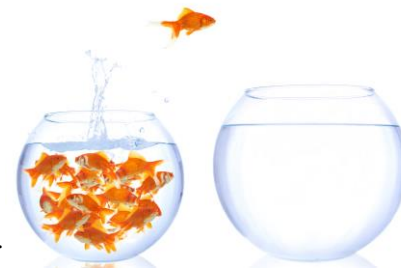


Write a Winning Resume



Distinguish yourself from the crowd.

Resume Building

Resume Defined: A brief, concise document that presents and effectively sells your most relevant and positive qualifications for employment. A marketing tool.

Purpose: The purpose of a resume is to get an interview!

Resume Facts:

- **An employer will spend less than a minute (usually 20-30 seconds) scanning your resume and formulating a first impression of you.** The content must be clear, concise, and targeted to the type of job and organization for which you are applying.
- Your resume may be the only chance you get to make an impression, so make it a good one. Research the company/position so you can put forth your best effort.
- Customize your resume for each position you are applying. You may want to highlight certain aspects of your experience for one employer and something else for another.
- Create a high impact resume by **using action words and specific skill words from your profession** or education to address work tasks and skills desired as identified in the job ad.
- If the applicant pool is large, employers try to find ways to reduce the number of candidates. Misspelled words and poor layout may cause your resume to be eliminated from consideration.

Sample Headings:	Activities	Highlights	Profile
	Awards	Internships	Qualifications
	Certifications	Interests	References
	Class Projects	Involvement	Related Experience
	Community Involvement	Leadership Activities	Skills
	Computer Skills	Licenses	Summary
	Education	Military Service	Technology
	Experience	Presentations	Volunteer Experience

Layout Tips:

- **Avoid using a template** – they are difficult to format and provide suggested phrases that make your resume generic instead of reflective of your experiences.
- Choose a layout that is easy to read and clutter free that highlights your most important qualifications, transferable skills and experiences.
- Depending upon your experience and qualifications, your resume may be 1 or 2 pages long. If you have 2 pages, the second page must contain relevant information and should be as two-thirds full. You may put references on the bottom of a second page to fill it up.
- Prioritize the information on your resume. Put the most relevant information first.
- Avoid personal pronouns such as “I,” “me” and “my.”
- Begin with action verbs and use present tense for current experiences and past tense for experiences that have ended.
- Avoid abbreviations and acronyms (exceptions: CPR, states, common terms to your profession)
- Resumes must be factual, no fluff or embellishment!
- References should be on a separate page - Omit heading “References Available Upon Request”.
- You may need 2-3 different versions of your resume. Create one that can be pasted into online applications.
- Print your resume on high quality resume paper.
- Save your resume as a PDF file when applying electronically.

Joe Spartan

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Phone:(218) 299-6500 | joe_spartan@my.minnesota.edu

EDUCATION

Associate of Science – **Criminal Justice**

Anticipated May 2017

Minnesota State Community and Technical College (M State), Moorhead, MN

- GPA 3.5

COURSE HIGHLIGHTS

Special Topics in Criminal Justice – M State

Fall 2016

- Collaborated with a small group to create a crisis plan for the Moorhead Center Mall to respond to a tornado
- Met with Mall officials to tour the facilities and created a map with possible shelters
- Identified a line of communication with store managers to create exit plans for each retail space
- Created a plan to notify customers and store employees and usher them to safe places
- Developed a communication plan to connect to police and emergency services in the event of damage
- Presented plan to instructor, law enforcing representatives and class

Additional Coursework:

- Interpersonal Communication
- Introduction to Criminal Justice
- Policing and Practices
- Juvenile Justice and Delinquency
- Law Enforcement Behavioral Science
- Criminal Law
- Criminal Procedures
- Police Report Writing
- Criminal Investigations
- Professional & Technical Writing

RELATED EXPERIENCE

Asset Protection/Loss Prevention Associate – Macy's, Fargo, ND

May 2016-Present

- Respond to customer and associate incidents to facilitate first aid
- Use camera and in-person surveillance to monitor cash register transactions, interactions between sales associates and customers, and customer behavior in order to prevent loss
- Recover stolen merchandise and apprehend shoplifters according to state law and company policy
- Respond to alarms found at store exits
- Prepare reports relative to all theft incidents, merchandise recoveries, accident investigations and audits

Direct Support Professional – CCRI, Moorhead, MN

Sept. 2014 – April 2015

- Assisted individuals with regular daily living skills, role modeling, and community integration
- Accompanied clients to stores and social activities
- Redirected clients to practice appropriate behaviors to counteract verbal or physical aggression

CERTIFICATIONS

- CPR & AED
- First Aid

EMPLOYMENT

- Auto Detailer – Don's Car Wash, Fargo, ND, Summer 2014
- Landscape/Snow Removal Assistant - Steve's Lawn Care, Moorhead, MN, 2012-2014

INVOLVEMENT

- American Legion Baseball, Moorhead, MN
- T-ball Coach, Moorhead Parks & Rec

Key Resume & Cover Letter Words

Accounting Skills

Administered
Allocated
Analyzed
Appraised
Audited
Balanced budgeted
Calculated
Computed
Developed
Forecast
Managed
Marketed
Planned
Projected
Researched

Artistic Skills

Acted
Conceptualized
Created
Designed
Developed
Directed
Established
Fashioned
Illustrated
Instituted
Integrated
Introduced
Invented
Originated
Performed
Planned
Revitalized
Shaped

Mechanical Skills

Assembled
Built
Calculated
Computed
Designed
Devised
Engineered
Fabricated
Maintained
Operated
Programmed
Remodeled
Repaired
Solved
Trained

Office Skills

Approved
Arranged
Cataloged
Classified
Collected
Complied
Dispatched
Executed
Generated
Inspected
Monitored
Operated
Organized
Prepared
Processed
Purchased
Recorded
Retrieved
Screened
Specified
Tabulated
Validated

People Skills

Adapted
Advised
Assessed
Assisted
Clarified
Coached
Communicated
Coordinated
Delegated
Developed
Directed
Executed
Increased
Organized
Oversaw
Planned
Prioritized
Produced
Recommended
Reviewed
Strengthened
Supervised

Research Skills

Clarified
Collected
Critiqued
Diagnosed
Evaluated
Examined
Extracted
Identified
Inspected
Interpreted
Interviewed
Investigated
Reviewed
Summarized
Surveyed
Systemized

Supervisory Skills

Administered
Analyzed
Assigned
Attained
Chaired
Contracted
Consolidated
Coordinated
Delegated
Developed
Directed
Executed
Increased
Organized
Oversaw
Planned
Prioritized
Produced
Recommended
Reviewed
Strengthened
Supervised

Verbal Skills

Addressed
Arbitrated
Arranged
Authored
Corresponded
Developed
Directed
Drafted
Edited
Enlisted
Formulated
Influenced
Lectured
Moderated
Motivated
Negotiated
Persuaded
Publicized
Recruited
Reconciled
Spoke
Translated
Wrote

Miscellaneous Skills

Accelerated
Accomplished
Conceived
Conducted
Demonstrated
Eliminated
Equipped
Founded
Implemented
Improved
Motivated
Organized
Recommended
Revamped
Scheduled

Cover Letters

General Guidelines for Letters

- Use conventional business letterform on standard size (8.5"x11") and make sure that the paper matches your resume. Letters may also be sent as the body of an email message.
- Tailor your letter to the specific job and organization. Avoid using a non-personalized form letter.
- Always direct your letter to a specific person, preferably an individual with hiring authority. This information is often available through one call to the organization's receptionist. Be sure to spell his/her name correctly and use the proper title.
- Address specific qualifications the employer is looking for by connecting experiences from your resume to the job description and expand by giving details or examples to demonstrate your qualities. Include your objective in the letter.
- When answering an advertisement, cover all of the points requested in the exact order outlined.
- Convey enthusiasm for the position and set a positive tone.
- Use simple and direct language. Be as concise as possible. Refrain from using slang and abbreviations.
- Use self-descriptive action words that personalize your resume.
- Have several people proofread your letter for grammar, punctuation, spelling and typographical errors. One error could mean elimination.
- A common mistake is to spend a lot of time talking about yourself and your skills/qualifications. It is important to put the emphasis where it belongs – on the employer and his/her needs.

A Cover Letter Recipe

1900 28th Avenue South (Your Address)
Moorhead, MN 56560 (City, State, Zip)

You may also use the "letter head" you created for your resume in place of the standard return address information

Date

Employer Name, Title (*It is critical to address your letter to the appropriate person*)

Department/Organization

Address

City, State Zip

Dear Ms./Mr. _____: (If asked to submit to a department rather than a person, use "To Whom It May Concern:")

Opening Paragraph: Your opening paragraph should be creative and catch the employer's attention. State why you are interested in the employer and the position for which you are applying. Indicate how you learned about the position. Demonstrate your knowledge of the employer – show the employer that you have done your homework! **Avoid beginning the first sentence of this paragraph with the word "I".**

Middle Paragraph(s): Stress what you can contribute to the organization. Highlight your particular experiences and abilities (not just responsibilities) that relate to the position for which you are applying. Do not duplicate the specific information already outlined in your resume. For a **letter of inquiry**, mention your interest in specific types of positions or discuss the skills that you possess that you would like to utilize within this organization. A **letter of application** should indicate your knowledge of the job description and illustrate that you meet the qualifications.

Closing Paragraph: This paragraph should serve as a summary of the letter, a call to action (i.e. a request for an interview), and a "thank you" to the employer. Inform the employer if you will be in the area on a certain date or if you will be away for an extended period of time and you will need to be contacted at a different location. (Always make it easy for an employer to contact you.) If appropriate, request the necessary application materials from the employer.

Complimentary Close (Sincerely, Sincerely yours, etc.)

Your Signature (use about 3-4 spaces to write your signature – use black ink)

Your Name Typed

Enclosure: 2 (indicate number of items enclosed including your resume)

A Word About References

- 3-5 reference providers are suggested. List only references who have given you their permission.
- When requesting letters of reference, provide some guidance as to what areas you wish the writer to address.
- Keep your references up-to-date about your job search. Let them know when you are interviewing for a specific position. Send them a copy of the job ad and brief information about the company along with your resume for their reference.

Create a separate reference list on Word:

- Choose a format and font that complements or matches your resume.
- Create a heading that matches your resume.
- In list form, include the reference's name, job title or relationship to you, address, phone number(s), and email address.
- Use 1" or 1.5" margins. Allow at least two or three spaces between reference information.

Joe Spartan
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Phone:(218) 299-6500 | joe_spartan@my.minnesota.edu

REFERENCES

John Smith, Criminal Justice Instructor
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Rita Book, Communications Instructor
Minnesota State Community and Technical College
Moorhead, MN
Phone: 218-299-5555
Email: rita.book@minnesota.edu

Ima Boss, Manager
Macy's
Fargo, ND
Phone: 701-282-5555
Email: iboss@macys.com

Nita Hand, Service Manager
CCRI
Moorhead, MN
Phone: 218-299-5555
Email: nita.hand@ccri.org

Quick Check Resume Critique

Use this form to critique your resume. Rate the resume in each category as *Excellent*, *Average*, or *Poor*. Write suggestions for improvement.

Item	Excellent	Average	Poor	Missing	Improvements
1. APPEARANCE Does it look good without reading it?					
2. FORMAT Was the best format used to sell your strengths?					
3. OBJECTIVE Does the objective statement describe desired position or purpose of resume?					
4. SKILLS Does the resume reflect skills? Count the skills _____					
5. KEYWORDS Are keywords and phrases easy to identify? Are they descriptive?					
6. FOCUS Does the content point to your employment objective?					
7. PROOFING Is it free from grammar, spelling, punctuation, or typing errors?					
8. LENGTH Is it a reasonable length? (1 –2 pages)?					
9. INTEGRITY Is it an <i>honest</i> presentation of your best?					
10. APPROPRIATE Does the content capture an employer's interest?					
11. REFERENCES Has a reference page been prepared? Does it complement the resume?					

ADDITIONAL COMMENTS: