

Writing Résumé CV

By

Dr. Ndwa Hamadeh

Communication skills

Types of Résumé CV

There are many types of resumes to choose from for a job seeker.

There are 5 types of a resume

A-The chronological resume

B-Functional resume

C-Combination resume

D-Target resume

E-Mini resume

1. Chronological Resume

A chronological resume is a resume type that focuses heavily on your work history. Its key feature is that it lists your work history in order of when you held each position (in chronological order), with your most recent job listed at the top of the section.

1. Chronological Resume

The chronological format is the **most common** type of resume, and is considered the standard for most industries.

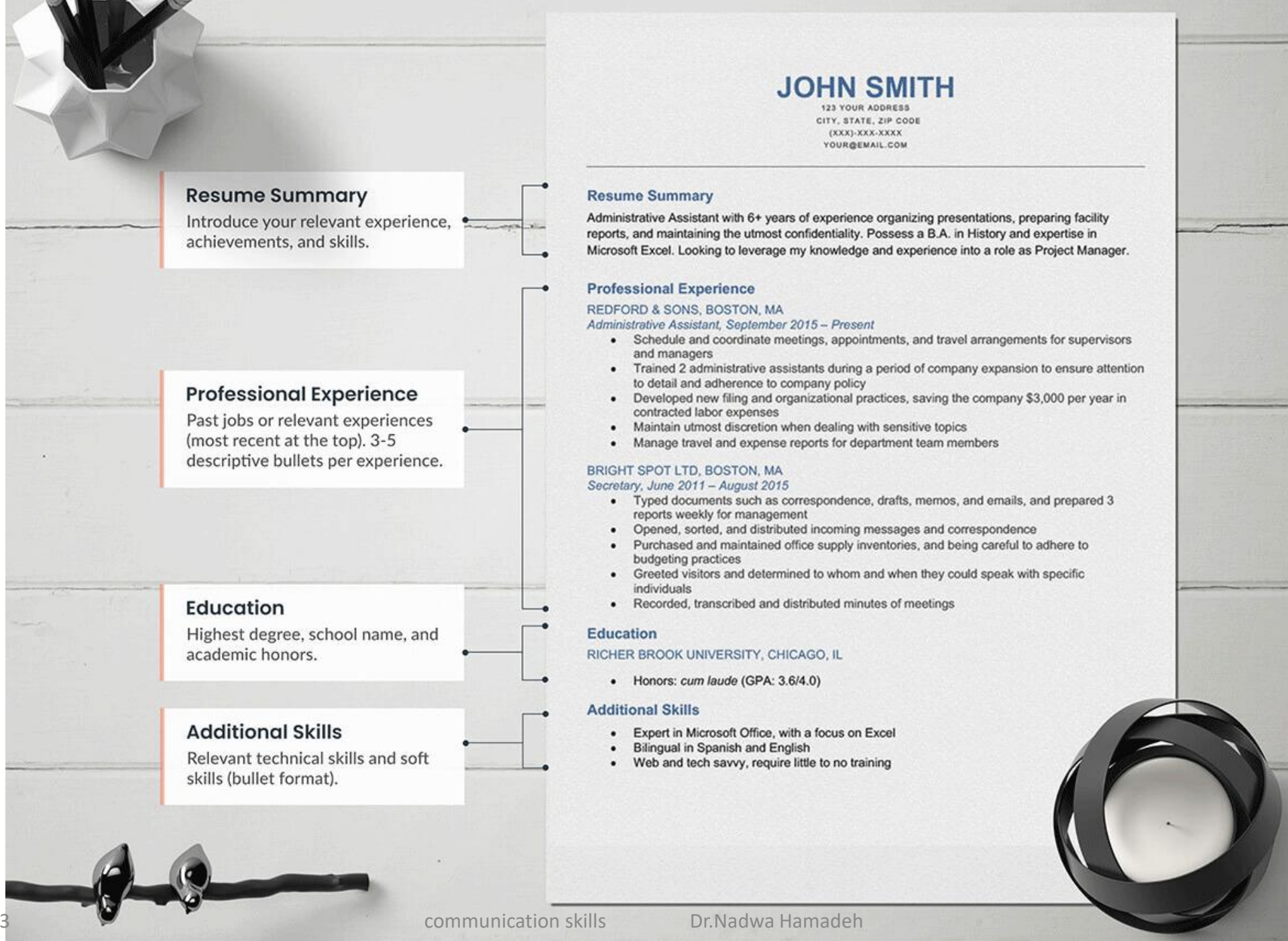
The two advantages of a chronological resume are:

1.It lets the hiring manager easily see how you've progressed in your career.

2.It puts your most relevant work experience at the top, where it'll be seen first by employers

Chronological resume example

Here's what a chronological resume looks like:



JOHN SMITH

123 YOUR ADDRESS
CITY, STATE, ZIP CODE
(XXX)-XXX-XXXX
YOUR@EMAIL.COM

Resume Summary
Introduce your relevant experience, achievements, and skills.

Resume Summary

Administrative Assistant with 6+ years of experience organizing presentations, preparing facility reports, and maintaining the utmost confidentiality. Possess a B.A. in History and expertise in Microsoft Excel. Looking to leverage my knowledge and experience into a role as Project Manager.

Professional Experience
Past jobs or relevant experiences (most recent at the top). 3-5 descriptive bullets per experience.

Professional Experience

REDFORD & SONS, BOSTON, MA

Administrative Assistant, September 2015 – Present

- Schedule and coordinate meetings, appointments, and travel arrangements for supervisors and managers
- Trained 2 administrative assistants during a period of company expansion to ensure attention to detail and adherence to company policy
- Developed new filing and organizational practices, saving the company \$3,000 per year in contracted labor expenses
- Maintain utmost discretion when dealing with sensitive topics
- Manage travel and expense reports for department team members

BRIGHT SPOT LTD, BOSTON, MA

Secretary, June 2011 – August 2015

- Typed documents such as correspondence, drafts, memos, and emails, and prepared 3 reports weekly for management
- Opened, sorted, and distributed incoming messages and correspondence
- Purchased and maintained office supply inventories, and being careful to adhere to budgeting practices
- Greeted visitors and determined to whom and when they could speak with specific individuals
- Recorded, transcribed and distributed minutes of meetings

Education
Highest degree, school name, and academic honors.

Education

RICHER BROOK UNIVERSITY, CHICAGO, IL

- Honors: *cum laude* (GPA: 3.6/4.0)

Additional Skills
Relevant technical skills and soft skills (bullet format).

Additional Skills

- Expert in Microsoft Office, with a focus on Excel
- Bilingual in Spanish and English
- Web and tech savvy, require little to no training



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123 YOUR ADDRESS
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YOUR@EMAIL.COM

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Additional Skills

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A chronological resume format usually includes the following information in this order:

- Your name and contact information
- Objective or summary statement
- Relevant skills
- Professional experience
- Education
- Additional information (i.e., volunteer work and special interests—optional)

Chronological Resume Format

Name and contact information

Janet Chobot

Little Rock, Arkansas • (123) 456-7891
agardner@email.com

Summary or objective

Summary

An exceptionally organized and friendly dental assistant with 3+ years of successful experience working with dental offices and clients.

Professional history

Professional History

Smith Family Dentistry, Dental Assistant

July 2017 – Present

- Clean and prepare treatment rooms
- Prepare patient to be seen by for dental treatment
- Answer common patient questions about dental procedures, treatments, and issues

E&H Dental, Office Assistant

August 2015 – July 2017

- Organized client schedules
- Received patients upon arrival
- Handled client billing and paperwork
- By end of work experience, took on key dental assistant roles

Educational history

Educational History

Little Road Junior College

August 2012 – June 2014

Certified Dental Assistant Program

Skills and abilities

Skills

Dental assistant skills include: DANB certification • X-ray certification • Denture impressions • Calming personality and demeanor • Hygienic • Minor oral surgery experience

Chronological resume format

| Chronological Resume Format

**Name and
contact
information**

**Summary or
objective**

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Skills and abilities

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August 2012 – June 2014

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Skills

Dental assistant skills include: DANB certification • X-ray certification •
Denture impressions • Calming personality and demeanor • Hygienic • Minor oral
surgery experience

When to use a chronological resume

A chronological resume is a good choice for anyone whose employment history shows a consistent, advancing career path. For example, you might select a chronological resume format if you've spent the past several years in the same field and each role you've held was more senior than the last.

It's also often used by people who are applying to a position in the same or similar field to the majority of their work experience.

However, if you have multiple gaps in your employment history, you're looking to change careers or your work experience is heavily varied, you may want to consider a functional or combination resume.

2. Functional Resume

A functional resume is a type of resume designed to focus on your relevant professional skills rather than your chronological work history.

The defining feature of a functional resume is its expanded “Relevant Skills” section, which takes up the majority of your resume and replaces a detailed work experience section.

A functional resume format usually includes the following information in this order:

- Your name and contact information
- Objective or summary statement
- Summary of relevant skills
- Work experience
- Education
- Additional information (i.e., volunteer work and special interests)

When to use a functional resume

If you have one long gap or multiple employment gaps in your resume in the past five years, if you are a first-time worker or are drastically changing career paths, then consider a functional resume. By highlighting skills that transfer across industries and your most relevant accomplishments, you can emphasize the right qualifications for the position you want.

In some cases, a functional resume might be too limiting. If you have some experience and few or no gaps in your employment history, a combination resume might be the right choice.

In summary a functional resume will likely suit you
if you're:

1.Changing industries

2.Someone with sizeable gaps in your work history

Functional resume example

Here's what a functional resume should look like:

Resume Summary

Introduce your relevant experience, achievements, and skills.

Relevant Skills

Create **skill categories** (instead of job titles). 3-5 bullets under each that proves you have that skill.

Work History

Short list of past jobs (employer name, job title, years employed).

Education

Highest degree, school name, and academic honors.

JOHN SMITH

123 YOUR ADDRESS
CITY, STATE, ZIP CODE
(XXX)-XXX-XXXX
YOUR@EMAIL.COM

Professional Summary

Experience customer service representative with a proven track record of boosting month-to-month sales. Able to predict, evaluate, and meet the specific needs of customers while maintaining an efficient work schedule. Awarded "Employee of the Month" for consistently receiving positive customer feedback. Seeking to leverage my experience in customer service to fill a Sales Clerk position at Blamey's.

Relevant Skills

CUSTOMER SERVICE

- Receive a +95% on customer service feedback surveys on a consistent basis by providing a friendly in-store environment
- Enhance the customer experience by providing quality assistance and in-depth product knowledge
- Educate customers on up-and-coming brands and the latest fashion trends

SALES

- Exceeded sales goals an average of 10% for 5 straight months
- Upsell customers through the recommendation of products that meet their specific needs
- Process 30+ customer transactions a day and factored sales, discounts, and promotions into the final price

MERCHANDISING

- Restock and organize new shipments of inventory in a timely manner, cutting average of 2 days off the merchandising process
- Develop and create unique displays that attract customers to a desired product
- Team worker who is able to adapt in highly dynamic and changing situations in the office

Work History

Ulta, Manhattan, NY
(2016-2017)
Sales Clerk

GAP, Albany, NY
(2014-2015)
Sales Representative

Education

Associates Degree / Fine Arts
Nassau Community College, Garden City, NY
3.77 GPA

Functional Resume

Name and contact information

James Kennedy

555 Cherry Ln
Ann Arbor, Michigan 48111-9626
(111) 777-888
jameskennedy@email.com

Summary

Summary

Customer Service Representative with over three years of experience resolving complex customer inquiries. Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement.

Area of Experience

Retail Sales, Data Entry, Microsoft Office, Typing, Complaint resolution, Service-based selling, Fluency in French and Spanish

Skills

Process Streamlining

Created customer service email scripts used across the company to interact with customers. Single-handedly created customer service representative training manual, reducing on-boarding process from 8 to 6 weeks. Reduced average customer representative call time by 90 seconds with intuitive online training

Complaint Resolution

Answered an average 50+ calls per day from unsatisfied customers related to delays in shipment, order mistakes and lost orders. Achieved 97% average customer satisfaction rating, surpassing team goal by 12%.

Service-based Selling

Consistently exceeded application targets by 10%+ with innovative up-selling techniques. Pioneered development of improved system for following up with unsatisfied customers, reducing customer churn by 6%.

Experience

Cloud Clearwater, 2017

Customer Service Manager: Managed customer relationships via phone and email to obtain payments, resolve inquiries and up-sell programs.

Customer referral program: Spearheaded project, increasing customer base by 15% in less than 6 months.

Tradelot, 2016

Customer Service Representative: Resolved customer inquiries via phone and email, consistently exceeding targets and pioneering processes for better customer satisfaction.

Education

Coral Springs University, 2009–2013

Bachelor of Science in Business Administration

Skills grouped by theme

Any relevant professional experience

Education

Functional resume example

| Functional Resume

**Name and
contact
information**

Summary

James Kennedy

555 Cherry Ln
Ann Arbor, Michigan 48111-9626
(111) 777-888
jameskennedy@email.com

Summary

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Functional resume example

Skills grouped
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Area of Experience

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Functional resume example

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Functional resume example

Education

Education
Coral Springs University, 2009–2013
Bachelor of Science in Business Administration

3. Combination Resume

As the name suggests, this is a **hybrid** of functional and chronological. It outlines the skills that you possess and relates them to time periods of past employment.

A combination resume format usually includes the following information in this order:

- Contact information
- Objective or summary statement
- Summary of most relevant skills
- Work experience
- Education

The combination resume is a more flexible format, so you should list either your skills or your work experience first depending on which you consider more important for the role.

For example, if you have many unique skills that are especially valuable to the industry in which you're applying to work, you might consider listing them above your work experience. It can also be helpful to look for clues in the job posting to understand what is most important for the employer in an ideal candidate.

Who Should Use It

Compared with the other types of resume formats, a combination resume is a good choice if you have any of the following to showcase:

- Technical skills you've developed over a long, specialized career.
- Transferable skills, with full details of your work history.

When to use a combination resume

A combination resume may be best for you if you're making a slight career transition or if you have a diverse employment history where relevancy to the job you're applying for may not be immediately clear.

For example, you might use a combination resume if you're applying for a people manager position and you have extensive experience managing teams but you've never officially had a "manager" job title.

Combination resume example

Here's what a combination resume looks like:



Resume Summary

Introduce your relevant experience, achievements, and skills.

Technical Skills

Organize your relevant hard skills (best for senior-level, managerial, or highly skilled job seekers).

Work History

2-3 relevant jobs highlighting your expertise (skills + accomplishments).
3-5 bullets per job.

Education

Highest degree, school name, and academic honors.

JOHN SMITH

123 YOUR ADDRESS, CITY, STATE, ZIP CODE | (XXX)-XXX-XXXX | YOUR@EMAIL.COM

Resume Summary

A general bookkeeper with 8+ years of experience using both single-entry and double-entry systems for medium-sized businesses. Specialize in performing bookkeeping for multimillion-dollar companies. Possess expertise in numerous pieces of bookkeeping software. Identified and eliminated departmental inefficiencies to increase productivity by 15%.

Relevant Skills

Finance

- Corrected spreadsheet error saving A/P \$3,500.
- Performed financial calculations such as amounts due, interest charges, balances, discounts, equity, and principal for a multimillion-dollar company.
- Certified QuickBooks Accountant.

Organization

- Checked figures, postings, and documents for correct entry, mathematical accuracy, and proper codes.
- Performed general office duties such as filing, answering telephones, and handling routine correspondence.
- Maintained error-free financial books for over 7 years.

Work Experience

GENERAL BOOKKEEPER

Franklin & Rodgers Business Solutions, Scottsdale, AZ / September 2012 - Present

- Accessed computerized financial information to answer general questions as well as those related to specific accounts.
- Formulated, prepared, and issued bills, invoices, and account and financial statements with 10% increased efficiency to ensure timely deliverable.
- Trained 3 new administrative assistants and junior bookkeepers

ADMINISTRATIVE ASSISTANT BOOKKEEPER

Patton Group, Tempe, AZ / June 2010 – August 2012

- Operated computers programmed with accounting software to record, store, and analyze information.
- Operated 10-key calculators, typewriters, and copy machines to perform calculations and produce documents.
- Matched order forms with invoices, and record the necessary information.

Education

B.S. ACCOUNTING

Wilhem University, 2010
Phoenix, AZ

A.S. ACCOUNTING

Wilhem University, 2008
Phoenix, AZ

CERTIFIED BOOKKEEPER

American Institute of Professional Bookkeepers, 2006



Resume Summary

Introduce your relevant experience, achievements, and skills.

JOHN SMITH

123 YOUR ADDRESS, CITY, STATE, ZIP CODE | (XXX)-XXX-XXXX | YOUR@EMAIL.COM

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Highest degree, school name, and academic honors.

Education

B.S. ACCOUNTING

Wilhem University, 2010
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Wilhem University, 2008
Phoenix, AZ

CERTIFIED BOOKKEEPER

American Institute of Professional
Bookkeepers, 2006

Combination Resume

Name and contact information

Summary

Skills and abilities

Professional experience

Education

Awards

Alex Lee

Scranton, Pennsylvania • (123) 456-7891 • alex.lee95@email.com

Summary

A strategically-minded and hard-working sales associate with 2 years of experience increasing sales and increasing brand awareness.

Skills

Sales and marketing skills include: Tableau (intermediate level) • Excel (intermediate level) • Salesforce Administration (entry level) • Team player • Hardworking • Creative

Professional History

L&O Financial, Sales Associate

August 2016—Present

- Utilize Salesforce to help manage client accounts
- Learned and used various data analytics tools, including Excel and Tableau, to provide data insights
- Work collaboratively with other associates and managers to create new marketing strategies

L&O Financial, Intern

June 2016—August 2016

- Trained on industry financial systems
- Assisted sales teams with day-to-day operations
- Learned skills in sales and developing client relationships
- Accepted as full-time Sales Associate following successful internship

Educational History

Pennsylvania State University

August 2012 – June 2016

B.A., Communications, 3.95 GPA

Awards Include: Magna Cum Laude, President's Scholarship Award (2014), Academic Honors (2012-2016)

Extracurriculars include: Debate Team Captain (2015), Student Government Treasurer (2013-2014), Habitat for Humanity (2012-2016).

4. Targeted Resume

A targeted resume simply means not creating one generic resume to send out to the masses.

With a targeted resume, you take the time to tweak it to put you in the best light to get hired by a particular company.

4. Targeted Resume...cont.

It is a good idea to take a targeted approach when putting together any other type of resume. While it may save you time to create one and send it out, you will get better results if you tailor your resume to each potential employer.

Who Should Use It

If your experience and skills match the job description, then you should write a targeted resume. Because targeted resumes are more likely to get callbacks, anyone should write one if they have the relevant background.

5. Mini Resume

While rarely used in hiring settings, it is helpful to have a mini resume on hand. Many times these are a short synopsis of your working history sometimes in the form of a bio, often with some supplemental information requested. They are supposed to be short and to the point so that when someone meets you quickly, they can get a feel for your experience.

Keep in mind that the resume is a major part of your offline brand. In summary, a resume is your personal brand built into one nice neat page. For this reason, you need to spend more time on this than anything else. Don't leave resume building and brainstorming until the night before your college career fair. Give it to people, get feedback, and never stop building your brand.

How to format a resume

The goal of formatting your resume is to create a professional-looking, easy-to-read document. Employers have only a short time to look through your resume, so your formatting decisions should make information clear and easy to find.

How to format a resume

If you are formatting an existing resume, you might need to adjust certain words or phrases to ensure it is still easy to read after you've applied formatting changes. If you are formatting a resume before you write it, be sure to pay attention to how the information looks on the page and adjust as needed.



Name and contact information

1

Summary or objective

2

Professional history

Company name **a**

Dates of tenure **b**

Description of role and achievements **c**

3

Education

4

Skills

5

Optional

6

Janet Chobot

Summary

Professional History

a _____
b _____
c _____

a _____
b _____
c _____

Educational History

Skills

Awards & Achievements, Hobbies & Interests



**Name and contact
information**

1

**Summary
or objective**

2

Resume Format

Janet Chobot

Summary

Professional history

Company name **a**

Dates of tenure **b**

Description of role and achievements **c**

3

Professional History

a

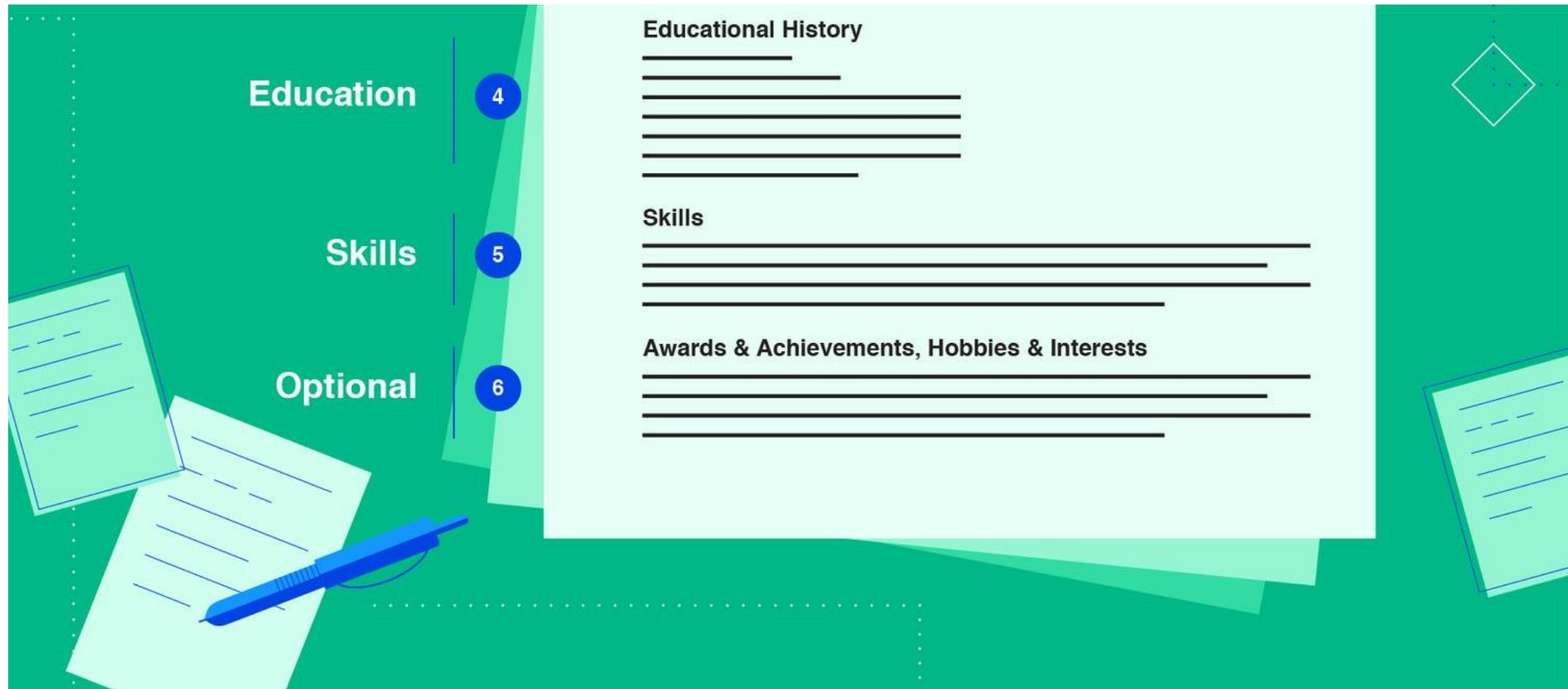
b

c

a

b

c



Education 4

Educational History

Skills 5

Optional 6

Awards & Achievements, Hobbies & Interests

How to build your resume in general:

You can follow these steps to build your resume:

- 1.Add your contact information
- 2.Include a summary and objective
- 3.Add your work experience
- 4.Include your education
- 5.List relevant skills
- 6.Explain your achievements and awards
- 7.Use a business format
- 8.Include keywords
- 9.Review samples
- 10.Select a template

1. Add your contact information

The first item on your resume should be your **first and last name**, a **phone number** and an **email address**. Consider also including **additional contact information** so that potential employers have multiple ways to reach you. You may, for example, include your professional networking platform page or an online portfolio link. You can also include your address, whether it's the full mailing address or just your city and state.

2. Include a summary and objective

Since employers may only spend a short time reviewing your resume, you want to display your positive qualities concisely. These statements should briefly illustrate the qualities that make you an attractive candidate while also describing the engaging, yet professional, personality that you can bring to the workplace.

2. Include a summary and objective...cont.

Your summary statement should include a concise overview of your work experience. Try to focus on work experience that relates to the roles in which you are applying to stand out more to hiring managers.

2. Include a summary and objective...cont.

For a resume objective, you should provide a brief display of your skills and qualifications as they relate to the specific position to which you are applying. As with anything on your resume, though, these skills and qualities should be concrete and, where possible, quantifiable.

3. Add your work experience

The work experience section of your resume should be more than a simple list of your previous positions. It should also effectively describe your work experience to enhance your candidacy. Some of the information you will provide in this section is self-explanatory, such as job title, company location and dates employed.

3. Add your work experience...cont.

Where you can distinguish yourself in this section is with the descriptions of your previous positions. In each position description, you should explain your previous responsibilities, noteworthy achievements and keywords that will make you appear right for the job.

3. Add your work experience...cont.

As with your summary statement or objective, be concrete about both your responsibilities and accomplishments and emphasize items that are relevant to the prospective employer. Rather than saying that you “worked on a team,” describe how you “coordinated with team members to develop over 30 software updates tailored to consumer needs.”

4. Include your education

Most jobs require at least some education, and employers seek this information on your resume. List your highest level of education completed first, then list subsequent degrees and diplomas.

4. Include your education...cont.

You may also choose to include any active licenses or certifications you hold in this section. When entering a degree or diploma that you are currently completing, add the date you began pursuing it and leave the end date blank.

4. Include your education...cont.

If you are in high school or just graduated, include this information. If you have completed a university degree, however, it is not necessary to include information about high school. In addition to listing degrees in diploma, include information about Dean's lists, honors recognition or academic awards.

4. Include your education...cont.

If you tailored your coursework to a certain specialty, it may even be appropriate to include some of the coursework relevant to this prospective position. Typically, you don't add your GPA unless an employer specifically requests it, or you were top of your class.

5. List relevant skills

Near the end of your resume, you should include a section for any skills that may be relevant to the position and that can enhance your appeal as a candidate. When including your skills, choose both hard and soft skills that relate to the role.

5. List relevant skills

Soft skills may be abilities such as communication or leadership, while hard skills could be computer programs or technical knowledge you know in the industry. To further enhance your image, you can add your aptitude to your description of a skill. For example, if you add data analysis as a skill, you may be able to rate your level from “proficient” to “intermediate.”

6. Explain your achievements and awards

Employers may be more impressed if you can prove that your abilities have been tested and that you have found success despite challenges. You can emphasize your victories by including a brief section in your resume that outlines your relevant achievements and awards.

6. Explain your achievements and awards

Maybe you received “Employee of the Month” three times in your previous job, or maybe you received an award for generating the most sales on your team in one quarter. These awards can set you apart from other candidates with similar experience.

7. Use a business format

The format of your resume quickly tells an employer if you can follow directions and communicate effectively and concisely. In a way, the format of your resume is the first test of your experience that happens before a potential employer looks at the first word of your document. Your resume's format should reflect the expectations of your audience.

7. Use a business format

For example, most employers will expect that your resume is one page.

A professional resume format also generally includes a header with your name in a font larger than surrounding text and the rest of your contact information nearby.

7. Use a business format

You should use an easy-to-read font, like Times New Roman, and space content so employers can clearly and quickly scan each section. Remember that when potential employers review your resume, they frequently scan through it as quickly as possible, which means you should make important information stand out. Many candidates accomplish this by using bold text for job positions and section headers.

8. Include keywords

Use words in your resume that directly relate to the position in which you're applying. Consider reviewing the job description for keywords and incorporate them in your resume.

8. Include keywords

For example, if the posting states the need for excellent time-managements skills, you can list time management in the skills section and work history section of your resume. Using keywords from the job posting can help you relate directly to the hiring manager, making it more likely that they will go on to review the rest of your application materials.

9. Review samples

Reviewing other successful resumes can help you become familiar with the format, language and sections of a professional resume. When looking for resume samples, take two different approaches. First, look at samples to learn the general qualities that the majority of resumes share, such as format and standard sections.

9. Review samples

Then, find samples of resumes in your specific field.

These examples may feature optional sections that other resumes omit, or they may use certain language or include similar skills that you would like to include in your own document.

10. Select a template

While you can certainly draft your own resume using a word processor, you can also simplify the resume-building process by using a resume template. These templates allow you to fill in blanks with relevant information, offering a complete, professionally-formatted document. For example, Indeed provides [a series of templates](#) that you can personalize to your industry and the expectations of your potential employer.

YOUR NAME
Phone | Email | Location (City, State, ZIP)
Online Portfolio/Professional Website (Optional)

PROFESSIONAL SUMMARY

2-3 sentences or 2-3 bullet points that include your years of professional experience, accomplishments, top skills and strengths as they relate to the position and what you're looking for in your next role.

SKILLS

Expert: Skill, Skill, Skill

Advanced: Skill, Skill

Intermediate: Skill, Skill

EXPERIENCE

Title, Company Name *Start Date - End Date*

- (Action verb) + what you did (more detail) + reason, outcome or quantified results
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EDUCATION

Degree Type, Major (If applicable) *Month/Year of Completion*
Institution Name

AWARDS/RECOGNITION/VOLUNTEER WORK - (OPTIONAL)

• Award, recognition or volunteer work	Date
• Award, recognition or volunteer work	Date
• Award, recognition or volunteer work	Date

YOUR NAME

Phone | Email | Location (City, State, ZIP)

Online Portfolio/Professional Website (Optional)

PROFESSIONAL SUMMARY

2-3 sentences or 2-3 bullet points that include your years of professional experience, accomplishments, top skills and strengths as they relate to the position and what you're looking for in your next role.

SKILLS

Expert: Skill, Skill, Skill

Advanced: Skill, Skill

Intermediate: Skill, Skill

EXPERIENCE

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EDUCATION

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Month/Year of Completion

AWARD & RECOGNITION & VOLUNTEER WORK - (OPTIONAL)

- | | |
|----------------------------------------|-------------|
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