN PEREZ
16 Henry Street
Brooklyn, New York 11231
Work: (212) 374-7631
Home: (718) 563-2291
rperez1989@gmail.com

KEYWORDS
Responsible, financial management, banking experience, accounting, auditing, high motivation, communication ability

PROFESSIONAL OBJECTIVE
A position as a systems analyst where I can use my knowledge of computer science and business to develop customized systems for financial institutions

EDUCATION
New York University
B.S. in Computer Science
December 2013
GPA 3.4 overall; 3.7 in major

Computer classes include artificial intelligence and expert systems, computer security, data communication, deterministic systems, and stochastics

Business classes include accounting, banking, finance, and business law

Worked full-time while completing last half of course work

HONORS
Dean's List three times
Golden Key National Honor Society

RELATED WORK
Miller Health Spas, New York City, 2011–Present
Data Entry Clerk

- Helped convert to a new computerized accounting system
- Served on the team that wrote user documentation for the system
- Trained new employees
- Earned Employee of the Month Award twice

Meninger Bank, New York City, 2008–2011
Teller

- Performed all types of daily, night-deposit, and bank-by-mail transactions
- Proved the vault, ordered currency, and handled daily cash flow
- Learned how financial computer systems look from tellers' viewpoint

ACTIVITIES
Juvenile Diabetes Foundation, 2010–Present
Volunteer

- Helped design a major fund-raising event two years in a row
- Successfully solicited two million dollars in contributions from sponsors

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To be read by a scanner, Ramón's résumé requires two pages, but that is fine because scanners don't care how many pages they read. (Ramón uses a second page for his references)

FIGURE 2.5**Writer's Guide for Résumés**

To download a copy of this Writer's Guide, go to your English CourseMate at www.cengagebrain.com.

**Writer's Guide
RÉSUMÉS**

This Writer's Guide describes the basic elements of a résumé. Some of the elements would be organized differently in a chronological résumé than in a skills résumé; see pages 34–35.

Preliminary Research

- ___ Determine as exactly as possible what the employer wants.
- ___ Learn enough about the job and employer to tailor your résumé to them.
- ___ Create a keyword list.

Name and Contact Information

- ___ Enable employers to reach you by mail, phone, and e-mail.

Objective

- ___ Tailor to the specific job you want.
- ___ Emphasize what you will give rather than what you would like to get.

Education

- ___ Tell your school, major, and date of graduation.
- ___ Provide additional information that shows you are well-qualified for the job you want: academic honors and scholarships, specialized courses and projects, etc.
- ___ Use headings such as “Honors” and “Related Courses” to highlight your qualifications.

Work Experience

- ___ Identify each employer's name and city, plus your employment dates.
- ___ Provide specific details about your previous jobs that highlight your qualifications: accomplishments, knowledge gained, equipment and programs used, responsibilities, etc.

Activities

- ___ Describe your extracurricular and community activities in a way that shows you are qualified, responsible, and pleasant.

Interests

- ___ Mention personal interests that will help the reader see you as a well-rounded and interesting person.

References

- ___ List people who will be impressive to your readers.
- ___ Include a mix of references who can speak about your performance in different contexts.
- ___ Include title, business address, phone, and e-mail address for each reference.

FIGURE 2.5

(Continued)

**Writer's Guide
RÉSUMÉS
(continued)**

- ___ Include only people who've given permission to be listed.
- ___ Omit personal references (family, friends, etc.).

Prose

- ___ Present the most impressive information first.
- ___ Express the action in verbs, not nouns.
- ___ Use strong verbs.
- ___ Use parallel constructions.
- ___ Omit irrelevant information.
- ___ Use correct spelling, grammar, and punctuation.

Visual Design

- ___ Look neat and attractive.
- ___ Highlight the facts that will be most impressive to employers.
- ___ Use headings, layout, and other design features to help readers to find specific facts quickly.

Ethics

- ___ List only experiences, accomplishments, degrees, and job titles you've actually had.
- ___ Avoid taking sole credit for things you did with a team.
- ___ Avoid statements intended to mislead.

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The most important advice about completing an online application form is to draft your text in a word-processing program, then review and proofread it carefully before pasting it into the employer's form.

Your online application will almost surely be read by a computer before it reaches a human being, so follow the advice given below for scannable résumés. To find applicants who might be invited for a job interview, employers ask the computer to search its database for résumés that have words—*keywords*—that the employers believe would appear in the résumés of good candidates for the opening they want to fill. The computer displays a list of the résumés with the most matches, called *hits*. These are the only résumés a person would read.



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