



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

HIGHLIGHTS OF QUALIFICATIONS

- 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

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

Diploma/Degree Year-Year

Institution Name, City, Province

Diploma/Degree Year-Year

Institution Name, City, Province

YOUR NAME

Phone Number

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VOLUNTEER EXPERIENCE

Volunteer Title

Year-Year

Company Name, City, Province

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

CERTIFICATION & TRAINING

▪ Certificate or training name

Year-Year

▪ Certificate or training name

Year-Year

▪ Certificate or training name

Year-Year

▪ Certificate or training name

Year-Year

REFERENCES

Available upon request

SAMPLE FUNCTIONAL RESUME

YOUR NAME

Address

City, Province Postal Code

Telephone

Email

HIGHLIGHTS OF QUALIFICATIONS

- 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

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

Phone Number

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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

EDUCATION

Degree/Diploma

Institution Name, City, Province

Year-Year

Degree/Diploma

Institution Name, City, Province

Year-Year

VOLUNTEER EXPERIENCE

Volunteer Title

Company Name, City, Province

Year-Year

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

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

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.