Chatham Community Library
Computer Workshop Series

RESUME WRITING IN MICROSOFT WORD

View our full class schedule on our website:
www.chathamlibraries.org

GETTING STARTED

Prerequisites

It is assumed for this class that the user is comfortable with basic computer operations, including using a keyboard and mouse. Previous Internet experience is also required.

- We will be using PC desktop computers running the Microsoft Windows operating system in addition to using Internet Explorer or Mozilla Firefox web browsers.

- Please let the instructor know if you have any questions or concerns prior to starting class.

Learning Objectives

After this class, you will be able to:

Understand the different resume styles	Understand what to include on your resume	Format a resume in Microsoft Word
Understand the elements of a scannable resume	Find resume resources at the library	

STYLE & CONTENT

There are three basic types of resumes used to apply for job openings: chronological, functional, and combination. The type of resume you use will depend on your personal circumstances and the type of position you are applying for. No matter what type of resume you choose, make sure the content is targeted to the position. You can research different resume styles using the Internet (for example, do a Google search for "sample resume" in your field).

- **Chronological**: Most common. Starts by listing your work history, with the most recent position listed first. Jobs are then listed in reverse chronological order, typically about 10 years into the past. Employers tend to prefer this type of resume because it's easy to see what jobs you have held and when you have worked at them. This type of resume works well for job seekers with a strong, solid work history.
- **Functional**: Focuses on your skills and experience, rather than on your chronological work history. It is used most often by people who are changing careers or who have gaps in their employment history.
- **Combination**: Contains both chronological and functional elements. Lists your skills and experience first. Your employment history is listed next. With this type of resume you can highlight the skills you have that are relevant to the job you are applying for, and also provide the chronological work history that employers prefer.

Decide on sections to include:

- Contact Information
- Objective (optional)
- Education
- Experience, Training, Military History, Responsibilities, Dates
- Relevant Skills (computer, languages, etc.), Accreditation, Licenses
- Activities and Interests
- References (or include "References upon request" statement)

DON'T include:

- Salary information
- Jargon
- Mention of family, marital status, religion, race, health problems
- Graphics (although this may be appropriate for certain industries)
- Weaknesses

A few more tips:

- Make your resume appealing, but do NOT exaggerate or lie about experience or skills. Let your experience do the talking.

- Use strong verbs to start your sentences, and describe your responsibilities in detail. What did you *do*? For *how long*? What were you *responsible for*? What did you *achieve*?

- Maintain a consistent style throughout. Use the same style of bullets across the different sections. While each section contains different types of information, it is important that they look similar. Use the same font type and size for each of your headings.

- Edit carefully and be sure to have at least one person with an eye for detail review it for you. If possible, two or more editors should verify that there are no typos or errors in grammar.

- Use white, high-quality paper, printed with black ink.

FORMATTING

Font

1. **Highlight the text you want to change**. To do this, left-click at one end of the text. While holding down the left mouse button, drag the mouse over the text and let go when you get to the end of the text you wish to change. It should appear highlighted.

2. Make sure you have the **Home Tab** selected at the top of the window.

3. You should see the formatting options shown in the image below:

Paste | Cut | Copy   Font   Font Size

Font Style   Font Color   Text Alignment
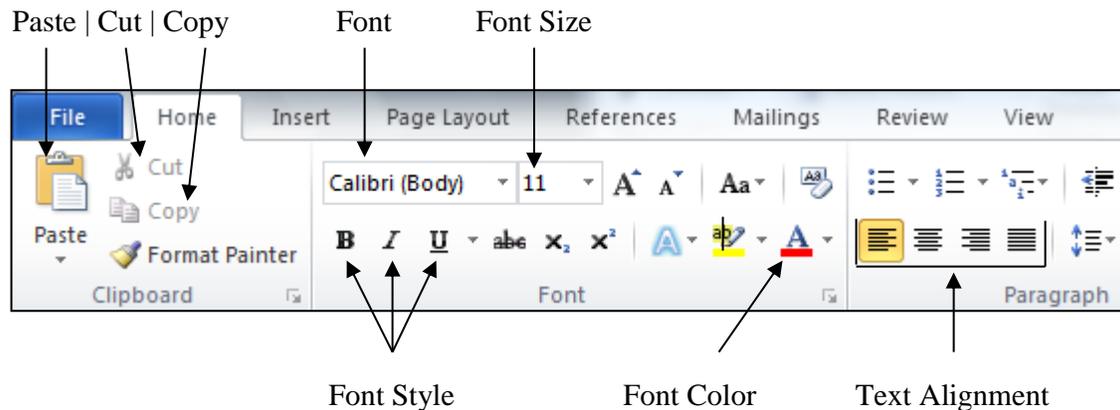
- From this tab, you can define the **Font** type you want. Times New Roman is a common font.

- Under the **Font** section, you can also choose the font styles **Bold**, *Italic*, or <u>Underline</u>.

- THIS IS WHAT SMALL CAPS LOOKS LIKE

Remember that simple, easy-to-read fonts appear the most professional. Times New Roman and Garamond are two popular fonts used for professional purposes.

Bulleting

Bullet points are a good way to list duties and accomplishments clearly. If you want to insert a bulleted or numbered list, simply click one of these two buttons on the **Home Tab** in the **Paragraph section**:

Bullets   Numbering
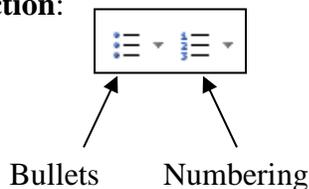
You can increase or decrease the indent for bullets or move items up and down the "hierarchy" by using these buttons:

Other Formatting Options

Use the tab key, the space bar, and the indent markers in the ruler to align items properly.

You can also go to the **Paragraph section** on the **Home Tab** and click on the small arrow in the lower right corner to access all the options to control indents and spacing.

To insert a horizontal line (typically used underneath your contact info or to separate sections of your resume), go to the **Paragraph section** on the **Home Tab** and click on the **Borders** icon. In the drop-down menu that appears, select **Horizontal Line**.

Templates

If you have an Internet connection, you can choose from dozens of resume templates through Microsoft Word. Templates are pre-formatted documents that you fill in with your own information, which can save you a lot of time on formatting. To find a resume template, go to the **File Tab** and click **New**. In the bottom half of the task pane that appears, click **Resumes and CVs**. Click on a template once to see a preview. When you find a resume that you like, click **Download**. The template will open in Word, and you'll be able to fill in your information and make any additional formatting changes you'd like.

COVER LETTERS

Resumes are often accompanied by a short cover letter. Cover letters are used to introduce your resume to the reader. Most readers will not know who you are or why you are sending them a resume if you do not introduce yourself through a cover letter. Cover letters are also used to highlight the most important aspects of your resume that are relevant for that particular job.

Cover letters should:
- be formal (Dear Ms. Smith, Sincerely, etc.)
- be direct and to the point
- express interest in the position

RESUMES FOR THE WEB

It is increasingly common for large companies to use computers to scan resumes before an actual person looks at them. Computer software can quickly extract basic information, pulling out factors like your contact information, skills, work history, years of experience, and education. HR specialists can then search the resumes by keywords to retrieve candidates who match the requirements of a job opening.

Tips to help you create a scannable resume:

- Use keywords included in the job description
- Send a clean, printed copy – not a photocopy
- Use common fonts – avoid excessive italics and underlining
- Font should be between 10 and 14 points (12 is standard)
- Leave out decorations/graphics
- Keep formatting simple
- Paper should not be stapled or folded

ONLINE RESOURCES

Below are some helpful guides to resume writing:

- Purdue University's Online Writing Lab – Resume Workshop: http://owl.english.purdue.edu/owl/resource/719/01/
- About.com – How to Write a Resume: http://jobsearch.about.com/od/resumes/a/resumetoc.htm
- About.com – Resume Proofing Checklist: http://jobsearch.about.com/od/resumes/a/resumproof.htm
- UNC's Resume Guide: http://careers.unc.edu/sites/careers.unc.edu/files/Resumes_2010.pdf
- Riley Guide – Help with Your Resume and CV: http://www.rileyguide.com/resprep.html

LIBRARY RESOURCES

Chatham Community Library has many resources to help you with resume writing and job searching.

- **Books** on resumes, cover letters, and job searching can be found in the **650.14** section of the nonfiction collection

- **Databases** (via NC LIVE):
  - *Job & Career Accelerator* (now included in *LearningExpress Library*): Explore occupations, create resumes and cover letters, and prepare for an interview
  - *LearningExpress Library*: Brush up on your computer skills and prepare for academic or licensing tests
  - *Occupational Outlook Handbook*: Explore occupations – includes education requirements, training, market outlook, salary range, and more

VERB LIST FOR RESUMES AND COVER LETTERS

Note that all verbs are past tense. Use present tense for current positions.

MANAGEMENT SKILLS
administered
analyzed
assigned
attained
chaired
consolidated
contracted
coordinated
delegated
developed
directed
evaluated
executed
improved
increased
organized
oversaw
planned
prioritized
produced
recommended
reviewed
scheduled
strengthened
supervised

COMMUNICATION SKILLS
addressed
arbitrated
arranged
authored
collaborated
convinced
corresponded
developed
directed
drafted
edited
enlisted
formulated
influenced
interpreted
lectured
mediated
moderated
negotiated
persuaded
promoted
publicized
reconciled
recruited
spoke
translated
wrote

RESEARCH SKILLS
clarified
collected
critiqued
diagnosed
evaluated
examined
extracted
identified
inspected
interpreted
interviewed
investigated
organized
reviewed
summarized
surveyed
systematized

TECHNICAL SKILLS
assembled
built
calculated
computed
designed
devised
engineered
fabricated
maintained
operated
overhauled
programmed
remodeled
repaired
solved
upgraded

TEACHING SKILLS
adapted
advised
clarified
coached
communicated
coordinated
demystified
developed
enabled
encouraged
evaluated
explained
facilitated
guided
informed
instructed
persuaded
set goals
stimulated
trained

FINANCIAL SKILLS
administered
allocated
analyzed
appraised
audited
balanced
budgeted
calculated
computed
developed
forecasted
managed
marketed
planned
projected
researched

CREATIVE SKILLS
acted
conceptualized
created
customized
designed
developed
directed
established
fashioned
founded
illustrated
initiated
instituted
integrated
introduced
invented
originated
performed
planned
revitalized
shaped

HELPING SKILLS
assessed
assisted
clarified
coached
counseled
demonstrated
diagnosed
educated
expedited
facilitated
familiarized
guided
motivated
referred
rehabilitated
represented

CLERICAL OR DETAIL SKILLS
approved
arranged
catalogued
classified
collected
compiled
dispatched
executed
generated
implemented
inspected
monitored
operated
organized
prepared
processed
purchased
recorded
retrieved
screened
specified
systematized
tabulated
validated

MORE VERBS FOR ACCOMPLISHMENTS
achieved
expanded
improved
pioneered
reduced (losses)
resolved (problems)
restored
spearheaded
transformed

SAMPLE RESUME

WILL B. HIRED
123 Pleasant Street
Pittsboro, NC 27312
919-123-4567
will.b.hired@emailprovider.com

EDUCATION [*Can also list Work Experience first, if that is more relevant*]

University of North Carolina at Chapel Hill
B.A. English, May 2010

Durham Technical Community College, Durham, NC
Completed 36 general education credits, August 2007 – May 2008

WORK EXPERIENCE

Canefield Technical Services, Greensboro, NC   Oct. 2012 – present
Administrative Assistant
- Oversee daily operations and manage a team of six office personnel
- Collaborate on creation of a large grant application
- Manage new and existing customer records using Microsoft Access

Barnes & Noble, Durham, NC   Jan. 2011 – Oct. 2012
Customer Service Representative
- Responded to customer queries and assisted with information needs
- Received superior customer service award

TECHNICAL SKILLS
- Proficient in Microsoft Office, HTML, & Adobe Photoshop

OTHER SKILLS
- Conversational Spanish skills
- Superior organization and time management skills

COMMUNITY INVOLVEMENT
- Volunteer English tutor at Community Center
- Volunteer monthly at local Boys & Girls Club events

REFERENCES

Available upon request [*Use this line if you want to be forewarned before your references are contacted. Otherwise, simply list your references and their contact info. References can also be listed on a separate sheet.*]