**Training Manual on Resume Writing**

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**By**

**Mrs. Atiya Zulfiqar**

**Deputy Director,**

**Career Development Centre, CDC**

**National University of Sciences and Technology (NUST)**

1. **RESUME WRITING**

Your resume is often the first contact you have with your future employer. It’s your best marketing tool! Now, imagine you are the employer, sitting in front of a pile of hundreds of job applications you need to shortlist down to a manageable number, eventually selecting 5 people which you would like to interview. Difficult? You bet it is! How can the selector’s job be made easier?

This is your “mission” which you should keep in mind when putting your resume together. A cluttered, hard to read document which rambles on about irrelevant skills and experiences will go straight into the trash bin. If you want your resume to stand out, it must be clear, concise, focused and confident. A “no-nonsense” approach is needed. There are three main questions that you should ask yourself when applying for the job:

* Can you do the job?
* Will you do the job?
* Will you fit In
	1. **PREPARING A CV THAT SAYS: HIRE ME!**

Always customize your resume according to the job you are applying for. Once you’ve identified a job opportunity, you should:

Step 1: Analyze the requirements

Step 2: Describe your experience and skills

Step 3: Present your experience

Step 4: Organize your resume strategically

* 1. **ANALYZE THE JOB REQUIREMENTS**

What kind of a person is the employer looking for? What is the nature of the position?

Take a look at the Job Description on an Ad or take a typical job description and adapt it according to your understanding of what the company’s expectations might be.

Before you start applying you should have 3 questions answered:

* What is the employer looking for?
* What skills/ competencies/ experience were identified in the job description?
* What is the nature of the company? (It is a big organization or a start-up company? What is their growth potential and what are their differentiator that makes it attractive for you?)

If you don’t know the answers, they could be good questions to ask during the interview. It will show your interest in that particular position, your research capabilities and high level of motivation to join.

* + 1. **ACTIVITY: ANALYZE JOB REQUIREMENTS**

**Activity Objective**

Upon completion of the activity, you will be able to:

Analyze the job requirements

* Structure your resume based on your understanding of the job requirements

**Activity Instructions**

The activity helps you to focus on the factors you need to consider when applying for job. The requirement analysis or understanding the job and its environment will help you structure your resume more effectively. It will also help you to obtain the information you need to prepare for the interviews.

First, let’s look at the different functions within an organizational structure. The size of an organization impacts your roles and responsibilities as well as the work methods you need to adapt to. Ensure that you join an organization which suits your operational style which impacts your performance.

Let’s compare performance expectations within large and small organizations. Add your observations in the blank column.

|  |  |
| --- | --- |
| **Large Organizations** | **Small Organizations** |
| Employee must be procedural | Employee must be more flexible and not as procedural |
| Employee must work in team | Employee must be more independent, well-structured and organized |
| Employee can rely on experts from other departments | Employees have to be a self starter and be able to work without defined procedures and work methods |
| Employee are less likely to be polyvalent, or work in multiple areas, and more likely to be an expert of a given area | Employees are usually required to work in more than one area |
|  |  |

Now, let’s look at the job advertisement and analyze requirements.

|  |
| --- |
| *Sample Job Advertisement* |
| **Position** | Junior Officer, Finance and Account |
| **No. of Vacancies** | 1 |
| **Job Description or Responsibilities** | Process banking paymentPrepare voucher and check billsPrepare financial statementMaintain files and other finance-related Documents |
| **Educational Qualification** | B.Com in AccountingM.Com in AccountingOr BBS/MBA in Accounting |
| **Experience** | 2 – 4 yearsCandidate should have experience in Accounts and Finance areaCandidate must have experience in following business areas:Manufacturing (FMCG), Garments (Woven and Knitted), Buying House (Garments) |
| **Additional Job Requirements** | Age 25 – 30 yearsGood command over English language.Strong communication and interpersonal skills.Candidate should be dynamic, self motivated, and driven.Ability to work independently and under pressureComputer literacy of MS Excel, MS Word, etc is a must.Practical knowledge in Tally Software will be an added advantage |

Now, you will form groups and analyze requirements in the job advertisement.

1. **REQUIREMENTS ANALYSIS**

Read through the job advertisement and answer the following questions:

* **Question 1.** What is the employer looking for? Which core function is the candidate expected to perform?
* **Question 2.** What kind of an organization is it?
* **Question 3.** List the advantages and disadvantages of working for this organization.

Note: Assume you are applying for this job. Even if this is not a position you would be interested in, imagine the advantages some other candidate would appreciate.

|  |  |
| --- | --- |
| **Advantages** | **Disadvantages** |
|  |  |

1. **ADVERTISEMENT ANALYSIS**

Find the important information that will help you determine the relevant experience to include in your CV. The following questions will help you uncover the information available in the advertisement:

**Question 1. Years of experience required:**

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**Question 2. Required experience (refer to responsibilities):**

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**Question 3. Required Skills**

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**Question 4. Abilities**

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1. **PREPARE THE INFORMATION TO COMPLETE YOUR CV**

Answer the following to get the clear idea about the performance expectations for the advertised job.

|  |  |
| --- | --- |
| Which field/industry do you need to have experience in? |  |
| How important are accuracy and precision in performing this job? |  |
| How much decision-making authority do you have in which areas? |  |
| How important is the ability to be a team player? |  |
| How often would you be required to conduct face-to-face discussions with individuals or teams? |  |
| What kind of soft skills, such as communication skills or presentation skills would be required? |  |

1. **PREPARE THE INFORMATION TO COMPLETE YOUR RESUME**

In the first column, list out the knowledge, skills and/or abilities required for the advertised job position.

In the second column, provide examples of experience that illustrate each skill. Additionally, describe the position, the time spent in the position, the organizational structure, or any relevant information demonstrating that you have the right skills for the advertised position.

|  |  |
| --- | --- |
| ***Knowledge/Skills Required*** | ***Example of Experiences*** |
| Leadership/ Team Leader | ***Description of your experience***We had to organize a marketing roadshow campaign. Being the most senior in the team, I planned the implementation strategy and timeline for the project and guideline my team during the preparation and implementation phase. I made sure everyone completed their tasks as and when required.***Where were you working at the time? At an advertisement agency..******RESUME info***Managed a three-member team in an advertisement agency to design and implement marketing campaigns.* Supervised day to day operation and implement of a 800,000 PKR contract.
* Provided weekly activity progress report and financial statement to senior management (Note: This demonstrates your project management skills and reporting/communication skills.)
 |
|  | Description of your experienceWhere were you working at the time?RESUME info |
|  | Description of your experienceWhere were you working at the time?RESUME info |

* + 1. **ANALYZE THE NATURE OF THE COMPANY**

It is a big group, or start-up company? What is the growth potential of the company? Looking at the descriptions used in their company website/brochure is one way to understand the company’s culture. Every organization has unique characteristics. This is defined by the sum total of each contributing employee led by the management. The management style and the employee’s response to this style determine a company’s character. The first impression you get a company through a job advertisement is more than likely the correct one. A company may have a young or alternatively a more mature culture. Flexible/rigid, arrogant/humble, dynamic/conservative; each trait is unique. It is important for you to interpret jobs advertisements, attempt to understand their culture.

Without fully understanding the requirements of the job advertisement, you cannot submit a relevant job application. Without going through this process, it will be difficult to tailor your job application, and to have the confidence required for a successful application. Look for specific languages which relates to a company’s characteristic. These words include, young and dynamic, well established, vibrant and target driven, to mention only a few.

Usually you can make assumptions based on the information presented in an advertisement. If there is a position you are interested in, and you currently lack certain desired skills and experiences, it should not stop you from applying. It just means you need to make extra effort to emphasize your other strengths in order to be considered. Be realistic through!

If the information is not included in the job advertisement, refer to a typical job description for this position. Complete your research about the company and adapt the description based on the company culture accordingly.

* 1. **ACTIVITY: COMPANY INFORMATION SHEET**

Complete the information sheet to analyze the company you are applying for and determine whether your experience and qualifications meets the requirements of the position and the company.

**Activity Objectives**

Upon completion of this activity, you will be able to:

* Analyze the profile of the company that you are applying.
* Figure out whether your skills and experience meets the job requirements.
* Organize and customize your resume writing process to the specific position.

**Activity Instructions**

This activity helps you focus and analyze the profile of potential employers you are applying for, by using the information sheet below. This information sheet will enable you to use resources at your immediate disposal, such as the job requirements and the internet, to learn more about the company and the type of employees they may be looking for. It will help you understand whether you meet the requirements of the particular job and construct your resume in a more relevant way. It will also help you obtain and organize the information you need on the company to prepare for your interviews.

Now, let’s take a look at a specific example;

|  |
| --- |
| **Sr. Manager Technical & Network Operations** |
| **Job Category:** | Telecommunication |
| **Career Level:** | Management (Manager/Director) |
| **Job Type:** | Full Time |
| **Company Name:** | Pakistan Telecommunication Company Ltd.  |
| **City/Location:** | Islamabad |
| **Country:** | Pakistan |
| **Posted On:** | 09 October, 2009 |
| **Last Date to apply:** | 09 November, 2009 |
| **Experience in years** | More than 5 years |
| **Description:** |  |

**Relevant Experience:**

* Minimum 5 years experience in a Project Management or hands-on project implementation role, or equivalent experience
* Ability to understand commercial contracting terms, process and implementing same.
* Have prior contract negotiation and customer relationship experience and skills
* Very strong hands on background in network operations, SS7, and IP networks
* Strong prior experience in defining and enforcing standards and best practices in the Telecom Sector.
* Ability to manage multiple initiatives, with large teams, simultaneously
* Ability to take, and assume complete responsibility for all actions and insure that all deliverables are completed in a timely manner and meet all deadlines assigned.

**Job Description:**

* To establish and manage the employee schedule and resource allocation to ensure targets and deadlines are met within budgets for technical activities.
* To identify, arrange and organize resources from across the organization, and external vendors, to ensure deliverables are on time and fulfill the scope of requirements.
* Strong knowledge of DWDM, Wireless and other Broadband related technical issues
* To promote and coordinate technical knowledge within the organization. This includes all phases of network operations SS7 networks, IP networks and next generation terrestrial and mobile networks.
* To create and execute development plans across multiple projects and revise as appropriate to meet changing needs and requirements.
* To suggest alternate technical solutions to meet client requirements more effectively, and/or with greater reusability, and/or longer life.
* To provide technical direction for the development, design, and systems integration across multiple client engagements from the definition phase through implementation.

Now, refer to the “Vacancy Details” in the job posting. The employer is looking for” Senior Manager Technical & Network Operations”.

* + 1. **SELF EVALUATION OF SKILLS/COMPETENCIES/EXPERIENCES IN THE JOB DESCRIPTION:**

Minimum 5 years experience in a Project Management or hands-on project implementation role, or equivalent experience.

* Do you have the required years of experience? If you do not have the years of experience then will you be able to justify your potential to undertake the responsibilities?

Ability to understand commercial contracting terms, processes and implementing same

* Are you up to date with the current terms and techniques of telecommunication?

Have prior contract negotiation and customer relationship experience and skills

* What negotiation experience do you have?

Very strong hands on background in network operations, SS7, and IP networks. Strong prior experience in defining and enforcing standards and best practices in the Telecom Sector.

* What technical experiences do you have?

Ability to manage multiple initiatives, with large teams, simultaneously

* What specific examples can you highlight which demonstrates your team building skills?

Ability to resume complete responsibility for all actions and insure that all deliverables are completed in a timely manner and meet all deadlines assigned.

* + 1. **WEB RESEARCH**

Now, let’s look at the other company characteristics extracted based on your research. Such research will help you gain an insight into the company you are joining and the advertised position.

|  |
| --- |
| **Example: Information obtained from the company’s Website:**Pakistan Telecommunication Company Limited (PTCL) is proud to be Pakistan’s most reliable and largest converged services carrier providing all telecommunication services from basic voice telephony to data, internet, video-conferencing and carrier services to consumers and businesses all over the country. Whether it is an office in the largest city of Pakistan or a home in a small village, we are present in every corner of Pakistan to serve our customers. |

Based on the information from their website, you learn that they are 1) the largest telecommunications companies in Pakistan and 2) they provide a wide variety of services to its customers in residential and commercial environment.

You can assume the company seeks candidates with the following characteristics;

* Innovative, dynamic people having a pioneering attitude (company focuses on innovative products/services)
* Structured and adapts to hierarchy (company is large)
* Committed to long term employment (company is well established)

It is absolutely critical to do your due diligence to gather as much information as you can about the position and the company. This will also help you during the interview. The more you can demonstrate your understanding of the organization; you can better convince your strong motivation to join the advertised position.

* 1. **SHOWCASE YOUR SKILLS AND KNOWLEDGE**

You will be able to showcase your skills and knowledge by presenting to the employer an overview of the different job functions you have assumed so far.

In your CV, illustrate each experience in a sentence. Start with an **action verb.**

|  |
| --- |
| **Sentence structure:*** I (action verb) (did what?)
* In this given context, because of this given problem.
* And in the end (result)
 |

**Example 1:**

* Position: Marketing Manger
* Job Function: Branding

Repositioned, re-branded a product that suffered significant sales decrease in the last fiscal year. The new marketing and sales strategy resulted in a sales increase of 40% in the first 6 months and contributed towards 12% of the company’s overall profit.

**What did I do?**

* Repositioned and re-branded a product
* Defined anew sales and marketing strategy

**In what context:** Sales decrease

**Result:** Immediate and significant sales increase

Describe each of your experiences and look at what you have achieved. Illustrate how much of it you have already experienced. Describe your university project, an internship, a community project, volunteer work etc.

Remember, employers want to understand if you have the experience and the qualities to hold the position successfully. They want to know what function you’ve had so far and predict how well you can handle the job function associated to the position they need to fill.

**Example:**

If a company is looking for someone to brand a product.

**Job function: Branding**

Identify experiences and projects that showcase your branding abilities and include in your CV.

**Example: Associated experiences** that reveal the ability to brand:

* Analyzed customer surveys and made recommendation which were incorporated into the new product design. Recommendations included how to feature the product’s uniqueness, specific functionalities, as well as enhancement to design and packaging.
* Managed the overall marketing campaign for the product (press, TV and radio campaign) at ABC Company
* Developed a new motto and logo reflect the company’s new image to the public.
* Restructured the sales pitch for a new product. (Business Development Associate in XYZ Company)

Let’s explore this further.

* 1. **ACTIVITY : DEFINE PRIMARY JOB FUNCTIONS**

Extracted from “The Pathfinder” by Nicolas Lore

The aim of this activity is to help you understand how you have or will contribute in a job and what functions you have or will undertake. In your resume, you will put the experiences that show your ability to handle such functions.

If you are a young person with little experience, you may find it difficult to rate your functions accurately. Just do the best you can. Mark down functions you are attracted to or think you may be good at. That will guide your decision when applying for your first job.

If you are older and more experienced may find it difficult to differentiate among all the functions you have had to identify the ones that represent you most. Some you might not have appreciated. Take this exercise as far as you can. Get as much definition as you can.

Go through the list of functional grouping that follow. Put a mark on the line in front of the subcategories that express or describe you best.

**People-oriented functions**

**USED PRIMARILY WITH INDIVIDUALS**

* Mentoring, one-on-one teaching, instructing, training, tutoring
* Counseling
* Providing emotional support
* Advising, consulting
* Assessing, evaluating
* Diagnosing, analyzing, or understanding an individual’s needs, motivates, responses and behavior, etc
* Persuading, selling, motivating, influencing, enrolling, recruiting
* Cultivating and maintaining relationship
* Selecting, screening, hiring
* Managing, supervising
* Giving instructions, providing information
* Interviewing
* Communicating verbally
* Negotiating between individuals, arbitrating

**USED PRIMARILY WITH GROUPS, ORGANIZATIONS, THE PUBLIC OR HUMANITY**

* Empowering, enabling a group
* Instructing, teaching, training group
* Managing, leading a group, organization, company
* Initiating, creating, founding a group of people, company, etc.
* Supervising, captaining a group or team
* Team member such as a member of a work group, athlete, orchestra member
* Negotiating between groups, resolving conflicts or disputes, bringing conflict in groups together
* Persuading, motivating, convincing, or selling to a group
* Networking
* Communicating with people via art, music, writing, or other art forms
* Diagnosing, analyzing, or understanding a group’s existing or potential needs, mood, motivates, responses, behavior, etc.
* Advising a group, providing expertise
* Designing events or educational experiences
* Creating activities, games
* Presenting to people via TV, film, seminars, speeches
* Selecting, screening prospective members or employees

**Information, data, media, knowledge, wisdom, art, or idea functions**

* Idea-generating, creating, inventing, imagining
* Drawing, painting, filming, photographing
* Creating software or similar works
* Creating visual or written presentations or presentations using other media
* Writing fiction
* Writing nonfiction, critical writing
* Technical writing
* Creating marketing materials, advertisements, etc.
* Creating marketing materials, advertisements, etc.
* Designing events or educational experiences
* Perceiving patterns in data, events, or processes or accurately evaluating information
* Information engineering, computer programming
* Judging, evaluating, or appraising information
* Making recommendations
* Organizing information, projects, or events
* Planning, strategizing
* Translating, interpreting to other language, media, or style
* Interpreting other people concepts, ideas
* Combining existing ideas or concepts into new ones
* Editing, improving
* Mathematics, working with numbers, statistics, formulae
* Accounting

**Functions related to things, objects, the physical world**

* Inventing, creating, designing original devices or objects
* Diagnosing and repairing mechanical systems (such as a mechanic or physician)
* Understanding complex physical systems, the science, technology
* Repairing or resorting things
* Assembling
* Choosing, arranging objects artistically
* Crafting (combining artistic and motor skills to fashion things)
* Fine hand dexterity (as used by surgeon, tailor, artist, etc.
* Directing films or plays, choreographing, storyboarding
* Manufacturing, mass-producing
* Operating an airplane, ship, boat, truck, or car
* Operating, controlling, or guiding machines
* Street wisdom, acute alertness to threats to survival

Now review the categories you have marked. Select the most important functions and write them down below. Do not mark more than 10 functions.

**10 Most Important Functions**

Example: Communicating Verbally (People oriented function)

|  |
| --- |
| **10 Most Important Functions Mark “X” for your top 5** |
| **1** |
| **2** |
| **3** |
| **4** |
| **5** |
| **6** |
| **7** |
| **8** |
| **9** |
| **10** |

Now cross some out and narrow your list down to 5 functions. Give an example. Try to be as precise as possible.

Example:

Function: Interviewing (people-oriented function)

* I have researched interviews for m Master’s thesis and other university projects (directive, semi directive and open interviews)
* I have conducted interviews for junior or senior positions particularly in the IT field.

**5 Functions**

|  |
| --- |
| **Description** |
| **Function 1** |
| **Related experience you’ve had or you could have** |
| **Function 2** |
| **Related experience you’ve had or you could have** |
| **Function 3** |
| **Related experience you’ve had or you could have** |
| **Function 4** |
| **Related experience you’ve had or you could have** |
| **Function 5** |
| **Related experience you’ve had or you could have** |

|  |
| --- |
| **YOUR JOB FUNCTIONS DEFINE YOUR PROFILE. YOUR CV IS YOUR PROFILE!*** Who are you?
* What kind of person are you?
* What have you achieved so far?
* What can you specifically do for the company?

Those are the questions you must ask yourself! |

* 1. **PRESENTING YOUR EXPERIENCE**
		1. **WHAT IS A GOOD RESUME?**

There isn’t one specific way to write your resume. You must find a resume format that suits you the best. The format should enable you to effectively present your strengths and customized according to the position you are applying for.

Let’s look at a bad written resume to understand the mistakes you should avoid. Focusing on the avoidable mistakes, you can ensure that you write a good resume.

**EXAMPLE OF A BAD resume:**

|  |
| --- |
| Name: Rajib MalikDate of Birth: 28/02/1977Marital Status: SingleEducation:1979 – 1982 Kindergarden1982 – 1988 Primary School1988 – 1991 High School1994 – 1998 UniversityWork Experience:1998 – Worked as a writer in a restaurant where I served for people who came there to eat.1990 – Worked on a farm with chickens and more animals2000 – Handing out leaflets in the streets to give to people1996 – Worked in fast food company warming up burgers and fries1999 – Worked in a bingo hall calling out the members (got promoted to Assistant Manager)1995 – Worked in a swimming pool cleaning toilets and changing roomComputer Skills:Xbox 360: All kinds of violent games, PlayStation: Expert use in FIFA 2000E-mail: Knowledge of Hotmail and YahooHobbies:Partying, Internet Chat rooms |

**Describe how you can improve each section of the sample resume.**

|  |  |
| --- | --- |
| Personal Information |  |
| Education |  |
| Work Experience |  |
| Computer Skills |  |
| Hobbies |  |

There are always ways to showcase your strengths. You just have to spend the time and effort to think through how to effectively emphasize your strengths using the material and experiences you have. For example, you can showcase your strengths even when you talk about your experience flipping burgers at a fast food chain. If you were to draw your evaluator’s attention to your time management skills and your ability to successfully manage pressure of your study and a part time job, all of a sudden, these skills become relevant in your potential employer’s eyes. If you use specific examples, you could also convince the evaluator your other qualities. For example, you can talk about your strengths such as research abilities and networking skills by describing how you got the job. If you talk about how frequently you dealt with difficult customers, you can showcase your level of maturity, your ability to handle stressful situations, your negotiation skills and your interpersonal skills.

Just remember, you are coming with hundreds and thousands of competitors who are as eager as you are to get that job. You have to be creative and find ways to effectively showcase your strengths using every bit of space available on your resume.

**EXAMPLE OF A GOOD resume:**

Now, let’s look at a good resume. You will observe that the resume presents all the relevant information in a near, focused way. A well presented, professional resume leaves behind a positive impression to your prospective employer.

Sabah Khan

Email: sabahkhan@hotmail.com

Address: W-15, 12th East Street, D.H.A. Karachi.

Mobile: 0333-4567891

Residence: 021-5556666

**Experience**

**Palm Beach College-KHI** **(2006-2008)**

*Customer Service Representative*

* Informed general public, current, prospective, and transfer students about the programs, degrees, and certificates offered at College.
* Checked students’ record such as transcripts, test scores, and whether applications are on file to complete the registration process.
* Worked with various program coordinators to add and develop programs of study.
* Helped students make course selections associated with their respective major.

**Grey Mackenzie Restaurant International-ISL** **(2004-2006)**

*Restaurant General Manager*

* Maintained expenses below budget through planning, ordering, wastage control, and cost effective operating procedure.
* Prepared monthly payroll, petty cash reports, and cash deposits.
* Conducted company orientation of newly recruited restaurant staff.
* Provided 100% CHAMPS satisfaction. Analyzed profit and loss reports.

**Zimmer Pakistan (Pvt.)-ISL** **(2002-2004)**

*Regional Manger (North)*

* Manage the coordinate retails sales activities in metro and remote regional areas.
* Conducted market stock verification and examination at custom.
* Responsible for documentation and custom clearance of shipment.
* Ensured timely and proper contracting of land and maintenance of contracts in Islamabad and Peshawar.

**Education**

**Karachi University-KHI** **(2002-2004)**

Masters in Accounting

**Asian Management Institute-KHI** **(1999-2002)**

Bachelors in Finance

**Bahria College-KHI** **(1997-1998)**

HSC in Pre-Engineering

**Skills**

Proficient in MS Office and Internet.

**Personal**

Single, Born March 15, 1979, Pakistani Citizen

* + 1. **THE CLASSIC RESUME TEMPLATE**

Let’s look at the various sections in the classic resume template.

**Personal Details**

* Include information such as name, home address, phone number, email address, and date of birth.
* If you have a home page, you may include it. Make sure it isn’t too personal though.
* Avoid using email addresses that are not professional enough (for example, snoopy@peanuts.com)

**Education**

* Include this section at the beginning if you have just graduated.
* If you are experienced, you can include this section towards the end, after your employment history.
* List places of education where you have studied. The most recent educational qualification should come first. Include subject options taken in each year of your course, if relevant. Do not list all your courses.
* Include any special project, thesis, or dissertation work, if relevant.
* Add any vendor certification or course.

**Career Objective:**

* Don’t use an objective unless it explains something the employer would not already assume from your educational background or work experience. If you use an objective, it must be succinct and specific.
* Example: Good, Specific Objective Statement

 A research role in an investment bank to capitalize on MBA in finance.

Why is it a good objective statement? The objective states specifically what a finance graduate wants to do.

* Example: Week Objective Statement

 A career in finance offering opportunity for promotion.

* Why is it a week objective statement? The statement doesn’t provide any helpful information, as it is assumed that a finance graduate is likely to want a finance job and anyone would want promotion opportunities.

**Summary of Qualifications or Profile:**

As an alternative to an objective statement, you can write a brief Summary of Qualifications or Profile that includes the three or four skills or selling points most relevant to the current position you are applying for. The Profile can be broader and include traits or attributes and skills.

**Example:**

* Planned, budgeted, and managed development of products from inception to final production.
* Hired, developed, and supervised results-oriented technicians.
* Organized and coordinated the R&D, marketing and market research teams for key projects.
* Established procedures for managing and controlling projects.
* Supervised 15 associates and effectively developed career progression plan.
* Assisted in the creation of a consumer market education policy and new employee orientation programs.
* Initiated and managed HR programs for a broad variety of population.
* Acknowledged for outstanding dedication and follow-up.
* Developed project with attention to details and timely, cost-effective high quality results.

**Interests**

* Employers will be particularly interested in activities where you have leadership or responsibility, or team player abilities
* A one-person interest, such as stamp-controlling, may be of less interest to the, unless it connects with the work you wish to do. Give only enough details to explain.
* If you have published any articles, jointly or by yourself, give details.
* If you have been involved in any type of volunteer work, do give details.
* Specify your ability in other languages, computing experience, typing speed etc.
* You can also include your driver’s license here.

**References:**

* Usually provide two names as references – one from your place of study, and one from any work situation you have had.
* In case this does not apply, then you could provide the name of an older family friend who has known you for some time.
* Give the references’ day and evening phone numbers, if possible.

Now let’s learn about the Work Experience section within the resume. This section is the backbone of any professional’s resume.

**Work Experience:**

List the job title, the company, the dates, and locations in the same order and with the same format for each job described.

List your most recent experience first. Provide the name of your employer, job title, and what you actually did and achieved in that job. Include part-time work too.

|  |  |
| --- | --- |
| **DO’S** | **DON’Ts** |
| **Example: DO**January 2003 to March 2005 Accountant – Rocket and Roux, Accountant, BangkokThis firm employee 35 accountants and is affiliated with the Oriental Group of Companies in Bangkok. Five of Bangkok’s top 20 companies are clients and the annual turnover is in excess of $200,000.Then, break down your job responsibilities. You do not have to list all the things you have done. List only the relevant responsibilities.**Example:**Responsibilities handled by the accountant* Managed accounts for several medium-sized clients and added 30 new clients.
* Managed a team of six for 18 months. All projects completed within time frame and budget.
* Mentored two graduate recruits during their fast-track professional development program, who both completed the program with “excellent” ratings.
 | **Example: DON’T**January 2003 to March 2005 Accountant – Rocket and Roux, Accountants, BangkokExamine this information from the employer’s prospective. Rocket and Roux could employ 3, 30 or 300 staff; have a turnover equivalent to US $200 000 or several millions. An Accountant could have been dealing with small, medium or corporate clients.**Note:**The employer needs clear information to be able to evaluate the usefulness of your experience in meeting their needs.Include factual statements. |

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| * Always start by an action.
* Avoid statements that might be considered your subjective opinion or considered debatable.
* Use bullets points versus paragraph which can prevent you from being wordy.
* Minimize use of filler words such as “the” or “a”.
* Minimize use of “I” in resume, since it is implied throughout.
* Customize the content according to the field you are seeking. If changing fields, focus on your transferable skills rather than on detailed descriptions of your previous roles.
* Showcase your career progression. Progression will reveal your potential to the employer.
* If you change career directions, make sure you support it with solid explanations as to why you did this.
* Present your experience and achievements adequately. For example, in managerial roles, you should show that you do not need to be micromanaged and have the confidence and experience to make decisions.
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* 1. **RESUME ORGANIZATION**
		1. **RECHECKING & ORGANIZATION OF RESUME**

After you fill out information in the various sections, recheck your resume. Make sure it looks professional and only contains relevant experience to help draw your profile. Your resume must look good, clean, and easy to read!

**Layout**

The potential employer should be able to identify the important information when skimming through the resume.

**Be consistent**

* Check font size and type, headings, spacing, justification, margins, columns, bullets, etc.
* Justify text judiciously – the effect isn’t always very attractive.
* Don’t overuse capitalization, italics, underlining, or other emphasizing features.
* Keep the number of fonts you use to minimum two at the most. Choose a font that is easy to read: Times New Roman 10 to 14 font size, or Arial 10 to 12 font size.

**Keep it concise**

Keep it as short as possible, focus on relevant information. In the US, it is highly recommended to keep your resume to 1 page and add 1 extra page to your resume with every 10 years of experience. The British and Australian usually have resumes 2-3 pages long.

**Avoid spelling mistakes and choose your words**

* Don’t use words that you are unfamiliar with.
* Choose your words carefully and make sure you did not confuse words that are similar. i.e., personal (private) vs. personnel (staff members). Role (a character assigned or a function) vs. roll (to revolve).
* Perform a spell check on your finished resume.

**Avoid punctuation mistakes**

* Be consistent with your punctuations.
* Check for periods at the end of all full sentences.
* Avoid using exclamation marks.

**Avoid grammatical mistakes**

* Don’t switch tenses within your resume. The duties you currently perform should be in the present tense (i.e., write reports). The duties you performed in previous jobs should be in the past tense (i.e., wrote reports).
* Capitalize all proper nouns.
* When expressing numbers, write out all numbers between one and nine (i.e., one, five, seven), but use numerals for all numbers 10 and above (i.e., 10, 25, 108).
* If you begin a sentence with a numeral, spell out the numeral (i.e., Eleven services awards won while employed).
* Make sure your date formats are consistent (i.e., 06/01/2005 or 6 January 2005. Choose one format and stick with it).

**Presentation**

* Don’t overcrowd your resume; allow for plenty of white space.

**FINAL WORD**

* Critique your resume thoroughly. Are your skills and strengths sufficiently showcased? Is it obvious to someone reviewing your resume?
* Short listing is based on results and successes – ensure that these are evident in your resume.
* Review your resume from the employer’s perspective. You’ll find at least three improvements to strengthen your resume.
* Once you think your resume is good as it possibly can be, get final feedback from an honest friend or a professional.

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| **Application Forms**Complete the application forms thoroughly, according to the instructions. Always present your experience substantiated by providing concrete examples.**Cover Letter**Unless you have something interesting to say, don’t write a cover letter. You could send a formal email with few sentences that conveys your key messages. You can incorporate your career objectives and emphasize you interest for a specific company and position.**Always Remember**Your CV should be a well-crafted marketing document. Your resume should be customized after research the company and have a solid understanding the competencies associated to be successful in the position you are applying for.The resume should be a working document that you regularly reviewed. |

Resume is an important document that is the basic and most important step in order to get recruited. Therefore, while writing a resume it should be kept in mind that there is a job at stake. All the above mentioned details about resume if followed will help an individual to develop an effective resume.

Thank you for going through the manual.

In case of queries, please contact CDC NUST.

Mrs. Atiya Zulfiqar

DD (CDC)

Career Development Centre, NUST.

051-90851211.