



RESUME & REFERENCES



RESUME CHECKLIST

Before you start to make a list of your skills, achievements, volunteer work and interests; this list will help you organize what you want to include in your resume.

- ✓ Your resume should be 1-2 pages in length.
- ✓ Clearly display your name, telephone number and email address at the top.
- ✓ If you have more than one page utilize the header on the second page to include your contact information there as well.
- ✓ Determine whether a chronological or functional resume suits your needs.
- ✓ Organize your resume by categories such as Summary or Professional Profile, Education, Relevant Experience or Employment Experience and Volunteer Experience.
- ✓ Be concise. Personal information (interests and hobbies) should not be included unless it relates to the job.
- ✓ Place your references on a separate page. You may indicate at the bottom of your resume that your “references are available upon request”.
- ✓ Have another person review your resume and check for spelling and grammar errors that you have missed.



CHRONOLOGICAL Vs. FUNCTIONAL

The following chronological and functional resume definitions and instructions are offered as a guideline and may need to be reviewed on an individual basis.

CHRONOLOGICAL

Chronological resumes are designed to display your education, employment and volunteer experience by date and should be listed in reverse chronological order (most recent first). Chronological resumes are most effective when they can display an extended work history in a specific field without gaps in employment.

Step 1: Identify the position you are applying for and highlight key skills, experiences and educational requirements for the position.

Step 2: List your related education, employment and volunteer experience in reverse chronological order.

Step 3: In a bulleted list, outline the skills, experiences, accomplishments and achievements acquired through each educational institution, employer and volunteer organization listed in step 2 beginning with the most relevant and/or significant and using the language of the ad or occupation.

FUNCTIONAL

Functional resumes are designed to focus on skills and abilities obtained through education, employment and volunteer experience without specifying where and when you acquired them. Functional resumes are most effective when entering a field for the first time (students and graduates with little experience), making a drastic career change or when employment gaps may be a concern.

Step 1: Identify the position you are applying for and highlight key skills, experiences and educational requirements for the position.

Step 2: Develop a list of skill categories related to the position.

Step 3: In a bulleted list, outline related and transferable skills, abilities and experiences related to each of the skill categories.



CHRONOLOGICAL RESUME

Your Name
Address | Telephone | Email

SUMMARY

- 3-5 bullet points about yourself and how you meet the requirements of the position you are applying to
- Ex. "Business Administration – Accounting candidate with knowledge of the payroll and accounts payable and receivable"
- Ex. "Social Service Worker student with experience supporting children and youth in a community program setting"

EDUCATION

Diploma/degree, Institution Name City, Province Year-Year

EMPLOYMENT EXPERIENCE

Position Title Company Name City, Province Year-Year

- Skills, experiences, accomplishments and achievements.
- Skills, experiences, accomplishments and achievements.
- Skills, experiences, accomplishments and achievements.

Position Title Company Name City, Province Year-Year

- Skills, experiences, accomplishments and achievements.
- Skills, experiences, accomplishments and achievements.
- Skills, experiences, accomplishments and achievements.

Position Title Company Name City, Province Year-Year

- Skills, experiences, accomplishments and achievements.
- Skills, experiences, accomplishments and achievements.
- Skills, experiences, accomplishments and achievements.

VOLUNTEER EXPERIENCE

Position Title Company Name City, Province Year-Year

- Skills, experiences, accomplishments and achievements.
- Skills, experiences, accomplishments and achievements.
- Skills, experiences, accomplishments and achievements.

CERTIFICATIONS & TRAINING

Certification/training, Training Provider City, Province Year



FUNCTIONAL RESUME

Your Name
Address | Telephone | Email

SUMMARY

- 3-5 bullet points about yourself and how you meet the requirements of the position you are applying to
- Ex. "Business Administration – Accounting candidate with knowledge of the payroll and accounts payable and receivable"
- Ex. "Social Service Worker student with experience supporting children and youth in a community program setting"

EDUCATION

Diploma/degree, Institution Name	City, Province	Year - Year
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RELEVANT SKILLS

Skill Category

- Experience, accomplishments and achievements.
- Experience, accomplishments and achievements.
- Experience, accomplishments and achievements.

Skill Category

- Experience, accomplishments and achievements.
- Experience, accomplishments and achievements.
- Experience, accomplishments and achievements.

Skill Category

- Experience, accomplishments and achievements.
- Experience, accomplishments and achievements.
- Experience, accomplishments and achievements.

EMPLOYMENT HISTORY

Position Title	Company Name	City, Province	Year - Year
Position Title	Company Name	City, Province	Year - Year
Position Title	Company Name	City, Province	Year - Year

CERTIFICATIONS & TRAINING

Certification/training, Training Provider	City, Province	Year
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SKILLS & ABILITIES

The following list of skills, experiences, accomplishments and achievements are for sample purposes only and should be rewritten to represent your experience.

SAMPLE SKILLS, EXPERIENCES, ACCOMPLISHMENTS AND ACHIEVEMENTS:

Customer Service

- Answered customer's telephone, mail, email and in-person inquiries.
- Provided customers with information and catalogs concerning pricing and shipping times of products and services.
- Arranged for repair and replacement of defective items covered by warranty.
- Notified customers when products were ready and/or service was complete.
- Prepared and submitted special order requests.

Office Administration

- Assigned duties and shifts to workers and observed performance to ensure adherence to company policies and procedures.
- Answered inquiries pertaining to products and services.
- Supervised staff and resolved conflicts.
- Operated office equipment including computers, telephones, fax and photocopy machines.
- Compiled, stored and retrieved data, files and reports.

Retail Sales

- Processed cash, credit card and debit payments.
- Wrapped and bagged merchandise for customers.
- Set-up advertising displays and arranged merchandise on counters, tables and shelves.
- Stamped, marked and tagged prices on merchandise.
- Cleaned and stocked counters tables and shelves.

Waiter/Waitress

- Provided dining room service to patrons.
- Recorded food and beverage orders and delivered to kitchen and bar staff.
- Cleaned tables and set flatware, napkins and menus.
- Processed cash, credit card and debit payments.
- Trained new staff serving and safety procedures.



REFERENCES

1. Think of 3 strong references.
2. Separate your references into personal and professional.
 - a. Personal:
 - i. Family friend
 - ii. Teacher
 - iii. Sports coach
 - b. Professional:
 - i. Employer
 - ii. Volunteer supervisor
3. It is important to contact your references to ask for their permission and cooperation.
4. Ensure that your references will say only positive things about you and your abilities.
5. When you leave an employment or volunteer position ask for a letter of reference.