

The Résumé

Topics Covered:

- Function and Organization
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- The Résumé Cover Letter
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An up-to-date biography is an invaluable tool to help you build a résumé.

The résumé serves at least two functions: the individual components of the résumé convey important information about your knowledge, skills and abilities to perform the job while the résumé as a whole presents a picture of you and your experience to create a positive first impression. With a good first impression, you can rise above the competition and get to the interview stage where you will need to employ all the skills of effective speaking discussed earlier in this volume. The challenge is to produce a résumé that gets noticed.

Function and Organization

The old expression “form follows function” is especially true with résumés. Organize your résumé for the function it serves. For example, are you using the résumé as a “feeler” to look for opportunities with multiple companies simultaneously; a response to a particular announcement; or a specific request from a person or company? Once you know the function, organize your résumé to accomplish that function and use the key terms used by the employer to get noticed.

1. **The chronological résumé** is an outline of your work experience and periods of employment (in reverse chronological order—most recent information first) that shows steady employment. Titles and organizations are emphasized as are duties and accomplishments. This format is used most often by those with steady employment and/or who want to remain in a current career field. It’s also excellent for those who have shown advancement within a specific career field. Detail the most recent 10-year period and summarize earlier experience that is relevant to the position you are seeking.
2. **The functional résumé** emphasizes your qualifications (skills, knowledge, abilities and achievements) as opposed to specific dates and places of employment, and allows you to group them into functional areas such as training, sales, procurement and accounting. List the functional areas in the order of importance as related to the job objective and stress your accomplishments within these functional areas. This format is used most often by people who are reentering the work force or those seeking a career change.
3. **The combination résumé** combines the best of the chronological and functional résumés because you can group relevant skills and abilities into functional areas and then provide your work history, dates and places of employment, and education. This format allows you to cover a wider variety of subjects and qualifications, thereby showing skills that are transferable from one career to another. It works well for those “special” assignment requirements, for military retirees (those who have frequently switched career fields), and is ideal for people whose career paths have been somewhat erratic.
4. **The targeted résumé** focuses on your skills, knowledge, abilities, achievements, experience and education that relate to a specific position. It features a series of bullet statements regarding your capabilities and achievements related to the targeted job. Experience is listed to support statements and education is listed after achievements. This format is probably the easiest to write, but keep in mind it must be re-accomplished (“targeted”) for each position you are seeking.

5. **The military résumé** is used to apply for highly selective military assignments, such as an aide or member of an executive staff. The military résumé summarizes your qualifications for the position that may not be apparent in your biography or duty titles. Use the format that best showcases your abilities and include the following information:
 - a. Security clearance and date of investigation. This is critical for some jobs; in some cases, you'll need a higher level clearance just to get in the building!
 - b. Date of rank. This helps potential supervisors know how your seniority relates to the incumbents in the office ... and helps them know when you'll be up for promotion.
 - c. Professional Military Education. Make sure you identify any schools completed while in residence and any distinguished graduate (DG) recognition.
 - d. Service Status. DSG, AGR, ADOS, STAT, OTOT, Technician
 - e. Availability. When will you be available for reassignment?
 - f. Special Qualifications. Identify special qualifications such as foreign language skills, Acquisition Professional Development Program (APDP), or Joint credentials.

Seven Steps to an Effective Résumé

The seven steps to effective communication provide an excellent checklist for building an effective résumé. When writing your résumé, remember, the best qualified person doesn't always get the job—sometimes it's the person with the most effective résumé.

1. **Analyze Purpose and Audience.** Your purpose is to get hired—which usually occurs after a successful interview—which requires you to get noticed first—which requires you to know a good deal about the job, the company and the employer and have that knowledge reflected in your résumé. Begin by asking yourself questions that need to be answered and then move to step 2.
2. **Conduct the Research.** Know yourself: your needs and wants (type and level of the position), what you can offer and what you can do for them. Now take time to list your skills and accomplishments. And research the prospective company to learn about the job as well as to “speak their language.”
3. **Support Your Ideas.** Your “ideas” in this context are your qualifications for the job. Likewise, the “support” for your qualifications is your knowledge, skills, abilities, experience and education that support those qualifications.

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4. Get Organized. Gather your documents: job descriptions, certificates, licenses and academic transcripts. If you worked for the Department of Defense, “civilianize” those job titles and descriptions to those used in the private sector ... consult the *Dictionary of Occupational Titles*, published by the US Department of Labor. Learning the company’s terminology could mean the difference between a 20-second scan and an interview.
 5. Draft. Type your draft and prepare to edit.
 6. Edit. Read your draft and edit: edit for typos, extraneous information, action words, plain language (businesses typically write on an 8th grade level), neatness, accuracy and consistency in format. It must be long enough to cover relevant information but brief enough not to bore a potential employer (two pages max). Use only key phrases and words appropriate to the job you’re seeking. To help you develop your accomplishment statements, review the advice on writing accomplishment-impact bullet statements.
 7. Fight for Feedback. Have someone you trust read the résumé and suggest changes and recommendations. Are all the t’s crossed and i’s dotted? Does it look professional? Visually appealing? Is it easy to read with the strongest points quickly apparent? Is there good use of spacing, margins, indentions, capitalization and underlining?

Things to Include

As a minimum, *definitely include* the following on all résumés:

- Name, mailing address, e-mail address and telephone number (with area code) centered at the top of the first page. [*Balance your privacy with the need for potential employers to reach you easily; limit contact data to what you feel comfortable with providing.*]
- Job objective and/or summary statement.
- Qualifications and work experience relevant to the job you are seeking.
- Education and training (military courses or other conferences, workshops, seminars and continuing education classes) emphasizing those relevant to the position you’re seeking.

The following items *may be included* on your résumé if pertinent to the position you are seeking.

- Leadership activities
- Special skills or capabilities
- Professional experience and memberships
- Credentials, licenses
- Career accomplishments
- Languages studied
- Honors and awards
- Military service
- Papers, presentations, published works
- Security clearance

Things to Omit

Omit the following types of information unless they are specifically requested by the employer.

- Personal data (age, marital status, number and ages of children)
- Photograph
- Salary history or requirement
- Religious affiliation
- Specific security information
- Reason for leaving a job and names of bosses
- References
- Hobbies or personal interests
- Months, days—use “years” only
- Irrelevant information

Examples

The following pages display an example cover letter and several example résumés with complete contact data to get you started. *You should limit the contact data to what you feel comfortable with providing.* Also, many bases host résumé-building classes; find out what services are available at your base to help you build a content rich and professional résumé that make your knowledge, skills and abilities rise above the rest to get you noticed and hired!

Chronological Résumé

KAREN CALLOWAY
123 Center Street
Middletown IA 54321-1234
(515) 333-9999 (Home)
(515) 555-7777 (Cell)
kgalloway@heartland.com

JOB OBJECTIVE Challenging writer-editor position.

EXPERIENCE

Writer-Editor, Middletown College, Middletown, Iowa, 2008-Present. Researched and wrote curriculum materials for ... Edited curriculum materials written by ... Ensured accuracy of facts and figures for ... Researched, designed, wrote, and typeset a 55-page administrative handbook ... Developed and distributed a 21-page textbook preparation guide for ... Supervised three ...

Editorial Assistant, The Middletown Journal, Middletown, Iowa, 1998-2008. Typed, edited, and proofread all articles prepared by reporters and staffers for the weekly newspaper. Produced ... Recommended ... Prepared ...

EDUCATION

MA, Adult Education, Middleton College, Middletown IA, 2006
BS, English, Middleton College, Middletown IA, 1998

PROFESSIONAL MEMBERSHIPS

American Writers Guild
Association of Professional Editors

AWARDS

Outstanding Contributor, Middletown College English Faculty, 2009
Best Book Award, American Council of Teachers of English, 2006

PERSONAL INTERESTS

Free-lance writing
Photography
Publishing

Functional Résumé

CHARLES CATO
1234 High Street
Millbrook AL 36054-0001
(205) 333-4444 (Home)
(205) 555-4400 (Cell)
charlescato@southland.com

JOB OBJECTIVE Information systems resource manager specializing in microcomputers with emphasis on training and development.

QUALIFICATIONS Resource Management: Managed \$300 million inventory of hardware and software resources for 13 individual computer systems, 5 aircraft simulators, and 40 microcomputers. Reorganized ... Identified ..., formulated new policies, updated ... and revised ... Researched and developed ... Planned and supervised ... Reduced computer supply acquisition costs by \$150K through ...

Systems Analysis: Coordinated weekly ... Organized, developed, and supervised the ... Designed training ... and developed self-study course ... implemented data base ... that resulted in ...

Quality Control: Developed, coordinated, and managed ... Assessed contractor ... Provided technical analysis of ...

Programming: Developed and maintained ...

EDUCATION MA in Business Administration with emphasis in Information Systems, University of Alabama, Tuscaloosa, Alabama, 2007 (GPA 3.82)

BS, Mathematics and Computer Science, Tulane University, New Orleans, Louisiana, 2006 (GPA 3.1)

Combination (Chronological and Functional) Résumé

FELICIA VINSON
321 Jefferson Ave
Vienna VA 54321-1234
(703) 555-1234 (Home)
(703) 544-7890 (Cell)
feliciavinson@colonial.com

- OBJECTIVE** A career using financial and retail organization skills that offers growth through further education with increasing responsibility.
- SUMMARY** Experienced in financial and retail organizations emphasizing office administration, accounting, and supervisory skills.
- QUALIFICATIONS** Accounting and Finance. Performed accounting and administrative procedures for large banking institution and retail sales organization. Completed ... Balanced ... Recorded bank ... Calculated daily ... resulting in reduction of ... and savings of ...
- Management and Administration. Administered ... Operated computer to verify ... Researched monthly ... Supervised 3 to 6 employees ... Managed retail stores with merchandise worth \$300,000, reducing ... and saving ...
- EXPERIENCE**
- | | |
|-----------|--|
| 1992-1997 | Manager, Boomers Stores, Washington DC |
| 1991-1992 | Assistant Manager, Sun Savings, Wheaton MD |
| 1990-1991 | Accountant, Midway Bank, Midway MD |
| 1987-1990 | Assistant Contracting Officer, USAF |
| 1980-1990 | USAF |
- EDUCATION** BS, Business Administration, University of Pennsylvania, 1992
- Senior Management Course, University of Northern Virginia, 1993

Targeted Résumé

KEVIN JONES
6953 Oakeside Drive
Harris GA 30814-7606
(706) 277-9999 (Home)
(706) 285-8888 (Cell)
kjones@peachtree.com

JOB OBJECTIVE Senior credit analyst in an engineering department with potential for advancement within the corporation.

CAPABILITIES - Analyzed credit data to ...
- Prepared reports of ...
- Studied, researched, reported ...
- Evaluated ... and prepared reports ...
- Consulted with ... on ...

ACHIEVEMENTS - Responsible for ...
- Supervised a staff of ... responsible for \$2 million inventory of ...
- Maintained ...
- Acted as ...
- Saved ... work hours and ... dollars ...

EXPERIENCE

2007-present	Senior Credit Analyst, Georgia South Corporation, Macon, Georgia
2001-2007	Credit and Collection Manager, General Electric, Clinton, New Jersey
1998-2001	Claims Examiner, Great Western, Billings, New Jersey

EDUCATION MBA in Finance, Pace University, Monroe, Connecticut, 2002

BS in Accounting, Northeast College, Penham, Massachusetts, 1998
(Honors graduate)