



JOBSHOP RESOURCES:

- WisconsinTechConnect.com
- Resume and cover letter reviews
- Job search advice
- Mock interviews
- Computers available for job search
- Job fairs & On-campus recruiting
- Internships/Work Study

JOBSHOP - S114

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jobshop@matc.edu

TO ACCESS WISCONSIN TECHCONNECT:

www.wisconsintechconnect.com

Follow the prompts under:
"Students Get Started"

Resume Review Information

Email your resume to us at jobshop@matc.edu and in the body of the email, tell us your student ID, program, the type of jobs you are seeking, and how you will use this resume. Resumes must be a Microsoft Word document.

An Employment Specialist will email you feedback.

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RESUMES

An effective resume describes your education and experience in relation to the job to which you are applying. You will often make your first impressions on employers through your writing and those impressions should be outstanding. Your resume is a written snapshot that clearly supports your career goals. Review and tailor your resume to highlight your skills as they relate to a specific position. Information on the resume should be presented in order of relevance to the position.

DEVELOPING A RESUME

1. Analyze the job description for skills and abilities

Review job descriptions for the skills and abilities that employers are seeking. Read through the descriptions and highlight the required skills, attributes and qualifications. Use these words in your resume.

2. Create a list of accomplishments

Take some time to think about your accomplishments, the things you do well and enjoy doing. Include education/training, volunteer opportunities, work experience, projects, and group/team activities. Describe in detail what you did, what equipment you used and what happened. Quantify your results, if possible, and use commonly understood terminology. Identify the personal strengths and skills that you used to achieve your accomplishments. Do not be humble. This is your chance to promote your skills and abilities.

3. Analyze experiences for relevant skill area

Analyze your experience to identify your skill areas as they relate to the types of positions to which you are applying.

4. Write descriptive phrases

Using action verbs write short phrases to describe what YOU did that illustrates each skill. Be concise and specific. Arrange the descriptive phrases in order of relevance to the position to which you are applying.

5. Choose the appropriate format

Avoid using resume templates that come with word processing applications. They are inflexible and often prohibit you from moving sections around or modifying headings. Be sure to choose the resume format that best presents your background and qualifications. Samples of different resume formats can be found on pages 6 and 7 of this packet.

Use a Resume to:

- Respond to an advertised job vacancy
- Express interest in a company after you have researched an organization
- Present to a potential employer at the time of an interview
- Reinforce a personal contact you have already established with an employer
- Submit to employers before on-campus interviews

Resume Tips for First Year Students:

- If you are a recent high school graduate, it is acceptable to include work experience, leadership or highlights of activities and accomplishments from high school. As you progress in your program, be sure to highlight skills and knowledge gained in your college courses.
- If you don't have much work experience, you can include other information that highlights your skills and abilities. Think about "transferable skills." What skills will you need to be successful on this job? Do you have them? Emphasize these attributes on your resume.

Sending Resumes and Letters Electronically:

- When submitting a resume via an organization's website, use the formatting recommended by the website.
- To send your resume via email, find out the employer's format preference when possible (Word, PDF). Although some recruiters accept attachments, others prefer your resume be included in the text of the email message. In the body of the email, do not use bold, underlining, bullets, distinctive fonts, colored text, or html codes. Send it electronically to yourself or to a friend to see how it will look.
- Unless you are told otherwise, include a cover letter. Send both the resume and cover letter in an email message. The cover letter should appear first.
- Give the document a name the recruiter will associate with you, such as "MillerJennifer.doc." This will enable a recruiter to find your resume once it is saved on a computer. Don't name the document "Resume.doc."

Developing a Scannable Resume:

Some large employers collect and make resume information accessible utilizing resume database tracking systems. They scan incoming resumes into a database (sometimes letters too) and when they have openings, retrieve resumes using relevant keywords.

- It is permissible to ask an employer if you should provide a scannable resume. Some companies will indicate on their website if they scan resumes and even give tips on how to format your resume.
- Include industry or job-specific keywords, especially relevant skills, understandable abbreviations, major, fields of study, experience (e.g., marketing research, java, html, sales, gel electrophoresis).
- Use a 10-12 point font size.
- Avoid underlining and casual or unusual fonts. Look at the overall readability of the font you select. Is it easy to read?

INFORMATION TO INCLUDE ON YOUR RESUME

Component	Basics	Comments
Identifying Data	At the top of the page: Name, e-mail address and telephone number (include area code). Could consider adding LinkedIn profile link and links to online portfolios.	Ensure that your name is on your voicemail and your message and your email address are appropriate for a potential employer.
Professional Summary	The professional summary should follow your name, e-mail address and telephone number at the top of your resume and should indicate the skills that you can bring to a specific position.	This is your opportunity to capture the reader's interest and distinguish yourself from other applicants. This section should be no longer than a few sentences.
Skills	List foreign languages, computer skills, office skills, lab techniques or transferable skills.	Focus on skills as they relate to the position to which you are applying.
Certifications	List any certifications relevant to the industry in which you seek employment.	Only list certifications that are current and recognizable in your profession.
Education	Name of school, degree received, graduation date (Month, Year) or projected graduation date or dates of attendance if no degree was obtained. May chose not to include dates if degree is not recent.	Honors and grade point information (if above a 3.5) is recommended in this section. If you attended more than one school, list the most recent first. It is not always necessary to list all of the schools you have attended. You may list any additional training you have had in this area.
Work Experience	List paid or military experience. Emphasize duties, responsibilities, skills, abilities and accomplishments appropriate to the position to which you are applying. Include your job title, the name of the company and dates of employment.	In addition to describing job functions, identify your achievements and contributions to the position. Try to quantify results.
Internship/Field/Clinical Experience	Create separate section to showcase your Internship/Field/Clinical Experience. Create bullet points as you did in your work experience section to highlight responsibilities.	Internships and experience that meet school requirements are relevant and valuable to include.
Community/ Volunteer	List offices held, organizations, projects and the skills demonstrated.	If the setting is political or religious, you may want to use generic descriptions (i.e. Youth Leader for Church, Speech Writer for City Council Candidate)
Activities / Interests	In order of importance, list student activities/organizations, professional associations and committees in which you have participated. List any offices held and indicate the skills you gained.	Indicate activities and interests that show leadership, initiative or pertain to your career interests.

PROFESSIONAL SUMMARY:

Having a professional summary at the top of the resume can be very useful in demonstrating what you are able to offer to an organization. It gives you an opportunity to highlight the skills that would be beneficial in the specific position to which you are applying.

Do not be vague. Steer clear from statements that say nothing substantial about your career skills (e.g., "Experienced professional with exceptional skills").

Keep it concise and targeted. Hiring managers often sort through hundreds of resumes to fill one job opening.

Professional Summary Example:

Compassionate Emergency Department Registered Nurse able to make critical decisions in a high-stress environment. Team player looking to utilize strong documentation, triage and exceptional patient care skills in the field of emergency medicine.

RESUME DO'S AND DON'TS:

- Use good quality paper
- Be specific in your professional summary
- Use a readable font and print on a laser printer
- Emphasize results produced, significant achievements and recognition from others
- Quantify when possible and use specific examples
- Check the spelling of every word and make sure grammar and punctuation are correct
- Have someone else proofread your resume
- Get feedback from several people
- Begin phrases with action verbs such as "Developed," "Initiated," etc...
- Be truthful about your accomplishments



DO

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- Use resume templates
 - Begin phrases with "I" or use complete sentences
 - Include personal information such as marital status, social security number, age or national origin
 - Use flashy graphics or colored paper (unless you are applying for design, art or creative positions)
 - Mention controversial activities or associations
 - Exaggerate your experience
 - Include references



DON'T

VERB LIST FOR RESUMES AND LETTERS

MANAGEMENT SKILLS	RESEARCH SKILLS	FINANCIAL SKILLS	CLERICAL OR DENTAL SKILLS	HELPING SKILLS
administered	clarified	administered	approved	assessed
analyzed	collected	allocated	arranged	assisted
assigned	critiqued	analyzed	catalogued	clarified
attained	diagnosed	appraised	classified	coached
chaired	evaluated	audited	collected	counseled
consolidated	examined	balanced	compiled	demonstrated
contacted	extracted	budgeted	dispatched	diagnosed
coordinated	identified	calculated	executed	educated
delegated	inspected	computed	generated	expedited
developed	interpreted	developed	implemented	facilitated
directed	interviewed	forecasted	inspected	familiarized
evaluated	investigated	managed	monitored	guided
executed	organized	marketed	operated	motivated
improved	reviewed	planned	organized	referred
increased	summarized	projected	prepared	
organized	surveyed	researched	processed	CREATIVE SKILLS
oversaw	systematized		purchased	acted
planned		TEACHING SKILLS	recorded	conceptualized
prioritized	COMMUNICATION SKILLS	adapted	retrieved	created
produced	addressed	advised	screened	customized
recommended	arbitrated	clarified	specified	designed
reviewed	authored	coached	systematized	developed
scheduled	collaborated	communicated	tabulated	directed
strengthened	convinced	coordinated	validated	established
supervised	corresponded	demystified		fashioned
TECHNICAL SKILLS	developed	developed	MORE VERBS FOR ACCOMPLISHMENT	founded
assembled	directed	enabled	achieved	illustrated
built	drafted	encouraged	expanded	initiated
calculated	edited	evaluated	improved	instituted
computed	enlisted	explained	pioneered	integrated
designed	formulated	facilitated	reduced (losses)	introduced
devised	influenced	guided	resolved (problems)	invented
engineered	interpreted	informed	restored	originated
fabricated	lectured	instructed	spearheaded	performed
maintained	mediated	persuaded	transformed	planned
operated	moderated	set goals		revitalized
overhauled	negotiated	stimulated		shaped
programmed	persuaded	trained		
remodeled	promoted	expedited		
repaired	publicized			
solved	reconciled			
upgraded	spoke			
	translated			
	wrote			

Chronological Resume Format

This resume format lists your background in a reverse chronological sequence, starting with the most recent position. You may arrange your headings in various ways, depending upon what aspects of your background you wish to stress. **This format works best when your work, volunteer and academic experiences relate directly to the type of job to which you are applying.** It is preferred by most on-campus recruiters and business employers.

Doreen K. Johnson

www.linkedin.com/in/doreenkjohnson

114 East Main Drive
Milwaukee, WI 53214

(414) 555-1234
johnsond@yahoo.com

PROFESSIONAL SUMMARY

Experienced accounting professional looking to utilize good organizational skills and a strong background in spreadsheet processing and auditing in an Accounting Clerk role at Smith Corporation.

SKILLS

- Maintained general ledger
- Created financial reports
- Managed records and files
- Utilized QuickBooks
- Processed accounts receivable
- Reconciled accounts payable
- Provided exceptional customer service and support

EDUCATION

Milwaukee Area Technical College, Milwaukee, WI
Associate in Applied Science - Accounting
May 2019 - GPA: 3.6/4.0

WORK EXPERIENCE

Midwest Airlines Center, Milwaukee, WI

Clerk/Bookkeeper, January 2010 - Present

- Manage all accounts receivable and payable functions for the hotel operation
- Prepare daily, monthly and yearly balance sheets for auditing process
- Oversee daily cash control, prepare bank and credit card deposits
- Collect payments for customer billing and post to general ledger

Hyatt Hotel, Milwaukee, WI

Desk Clerk, October 2006 - December 2009

- Posted all room, tax and restaurant charges to individual accounts
- Typed memos and reports using Microsoft Office Suite Software
- Utilized computer to schedule reservations around the world for guests
- Communicated with guests and customers via a 10-line switchboard system

Grede Manufacturing, West Allis, WI

Production Clerk, June 2003 - September 2006

- Handled and resolved customer concerns in a professional manner
- Prepared financial statements using BANKO Accounting Software
- Provided clerical support for three department managers
- Reconciled budget expenditures and posted to appropriate accounts

VOLUNTEER EXPERIENCE

Falls High School

- Tutored students in statistics

Skills/Functional Resume Format

This resume highlights your most important skills or functions. Headings are built around these areas. Job titles, employers and dates of employment are listed in a brief section at the bottom of the page. This format allows you to highlight skills, knowledge and abilities relevant to the position regardless of where and when you obtained them. **It works well when your work experience is not directly related to your career goal, you are entering the job market for the first time or you are making a career change.**

Doreen K. Johnson

www.linkedin.com/in/doreenkjohnson

114 East Main Drive
Milwaukee, WI 53214

(414) 555-1234
johnsond@yahoo.com

PROFESSIONAL SUMMARY

Experienced accounting professional looking to utilize good organizational skills and a strong background in spreadsheet processing and auditing in an Accounting Clerk role at Smith Corporation.

SKILLS

- Maintained general ledger
- Created financial reports
- Managed records and files
- Utilized QuickBooks
- Processed accounts receivable
- Reconciled accounts payable
- Provided exceptional customer service and support

EDUCATION

Milwaukee Area Technical College, Milwaukee, WI
Associate in Applied Science - Accounting
May 2019 - GPA: 3.6/4.0

EXPERIENCE

Bookkeeping

- Managed all accounts receivable and payable functions for the hotel operation
- Prepared daily, monthly and yearly balance sheets for auditing process
- Oversaw daily cash control, prepared bank and credit card deposits
- Collected payments for customer billing and posted to general ledger

Clerical

- Posted all room, tax and restaurant charges to individual accounts
- Typed memos and reports using Microsoft Office Suite Software
- Utilized computer to schedule reservations around the world for guests

Customer Service

- Handled and resolved customer concerns in a professional manner
- Prepared financial statements using BANKO Accounting Software
- Communicated with guests and customers via a 10-line switchboard system

EMPLOYMENT HISTORY

Clerk/Bookkeeper	Midwest Airlines Center	Milwaukee, WI	2002-Present
Desk Clerk	Hyatt Hotel	Milwaukee, WI	2000-2002
Production Clerk	Grede Manufacturing	West Allis, WI	1995-2000
Job Cost Clerk	Mail Boxes, Inc.	Cudahy, WI	1991-1995

Cover Letter

Whenever you send out a resume, a cover letter must accompany it. The purpose of the letter is to personalize your resume for the employer and to enable you to elaborate more fully on your qualifications.

Date

Name

Your address

City, State Zip

Name of contact person

Title

Name of Organization

Street Address

City, State Zip

Dear **(contact name)**:

Opening Paragraph: Why are you writing? Capture Interest!

- Strong opening sentences to make the reader want to continue reading.
- Name the job to which you are applying. Tell how you learned of it.
- Mention the name of the person (if any) who referred you to the organization.
- Perhaps pose a question that zeros in on a high-need area for the employer.

Body Paragraph: Critical content section. Convince the reader of your skills.

- Acknowledge the skills required by the open position.
- State the skills/strengths you will bring to the job and that parallel those needed to fill the position.
- Give examples of skills/achievements and how they will transfer to the job.
- Comment on your knowledge of the company (their products, services, or special projects) and why you are interested in working for them.

Closing paragraph: Ask for an interview - identify the next step!

- Refer to submitted resume.
- State that you are available for a personal interview at his/her convenience.
- Make it easy for the person to contact you. List your phone number and times you may be reached. Even if it is on the resume, list it here again.

Sincerely,

(sign your name here)

Type your name here

Sample Cover Letter

June 1, 2019

Doreen Johnson
114 East Main Drive
Milwaukee, WI 53214

Ms. Stephanie P. Tate
Accounting Manger
Smith Corporation
P.O. Box 789
Milwaukee, WI 53210

Dear Ms. Tate:

I am very interested in the **(position title)** opportunity you posted on Milwaukee Area Technical College's Wisconsin TechConnect system. My MATC **(name of degree)** has given me the skills necessary to contribute to the continued success of **(add name of company you are applying to)**.

At MATC, I developed **(skills listed in the job description)**. With this background, I could help your staff members resolve problems and quickly fit into the department's work flow with little additional training. In addition, I have learned that your organization is seeking an individual with **(insert information from job description)** experience. I have **(length of time)** of **(matching experience)**. These skills will be beneficial in a business setting such as **(add company name here)** where teamwork is so important.

I welcome the opportunity to discuss my background with you in person. The best time to contact me is **(days of the week)** between **(time of day)** at **(your telephone number)**. I look forward to meeting you and working for **(company from above)**. Thank you.

Sincerely,

(sign here)

Type your name here

Sample Thank You Letter after an Interview

You may send an email or a hand-written "Thank You" card in the mail. Always try to collect business cards from the interviewers that you meet with during the interview.

June 1, 2019

Doreen Johnson
114 East Main Drive
Milwaukee, WI 53214

Ms. Stephanie P. Tate
Accounting Manger
Smith Corporation
P.O. Box 789
Milwaukee, WI 53210

Dear Ms. Tate:

Thank you for our interview (**day, date**) at (**company name**) regarding (**position you interviewed for**). I am very interested in joining your organization and I know that I have the communication and position-related skills necessary to make a valuable contribution.

As you pointed out in the interview, the ability to (**state a need discussed during the interview**) is an essential requirement of the position. I would like to take this opportunity to reiterate that during my (**training or work experiences**), I preformed activities that allowed me to develop both my team work/building and communication skills. These skills are important in generating measurable progress in team settings which is so important to continued growth of an organization.

Again, I am very interested in the (**position title**) position and am confident about the contributions I could make to your organization. I look forward to exploring the opportunity further with you. If any additional information is needed or I may help in any way, please give me a call at (414) 555-1234. I look forward to hearing from you within the next two weeks. Thank you for your time and consideration.

Sincerely,

(sign here)

Type your name here