

# RESUME WORKBOOK

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## NAME

Full Address

Phone number/e-mail

LinkedIn URL (if available and ready)

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## HIGHLIGHTS OF QUALIFICATIONS (optional/job specific)

This section is helpful if you know who you are sending your resume to or if you have a job posting that you can use to tailor this section. Aim to have 4-6 points.

Although this section appears first on the resume, it is recommended that you write it last, so you can reflect on your experiences and decide which skills and strengths are suitable to highlight for your intended audience.

### Ideas of what you can include:

- # of years experience related to the position (if applicable), or speak to any of your strengths
- credentials/training/education relevant to the position
- One or two skills/strengths with qualifying statements to back it up
- Skills/strengths or knowledge relevant to the position
- Work ethic or values or technical skills relevant to position

### Example:

- Experience adapting to new environments with ease and ability to learn quickly
- Certified in First Aid and CPR, and completed course in research methods
- Proven leadership capabilities gained through roles as a peer mentor, soccer coach and camp counsellor
- Effective time management and organizational skills enhanced by balancing full time courses and several extra-curricular activities
- Fluent in \_\_\_\_\_ (languages)

Try to write your highlights for a job or volunteer opportunity that you would like to apply to

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## EDUCATION

It is important to highlight the value of your education by highlighting skills or knowledge you have gained including transferrable or program related skills, including any relevant courses/projects.

### What you can include:

**Bachelor of** \_\_\_\_\_ year – present  
 Major area of study; minor  
 McMaster University, Hamilton, ON

- Add any relevant courses taken with a brief description
- Add research/projects undertaken with brief description or results if possible
- Add academic awards if significant

### Example:

**Bachelor of Arts, History** \_\_\_\_\_ 2018-Present  
 McMaster University, Hamilton Ontario

- Broadening understanding of the structure of historical information and research process
- Critically evaluating information through synthesizing research and preparing formal reports
- Presenting research findings in front of peers ranging in size from 20-100 students
- Deans Honour List (+80% 2 consecutive years)

What would you write for your Education Section?

**Bachelor of** \_\_\_\_\_ year – present  
 Major area of study; minor  
 McMaster University, Hamilton, ON

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## EXPERIENCE

All experience counts! Whether it is summer work, full time, part-time, co-op, internship, field placement, job shadow or volunteer, it all adds to your value. Consider what skills you gained and how it could add value to future employers instead of focusing on the tasks or job duties. You can divide your experiences into different sections (ie. **Volunteer Experience**, **Work Experience**, **Extra-Curricular Experience**, etc.) if it makes sense for you. Include any short-term experiences (1 day, annual, job shadow) – it all adds up!

**Below is a recommended format with ideas of what you can include**

**Position Title** (in bold) (summer) Dates

Name of company or organization, city, province

- Use 1-2 lines to describe your relevant activities in that position
- Use action verbs to give your one-liners more impact
- At least one of the one-liners should describe an initiative you took or an achievement you had with results
- Consider using SAR formula (situation, action, result)
- Emphasize your transferable skills (leadership, organization, team work, etc.)

### Example:

Customer Service Representative 2019 - Present

Tim Hortons, Hamilton ON

- Recognized for strong customer service orientation and knowledge of operational procedures; recipient of multiple monthly service awards
- Assumed lead role in merchandising of seasonal displays, increasing non-food sales by 20% in a six-month period
- Selected to train peers on new smart card technology based on quick grasp of initiative
- Broadened scope of role to include inventory tracking and weekly supply orders

Try to re-write one of your experiences according to the recommended format using accomplishment statements:

**Position Title** (in bold) Dates

Name of company or organization, city, province

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\*note write as many bullet points as you need to highlight your achievements in each of your experiences, but also keep it in proportion with other experiences.

\*\*tip: try starting with an action verb that highlights your skill instead of writing that you developed a skill:

- ✓ Collaborated with team to...
- × Developed collaboration skills by...

<b>EXAMPLES OF RESUME SECTION TITLES</b>		
<b>Objective</b> Career Objective Professional Objective Career Focus Career Goal	<b>Profile</b> Key Competencies/Skills Highlights of Qualifications Career Profile Professional Qualifications Professional Profile	<b>Education</b> Academic Background Training Professional Education Additional Training Professional Development
<b>Experience</b> Relevant Experience Employment History Work Experience Additional Experience Professional Background Professional Experience	<b>Other Skills</b> Projects Career-Related Skills Computer Skills Technical Skills Certifications Specialized Skills	<b>Achievements</b> Accomplishments Awards Recognitions Scholarships
<b>Professional Affiliations</b> Associations Professional Memberships Professional Associations Memberships Affiliations	<b>Activities/Interests</b> Community Involvement Volunteer Activities Related Activities University Activities Professional Interests	<b>Academic Presentations</b> Publications Conferences Attended Conferences/Conventions Papers Presented Professional Presentations

**Step I: Begin  
with an action  
verb**



**Step II: Include details of  
what you did: who, what,  
where, how, how many?**



**Step III: What was the  
result, purpose or  
benefit?**

- × Provided customer service
- ✓ Offered excellent customer service to 20 clients which resulted in the creation of a loyal customer basis and an increase in store sales

