

# CAREER AND EMPLOYMENT SERVICES

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**STUDENT  
AFFAIRS**

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*creating opportunities for student success*

# RESUME WRITING

**Why do people write resumes?** The basic purpose of the resume is **to communicate your experience, skills and education related to a specific position to an employer.** It is a very valuable job search tool because it provides you with your first opportunity to "market yourself" to an employer.

Your resume is not an autobiography, or a place to report every experience you have ever had. It is a place to communicate the qualifications you have which relate to a specific position. Writing a targeted, effective resume can be quite time consuming, but it is well worth the effort. The most important thing to remember is that there is **no one right way to create a resume.** Your resume *will be* and *should be* as individual as you are.

### How Do I Get Started?



## Skills Assessment

Skills assessment is the process of identifying the skills you can bring to an employment situation. In order to market yourself to an employer, it is imperative you have a very clear sense of what it is you have to offer - what skills do you have that set you apart from everyone else? Remember, the employer has to believe you are the *best buy* on the market

Your skills can be broken down into two categories: **Technical** and **Generic**.

**Technical skills** are specific to perform a particular task.

Examples: Computer skills, language skills, laboratory skills

**Generic skills** are often referred to as transferable, since they can be easily transferred from one situation to another.

Examples: Communication skills, organizational skills, time management skills

Do not underestimate the value of **generic skills** because they are equally or more important than **technical skills**. Skills are acquired from all areas of your life, not just paid work experience. Don't sell yourself short!

For each position/project/task you have done in your life, you should think about what you did, how you did it, and what you learned from doing it. Quantify information when possible.

### **Skills Assessment Example:**

**Position:** Member of a class group project - University of Manitoba

**Duties:**

- Researched topic using the internet, library books and informational interviews
- Scheduled and attended meetings to discuss project progress
- Compiled research findings into a report
- Presented information to group of 50 peers and professors
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**Skills Learned:**

- Internet research skills (technical)
- Team player (generic)
- Organizational skills (generic)
- Written and oral communication skills (generic)
- Word processing (technical)

**Position:** Crew Person – Fast Food Restaurant

**Duties:**

- Served customers
- Prepared orders
- Handled monetary transactions
- Maintained general restaurant cleanliness

**Skills Learned:**

- Communication skills (generic)
- Organizational skills (generic)
- Handled cash register (technical)
- Time management (generic)

### **Employers' Views on Resumes**

Employers repeatedly stress the importance of content. The necessity for a clear, concise resume is crucial. The resume should be used to get the interview - and it should be customized for each position applied for. Employers are looking for people who give a little extra effort. This should be reflected in your experience as well as in the quality of your resume.

Try to put yourself in the employer's shoes and think about what skills you would be looking for if you were hiring for the position.

Overall, resumes should be to the point, well-structured and easy to read in 30 seconds or less.

## **Recommended Resume Components**

- Name, address, postal code, phone number, and email (only if checked regularly)
- Career objective or personal profile (optional)
- Education (relevant courses could be added if important and not obvious)
- Awards
- Professional development
- Skills and abilities
- Work experience, practicum/co-op work experience, internships
- Volunteer experience/extra-curricular
- Activities and interests
- Mention of references

See page 9A for a listing of many sample headings you could use for your resume.

## **What Not To Include**

There is information that should not be disclosed on a resume. Certain subjects are illegal for an employer to use when making a hiring decision. Some things that shouldn't go on a resume are:

- |                          |                                |
|--------------------------|--------------------------------|
| - Religion               | - Gender (including pregnancy) |
| - Race                   | - Sexual orientation           |
| - Age                    | - Family status                |
| - Political affiliation  | - National or ethnic origin    |
| - Health                 | - Handicap or disability       |
| - Marital status         | - Social insurance number      |
| - Photograph of yourself |                                |

These subjects are protected under the Human Rights legislation relating to employment. Please note that Human Rights legislation exists at both the federal and provincial levels, and is not necessarily consistent across all provinces. To determine which legislation an employer falls under depends on the nature of the company. For further information, you can contact either the Manitoba Human Rights Commission at (204) 945-3007 or the Canadian Human Rights Commission at (204) 983-2189.

## **General Resume Tips**

- Keep your resume to 1-2 pages (3 pages only if all information is relevant)
- Use 8.5 x 11 white or neutral toned top quality paper
- Use a good quality laser printer
- Must be well organized and laid out in a logical manner
- PROOFREAD - resume should have absolutely NO grammar or spelling errors. Computer Spellcheckers don't catch all errors.
- Have equal margins on all sides
- Enough white space to ensure the resume is visually pleasing
- Have someone provide feedback about your resume - they may think of things you have not thought of and may be able to spot errors you didn't

- Remember the layout of the resume can be different than the "norm" - use whatever markets you best
- Be consistent in resume set up (verb tenses, spacing, dates, bolding, underlining, italicizing)
- Keep font size between 10 - 12 (for your name you can use a larger size)
- Eliminate personal pronouns such as "I"
- Use point form and keep sentences short and to the point
- Use action verbs to describe duties (see pages 10-11 for a list of suggestions)
- Make your resume specific to the position you are applying for
- Your resume should focus on your skills and abilities and what you can do for the company, not what they can do for you
- Your name and page number should be on consecutive pages
- Use the words and qualifications the employer uses in their job posting
- The resume should be goal-oriented; show commitment to success (High GPA, involvement with student groups, job promotions, active involvement with associations)
- Should reflect generic (transferable) skills
- If sending a resume by fax, follow it up with an original by mail to ensure a professional image (you cannot control the quality of paper on their fax machine)

## **Resume Styles**

This workbook will discuss the three most popular styles of resumes. To create the appropriate format for you, it is necessary to decide which format presents your information in the most favourable manner.

### **1. Chronological Resume**

This is the format people typically think of when they think of resumes. In a Chronological resume, one's experience is presented in reverse date order. This format highlights your employment history, and is recommended for use when you have a specific job in mind and when your experience record indicates a consistent related history.

#### **Pros:**

- Traditional format that is most commonly used
- Emphasizes job duties and highlights a steady work history
- Easiest type of resume to prepare
- Excellent type to use if you have experience related to the job you are applying for, as it focuses on your employment experience

#### **Cons:**

- If you don't have related or relevant work experience, it is immediately evident
- Gaps in your work history are strongly shown
- It poorly highlights or identifies your skills
- Not well suited for job seekers who are changing careers

A variation of the Chronological resume is the **Related Experience Chronological**. This format is still considered Chronological, but it separates your experience into a 'Related Experience' section (work and volunteer) and an 'Other Experience' section. This allows you to present your information in a more favourable manner. (Example on pages 12-13 & 14-15)

## 2. **Functional Resume**

The Functional format is used by many students and can be very effective. It works particularly well for people who do not have related work experience, who have large gaps in their work history, or who have a wide variety of experience in different areas. In the Functional resume, the focus is primarily on related skills. In place of the 'Work Experience' section (Chronological), the functional format employs two sections: **Related Skills** and **Work Chronology**. Under the 'Related Skills' section, experiences from work, education, volunteer and extra-curricular activities are drawn together and presented under sub headings describing the skill you want to emphasize (examples of headings on page 9B). In the 'Related Skills' section you have indicated to the employer the skills and abilities you have acquired. You have not, however, included any information about where you gained this experience. The 'Work and Volunteer Chronology' sections will serve this purpose. These sections should only include job/volunteer title, name of employer and dates of employment.

### **Pros:**

- Consider this format if you have limited direct experience, as it de-emphasizes a lack of related work experience
- Enables you to highlight skills as they relate to a specific job and it gives you a strong awareness of who you are and what you can bring to a position
- Very effective for recent graduates as it allows you to demonstrate skills and capabilities acquired from your studies, volunteering and other areas

### **Cons:**

- It is not immediately evident the type or amount of work experience you have
- Takes more effort to develop this type of resume
- Does not demonstrate employment growth and development
- Some employers have trouble following this style of resume

## 3. **Transferable Skills Resume**

The Transferable Skills resume combines features of the Chronological and Functional resumes, presenting a fuller picture. This format should include a 'Personal Profile Summary' and a 'Skills and Abilities' section which highlights your strengths through the use of 4 - 7 key skills summaries. The first page of this resume displays your strengths, skills and abilities and allows the recruiter to see how they can be used on the job (This format is demonstrated in "The Easy Resumé Book" by Barbara Bowes).

**Pros:**

- Highlights your key skills and special strengths
- Good for job seekers with a clear job focus and knowledge of position requirement
- De-emphasizes trouble spots such as an outdated educational background or a history of many jobs
- Saves the employer time and energy trying to figure out what you can do

**Cons:**

- This type of resume takes more effort to put together
- Some employers will be less familiar and therefore less comfortable with this format
- Not suitable for job seekers that have little related paid or non-paid experience and a limited number of skills

## **Preparing a Scannable Resume**

In today's job search, it isn't enough to only have one type of resume. You should consider having three resume formats:

- 1) Traditional version which must be visually pleasing to read.
- 2) Scannable, searchable version able to be read by a computer program. This is like the traditional resume but without formatting such as bolding and bullets. A scannable resume is required because some employers scan resumes into a computer database. The employer then searches the database by using keywords. The more keywords that match in your resume, the more likely it will be called up and viewed by the employer. Your goal is to create a resume which will get the most 'hits' and thus increase your chances of getting called in for an interview.
- 3) Internet version to send through e-mail or cut and paste into online forms. This is very plain and generic, saved as a text file or in ASCII format.

**General Tips for the Scannable Resume:**

- Focus on nouns, not action verbs
- Do not fold or staple
- Should be laser printed on white paper
- No bolding, underlining, italicizing, bullets, slashes, tabs or graphics
- Use a popular sans serif font (e.g. Helvetica, Arial)
- Maximize the use of industry jargon
- Each phone number should be on a separate line
- To and from dates should be on the same line
- Utilize a keywords section to maximize hits
- Use asterisks, plus signs or hyphens to make more visually appealing

## **Sending Your Resume Via Email**

When submitting your resume/cover letter by email, ensure you send the document in a format the employer can read. You can always ask if they scan resumes or offer to attach your resume as a MsWord document.

- Unless an attachment is required, always send the text resume version in the body of the email message as some employers do not open attachments because of the virus danger.
- Always include a cover letter (unless told otherwise) in the body of the message before the resume
- Send only one email message with both the cover letter and resume included
- Use the job title or reference number in the subject line of the message

The bottom line is you want to make it as easy as possible for the employer to get the information they are looking for.

## **References**

- It is your personal choice whether to include references along with your resume or not.
- References should be on a separate page from your resume with your personal information on top just like it is on the first page of your resume. Use the same kind of paper as your resume paper.
- Ask permission to use someone's name as a reference. Ensure the reference will be positive.
- References should be able to talk about your work ethic and style, punctuality, self-management, and other related issues.
- People who are potentially strong references are:
  - Current or former employers
  - Professors/teachers
  - Coaches
  - Volunteer managers
  - People who are well known in the community/field of your interest

## **Cover Letters**

The purpose of the cover letter is to peak the employer's interest and to introduce your resume. The cover letter should highlight the skills you possess which are most important to the employer. It should be focused on what you can do for the employer, not what they can do for you.

### **Parts of the Cover Letter**

#### **Introduction**

- Indicate why you are writing to them (job posting, article, career fair, networking contact, area of interest)

- Mention why you want to work for the company or what interests you about the position
- Demonstrate knowledge of the organization

### **Body**

- Sell the skills & abilities you have as required for the position (be careful not to reiterate your entire resume)
- Back skills up with specific examples
- State why you would be a good fit

### **Close**

- Thank them
- Request an interview or meeting and indicate how you can be contacted
- If you are seeking job opportunities in the hidden job market, it is strongly recommended you indicate how and when you will contact the employer in order to follow up

### **Cover Letter Tips**

- Always send a cover letter with your resume if unable to hand it to the person doing the hiring
- Should be addressed to a specific person – never use “To whom it may concern”
- Should be typed and on same paper as your resume
- Should be attractive, well laid out, and kept to one page
- Write a different cover letter for each job you apply for – nothing is worse than a form cover letter
- Construct your cover letter thinking about what that particular employer is looking for, by using the job posting or company information

### **Application Forms**

Employers use application forms as an easy way to find candidate information in the same location on all applications. Do not make it difficult for them. Here are a few tips when filling out an application form:

- Ensure you read the application form over thoroughly before writing anything down. This will make sure you fill it out correctly and you don't miss anything.
- Answer all the questions. If a question doesn't apply to you, write in 'not applicable' so they know you didn't miss it.
- NEVER write “see resume”, fill everything out in as much detail as possible
- Don't forget to sign the application form

### **In Closing...**

If, after working through this workbook you have any questions, or if you would like to meet with an Career and Employment Advisor for a personal resume critique, please visit Career and Employment Services, 474 University Centre or phone us at 474-9456 to make an appointment.

## **A) RESUME HEADINGS**

The following are some of the possible resume headings you may use on your resume.

EDUCATION	VOLUNTEER EXPERIENCE
COMMUNITY SERVICE	CONTINUING EDUCATION
OTHER EXPERIENCE	ACCOMPLISHMENTS
ADDITIONAL EDUCATION	CAREER HIGHLIGHTS
SPECIALIZED TRAINING	MEMBERSHIPS
CERTIFICATES	FELLOWSHIPS
CONFERENCES ATTENDED	AFFILIATIONS
PRESENTATIONS	PROFESSIONAL ASSOCIATIONS
EXHIBITS	AWARDS
PUBLICATIONS	EXTRA-CURRICULAR ACTIVITIES
SPECIAL SKILLS	HONOURS AND DISTINCTIONS
LANGUAGE SKILLS	CURRENT RESEARCH INTERESTS
INTERESTS	WORK EXPERIENCE
REFERENCES	RELATED WORK EXPERIENCE
OTHER WORK EXPERIENCE	CAREER OBJECTIVE
HIGHLIGHTS OF QUALIFICATIONS	PROFESSIONAL SKILLS
PERSONAL PROFILE	RELATED SKILLS

## **B) FUNCTIONAL RESUME SKILL HEADINGS**

The following are some sample skill headings you may want to use in your Functional resume.

MANAGEMENT SKILLS	CREATIVE SKILLS
COMMUNICATION SKILLS	RESEARCH SKILLS
LEADERSHIP SKILLS	COMPUTER SKILLS
TECHNICAL SKILLS	INTERPERSONAL SKILLS
COUNSELLING SKILLS	TEACHING SKILLS
ANALYTICAL SKILLS	FINANCIAL SKILLS
CLERICAL SKILLS	ORGANIZATIONAL SKILLS
PROGRAM PLANNING SKILLS	ADMINISTRATIVE SKILLS
LABORATORY SKILLS	SUPERVISORY SKILLS

## Action Verbs

Accomplished	Classified	Defined	Evaluated
Achieved	Co-operated	Delegated	Examined
Acquired	Coordinated	Delivered	Exchanged
Acted	Coached	Demonstrated	Executed
Activated	Collated	Depicted	Exhibited
Adapted	Collected	Derived	Expanded
Addressed	Commenced	Described	Expedited
Adjusted	Communicated	Designed	Experimented
Administered	Compared	Detailed	Explained
Advertised	Compiled	Detected	Explored
Advised	Completed	Determined	Expressed
Aided	Composed	Developed	Extracted
Aligned	Computed	Devised	Extrapolated
Allocated	Conceived	Diagnosed	Fabricated
Analyzed	Conceptualized	Differentiated	Facilitated
Anticipated	Conciliated	Directed	Familiarized
Applied	Concluded	Discharged	Fashioned
Appraised	Conducted	Discovered	Filtered
Approved	Confirmed	Discussed	Finalized
Arbitrated	Connected	Dispatched	Fine-tuned
Arranged	Conserved	Displayed	Forecast
Ascertained	Considered	Dissected	Formulated
Assembled	Consolidated	Disseminated	Forwarded
Assessed	Constructed	Distributed	Fostered
Assigned	Consulted	Documented	Founded
Assisted	Contacted	Drafted	Funded
Assumed	Contracted	Drew	Gathered
Attained	Contributed	Edited	Gauged
Attended	Controlled	Educated	Generated
Audited	Converted	Effectuated	Governed
Authored	Convinced	Elected	Graded
Authorized	Corrected	Elicited	Granted
Awarded	Correlated	Eliminated	Greeted
Balanced	Corresponded	Employed	Guided
Boosted	Counselled	Enabled	Handled
Bought	Collaborated	Enforced	Hired
Briefed	Created	Encouraged	Headed
Budgeted	Critiqued	Engineered	Identified
Built	Cultivated	Enlarged	Illustrated
Calculated	Customized	Enlisted	Imparted
Calibrated	Dealt with	Ensured	Implemented
Catalogued	Debugged	Entered	Imported
Caused	Decreased	Entertained	Improved
Chaired	Dedicated	Enumerated	Improvised
Charted	Deduced	Equipped	Incorporated
Checked	Defended	Established	Increased
Clarified	Deferred	Estimated	Indexed

Influenced	Perfected	Saved	Used
Informed	Performed	Scheduled	Utilized
Initiated	Persuaded	Screened	Validated
Innovated	Photographed	Scripted	Valued
Inspected	Piloted	Scrutinized	Verified
Installed	Pioneered	Searched	Visited
Instituted	Planned	Secured	Vitalized
Instructed	Practiced	Selected	Wrote
Insured	Predicted	Set goals	
Integrated	Prepared	Set up	
Interfaced	Presented	Settled	
Interpreted	Preserved	Showed	
Interviewed	Presided	Simplified	
Introduced	Prevented	Sketched	
Invented	Printed	Solicited	
Inventoried	Prioritized	Solved	
Investigated	Processed	Sorted	
Judged	Produced	Spearheaded	
Justified	Programmed	Specified	
Labeled	Projected	Spoke	
Launched	Promoted	Staged	
Led	Proposed	Started	
Lectured	Provided	Stimulated	
Licensed	Publicized	Straightened	
Lobbied	Published	Streamlined	
Located	Purchased	Strengthened	
Maintained	Qualified	Studied	
Managed	Quantified	Submitted	
Manufactured	Quoted	Suggested	
Mapped	Raised	Summarized	
Marketed	Rated	Supervised	
Mastered	Recalled	Supplied	
Maximized	Recommended	Supported	
Measured	Reconciled	Surveyed	
Mechanized	Recorded	Synthesized	
Mediated	Recreated	Systematized	
Mentored	Recruited	Tabulated	
Minimized	Referred	Taught	
Mobilized	Regulated	Tended	
Modeled	Rehabilitated	Tested	
Moderated	Released	Timed	
Modified	Related	Theorized	
Monitored	Remodeled	Toured	
Motivated	Rendered	Traced	
Negotiated	Renewed	Tracked	
Notified	Reorganized	Trained	
Nursed	Repaired	Transcribed	
Nurtured	Reported	Transferred	
Observed	Represented	Transformed	
Obtained	Researched	Translated	
Officiated	Resolved	Transmitted	
Operated	Responded	Transported	
Orchestrated	Restored	Transposed	
Organized	Retained	Travelled	
Orientated	Retrieved	Treated	
Originated	Revealed	Tutored	
Overhauled	Reviewed	Uncovered	
Oversaw	Revised	Unified	
Packaged	Revitalized	Updated	

## Chronological Resume Sample

Pat Wilson

345 Avalon Drive  
Winnipeg, Manitoba  
R3T 5Z5  
Home (204) 678-6473  
[umwilson@cc.umanitoba.ca](mailto:umwilson@cc.umanitoba.ca)

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### EDUCATION

2002 - Present      **Bachelor of Human Ecology**  
Major: Foods and Nutrition  
University of Manitoba  
Expected Date of Graduation: May, 2006  
Grade point average: 3.7 / 4.5

### EMPLOYMENT EXPERIENCE

2004 - Present  
Part-time      **Sales Associate**  
Sears Canada, Winnipeg, Manitoba

- Provided customer service
- Assisted in the training of new staff

2004 & 2005  
Summers      **Nutrition Assistant**  
Kinsmen Reh-Fit Centre, Winnipeg, Manitoba

- Prepared nutrient analysis of all menu items
- Planned and researched topics for nutritional education board
- Organized and implemented nutrition month activities and nutrition sessions
- Developed handouts on foods and nutrition

2002 - 2004      **Server**  
Foody Goody, Winnipeg, Manitoba

- Assisted and served customers
- Planned for parties of up to 50 people

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## VOLUNTEER EXPERIENCE

2004 – present

### **Speaker**

Women's Health Clinic, Winnipeg, Manitoba

- Developed and delivered presentations to groups of adults and youths on the topics of meal planning, eating disorders and diets
- Promoted healthy lifestyles through nutritional planning and disease prevention
- Represented the organization at numerous community events and conferences

2004

### **Event Assistant**

Nutrition Update 2004, Winnipeg, Manitoba

- Assisted with the coordination of guest speakers and events at the University of Manitoba conference focussing on health and wellness issues

## MEMBERSHIPS

2003 - present

### **Member**

Manitoba Association of Home Economists

2003 - 2004

### **2<sup>nd</sup> Year Representative**

Faculty of Human Ecology Student Council

## ACQUIRED SKILLS

Languages:

Fluent in both English and French

Computer:

Microsoft Word, WordPerfect 6.1, Microsoft Access, Food Focus and the Internet

## INTERESTS

Enjoy cooking, volleyball, camping and photography.

## REFERENCES

References available upon request.

## Chronological Resume Sample #2

### Bill Johnson

123 Whatever Street, Winnipeg, Manitoba, R3H 2Z4, (204)987-6543, billjohn@umb.ca

#### SUMMARY OF QUALIFICATIONS

- Highly developed computer programming skills
- Proficient and prompt troubleshooting abilities
- Strong aptitude for learning new computer technologies
- Extensive experience in disaster recovery
- Proven ability to work in a team environment
- Self-starter and able to work independently

#### EDUCATION

- 2002- Present      Final Year Bachelor of Science  
Major: Computer Science (Co-op Option)  
University of Manitoba, Winnipeg, Manitoba  
Expected Date of Graduation: May, 2006  
Grade Point Average: 3.5 / 4.5  
Dean's Honour List: 2003-present
- 2000 - 2001      Certificate in Widget Manipulation  
Red River Community College, Winnipeg, Manitoba

#### RELATED EXPERIENCE

- Summer 2005      Web Page Designer, Meals on Wheels of Winnipeg, Inc.
- Developed and maintained web page for non-profit organization
  - Consulted with staff to provide thorough information on web page
  - Incorporated numerous promotional and informative materials
- Summer 2004      Disaster Recovery Analyst, ISM Corporation
- Coordinated team members in a disaster recovery plan
  - Led efforts to restore customer processing with minimal interruption to their service
  - Supported cross-Canada initiatives by travelling to other computer centres

**TECHNICAL SKILLS**

Programming Languages: C/C++, Assembly, Fortran, Protel  
Operating Systems: UNIX, DOS, VAX/VMS  
Software Packages: Excel, WordPerfect, Lotus 123  
Other: CAD, Oracle

**MEMBERSHIPS**

2003 - Present Member, Computer Science Students' Association

**ADDITIONAL WORK EXPERIENCE**

2002 - 2004  
(Part-time) Clerk, Harry's Computer Sales  
- Marketed products and assisted customers with enquires  
- Effectively handled cashier responsibilities

2000 - 2001  
(Part-time) Waiter/Host, Perkin's Family Restaurant  
- Provided prompt and friendly service to restaurant patrons  
- Established rapport with regular customers to provide optimal service

**CONTINUING EDUCATION**

Current St. John's First Aid Certificate, St. John's Ambulance

Present Introduction to Power Point, Academic Computing and Networking,  
University of Manitoba

**INTERESTS**

Enjoy running, tennis, music, travelling in Europe, and surfing the Internet

**REFERENCES**

Available upon request.

## Functional Resume Sample # 1

### **Cassandra Jones**

123 Portage Avenue  
Winnipeg, Manitoba  
R3H 5P7  
(204) 947-4587  
[jjones@umanitoba.ca](mailto:jjones@umanitoba.ca)

**Highly motivated and innovative achiever with excellent interpersonal skills. Thrives on teamwork and challenge. Well developed abilities in special event management and strong communication and organizational skills.**

### **Education**

**Bachelor of Recreation Studies** 2002 – present  
University of Manitoba  
Expected date of graduation: May 2006  
GPA: 3.5/4.5  
Specialization: Event Management

**University Entrance** 2002  
Glenlawn Collegiate  
Winnipeg, Manitoba  
Awarded Canada scholarship for 90% average

### **Related Skills**

#### **Organizational Skills**

- planned and implemented a recreation conference for recent university graduates
- developed and coordinated a fundraising campaign for a student association

#### **Communication Skills**

- coordinated television, radio and newspaper coverage of all Kite Festival events
- designed and delivered training seminars to all new volunteers and conference attendees
- developed and presented a one-hour coaching presentation for young athletes with disabilities

#### **Supervisory Skills**

- supervised and trained 6 activity workers for a festival
- developed and implemented an evaluation process for all volunteer and contract positions

## **Work Experience**

**Assistant Volunteer Co-ordinator**  
Bowring Group International  
Winnipeg, Manitoba

2004 – present  
summer & part-time

**Festival Planning Assistant**  
Winnipeg Kite Family Festival  
Winnipeg, Manitoba

Summer 2003

## **Volunteer Experience**

**Fundraising Co-ordinator**  
Recreation Studies Student Association

2004 - 2005

**Track and Field Coach**  
Manitoba Special Olympics

2001 – 2003

## **Memberships**

**Member**, University of Manitoba Rowing Club

2000 - present

**Chair**, Manitoba Festivals and Events Association

2005

## **Certification**

Red Cross First Aid Certificate  
CPR Certificate  
Basic Fitness Leadership Instructor

## **Special Skills**

Computer Skills: WordPerfect 6.1, MS-Office 97, AutoCAD, Windows XP, Internet  
Languages: Fluent in English and Spanish

## **Interests**

Rowing, water skiing, swimming, running and travelling

## **References**

Available upon request

## Bob Johnstone

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123 Linden Way ■ Winnipeg, Manitoba ■ R3B 3A5  
Phone: (204) 287-1313 ■ E-mail: bobjohnstone@escape.ca

### Education

- June 2005            **Bachelor of Science in Civil Engineering**  
University of Manitoba  
GPA: 3.9/4.5  
Thesis: (if applicable)
- 2000                 **University Entrance**  
Glenlawn Collegiate - Winnipeg, Manitoba  
University Entrance Scholarship

### Related Skills

#### **Technical Skills**

- redesigned and reproduced engineering and architectural drawings
- upgraded and maintained existing cable network for residential sites
- assisted in the design and construction of a concrete toboggan for the Great Northern Concrete Toboggan Race

#### **Communication/Interpersonal Skills**

- trained and supervised four seasonal labourers
- presented several major papers at university on the design, analysis and implementation of diagnostic tools
- chaired an undergraduate engineering group project
- responded to customer questions and concerns and referred them to appropriate personnel within the company

#### **Analytical/Problem Solving Skills**

- performed fault finding on a variety of pavement materials
- examined ISO 9001 design practices and identified problem areas

### Awards

- 2003 - 2005            Dean's Honour List, Faculty of Engineering  
2000                    Association of Professional Engineers of Manitoba Scholarship

## **Special Skills**

- Surveying Skills:** Operated transit and theodolite
- Computer Skills:** Languages - VisualC++, Java, Prolog, Visual Basic, Pascal  
 Software - AutoCAD, WordPerfect 6.1, MS-Office 97  
 Operating Systems - DOS, Windows XP, UNIX  
 Hardware - Electronic circuits, computer installation
- Languages:** Fluent in English and French

## **Work Chronology**

- 2001 - present **Cashier**, Petro Canada, Winnipeg, Manitoba
- Summer 2001 **CAD Operator**, GRB Graphics, Winnipeg, Manitoba
- Summer 2000 **Construction Supervisor Assistant**, Videon, Winnipeg, Manitoba

## **Memberships**

- 2003 - present **Member**, Institute of Transportation Engineers
- 2002 - present **Student Member**, Canadian Society of Civil Engineers

## **Extra Curricular Activities**

- 2004 -2005 **Organizer/Designer**, Great Northern Concrete Toboggan Race
- 2003 - 2004 **Peer Counsellor**, University of Manitoba
- 2000 - 2001 **Coach**, Fort Garry North 9A1 Hockey

## **Interests**

Hockey, hiking, backpacking, canoeing and travelling

## **References**

Available upon request

## Transferable Skills Resume Sample

Melissa Benton

123 Some Street, Winnipeg, MB, R2W 0L7, Phone:(204) 269-3487, E-mail: mbenton@email.net

*An enthusiastic and innovative team player with exceptional interpersonal skills. Well-developed skills in organization, public speaking and handling multiple tasks. Confident, not afraid to take on new challenges and able to work well under pressure.*

### Strengths, Skills and Abilities

- ◆ Excellent planning and organizational skills used to complete tasks and assignments on time, and to balance priorities of school, the workplace and volunteer commitments
- ◆ Well developed interpersonal and communication skills - able to present information and ideas in simple, easy to understand terms in large group settings or on an individual basis
- ◆ Strong group facilitation skills with experience in improving adolescents' communication skills and increase self-esteem
- ◆ Played a role in resolving student personal and academic concerns
- ◆ Working knowledge of various computer software packages including WordPerfect 6.1, Lotus 123 and DOS
- ◆ Fluent in English and French
- ◆ St. John Ambulance First Aid certificate

### Education

**Bachelor of Arts (Honours) 2005**

Major: Psychology Minor: Sociology

University of Manitoba

**Introduction to Volunteer Management 2005**

Volunteer Centre of Winnipeg

### Work Experience

**Camp Counsellor**

Summer 2004

Wilderness Adventure Youth Camp

- ◆ Supervised group of 20 adolescents, many of whom had behavioral difficulties.
- ◆ Programmed activities designed to promote cooperation and increase social skills.
- ◆ Facilitated discussion groups aimed at improving adolescents' communication skills and increase self esteem.

**Lecturer**

Manitoba Heart Foundation

2004 - 2005

- ◆ Prepared a one hour "Heart Smart" presentation for high school students.
- ◆ Presented the seminar on 25 occasions to local high schools.
- ◆ Addressed questions and concerns about nutrition.

**Cashier/Store Clerk**

Beaver Lumber

2003 - 2004

- ◆ Directed customers with questions and concerns to appropriate personnel.
- ◆ Processed cash, cheque and credit transactions.

**Volunteer Experience**

**Peer Counselor**

University of Manitoba

2004 - 2005

- ◆ Counseled students with personal and academic concerns.
- ◆ Referred students to appropriate resources within the university and in the community.

**Fundraiser**

Cultural Dance Group

2003

- ◆ Assisted in organizing social events to raise funds.
- ◆ Wrote articles for local paper to promote fundraising events.

**Memberships**

**Student Member**

Canadian Psychological Association

2004 - present

**Class Representative**

Student Council, Faculty of Arts

2003 - 2005

**Interests**

Enjoy softball, water skiing, travelling, and reading

**References**

Available Upon Request.

**Scannable Resume Sample**

**Before (Traditional Resume)**

**Bill Johnson**

**123 Whatever Street, Winnipeg, Manitoba, R3H 2Z4, (204) 987-6543, billjohns@umb.ca**

EMPLOYMENT

2004 - Present            Nutrition Assistant, Kinsmen Reh-Fit Centre  
Winnipeg, Manitoba

- Planned and researched topics for nutritional education board
- Organized and implemented nutrition month activities and nutrition sessions
- Developed handouts on foods and nutrition

EDUCATION

2004                        Bachelor of Human Ecology  
Major: Foods and Nutrition  
University of Manitoba

**After (Scannable Resume)**

Bill Johnson  
123 Whatever Street  
Winnipeg, Manitoba  
R3H 2Z4  
(204) 987-6543

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KEYWORDS

Dietician, manager, presentation, counsellor, nutritional, planning, research,  
patient care, food safety, food quality, product development

+++++  
EMPLOYMENT

2004 - present – Nutrition Assistant

Kinsmen Reh-fit Centre:  
Planned and researched topics for nutritional education board.  
Organizer for nutrition month activities and nutrition sessions.  
Development of handouts on foods and nutrition.

+++++  
EDUCATION

2004 Bachelor of Human Ecology – University of Manitoba  
Major: Foods and Nutrition

<b>Reference List Sample</b>
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**Phil Goodall**

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583 Whatever Street, Winnipeg, Manitoba, R3H 2Z4, (204) 987-6543, philgoodall@umb.ca

**REFERENCES**

Mr. Jack Speers  
Supervisor  
ISM Corporation  
456 Main Street  
Winnipeg, Manitoba  
R2J 5K1  
(204) 956-1234  
speers@ism.mb.ca

Ms. Carole Smith  
Volunteer Coordinator  
Meals on Wheels of Winnipeg, Inc.  
500-283 Portage Avenue  
Winnipeg, Manitoba  
R2X 5Y4  
(204) 956-7711  
carole\_smith@mealsonwheels.com

Dr. Darcy Fried  
Department of Computer Science  
Faculty of Science  
University of Manitoba  
Winnipeg, Manitoba  
R3T 2N2  
(204) 474-8897  
friedd@hotmail.com

**Cover Letter Sample # 1**

June 16, 2005

7665 Pembina Street  
Winnipeg, Manitoba  
R5K 2R7

Director  
Villa Rosa  
784 Wolseley Avenue  
Winnipeg, Manitoba  
R3G 1C6

Dear Sir/Madam,

I found your organization's profile in Contact: The Community Resource Guide and was very interested in the services you provide. I am aware Villa Rosa provides a wide range of vital services to young mothers and expectant mothers including a prenatal residential program, the Postnatal House, and a relinquishers group. I believe firmly in the value of these services, and would like the opportunity to share my knowledge and contribute to your organization in the area of volunteer management.

My Bachelor of Arts Degree in Psychology and my Volunteer Management Course taken at the Volunteer Centre of Winnipeg have acquainted me with the principles of volunteer recruitment, training, motivation, supervision, and evaluation. I have considerable experience in working with young women in a helping capacity, both through my position as a peer counsellor at the University of Manitoba, and as a camp counsellor at a camp for behaviourally troubled adolescents. I also have experience in individual counselling, facilitating discussion groups, and teaching young people about health issues - all of which relate directly to the services which I would be training volunteers to provide within your organization. I enjoy working with youth and possess a strong desire to facilitate positive development in both the young women directly served by your programs, as well as their children.

I welcome the opportunity to discuss my suitability for this position. I will contact you the week of June 22, 2005 to ensure that you have received this resume, and to answer any questions you may have. Thank you for your time and consideration.

Respectfully yours,

*Shannon Sharpe*

Shannon Sharpe

**Cover Letter Sample # 2**

January 3, 2006

747 Linden Way  
Winnipeg, Manitoba  
R2B 3A5

Norman White P.Eng.  
Area Manager  
Peter Kiewit Sons Co. Ltd.  
11211 - 215 Street  
Edmonton, Alberta  
T5S 2B2

Dear Mr. White:

I wish to apply for the position of Co-op Civil Engineering Student as advertised in the Faculty of Engineering at the University of Manitoba in December 2005. I am aware that your company ranks among the largest and oldest construction companies in North America and Kiewit projects are very diverse and exciting. I am very interested in this opportunity as I hope to pursue a career in the construction industry.

I am presently enrolled in third year Civil Engineering and my course work has included Structural Analysis and Design and Transportation Engineering. I am currently on the Dean's Honour List and have been awarded the Association of Professional Engineers of Manitoba scholarship for the past two years. In addition, I have worked one summer as an Engineering Aid for Manitoba Highways and Transportation and another summer as an Instrument Person for Brown & Company Land Surveyors. In these jobs, I had the opportunity to supervise construction crews and assist with job costing and scheduling. Other skills I would bring to this position are my strong work ethic, adaptability to new situations and strong leadership abilities. I am confident these skills combined with my university courses and my summer experiences give me the ideal background required for this Co-op position.

I look forward to the opportunity to further discuss this position with you and how I can make a contribution to Peter Kiewit Sons Co. I can be reached at (204) 287-1313 or by e-mail: [bob@escape.ca](mailto:bob@escape.ca)  
Thank you for your time and consideration.

Sincerely,

*Bob Johnston*

Bob Johnston

Enclosure

**Cover Letter Sample # 3**

**Bill Zooman**

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966 Whatever Street, Winnipeg, Manitoba, R3H 2Z4, (204) 987-6543, billzooman@umb.ca

September 10, 2005

Ms. Florence Carlyle  
Personnel Manager  
Department of Fisheries and Oceans  
#700-555 West Hastings Street  
Vancouver, British Columbia  
V6B 4N5

Dear Ms. Carlyle,

I have heard about the Marine Environmental Technologist opening at your organization through Dr. Richmond, Director of Natural Resources at the Freshwater Institute in Winnipeg. As Dr. Richmond described it, the position requirements and my qualifications seem to match up perfectly.

I recently graduated from the University of Manitoba with a Bachelor of Science majoring in Zoology. I have a strong interest in fish biology and management and have taken numerous courses in these areas. I have gained practical experience in this field through summer employment with Oak Hammock Marsh as an interpreter. As a Research Assistant with Waterworks International, I was responsible for the completion of a comprehensive inventory of common fish and the development of a field identification manual. I am familiar with the techniques and equipment used for sampling vertebrates and have experience using a 35-mm camera.

I am a reliable, punctual, and motivated individual. I am confident my skills will meet your requirements and will contact you on September 13<sup>th</sup> to discuss this matter. Thank you kindly for your time.

Regards,

*Bill Zooman*

Bill Zooman