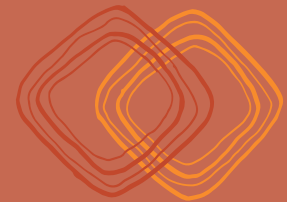


WRITING EFFECTIVE RESUMES FOR U.S. EMPLOYERS & RECRUITERS

A program of Idaho Office for Refugees
and Jannus Inc.



GLOBAL
TALENT
IDAHO

Leveraging Upwardly
Global's U.S.
Professional Resume
Development
training



GLOBAL TALENT IDAHO MISSION

Global Talent Idaho Mission

- Equip highly skilled new Americans with skills and resources to integrate into professional roles and rebuild their careers in Idaho

Partnered with Upwardly Global

- National organization
- Offices in San Francisco, New York, Chicago
- 15 years' experience
- Helped 3,000 immigrants & refugees reclaim professional careers in U.S.

GLOBAL TALENT IDAHO OUTCOMES

Quality of life improves, additional tax revenue is generated, consumer spend goes up, and white collar diversity increases when skilled immigrants and refugees get professional-level jobs!

65

Job Seekers in Global Talent Idaho Job Seeker Program

- Doctors, Engineers, Lab Techs, Nurses, Pharmacists, Teachers, Social Workers, Journalists, Accountants, and IT, Business, Nonprofit, Manufacturing, HR etc.

17

Countries Represented by Job Seekers

- Bosnia, Brazil, Burma, DRC, Eritrea, Ethiopia, France, Iraq, Mexico, Nicaragua, Nepal, Syria, Sudan, Russia, Somalia, Tajikistan and Venezuela

24

Job Seekers Placed

- Burma, Eritrea, Iraq, Nicaragua, Tajikistan, Sudan, Congo, Syria, Nepal

\$19K

Average income GAIN

\$446K

Economic Impact & Contribution to Tax Base of Boise, ID

SESSION GOALS

Educate and Empower:

- Fundamentals of a powerful resume
- Use job descriptions strategically to effectively customize your resume

This is how to get noticed by employers/hiring managers!

IMPORTANCE OF THE RESUME

- Employers' 1st impression of you!
- Holds A LOT of information
- Right information that is easy to find
- Contains specific skills & key words
- Reader can be quickly scan

How long do you think employers typically review a resume?

BASICS RULES FOR ALL RESUMES


- 1 page, MAXIMUM of 2 pages
- Create in Microsoft Word
- Accurate contact information
- Reverse chronological order
- Do not use “I” or other pronouns
- Bullet points - no periods at the end
- Use industry vocabulary (job description as a guide)
- NO spelling, grammar, or punctuation errors
- Formatting clean and consistent from top to bottom

**Knowing the basics will
ensure a solid start to a great resume!**

UPWARDLY GLOBAL RESUME TEMPLATE

- Effective
- Removes doubt about work authorization
- Demonstrates relevant skills and experience
- Highlights results
- Unfamiliar → familiar
- Template for LinkedIn

Resume Template Direction
Name
Local Home Address - Phone number - firstname@email.com
Permanent Work Authorization - No Visa Sponsorship Required


UpwardlyGlobal

PROFESSIONAL SUMMARY
One or two sentences that describes you as a professional and what kind of job you are looking for

Key Skills

- Highlight skills and/or experiences – try to use key words that you would use to search for a job
- Example: 15 years experience managing and improving Accounts Payable/Receivable processes
- Example: Expertise in sourcing and implementing payroll systems for medium-sized companies
- List your Computer Skills including industry specific programs
- List your Language Skills

PROFESSIONAL EXPERIENCE

Position #1 Start Date – End Date
Company Name, City, Country
Include a brief description of company/organization including indication of size and scope (i.e., number of employees, clients, annual profits, etc.)

- Write your **Responsibility Statement** here – this is one or two bullet points that describe your position
- Use the rest of the bullet points to list your accomplishments—for example, the projects you managed, the new systems or processes you implemented, the number of staff you managed
- Include numbers and other tangible results
- Use **Action words** (Managed, Implemented, Created) to describe what you did, and **Results words** (Resulting, Ensuring, Reducing, Enabling) to describe the result.
- List between 3 and 6 accomplishments per position

Example Position #2:
Financial Manager May 2001 – June 2006
ABC Company, Bogota, Colombia
Largest manufacturer of construction supplies in South America; 13 offices with 3000 employees

- Developed financial strategies, operations and administrative processes and directed all financial goals, objectives, and budgets
- Formulated, analyzed and graphed monthly sales analysis spreadsheets to re-focus sales activity and achieve a 12% gain in sales within one year
- Designed and implemented company billing system to generate invoices, pay bills, track budgets, formulate monthly reports for sales and purchases, and provided a database for customers and manufacturers
- Recruited, organized, trained and managed team of 4 administrative and sales staff

Position #3 Start Date – End Date
Continue as above for positions held within the last 10 years

ADDITIONAL WORK EXPERIENCE

Survival Job Title Start Date – End Date (or Present)
Company Name, City, State

- List your primary duties in the position; whenever possible, list the duties that are most relevant to the kind of professional positions to which you are applying; limit additional work experience to 3 bullet points

EDUCATION

Highest Degree (Bachelor or above) Year of Completion
University Name, City
Include description, rank or competitiveness of university; if your university is accredited in your country, list by which organization

Next highest Degree (Bachelor) Year of Completion
University Name, City
Include description, rank or competitiveness of university; if your university is accredited in your country, list by which organization

PROFESSIONAL DEVELOPMENT/AFFILIATIONS

- List RELEVANT professional development courses, including certifications; limit to the past 5 YEARS

OBJECTIVE OR PROFESSIONAL SUMMARY?

Which Has More Impact? Why?

■ Objective:

To obtain a challenging position at a top organization where I can develop my skills and contribute to the success of team projects and deadlines

■ Summary:

HR Generalist with 5 years of experience in a broad spectrum of functions including payroll & benefits administration (180+ employees), performance management, HR policy development, recruiting, staff training and development

KEY SKILLS: WHAT TO INCLUDE?

- Concise summary of what you have to offer
- Focus on technical skills (hard skills)
- Use the job description to help you customize it!
- 3-6 bullets covering
 - Areas of industry expertise
 - Regulations in your field you know
 - Management, training, budget experience
 - Industry-specific computer skills
 - Language skills relevant to position

Now Let's Look at Some Examples!

KEY SKILLS EXAMPLES

IT Professional

Key Skills:

- Languages: C#, .NET, VB.NET, ASP.NET, VisualBasic
- Operating Systems: Windows Server 2008, Windows 7, Windows Vista
- DBMS: MS-SQL Server 2008, MS-SQL Server, MS Access 2007
- Software Tools: MS Project, MS Visio, SharePoint, BTS, MS Sourcesafe, MS Word, MS Excel, MS Access, MS PowerPoint

Suggestion: Use the job description as guidance on which skills to include

Operations Manager

Key Skills:

- General and pension administration
- Financial reporting, analysis, reconciliations
- Budgeting and control
- Systems and risk controls
- Staff selection and recruitment

Question: Does this person have technical skills like HR or accounting SW experience?

KEY SKILLS: PRACTICE EXERCISE

Senior Medical Researcher, American Hospital Association

- Conduct qualitative /quantitative research
- Design and conduct surveys, interviews, focus groups
- Lead team meetings, set timelines, manage project materials
- Use statistical software packages (SAS, SPSS, Stata, Atlas)
- Direct data gathering, cleaning, and analysis
- Supervise junior staff
- Direct grant and contract proposals
- Develop project budgets

Question: If you were applying for this job, what Key Skills would you include to customize your resume?

WHAT ABOUT ADDITIONAL SKILLS?

Rules

Computer Skills:

- List ALL software you know, focusing on industry specific software
- List each one separately, including each MS Office application

Language Skills:

- List ALL languages in which you are fluent/intermediate
- List English 1st followed by other languages

Example

Computer: Word, Excel, PowerPoint, Access, Photoshop

Language: Fluent in English, Swahili and French

Bilingual in English and Spanish

Multilingual in English, Arabic and Turkish

PROFESSIONAL EXPERIENCE: WHAT SHOULD I INCLUDE?

- All professional jobs
- Focus on past 10 years
- Positions from earlier in your career are generally not as relevant
- Recent graduates/early in career, include thesis and research projects
- Include relevant internships & volunteering
- List full dates of employment – (mm/yyyy)

PROFESSIONAL EXPERIENCE: EFFECTIVE BULLET POINTS

- 5-7 bullets per job
- Start with action word
- Include more bullets for more recent roles
- Highlight your biggest accomplishments
- Quantify your results
- Your most senior responsibilities
- Include management, training, and/or mentoring responsibilities

PROFESSIONAL EXPERIENCE: Qs TO ASK

**Don't know what to write in your bullet points?
Ask yourself these questions!**

- What was I most proud of at each job?
- Did I meet my performance goals? Did I exceed them?
- What are MY results? Can I attach a number to that result?
 - Time or \$ saved, increased output, decreased customer response time, other value you delivered to employer
- Did I implement any new processes or procedures?
- Did I get a recognition? What was it for?
- Did I manage/lead a team? How many people? Results?
- Did I take on any special projects? What was MY role?

LET PRACTICE!



- ***Tracked employee absences***

- *Created and implemented a process for tracking employee absences & sick leave*
- *Reduced absenteeism*
- *By ~60% in 8 months*

- **Created and implemented a process for tracking employee absences and sick leave, reducing absenteeism by ~60% over 8 months**

How did you track them?

What did this tracking lead to?

Great! What size reduction did it lead to in a specific timeframe?

PROFESSIONAL EXPERIENCE: STRONG BULLETS

1. Start with Basic Description

Original bullet point:

- *Educated people about health issues*

2. Add Details & Context

Bullet point with context added:

- *Designed and led HIV education programs in 3 communities*

3. Include the Results

Bullet point with context & results added

- *Designed and managed 3 HIV/AIDS counseling centers in rural areas to provide 3 outreach programs/week to 45-60 people; reduced mother to child transmission of HIV by 60% over 3 years*

PROFESSIONAL EXPERIENCE: STRONG BULLETS

1. Start with Basic Description

Original bullet point:

- *Managed marketing*

2. Add Details & Context

Bullet point with context added:

- *Coordinated an online marketing campaign*

3. Include the Results

Bullet point with context & results added

- *Increased traffic by 35% through design and coordination of a targeted online marketing campaign including website redesign and optimization and a new PayPal payment processing feature*

PROFESSIONAL EXPERIENCE: EXAMPLE 1

Professional Experience

Human Resources Manager

09/1999 – 05/2010

Caterpillar, Holland Hitch Foundry Co., Chihuahua, México

Heavy equipment component manufacturer

- Managed 4 HR staff and oversaw recruitment, hiring and training to ramp from 40 to 250 employees
- Implemented 5S and Kaizen systems that improved productivity, quality and safety efficiency indicators
- Reduced monthly turn over from 10% to 1% through improvements to welder's ergonomic conditions
- Recommended safety improvements that reduced accidents, injuries and lost days of work over by ~30% over 1 year
- Identified accounting error that resulted in \$100,000 cost saving of social security penalties

ADDITIONAL WORK EXPERIENCE RULES & EXAMPLE

Rules:

- List below professional experience
- Work not directly related to your profession
- Try to include any duties relevant to your professional field
- Limit to 1-3 bullets

Example:

ADDITIONAL EXPERIENCE

Customer Service Representative **9/2011-7/2013**

Chou Realty Management, Jackson Heights, NY

- Translated/interpreted Mandarin, Cantonese and English as needed
- Greeted and directed ~30 visitors per day
- Provided advertisements of Open Houses to customers

Including Additional Work Experience Can Help Address Gaps in Employment!

EDUCATION

- Reverse chronological order
- Do not list high school
- Include year you graduated
- Optional: school ranking, merit-based scholarships, relevant thesis projects, honors/awards

EDUCATION

Doctor of Medicine

Graduated 2005

University of Kisangani School of Medicine, Kisangani, Democratic Republic of Congo

- 6 year degree equivalent to MD in U.S.
- Included extensive surgical training
- Graduated in top 5% of class

EDUCATION

Bachelor of Science in Computer Engineering and Information Technology

Graduated 2011

University of Technology, Baghdad, Iraq

Ranked as a top university in Iraq; specialized in engineering, computer and applied sciences and technology

- Top grades; ranked #2 in class of 30

PROFESSIONAL DEVELOPMENT

RULES:

- Relevant and recent
- Name of organization hosting the training
- Full dates of course, training etc.
- Include conferences - especially if you were a presenter
- Professional publications
- Membership in professional associations
- Professional certifications
- Awards and Recognition

USE JOB DESCRIPTION TO CUSTOMIZE

The Job Description tells you exactly what information to include and how to prioritize it in the following key resume sections:

- Professional Summary
- Key Skills (check the Qualifications section!)
- Industry vocabulary
- Order of bullet points
- Content of bullet points

Lets look at an example!

SAMPLE JOB DESCRIPTION

Qualified applicants must have 5 years of human resource experience with at least **1-3 years of HR generalist experience**. Experience with **high-volume, non-exempt recruiting**. **Employee relations** experience, including conducting **investigations**, resolving **grievances**. Experience in **union work environment** preferred. Knowledge of **PeopleSoft** preferred.

REMEMBER:

- Think from employer perspective
- Align your experience to the expectations of employer
- Customizing your resume is an important step that is frequently skipped

LET'S REVIEW

- Include all work experience from last 10-15 years
- Microsoft Word
- 10 or 11 pt. font (Arial, Times New Roman, Calibri)
- No longer than 2 pages (ideally 1 page!)
- Include context and results in your bullets
- Use your technical skills inventory AND the job description to guide your Professional Summary & Key Skills sections
- NO spelling, grammar, punctuation errors

QUESTIONS?