



Résumé Preparation Guide

This Guide will help you pull together the information you need, and organize your thoughts, before you start creating a resume or work application. The screens that you will complete while creating your resume or work application are included in this Guide, as well as an explanation of what information is needed, and why.

Employment Objective

You will need to develop an employment objective. Your objective should identify the function and general level of the position you want. State your objective in terms of what you can do for the employer. Keep in mind that words are powerful and should accurately describe your skills and abilities.

Objective Sample #1

- To find a clerical position.

Objective Sample #2

- To secure a clerical position with multiple responsibilities at a progressive company to utilize advanced skill levels in Microsoft Word, Excel, PowerPoint and Publisher.

Which of the two objectives would attract your attention if you were an employer?

*Objective:

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Skills

You will have the opportunity to identify the skills that set you apart from other candidates. Create a list of the skills you have that will increase your marketability. Describe specific skills you have.

For example:

- Speaks French fluently
- Meeting facilitation skills.
- Experienced CNC machine operator.
- EMT training coordinator.
- Skilled in the use of the Internet, and Microsoft products (Word, PowerPoint, Outlook, Excel).

Indicate any specific skills that you have:

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Certifications, Licenses and Awards

You will have the opportunity to list certifications, licenses, and awards that you have received.

For example:

- CDL Driver's License
- Certified Public Accountant
State of Alabama, Certificate #10310
- Registered Nurse License #47930-D (State of Wisconsin)

Certifications, Licenses, Awards:



Occupational Areas of Interest

You will have the ability to select up to three occupational areas that you are interested in. These should be jobs you are interested in now, and not necessarily jobs that you are in now or were in the past. When employers search for candidates on the Job Center of Wisconsin site, they will use occupational categories.

1. Job Title:

Category:

Years of Experience:

Work Experience

You will have the opportunity to list your work history for the past ten years. You will need the name of the employer, the dates of your employment, and a summary of your duties and responsibilities.

*Employer:

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City:

State:

*Position:

*Dates Employed: Start (Month/Year):

End (Month/Year):

(Leave End blank if currently employed)

*Duties/Responsibilities:

Text Limit: 1000 | Text Entered: 0

Let's spend some time talking about the Duties/Responsibilities section.

Describe your responsibilities, specific skills and duties, and include examples of successful performance, and results produced, whenever possible. Earlier you read that words are a powerful tool in your jobs search. Your ability to describe ***what you did for an employer***, being as specific as possible, will increase your overall marketability.

Each sentence in the Duties/Responsibilities section of your résumé should begin with a descriptive "action word". The right action word gives life to the sentence.

Sample Duties/Responsibilities #1

- Developed Programs

Samples Duties/Responsibilities #2

- Developed programs to increase production by 48% the first year.

Which sample gives the best description?

As you create your Duties/Responsibilities bulleted statements, use the guide shown below. There is an action you performed, what was the action on, and what was the outcome.



For additional information, see "[Thoughts on Resumes](#)" (opens a new PDF document).

Please review "The Right Words to Use in Your Job Search" listed on the next few pages. As you review the words listed, make note of those that may describe your work activities. (Link to [PDF version](#))

WISCONSIN



The Right Words to Use in Your Job Search



888/258-9966 (toll free)



www.wisconsinjobcenter.org



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Other publications on resumes and applications

Personal Data Record (DWSJ-4937-F)
Thoughts on Resumes (DWSJ-4659-F)
Resume Writing—A Basic Guide (DWSJ-9433-F)

Publications on related topics

INTERVIEWING
Keys to Successful Interviewing (DWSJ-6561-F)
Hidden Elements of Interviewing (DWSJ-9484-F)
Informational Interviewing (DWSJ-9407-F)

JOB SEARCH
Tips on Finding Summer Jobs (DWSJ-5541-F)
Job Search Issues (DWSJ-6455-F)
Where to Look for Job Opportunities (DWSJ-9467-F)

DWSJ-9463-P (R. 04/2002)

Choosing the most effective words to describe your skills, actions, attitudes and accomplishments will make your job applications, resume and job interviews more dynamic. Following are two word lists. These words are “buzz words” that seem to open doors.

The first list includes action verbs — words that say what you did. These words tell prospective employers about your skills and accomplishments.

The second list includes descriptive words — words that describe you and your actions in a positive way. Often these words tell employers about your work attitudes.

Use these lists as guides to choosing the right words for your job search.

* Starred words are especially good for indicating your accomplishments.

Action Verbs

Accelerated *	Accepted	Accomplished *	Achieved *
Acquired	Adapted	Adjusted	Administered *
Advanced *	Advised	Advised	Analyzed
Announced	Anticipated	Appointed	Appraised
Approved	Arbitrated	Arranged	Assembled
Assessed	Assigned	Assisted	Attained *
Audited	Authored	Authorized	Automated
Averted	Balanced	Bargained	Bought
Briefed	Budgeted *	Built	Calculated
Captured	Cared for	Carried out *	Catalogued
Centralized	Chaired	Changed	Charted
Checked	Clarified	Closed	Coached
Collaborated	Collected	Commanded	Communicated
Compared	Compiled	Completed	Composed
Compounded	Computed	Conceived	Conceptualized
Concluded	Condensed	Conducted	Confronted
Constructed	Consulted	Contacted	Contracted
Contrived	Controlled	Converted	Conveyed
Convinced	Cooperated	Coordinated *	Copied
Corrected	Correlated	Corresponded	Corroborated
Counseled	Created *	Critiqued	Cultivated
Curtailed	Cut *	Decentralized	Decided

Action verbs, continued

Decreased *	Defined	Delegated	Delivered
Demonstrated	Described	Designed	Detailed
Detected	Determined	Developed *	Devised
Diagnosed	Directed	Discovered	Dispensed
Displayed	Disproved	Dissected	Distributed
Diverted	Documented	Doubled *	Drafted
Drove	Earned	Edited	Educated
Effectuated	Eliminated *	Employed	Enacted
Encouraged	Enforced	Engineered	Enjoyed
Enlarged	Enlisted	Ensured	Entertained
Equipped	Established *	Estimated	Evaluated
Examined	Exceeded *	Exchanged	Executed
Exhibited	Expanded *	Expedited *	Experimented
Explained	Explored	Extracted	Fabricated
Facilitated	Familiarized	Fashioned	Figured
Filed	Financed	Fixed	Focused
Followed directions	Forecasted	Formalized	Formed
Formulated	Founded *	Furnished	Gathered
Generated *	Governed	Graded	Graduated
Grouped	Guided	Halted	Handled
Headed *	Helped	Hired	Identified
Illustrated	Implemented *	Improved *	Improvised
Increased *	Indexed	Induced	Influenced
Informed	Initiated *	Innovated *	Inspected
Inspired	Installed	Instituted	Instructed
Insured	Integrated	Intensified	Interpreted
Interviewed	Introduced *	Invented *	Inventoried

Applying action verbs

Action verbs give your resume power and direction. Try to begin all skills statements with an action verb. Here is a sample of action verbs or different types of skills:

Management skills

administered
analyzed
coordinated
developed
directed
evaluated
improved
supervised

Creative skills

conceptualized
created
designed
established
fashioned
illustrated
invented
performed

Technical skills

assembled
built
calculated
designed
operated
overhauled
remodeled
repaired

Financial skills

administered
analyzed
balanced
budgeted
forecast
marketed
planned
projected

Clerical skills

arranged
catalogued
compiled
generated
organized
processed
persuaded
systemized

Helping skills

assessed
coached
counseled
facilitated
represented

Communication skills

arranged
addressed
authored
drafted
formulated

Research skills

clarified
evaluated
identified
inspected
organized
summarized

Action verbs, continued

Invested	Investigated	Issued	Joined
Judged	Justified	Kept records	Key noted
Launched *	Learned	Lectured	Led *
Lifted	Liquidated	Listened	Loaded
Located	Logged	Made	Maintained
Managed	Manipulated	Manufactured	Marketed
Mastered	Measured	Medicated	Memorized
Merchandised	Modeled	Moderated	Modified
Monitored	Motivated	Named	Navigated
Negotiated	Nominated	Nursed	Nurtured
Observed	Obtained	Offered	Officiated
Operated	Ordered	Organized *	Originated *
Overcame *	Overhauled *	Oversaw	Packed
Participated	Perceived	Perfected *	Performed
Persuaded	Photographed	Piloted	Pinpointed
Placed	Planned	Predicted	Prepared
Prescribed	Presented	Presided	Printed
Problem solved *	Processed	Procured	Produced
Programmed	Prohibited	Projected	Promoted
Prompted	Proofread	Proposed	Protected
Proved *	Provided	Publicized	Published
Purchased	Questioned	Raised	Ran
Rated	Read	Reasoned	Received
Recommended	Reconciled	Recorded	Recruited
Rectified *	Redesigned *	Reduced *	Referred
Regulated	Rehabilitated	Reinforced	Related
Removed	Rendered	Renewed	Reorganized *
Repaired	Reported	Represented	Researched
Reshaped	Resolved *	Responded	Responsible for
Restocked	Restored	Restructured *	Retrieved
Revamped *	Reversed *	Reviewed	Revised
Satisfied	Saved *	Scheduled	Screened
Searched	Secured	Selected	Separated
Sequenced	Served	Serviced	Settled *
Set up	Shaped	Shared	Showed
Signaled	Simplified *	Sketched	Sold
Solved *	Sorted	Sought	Sparked
Spearheaded *	Specified	Spoke in public	Staffed
Standardized	Stimulated	Stocked	Streamlined *
Strengthened	Structured	Studied	Submitted
Succeeded	Summarized	Supervised	Supplied
Supported	Surveyed	Symbolized	Synthesized
Systematized	Tabulated	Tailored	Taped
Taught	Team built	Tended	Tested
Tightened	Traced	Tracked	Traded
Trained	Transcribed	Transferred	Transformed
Translated	Transmitted	Transported	Traveled
Trimmed	Tripled *	Trouble shot *	Turned around *
Tutored	Typed	Uncovered	Understood
Unified *	United *	Unraveled	Updated *
Upgraded *	Used	Utilized	Validated
Verified	Visited	Volunteered	Washed
Weighed	Widened	Won *	Worked
Wrote			

* Starred words are especially good for indicating your accomplishments.

Descriptive words

Able	Accurate	Active	Adaptable
Adept	Administrative	Advantageous	Aggressive
Alert	Ambitious	Analytical	Articulate
Assertive	Astute	Attentive	Authoritative
Bilingual	Broad minded	Calm	Candid
Capable	Cheerful	Committed	Competent
Completely	Comprehensive	Confident	Conscientious
Considerate	Consistent	Constructive	Continuous
Contributions	Cooperative	Creative	Curious
Decisive	Dedicated	Deliberate	Dependable
Detailed	Detail-oriented	Determined	Diligent
Diplomatic	Disciplined	Discreet	Diversified
Driven	Dynamic	Eager	Easily
Easygoing	Economical	Effective	Efficient
Effortlessly	Empathetic	Energetic	Enterprising
Enthusiastic	Excellent	Exceptional	Experienced
Expert	Expertly	Extensive	Fair
Farsighted	Fast learner	Flexible	Forceful
Friendly	Generalist	Hard-working	Honest
Imaginative	Increasingly	Independent	In-depth
Initiative	Innovative	Insightful	Instrumental
Inventive	Knowledgeable	Leadership	Logical
Loyal	Major	Mature	Meaningful
Methodical	Meticulous	Motivated	Multilingual
Objective	Open-minded	Optimistic	Orderly
Organized	Outstanding	Patient	Perceptive
Persistent	Personable	Personally	Persuasive
Pertinent	Pleasant	Positive	Practical
Precise	Problem-solver	Productive	Professional
Proficient	Profitable	Progressive	Proven
Punctual	Qualified	Quality conscious	Quick learner
Realistic	Recent	Reliable	Repeatedly
Resilient	Resourceful	Respectful	Responsible
Responsive	Risk-taker	Routinely	Satisfactorily
Scope	Self-confident	Self-controlled	Self-reliant
Self-starter	Sharp	Significantly	Sincere
Skilled	Skillful	Solid	Sound
Specialized	Specialist	Stable	Strategically
Strong	Substantial	Successful	Superior
Systematic	Tactful	Talented	Team player
Technical	Thorough	Timely	Uniform
Universal	Up-to-date	Valuable	Varied
Versatile	Vigorous	Well-educated	Well-rounded
Wide background	Will travel	Will relocate	

* Starred words are especially good for indicating your accomplishments.



Education

Enter the school's name, dates attended, course(s) of study, and degrees and awards.

*School Name:

Dates attended: Start (Month/Year):

End (Month/Year):

(Leave End blank if currently attending)

Course(s) of Study:

Degree/Awards:

The worksheet on the next three pages is designed to assist you in pulling together the information you will need to create a résumé. After you complete the worksheet, we will discuss cover letter development, electronic résumé submission, and some points to consider regarding your cover letter and résumé.



Job Center of Wisconsin Résumé Class Worksheet

Name: _____

Address: _____

City, State, Zip: _____

Telephone (with Area Code): _____

Employment Objective:

Special Skills and Abilities:

Certifications, Licenses and Awards:



Work Experience (List most recent jobs first):

Employer Name: _____

Position Held: _____

Dates of Employment (month/year to month/year): _____

Duties/Responsibilities:

Employer Name: _____

Position Held: _____

Dates of Employment (month/year to month/year): _____

Duties/Responsibilities:



Employer Name: _____

Position Held: _____

Dates of Employment (month/year to month/year): _____

Duties/Responsibilities:

Employer Name: _____

Position Held: _____

Dates of Employment (month/year to month/year): _____

Duties/Responsibilities:



Cover Letter Development

- Do not underestimate the importance of a cover letter!
- A cover letter is used when inquiring about a job or submitting a résumé or application form. In most situations you will want to send a prospective employer a letter with your résumé.
- It is an introduction to your résumé. The cover letter should show why the employer should read your résumé.
- Your letter should tell the employer which position you are interested in and how your job talents will benefit the company.
- In the cover letter, state the position you are seeking and the source of the job opening, for example JobCenterofWisconsin.com, a newspaper ad, a reference from a friend, etc.

Cover Letter Basics

- Length should be one-half to two-thirds of a page (8½ x 11).
- Paper should be the same size, grade, and color as your résumé.
- Write a separate letter for each job application. Content should be individualized to address the specific needs of the employer and the position.
- Proofreading is essential. Use proper sentence structure and correct spelling and punctuation.
- A tone of confidence should prevail. Convey personal interest and enthusiasm.
- Some of the content may overlap with information on your résumé. Other specific information relevant to the job you are applying for should be included.
- Consider using the same heading on your résumé for your cover letter. Having the same heading improves the look of your marketing package.

A sample cover letter format is shown on the next page, with a detailed paragraph-by-paragraph explanation.



Sample Cover Letter

Your Name (Using a larger font size for your name draws attention to it)

Your Current Street Address

City, State, Zip Code

Telephone Number

Today's Date

TWO BLANK LINES OF SPACE

Name of Individual

Official Title

Name of Company

Mailing Address

City, State, Zip Code

Dear Mr. John Smith or Dear Ms. Jane Smith:

Paragraph 1 - The Opening

- Use the opening paragraph to get the employer's attention and stimulate interest in yourself.
- Give your reason for writing the letter.
- Be as specific as possible as to the type of position in which you are interested.
- Tell where you received the vacancy information.

Paragraph 2 - The Body

- Use this paragraph to justify the employer's interests in you.
- Briefly describe your educational background, highlight your work experience, state the type of certificate held or for which you are eligible, and describe any honors received. This section should be brief.
- Relate your qualifications as much as possible to the type of business and job requirements of the prospective employer.
- Use specific examples to make your point.
- Concentrate on what you can do because of what you have done.

Paragraph 3 - Closing

- In concluding your letter, you should make known your interest in setting up an interview at the employer's convenience.

Sincerely,

Your signature in ink

Your name typed



Electronic Résumé Submission

Data Base

- The information for your résumé can be fed into databases as an electronic résumé. Electronic résumés are searchable by potential employers who aim to select résumés for further scrutiny.
- When posting a searchable résumé, it is important to accurately represent your work experience, education and training, skills, and availability.
- Be sure to use keywords and phrases specific to your education, skills and work experience.
- Job Center of Wisconsin permits searches on the following fields for your matching keywords: Employment Profile, Work Experience, Occupational Category, and Education.
- Employers will search databases through the use of keywords, so make sure your résumé contains them.

Emailing – ASCII

- An ASCII résumé is an electronic résumé in a common language that any type of computer software can read. In some programs, it is identified as Plain Text.
- When preparing your résumé for ASCII (plain text), remember that less is more. Avoid the use of bullets, underlines, and heading lines. It is best to use a plain format.
- When sending your ASCII (plain text) résumé in the body of an e-mail, turn off HTML or Rich formatting. This is done to make sure the text of your résumé is not changed by the various email client systems.
- Copy and paste your cover letter and résumé into the body of the email for the employer.

Final Considerations

- Your cover letter and résumé are the marketing tools that you will use in your employment search. They are your introduction to the employer. The prospective employer will form an impression of you based on what he or she reads. There must not be spelling, punctuation, or formatting errors. If your cover letter says you are a detail-oriented individual, and there are three typographical errors in your résumé, what impression does that give?
- When you have finished your cover letter and résumé, have a friend or family member proofread it.