# Your Resume

## Make It Work For You!

**NPC ✛ JNM**

You are selling a very important product - YOU!

- You can view the resume as your "sales brochure."
- It describes both the **features** and **benefits** of the product

Your resume should describe your features … your strengths:

*Expertise, Experience, Education, and Accomplishments*

… and your benefits:

*The Results you have produced for past employers.*

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Resumes are typically skimmed in 20 seconds or less!

**Northminster Presbyterian Church**
2400 Old Alabama Road
Roswell, GA 30076
Main Office Number: 770-998-1482

**Purpose of a Resume:**

1. To get FOUND (by recruiters, HR personnel, gatekeepers)



2. To be SELECTED for an interview (by gatekeepers and/or hiring managers)

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**The STANDARD resume format is Chronological.**

Functional resumes that highlight functional skills and experience and do not give detail of previous experience are RARELY successful at serving the Purpose of a Resume (to get FOUND and SELECTED)

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**General Resume Guidelines:**

- Keep it simple and leave white space (resumes are reviewed in seconds and notes are written in the margins)
- Don't force the resume to 2 pages – let it run as long as it needs without going overboard.
- Use bullet points, not paragraphs and make your point quickly with few words, no filler or fluff.
- Your resume should be clear, direct, professional and easy to read.
- Think SEO – Search Engine Optimization!  Repeat keywords and phrases.  Use multiple ways of describing yourself (i.e. Programmer, Developer, Software Engineer)

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**John Doe**
1234 123rd Street, Suite 123
Alpharetta, GA 30022
404.123.1234
John.doe@gmail.com

**Identification:** Never send a resume with no way to contact you! You never know where your resume might end up. Put this at top of resume and NOT in the header.

**Introductory Statement and Summary:** Create a short description that succinctly describes you using just a few adjectives, then quickly summarizes your skills/background in a few sentences.

**Skills Summary:** List your technical or professional skills, broken out by category. This should be relatively short and only include those things that are relevant and/or that are unique. If you are a software developer, you probably don't want to list MS Word, MS Excel, etc.

**Summary**   An executive level manager, over 21 years in technology services. Adept at delivering services for the purpose of expanding and retaining customer relationships. Strong ability to create, direct, motivate and retain technical teams.

**Skills**   Project Management, Six Sigma leadership

**Experience**   **Too Cool Company – Atlanta, GA**                    2002 – Present
*A Fortune 1000 security company delivering managed security services primarily to US Government contractors.*
*Senior Director – Global Technical Services*            2009 - Present
- Led Technical services in 11 countries, with 300 employees
- Saved US$13M annually in costs by consolidated 13 services centers into 7,
- Increased Customer Retention by 33% in 3 years
- Designed new call management and issue tracking system adopted globally with Six Sigma best practices
- Reduced Technical Services turnover from 27% to 5%, by:
  - Implementing incentive based pay
  - Improving team management structure

*Director – North American Technical Services*            2005 - 2009
- Managed 3 services centers in US and Canada with 120 employees
- Led effort to implement integrated CRM for 120 Technical Services employees
- Increased customer retention by 21% in 4 years

Project Manager – Technical Services            2002 – 2005
Led project to implement Six Sigma best practices globally

**Education**   **XYZ University, Atlanta, GA**
*BS Computer Science, Suma Cum Laude, 1985*
*GPA 3.9*
*Six Sigma Black Belt, 2003*
*PMP Certified Project Manager, 2001*

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**Employment History:** Start from the most recent and go backwards.
•If this was a contract job, note that.
•Write a short description of the company, industry and your department/division.
•Describe your responsibilities and job function.
•List achievements as *bullet points* in the ACTION – RESULT format.
•List technologies used at each job.
•Every one of the technical skills listed at the top must be accounted for in your employment history.
•Quantify! Use numbers ($, %, etc.)

**Education and Training:** Include colleges, degrees with majors and dates. Also, list any relevant certifications, professional training, etc.

**Scour Resume for Typos:** 45% of executives say they throw out resumes with just one typo. 76% throw out resumes with two typos!!

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### John Doe
1234 123rd Street, Suite 123
Alpharetta, GA 30022
404.123.1234
John.doe@gmail.com

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## Recruiters spend SIX seconds per resume to decide whether this is a candidate worth pursuing.

In a study completed in 2012 by The Ladders – they used a technology called "eye tracking" to see where recruiters were looking on resumes.

In this example, you see that the resume with the bullet points that is concise, gets the most time.

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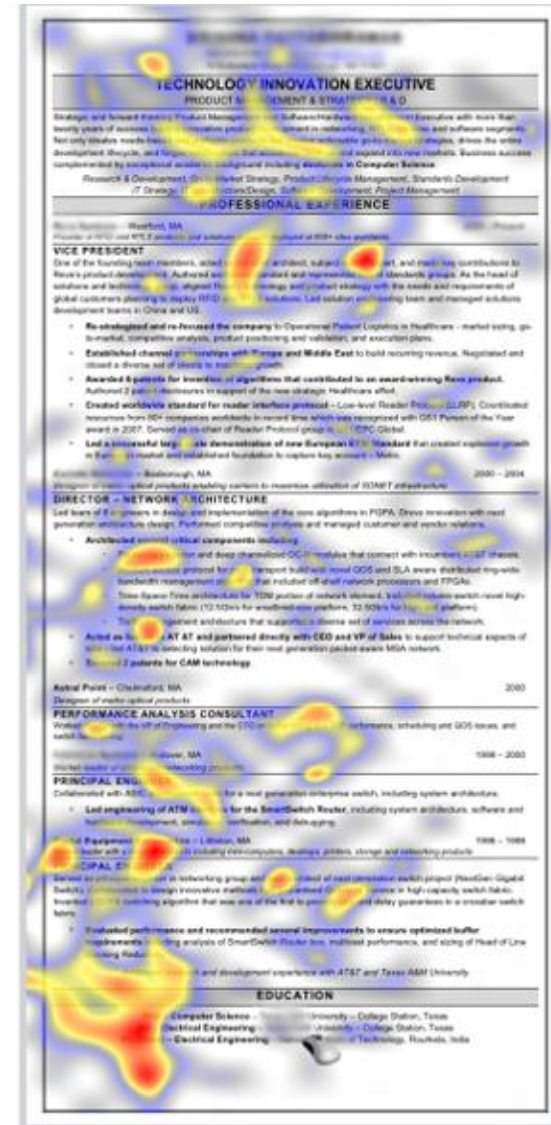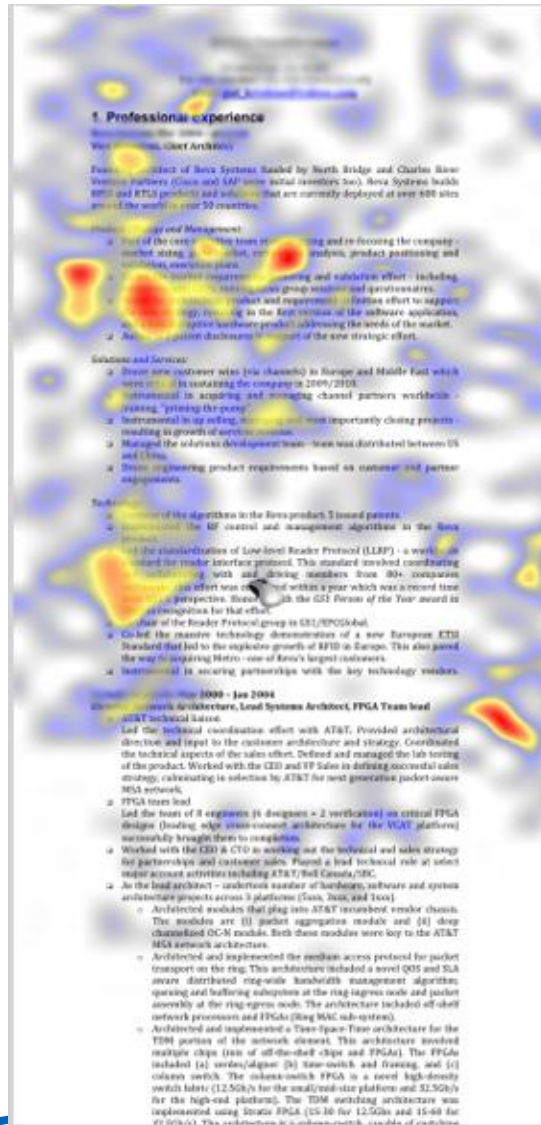
## **DON'T:**

- Put your picture or detailed personal information on your resume (this is not Europe!)
- Use passive language:
  - Replace "Organized" with "Led"
  - Use [Alternate Words](#)
- State the obvious:
  - Of course you are a self motivated, energetic, detail-oriented, multi-tasker!
- Let spelling or grammar errors get through!  Watch for mistakes that get past your spell check: one letter makes "public" and entirely different word and your resume becomes a joke that is passed around the office.
- Talk about hobbies or personal stuff unless it relates to your profession. "Leader with Habitat for Humanity" is good "Watch movies and play dungeons and dragons" is not.
- Make your resume too busy or wordy – leave white space.

Magician and Cat lover

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**DO:**

- Highlight accomplishments over duties and responsibilities
- Repeat key words and phrases
- Add your contact information including LinkedIn, email and phone number
- Tweak your resume for each job

- Above all else --- GENERATE INTERVIEWS.

**Go to <u>our website</u>, where you will find a more detailed document describing resume writing tips as well as additional resources.**

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