



# RESUME WRITING WORKSHOP



**WHY ARE WE HERE?**

# AGENDA

1. ICE BREAKER

2. WHAT IS A RESUME?

3. PURPOSE OF A RESUME

4. FUN FACTS ABOUT RESUMES

5. WHAT TO DO BEFORE WRITING A RESUME

6. TYPES OF RESUMES AND COMPONENTS

7. ACTION VERBS

8. REVIEW AND ADJUST YOUR RESUME

9. TEST YOUR KNOWLEDGE

10. RESUME WRITING ROADMAP

# EXERCISE

## ICE BREAKER



Share some mistakes you have made or seen others make on a resume.

- Misspelling words?
- Not updating employment dates?
- Other?

# RESUME

Full Address • City, State, ZIP • Phone Number • E-mail

**OBJECTIVE:** Design apparel print for an innovative retail company

City, State  
May 2002

## EDUCATION:

UNIVERSITY OF MICHIGAN  
College of Design

- Bachelor of Science in Graphic Design
- Cumulative GPA 3.85, Dean's List
- T. A. Smith Design Scholarship

City, State  
July 2005 - present

## WORK EXPERIENCE:

AMERICAN EAGLE  
Sales Associate

- Collaborated with the store merchandise buying displays to attract clientele
- Use my retail experience to assist customers in their shopping experience
- Thoroughly know every piece of merchandise for inventory control
- Promote company to increase my product knowledge

City, State  
Aug. 2005 - present

PLANT REACH  
Site Coordinator

- Sell retail and merchandise to meet company sales goals
- Build organizational skills by single handily making of spending presentation
- Communicate with clients to build their trust and work
- Attend promotional events to market our services
- Handle work and deposits during opening and closing
- Instructed employees of the month award twice

City, State  
May 2005 - Aug. 2005

MYTHBARKER  
Sales Associate

- Stocked sales floor with fast fashion inventory
- Matched items to customers allowing me to use successful marketing in a retail market
- Provided advice and assistance to each guest

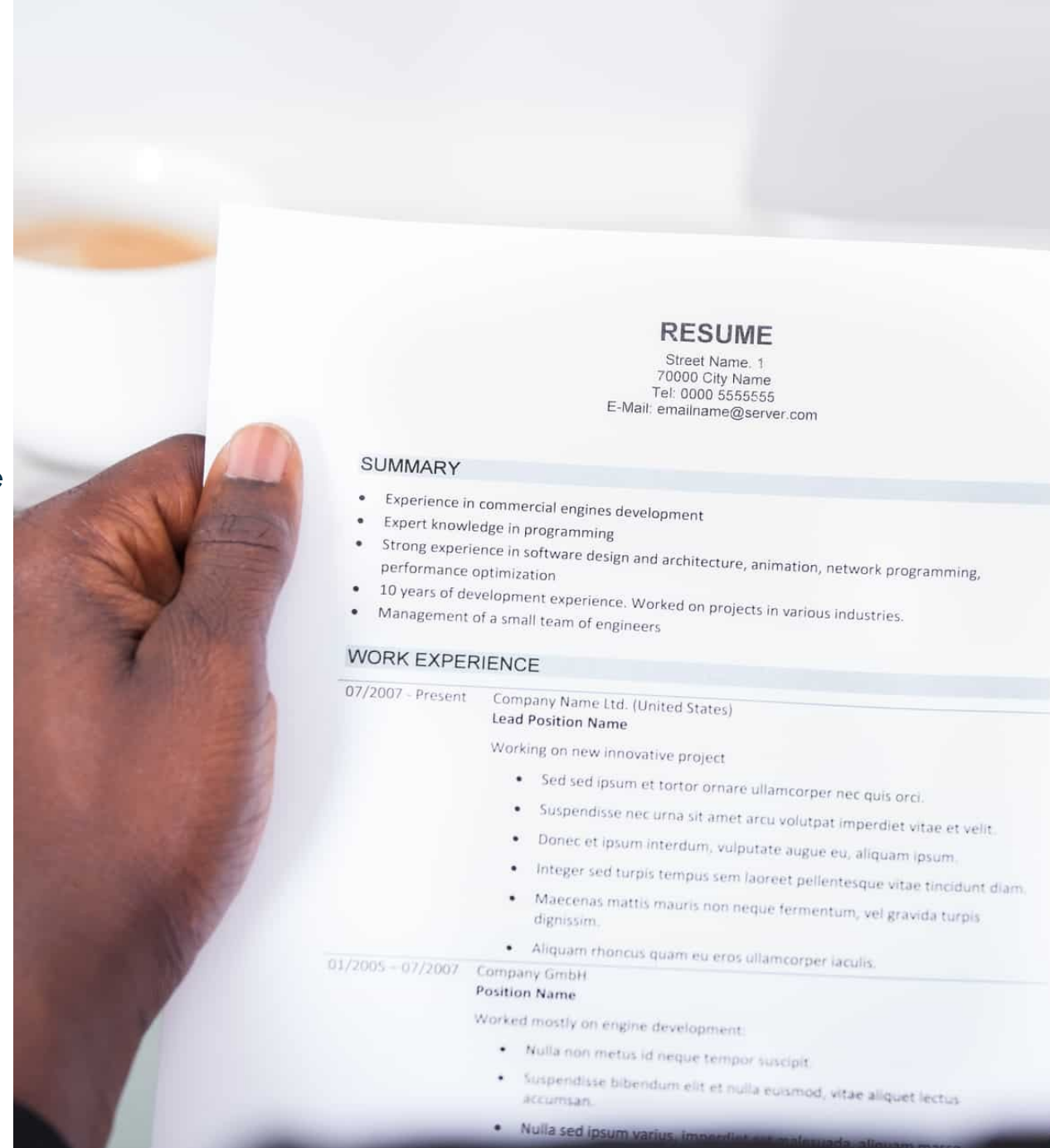
City, State  
Jan. 2005 - Feb. 2005

# WHAT IS A RESUME?



# A RESUME IS:

- A short descriptive document
- An account of work experience, education, qualifications & skills
- Summary of your professional accomplishments
- Relationship between your experience and your career objective
- The first item a potential employer sees about you
- An opportunity to paint a clear picture to a potential employer
- Marketing tool
- An advertisement of you
- A way to “tell your story”
- A snapshot of who you are





# WHAT ARE SOME THINGS YOUR RESUME IS NOT?



# A RESUME IS NOT:

- **It is not your autobiography**

- It is a business document that should not include a picture, personal information about marital status, children, age, political leanings and religious beliefs.

- **It is not a list of your job descriptions and responsibilities**

- Not about what you were supposed to do but instead, how you fulfilled your responsibilities and what results you achieved.

- **It is not about your aspirations**

- Not about telling the employer that they hold the key to the job of your dreams. Instead, show them how & why you are the candidate of their dreams.

- **It is not an employee application**

- It is the grounds for which you seek to be considered, but it does not constitute in and of itself a formal job application.







# WHAT IS THE PURPOSE OF A RESUME?



# PURPOSE OF A RESUME :

- To show that you are a qualified candidate and a good match for the job.
- To motivate employers to interview you.



# FUN FACTS ABOUT RESUMES

Most employers  
spend 7-30  
seconds scanning  
a resume

88% of resumes  
are rejected due  
to a picture on  
the resume

76% of resumes  
are discarded for  
an unprofessional  
email address

Applicants with  
spelling errors will  
be disqualified by  
43% of hiring  
supervisors

What you say on  
your resume may  
not be what the  
people looking at  
it hear

# WHAT TO DO BEFORE WRITING A RESUME

## Ask yourself

- How can I target my resume to the position I am applying for?

## Prepare an inventory

- Personal skills and accomplishments
- Education and experience
- Goals

## Know the position

- Necessary skills
- Desired qualifications
- Required education and work experience
- Job duties

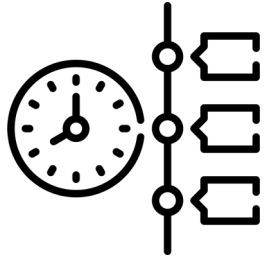


# STANDARD RESUME TYPES



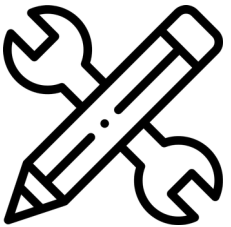
- **Reverse Chronological**

- Focuses on your work experience, listing your current job first and going back in time chronologically.



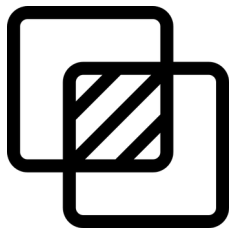
- **Functional**

- Focuses on general and specialized skills and abilities, rather than lengthy descriptions of each individual job.



- **Combination**

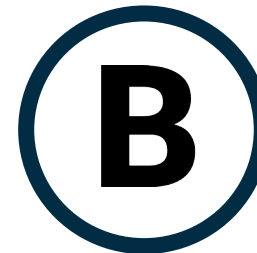
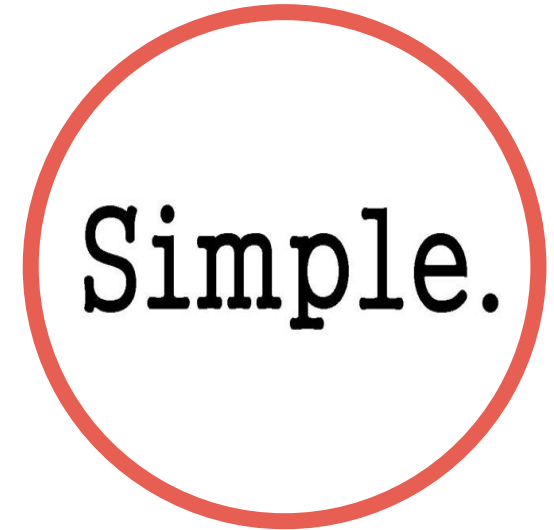
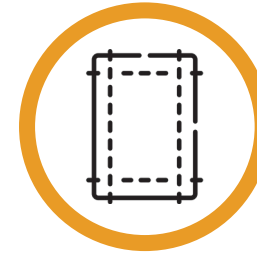
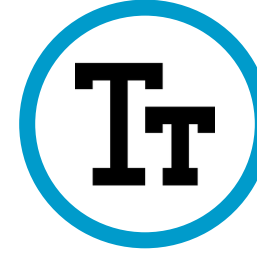
- Brings together features of both chronological and functional resumes.





# FORMAT

- Keep your resume format simple.
- Use a uniform font type, font size, and margin settings all around.
  - Times New Roman and Arial are the most classic and traditional fonts.
- Suggested font sizes are 11-12 for most text. 14-16 for section titles.
- Suggested margin is 1 inch all around.
- Do not use abbreviations.
- Use bold, italics, and underlining sparingly.
- 1-2 pages
- Print your resume on white or neutral color 8 ½ x 11 paper.



# REVERSE CHRONOLOGICAL RESUME

## STRUCTURE

### HEADING

- Name placed at the top of the page and aligned at the center in bold.
- Below include the following contact information:
  - Address (Not necessary to add full address due to privacy reasons)
  - Phone number
  - Email (Use an appropriate and professional email address)



**Joe Doe**  
Riverside, CA 92507  
555-555-5555  
doejoe@gmail.com

# REVERSE CHRONOLOGICAL RESUME

## OBJECTIVE / PROFESSIONAL SUMMARY

- Should consist of 1-2 short sentences.
- Specifies the type of position you are seeking.
- Tailor your objective to the organization.
- Do not use generalized statements (a resume for multiple jobs / organizations).
- Do not focus only on what the organization can do for you.



Highly experienced professional with over 10 years of experience in residential, corporate, and public facility maintenance seeking a position as a Lead Utility Maintenance Technician at the City of Corona. HVAC and plumbing certified with expertise in facility and equipment inspection, compliance, and cost-reduction strategies.

# REVERSE CHRONOLOGICAL RESUME

## SUMMARY OF QUALIFICATIONS (Optional)

- Use this only if it puts emphasis or links your background that is most relevant to job requirements.
- Use 5 – 10 bullet points with accomplishments, key skills, and outstanding traits.
- Highlight skills that are not obvious from past work experience.



## Summary of qualifications:

- Electrical system maintenance and repair
- Machine operation, including cement trucks and tractors
- Water hydraulics, plumbing upkeep, troubleshooting, and repair
- HVAC maintenance and repair
- Drywall installation and repair
- Carpentry
- Bilingual English – Spanish (native)

# REVERSE CHRONOLOGICAL RESUME

## EDUCATION

- List your highest level of education achieved first.
- List major, minor, concentration, or emphasis.
- List any special licenses, credentials, or certificates.



### **Education / Certificates:**

San Joaquin Valley College, June 2018  
- Maintenance Technician Certificate

UEI College, August 2014  
- Heating, Ventilation, and Air  
Conditioning (HVAC) Certificate

Summit College, June 2010  
- Plumbing Technician Certificate



# REVERSE CHRONOLOGICAL RESUME

## EXPERIENCE

- Include positions related to the job (paid or unpaid).
  - Emphasize relevant experience and minimize irrelevant experience.
  - List accomplishments, not just responsibilities.
  - Use key words and action verbs.
  - Quantify – How many: processed reports, supervised people, etc.
  - Look for ways to demonstrate skills and qualities.
- 
- Make this section easy to read. Use spacing and bullets.
  - Include job title, company, location, and dates.
  - Each sentence starts with an action verb. Do not use personal pronouns.
  - Use correct verb tenses. Use present tense for current positions and past tense for previous positions.
  - Avoid using terms that only an insider would understand (company lingo).



### Work Experience:

#### Utility Maintenance Technician I/II

City of Corona - Corona, CA

February 2012 to Current

- Schedule and coordinate activities with other departments 3 weeks in advance to ensure project completion.
- Conduct weekly preventative maintenance on water treatment machinery. Reduced major issues by 50% in a 6-month period.
- Facilitated the relocation of 15+ pieces of heavy equipment by assisting with the disassembly and installation of new machinery.
- Fixed hydraulic systems on water treatment machinery using pressure testing techniques, identified, and resolved 80% of leaks and faulty seals in 2022.
- Trained 10+ new Maintenance Technicians and developed individual learning plans according to each person's needs in 2022.

# USE ACTION VERBS

Action verbs convey *doing* something. They show that you accomplished something instead of just being responsible for it. [Resume Words to Include and Avoid – YouTube](#)

## Leading a project

- Administered
- Coordinated
- Executed
- Directed
- Delegated
- Managed
- Operated
- Organized
- Planned
- Produced
- Oversaw

## Envisioning and bringing a project to life

- Built
- Created
- Designed
- Developed
- Devised
- Established
- Implemented
- Introduced
- Launched
- Proposed
- Incorporated

## Increasing efficiency, productivity, customer satisfaction

- Accelerated
- Boosted
- Achieved
- Amplified
- Consolidated
- Enhanced
- Expanded
- Expedited
- Gained
- Generated
- Reduced
- Maximized

## Changing or improving a process / product

- Centralized
- Clarified
- Customized
- Integrated
- Redesigned
- Refined
- Remodeled
- Restructured
- Revamped
- Simplified
- Streamlined
- Updated

## Managing a team

- Directed
- Facilitated
- Fostered
- Guided
- Mentored
- Recruited
- Supervised
- Trained
- Hired
- Cultivated
- Taught

# USE ACTION VERBS CONTINUED...

Avoid saying "Was responsible for"

## Supporting customers

- Advised
- Advocated
- Coached
- Consulted
- Educated
- Fielded
- Informed
- Recommended
- Resolved

## Communicating

- Authored
- Campaigned
- Conveyed
- Convinced
- Defined
- Critiqued
- Documented
- Drafted
- Presented
- Promoted
- Publicized
- Reviewed

## Overseeing or regulating

- Authorized
- Blocked
- Dispatched
- Enforced
- Ensured
- Inspected
- Itemized
- Monitored
- Screened
- Scrutinized
- Verified
- Adjudicated

## Achieving something

- Attained
- Completed
- Demonstrated
- Finished
- Earned
- Exceeded
- Outperformed
- Overcame
- Reached
- Showcased
- Succeeded
- Targeted

# REVERSE CHRONOLOGICAL RESUME

## HONORS AND AWARDS (Optional)

- Understand which types of awards are appropriate and relevant to the job.
- Year and name of the award
- Include the name of the company



### **Honors and Awards:**

- 2014 Plumber of the Year, Mullen Plumbing

## REFERENCES (Not Necessary)

- "References available upon request" – (Optional)
- Employers will contact you for references if necessary.
- Choose professional references rather than personal references

# REVERSE CHRONOLOGICAL RESUME

**Joe Doe**  
Riverside, CA 92507  
555-555-5555  
doejoe@gmail.com

## **Objective / Professional Summary:**

Highly experienced professional with over 10 years of experience in residential, corporate, and public facility maintenance seeking a position as a Lead Utility Maintenance Technician at the City of Corona. HVAC and plumbing certified with expertise in facility and equipment inspection, compliance, and cost-reduction strategies.

## **Summary of qualifications:**

- Knowledge of power transmission systems
- Knowledge of programmable logic controllers
- Electrical system maintenance and repair
- Machine operation, including cement trucks and tractors
- Water hydraulics, plumbing upkeep, troubleshooting, and repair
- HVAC maintenance and repair
- Drywall installation and repair
- Carpentry
- Bilingual English – Spanish (native)

## **Education / Certificates:**

San Joaquin Valley College, June 2018

- Maintenance Technician Certificate

UEI College, August 2014

- Heating, Ventilation, and Air Conditioning (HVAC) Certificate

Summit College, June 2010

- Plumbing Technician Certificate

## **Work Experience:**

### **Utility Maintenance Technician III**

City of Corona - Corona, CA

February 2012 to Current

- Schedule and coordinate activities with other departments 3 weeks in advance to ensure project completion.
- Conduct weekly preventative maintenance on water treatment machinery. Reduced major issues by 50% in a 6-month period.
- Facilitated the relocation of 15+ pieces of heavy equipment by assisting with the disassembly and installation of new machinery.
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- Trained 10+ new Maintenance Technicians and developed individual learning plans according to each person's needs in 2022.

### **Maintenance Supervisor**

Green Acres Property Management – Orange, CA

October 2015 to June 2018

- Lead a team of 12 maintenance technicians covering four residential buildings on six acres of property.
- Trained 25 maintenance technicians on HVAC, plumbing, welding, and carpentry.
- Promoted 3 technicians to leadership roles in the company.
- Created a quarterly schedule for maintenance on facility systems including HVAC, electrical and plumbing to prevent disruptions.
- Built network of 10+ contractors for major property projects.

### **Plumber Service Technician**

Mullen Plumbing – Garden Grove, CA

August 2010 to September 2015

- Installed and replaced water heaters drainpipes and water supplies in 3 different counties.
- Coordinated schedules with various construction departments on 10 major housing development projects.
- Installed and repaired gas lines and hot water cold lines in 25+ properties per week.
- Opened and closed office 2-3 times per week.
- Served as the on-call plumber for 5 major cities 40% of the time on a calendar month.
- Assisted with training of 30+ apprentice plumbers.

## **Honors and Awards:**

- 2014 Plumber of the Year, Mullen Plumbing



# REVIEW AND ADJUST



- Verify that your contact information is current.
- Verify that previous employment dates are accurate.
- Verify that the resume fits the job / position you are applying for.
- Verify that your resume uses concise language.
- Verify that you list and describe accomplishments rather than providing a job description.
- Have at least 2 people look at your resume and provide feedback.
- Make final changes after receiving feedback.

[Woman discovers hilarious error on her resume after failing to be hired | Your Morni](#)

# TIPS AND IDEAS FROM DIFFERENT INDUSTRIES

## Academic

- Tips / Ideas
- Common mistakes



## Government†

- Tips / Ideas
- Common mistakes



## Private Sector

- Tips / Ideas
- Common mistakes

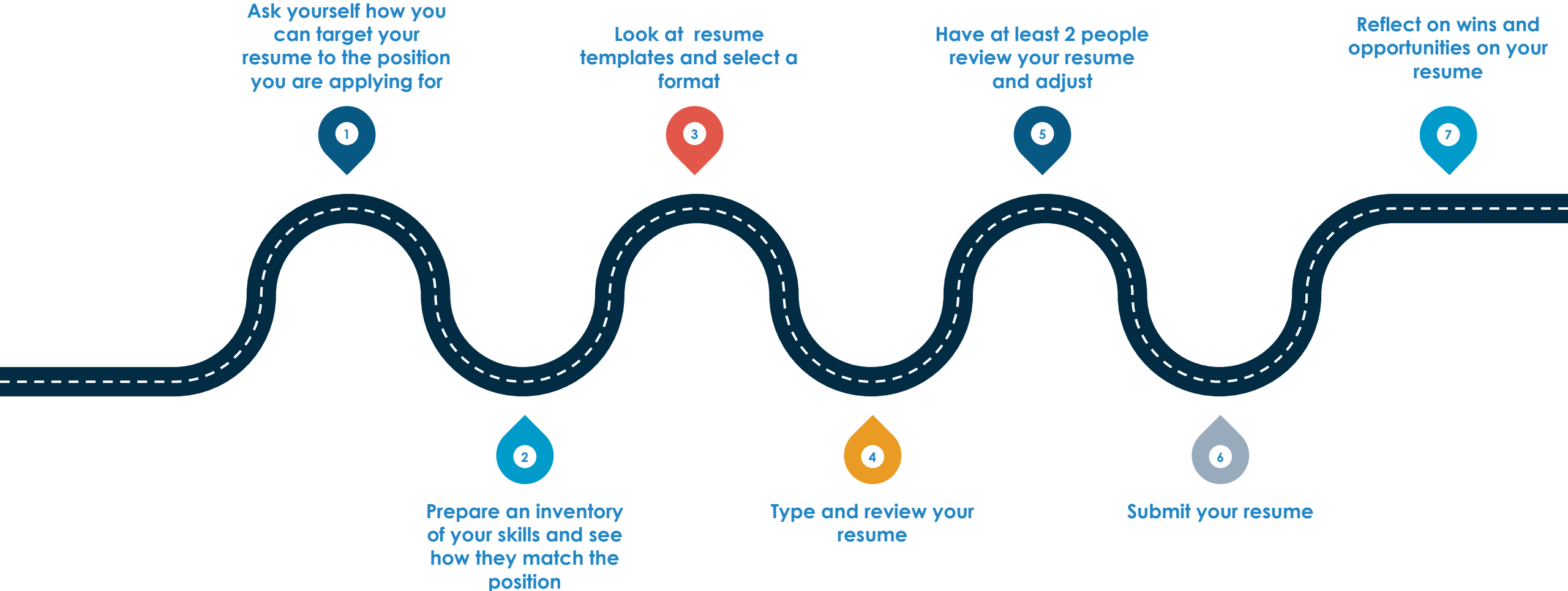


# LET'S TEST YOUR KNOWLEDGE

- We will be playing a trivia game on our mobile devices to see how much we learned
- Go to **Kahoot!** and enter the game pin
- Enter your legal name
- Multiple choice format
- Points are awarded based on accuracy and speed of your responses



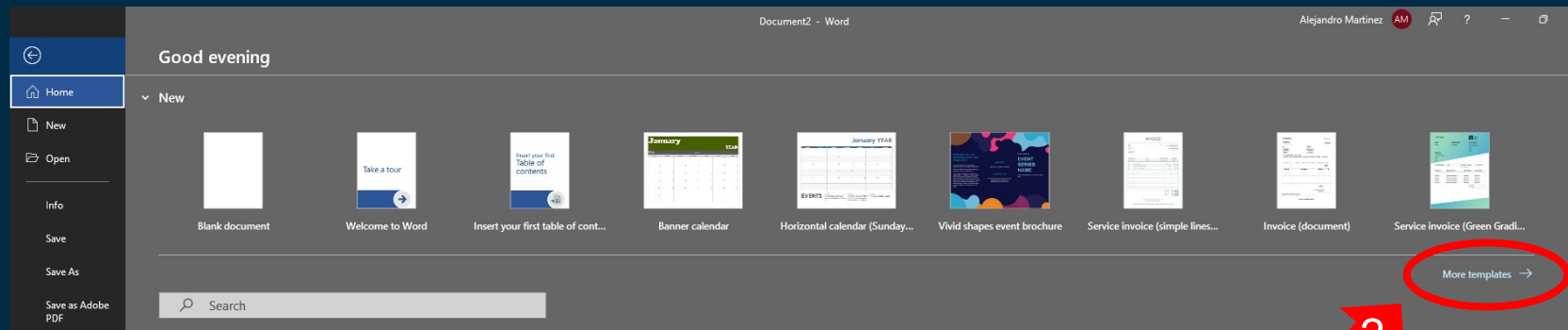
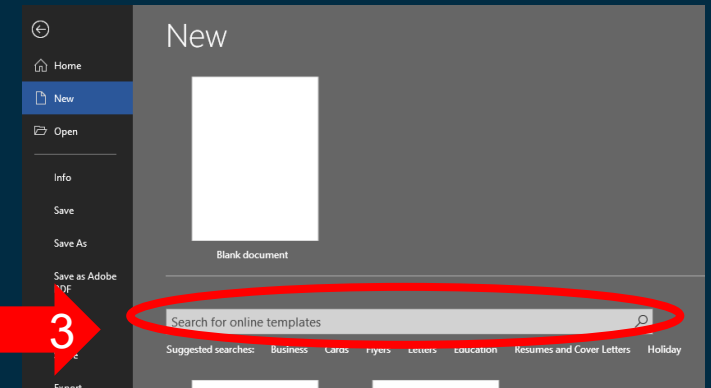
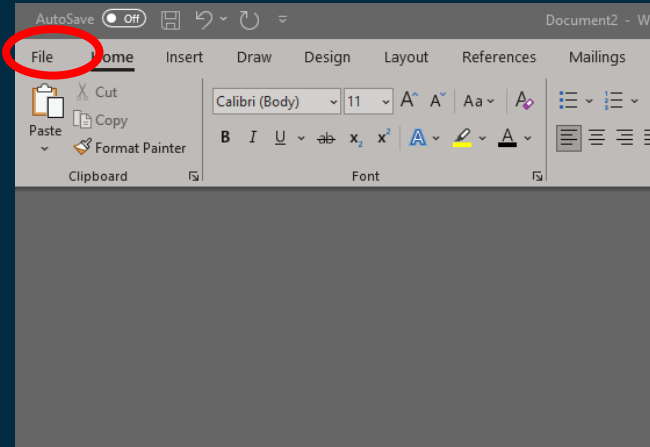
# RESUME WRITING ROADMAP



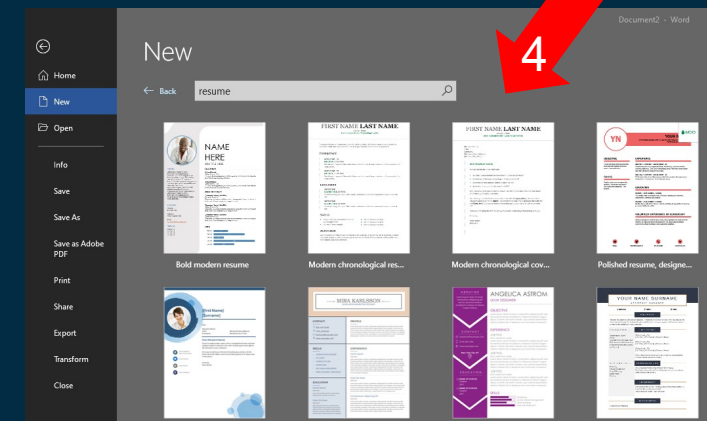
# WHERE CAN I FIND A TEMPLATE?

## Microsoft Word

1. Click on "File" on the top left corner
2. Select "More Templates"
3. Type "Resume" in the search bar
4. Select the template of your preference



2





# TOOLS AND RESOURCES

- [8 Resume Writing Tips for 2022 \(linkedin.com\)](#)
- [How to Write a Resume That Will Actually Get a Recruiter's Attention \(linkedin.com\)](#)
- [Resume Mistakes To Avoid To Make A Good Resume \(monster.com\)](#)
- [5 biggest resume mistakes, according to Harvard experts—and examples of what to do \(cnbc.com\)](#)
- [Action Verbs to Use on Your Resume | Career Services | University of Colorado Boulder](#)
- [Resumes & cover letters design templates | Microsoft Create](#)

# Questions?

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www.CoronaCA.gov