RESUME WRITING

RIVERSIDE COUNTY HUMAN RESOURCES

Learning & Organizational Development

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WHAT IS A RESUME?

- Overview of your experience

- Helps create a first impression

- Establishes qualifications and credentials

- Highlights specific, relevant background

- Must be a dynamic, evolving document
  - (specific to the position you are applying for)

COUNTY RESUME

County resumes are different than private industry resumes.
Get noticed - update your resume!

- Multiple pages

- Focus on KSA's

- Personalized to your experience (don't copy and paste job description)

- Details, details, details!

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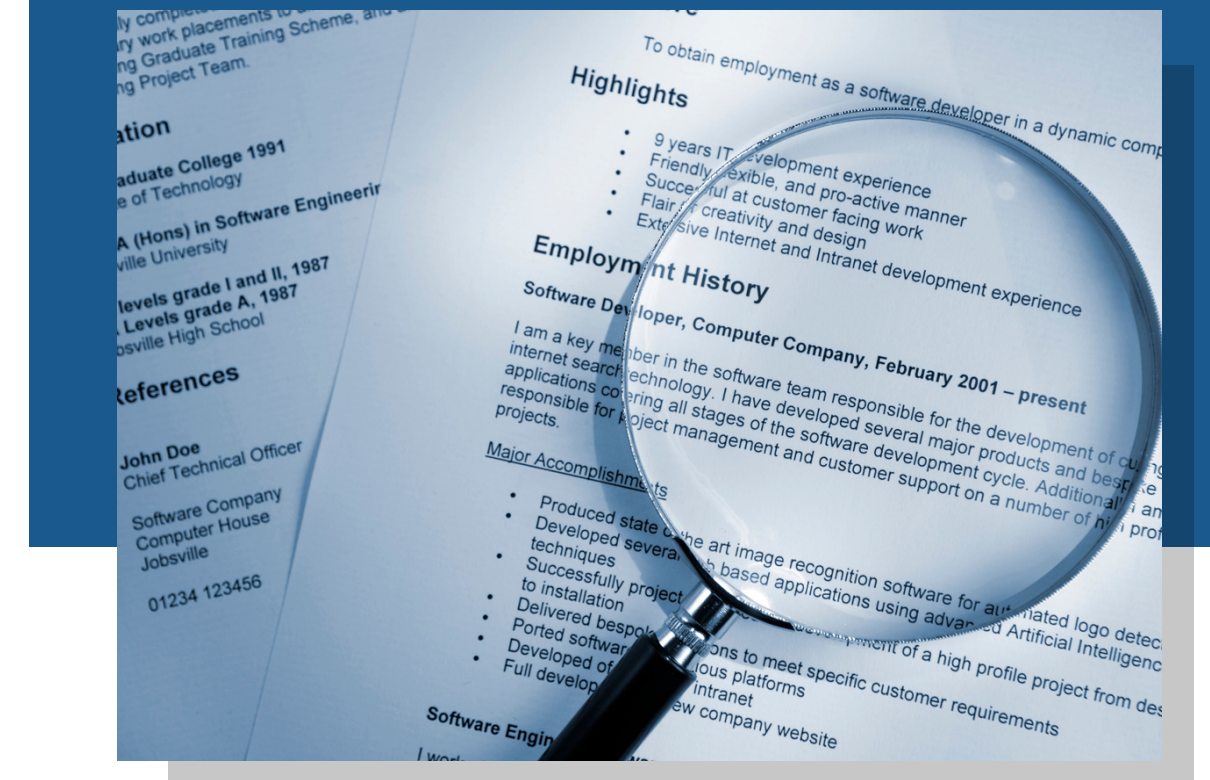
FORMAT

Reverse Chronological

- Easy to read, most common, preferred by County

- Most recent work experience to oldest

- Effective when education and experience is relevant to the position

BULLET POINT RESUME

Ima Student
900 University Blvd. Riverside, CA 55555
(951) 555-0000 | xxxx001@university.edu | linkedin.com/in/yourname

OBJECTIVE
To secure a Human Resources Technician position with the County of Riverside

EDUCATION

University Name	June 2017
Bachelor of Science, Public Administration, Concentration: Human Resources	GPA 3.8

RELEVANT COURSEWORK
Public Sector Human Resources Management, Management of Public Organizations, Public Administration Theory and Practice, Program Evaluation, Administrative Regulation, Research Methods in Public Administration

RELATED EXPERIENCE

County of Riverside Human Resources, Riverside, CA   January 2015 – Present
Human Resources Intern
- Collaborate with Human Resources Analysts to conduct position evaluations and job analyses
- Determine the most effective recruiting strategies for open and upcoming recruitments
- Process candidate request forms, open requisitions in applicant tracking system (TAM) and create quality ranking screening questions

Career Center, Riverside, CA   September 2013 - June 2014
Peer Advisor
- Assisted students during drop in hours with job search resources, resume writing, and interview skills
- Promoted recruitment events on campus via Facebook, LinkedIn, and Twitter
- Worked with the Career Center to assist with coordinating on campus interviews

Senior Project, University, Riverside, CA
- Researched how technology has been adapted by employers to streamline recruitment efforts
- Analyzed how the Dept. of State restructured the Foreign Service Officer Exam from paper to computer based exam

LEADERSHIP EXPERIENCE

University Chapter of Society of Human Resources Management, Riverside, CA   September 2014 – June 2015
Vice President
- Compiled and created Annual Business Report and submitted final copy to the National Chapter
- Managed membership, recorded activities, and contacted employers to support organization's effort

WORK EXPERIENCE

Starbucks, Riverside, CA   September 2014 – January 2015
Barista/Shift Supervisor
- Provided outstanding customer service in fast-paced environment
- Prepared various beverages maintaining the highest standards of product quality, accuracy, and consistency
- Followed up with baristas during shift to ensure quality of services
- Assisted manager with opening and closing duties, including cash handling and balancing drawer

SKILLS
Computer: MS Office-Word, Excel, PowerPoint, Access; Adobe Photoshop, PeopleSoft
Language: Bilingual - English and Spanish

HONORS AND ACTIVITIES

Dean's List, University	2013, 2014, 2015
Member, American Society of Public Administration	2014-Present

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PARAGRAPH RESUME

IMA STUDENT

900 University Blvd. Riverside, CA 55555
Riverside, CA 55555
xxxx001@university.edu
Cell Phone: (951) 555-0000
Work Phone: (951) 955-XXXX

EXPERIENCE

January 2015 - Present
Human Resources Intern
Educational Support Program
County of Riverside

Collaborate with Human Resources Analysts to conduct position evaluations and job analyses. Determine the most effective recruiting strategies for open and upcoming recruitments. Process candidate request forms, open requisitions in applicant tracking system (TAM) and create quality ranking screening questions to match desired departmental qualifications. Edit job specifications to post open positions on industry specific job and internship boards including targeted associations and college databases. Communicate with college and university representatives to disseminate job postings to select programs. Use online testing site (SHL) to review test scores and administer required tests. Review candidate qualifications in TAM to identify most qualified candidates to refer to hiring departments.

September 2014 – January 2015
Barista/Shift Supervisor
Starbucks, Riverside, CA

Provided outstanding customer service in fast-paced environment. Prepared various beverages maintaining the highest standards of product quality, accuracy, and consistency. Followed up with baristas during shift to ensure quality of services. Assisted manager with opening and closing duties, including cash handling and balancing drawer. Translated orders from Spanish to English.

September 2013 – June 2014
Peer Advisor
Career Center
University

Counseled students during drop-in advising and one-on-one appointments to coach them on resources available, critique resumes, offer advice on issues related to careers, graduate school, job search, internships, and community service opportunities in various fields. Delivered Career Center "Overview of Services" workshops to large groups of students. Collaborated with employers and Career Center professional staff to assist with coordinating and scheduling on-campus interviews in Symplicity

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IMA STUDENT

database. Learned and utilized new and upcoming technology and programs such as social media tools including LinkedIn, Facebook, and Twitter.

LEADERSHIP EXPERIENCE

September 2014 – June 2015
Vice President
University Chapter of Society of Human Resources Management, Riverside, CA

Compiled and created Annual Business Report and submitted final copy to the National Chapter. Managed continuously changing membership and contact information with Microsoft Access. Corresponded with members on a regular basis using LinkedIn and Facebook. Recorded activities and hours that members contributed at events on Excel spreadsheet. Contacted employers to support organization's effort including introducing the first annual Human Resources Forum on University campus. The event successfully drew over 100 students and 15 human resources professionals with a variety of specialties from private industry and public agencies.

COMPUTER SKILLS

PeopleSoft, TAM, SHL, NeoGov, Microsoft Outlook, Word, Excel, PowerPoint, Access, Adobe Photoshop, Symplicity Database, Facebook, Twitter, LinkedIn

LANGUAGE SKILLS

Bilingual – speak, read, and write both English and Spanish fluently

EDUCATION

Bachelor of Science, Public Administration, Concentration: Human Resources
University Name
Expected Graduation June 2017
Completed 120 Units

RELEVANT COURSEWORK

Public Sector Human Resources Management, Management of Public Organizations, Public Administration Theory and Practice, Public Budget and Finance, Program Evaluation, Public Financial Management, Administrative Regulation, Research Methods in Public Administration

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CONTACT INFORMATION

- Name
- Address
- Professional Email Address
- Phone (work and personal)

Tips:
- Create Professional Voicemail Message
- Set Social Media to Private

EXAMPLE:

Ima Student

900 University Blvd.

Riverside, CA 55555

imastudent001@gmail.com

Cell Phone: (951) 555-XXXX

Work Phone: (951) 955-XXXX

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OBJECTIVE

Optional - Not Usually Needed for the County
Clear, concise statement of your immediate objective

Unprofessional Objective

"Dear County of Riverside Human Resources: I am a 21-year-old single mother, and I would like any position that you think I am qualified for."

Professional Objective

"Seeking position as a Child Support Specialist. Willing to re-locate to work in the desert cities. Knowledgeable in interviewing techniques and experienced in customer service."

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EDUCATION

- School name
- Major, minor and concentration
- Any college degrees obtained, or units completed
- GPA if relevant or required
- Graduation date or expected graduation date
- All relevant college coursework
  - include unit info as it can increase your competitiveness
- Professional licenses (especially if required)
- Occupational training programs

EDUCATION

University Name
Bachelor of Science, Public Administration, Concentration: Human Resources
Expected Graduation June 2024
Completed 120 Units

EXPERIENCE

- Jobs, internships, leadership roles, research
- Most recent first with title, organization, division, location and dates
- Describe responsibilities with action verbs and KSA's
- Include month and year for all employment and education
- Detailed employment information
- Use industry language, numbers and describe accomplishments
- Avoid personal pronouns (I, my, or me) and using the third person (she, he)
- Watch verb tense - present tense vs past tense
- Focus on projects you completed that are relevant to the job you are applying for

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DETAILS, DETAILS, DETAILS

When you only provide a limited amount of information a recruiter does not have the tools to determine if you are a competitive candidate.

Example:
Experience for a Maintenance Scheduler/Fleet Dispatcher

- *Office automation, data entry and general administrative duties. Dispatch and maintenance scheduling of fleet of over 130 vehicles.*

This person probably has clerical skills such as filing, reporting, and computer knowledge of multiple frequently used office programs including a wide knowledge of office equipment, customer service skills and experience. However, none of this can be seen with the limited amount of information provided.

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TASK STATEMENT

| Performs what action (verb) | → | To whom or what (object of verb) | → | To produce what output or expected goal. | → | Using what tools, equipment, knowledge, or skills. |

KSA's

What are my **Knowledge**, **Skills** and **Abilities**?

<u>EXAMPLE:</u>

Senior level manager at a corporate Fortune 500 company with experience in the **management** of **retirement services** and **banking operations**, **public relations**, **customer service**, **communications**, **retirement education**, **investments**, and the **development of client/member educational training programs**. Proven ability to work within a senior management team in a dynamic office setting, **motivate staff**, promote a **team building** environment, and **represent the organization in a professional and positive manner** to others in the industry, public officials, the general public, and other parties.

Resource: **https://www.onetonline.org/**

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KSA's CONTINUED

Example of describing a caregiver position with **Knowledge**, **Skills** and **Abilities**

Original:

"Washing my grandfather's clothes, making sure he took medicine, helped with shopping, made breakfast, lunch, and dinner, cleaned his room."

Improved:

"Responsible for **assessing**, **planning**, and **organizing** daily household needs such as the following: **collecting**, **sorting**, and **washing** laundry, **ensuring proper medication** is **administered** on a daily basis, and meal **planning and maintaining a nutritious diet**."

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SKILLS

- Typically included at the end
- Technology, language & special skills
- Soft skills (great communicator, team player, detail oriented, etc.) should be described in experiences
- List skills in order of relevance

COMPUTER SKILLS

PeopleSoft, TAM, SHL, NeoGov, Microsoft Outlook, Word, Excel, PowerPoint, Access, Adobe Photoshop, Symplicity Database, Facebook, Twitter, LinkedIn

LANGUAGE SKILLS

Bilingual - speak, read, and write both English and Spanish fluently

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SPECIFIC SKILLS

TECHNICAL SKILLS
Software: ViewLogic, SolidWorks, ABAQUS, MatLab/Simulink, AutoCAD, PSpice
Programming: JAVA, C/C++
Operating Systems: Windows XP/NT, Unix (BSD, Solaris, Linux)

LABORATORY SKILLS

SDS-PAGE	PCR/Cloning	ELISA
Electrophoresis	Spectrophotometry	Computer Data Analysis
Amino Acid Analysis	DNA/Extraction/Quantification	Microscopy

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FORMATTING

- Name on all pages
- Use page numbers
- 10-12 point size, standard font
- Margins are 1/2 inch to 1 inch
- Make sure it is free of spelling and grammatical errors
- Avoid shading, graphics
- Use bold sparingly
- Be consistent
- Focus on transferrable skills, specific accomplishments, use numbers
- Don't include photos
- Don't include your age, gender, ethnicity, marital status, social media accounts, etc.
- Don't include references
- Save as a PDF

COVER LETTER

- Include if required or requested

- Typical for high-level positions

- Enhances resume information

- Include an attention grabbing statement

- Introduce yourself, current situation, and include how you would be an asset to the department

- Match your experience with what they seek

- Illustrate your knowledge of the company

Professional Cover Letter

✉ your.name@gmail.com 📞 (123) 456-7890 📍 142 Your Address Blvd, City Name, CA 12345

Hiring Manager's Name
341 Company Address
Palo Alto, California 94301
(555) 239-5678
hiring.manager@gmail.com

Dear [Hiring Manager's Name],

I'm writing to apply for the Restaurant Manager opening at MOD Sequel. I have more than five years of experience managing restaurants and bars, and my professional expertise aligns closely with the responsibilities outlined in your job advertisement.

In my role as a Restaurant Manager for Bar Louie, I proved to be an efficient, enthusiastic, and strong leader. My value quickly became apparent to Bar Louie's shareholders after I single-handedly trained and prepared the entire waitstaff for opening night and beyond. Not only did our team meet sales goals each month for the first year, but the down payment for the property was even paid back after the first six months operating.

MOD Sequel would benefit from my skills in the following areas:

- Eye for excellence and high level of standards
- Strong work ethic and leadership skills
- Positive attitude even under pressure

I believe MOD Sequel will be a great success for many years to come, and my extensive expertise will help ensure your establishment succeeds well into the future. My time spent in this industry has prepared me for such an opportunity, and I sincerely hope I can contribute soon as a member of your team.

It would be a privilege to discuss your Restaurant Manager position in more detail. I'm happy to come by whenever it's most convenient for you. Thank you for your time, and I'm looking forward to hearing from you.

Sincerely,

[Your Name]

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thank you!

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