



Community  
Employment  
Services

# RESUME WRITING GUIDE

## RESUME TIPS

- Make a list of your skills, achievements, personality characteristics, experience, certifications and volunteer experience.
- Your resume should be 1-2 pages in length. Clearly display your name, address, telephone number and email address.
- Determine whether a chronological or functional resume suits your needs.
- Organize your resume by categories such as:
  - ❖ Highlights of Qualifications
  - ❖ Employment Experience
  - ❖ Employment Skills
  - ❖ Education
  - ❖ Volunteer Experience
  - ❖ Certifications & Training
- Be concise. Personal information (interests and hobbies) should not be included unless it relates to the job.
- Place your references on a separate page. Make sure that you indicate at the bottom of your resume that your “references available upon request”.
- Have another person review your resume and check for spelling, grammar and formatting errors.

## CHRONOLOGICAL RESUME VS. FUNCTIONAL RESUMES

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 RESUME

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 RESUME

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.

# SAMPLE CHRONOLOGICAL RESUME

## YOUR NAME

Address  
City, Province Postal Code  
Telephone  
Email

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### HIGHLIGHTS OF QUALIFICATIONS

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- Skills, achievements, certifications and personality characteristics
- Skills, achievements, certifications and personality characteristics
- Skills, achievements, certifications and personality characteristics
- Skills, achievements, certifications and personality characteristics

### EMPLOYMENT EXPERIENCE

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**Position Title** Year-Year

Company Name, City, Province

- Skills, duties and responsibilities
- Skills, duties and responsibilities
- Skills, duties and responsibilities

**Position Title** Year-Year

Company Name, City, Province

- Skills, duties and responsibilities
- Skills, duties and responsibilities
- Skills, duties and responsibilities

**Position Title** Year-Year

Company Name, City, Province

- Skills, duties and responsibilities
- Skills, duties and responsibilities
- Skills, duties and responsibilities

### EDUCATION

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**Diploma/Degree** Year-Year

Institution Name, City, Province

**Diploma/Degree** Year-Year

Institution Name, City, Province

## YOUR NAME

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Phone Number

Page 2

### VOLUNTEER EXPERIENCE

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**Volunteer Title**

Year-Year

Company Name, City, Province

- Skills, duties and responsibilities
- Skills, duties and responsibilities
- Skills, duties and responsibilities

### CERTIFICATION & TRAINING

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- Certificate or training name
- Certificate or training name
- Certificate or training name
- Certificate or training name

Year-Year  
Year-Year  
Year-Year  
Year-Year

### REFERENCES

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Available upon request

# SAMPLE FUNCTIONAL RESUME

## **YOUR NAME**

Address

City, Province Postal Code

Telephone

Email

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### **HIGHLIGHTS OF QUALIFICATIONS**

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- Skills, achievements, certifications and personality characteristics
- Skills, achievements, certifications and personality characteristics
- Skills, achievements, certifications and personality characteristics
- Skills, achievements, certifications and personality characteristics

### **EMPLOYMENT SKILLS**

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#### **Skill Category**

- Skills, duties and responsibilities
- Skills, duties and responsibilities
- Skills, duties and responsibilities
- Skills, duties and responsibilities
- Skills, duties and responsibilities

#### **Skill Category**

- Skills, duties and responsibilities
- Skills, duties and responsibilities
- Skills, duties and responsibilities
- Skills, duties and responsibilities
- Skills, duties and responsibilities

#### **Skill Category**

- Skills, duties and responsibilities
- Skills, duties and responsibilities
- Skills, duties and responsibilities
- Skills, duties and responsibilities
- Skills, duties and responsibilities

## YOUR NAME

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Phone Number

Page 2

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### EMPLOYMENT EXPERIENCE

**Position Title**

Company Name, City, Province

Year-Year

**Position Title**

Company Name, City, Province

Year-Year

**Position Title**

Company Name, City, Province

Year-Year

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### EDUCATION

**Degree/Diploma**

Institution Name, City, Province

Year-Year

**Degree/Diploma**

Institution Name, City, Province

Year-Year

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### VOLUNTEER EXPERIENCE

**Volunteer Title**

Company Name, City, Province

Year-Year

- Skills, duties and responsibilities
- Skills, duties and responsibilities

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### CERTIFICATION & TRAINING

- Certificate or training name
- Certificate or training name
- Certificate or training name
- Certificate or training name

Year-Year  
Year-Year  
Year-Year  
Year-Year

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### REFERENCES

Available upon request

## RESUME SKILL SETS

### 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

For more skill set examples, refer to the **Resume Skill Sets** link under the Resume Resources tab on the Lambton College Employment Services website.