HFC CAREER SERVICES OFFICE Resume Information Packet

Career Services Office

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Henry Ford College

[Course title]

**Purpose of the Resume**

A resume is a written document to highlight your education, experiences, and skills that represent the personal brand you want to portray to potential employers to obtain an interview. In 30 seconds or less, most employers will review a resume and decide whether or not to consider an applicant for an interview. Make yours clear, concise, and compelling.

There is no right way to write a resume. This packet provides guidelines for creating a chronological resume.

**Creating a Master List**

• Brainstorm all your experiences.

Write down all of the positions and experiences you have had including:

o Work

o Organizations

o Leadership positions

o Volunteer experiences

o Internships/Co-Op

o Research experience

o Presentations

o Special class projects

o Awards

o Languages you speak

o Computer skills

o Study abroad

o Relevant Courses

o Certifications/Licensures

o Anything else significant

Not all of your experience will be included in your final version, but a master list can help you craft and tailor a resume for any opportunity.

**Format**

* Margins: 0.5 – 1.0 inches, even on the top, bottom, and sides
* Font size and style: 10-12 point font; simple, readable fonts (e.g. Arial, Georgia, Times New Roman)
* Balance: Be consistent with information and provide a balance between text and white space on the page
* Length: Undergraduate level – 1page, unless significant work experience; Graduate and Ph.D. – 2 pages
* Templates: Refrain from using them
* Order: Heading, Objective (optional), and Education, followed by Experiences

**Appearance**

* Make your resume clear and concise to allow the employers to easily read the relevant information. Remember, most employers will spend 30 seconds or less scanning your resume.
* Organize your experience sections so that experiences most relevant to the position are near the top of your resume.
* Within each experience section, dates are listed in reverse chronological order from most recent to least recent.

**Tailoring Your Resume**

* You will create multiple versions of your resume tailored for each type of position.
* In each version, you will emphasize your experiences and skills that are most directly related to the specific type of position.
* Include language and words used in the job description. Be sure to infuse the skills and experience the employer is seeking in your bulleted statements; this will “tailor” your resume to the specific job you are applying.

**Do Not Include**

* Photographs or graphics, marital status, salary requirements, age, race, gender, or references.
* Take out high school information unless it directly relates to the position.

**Heading**

* Contact information to allow employers to make contact
* Include, name (14-16 pt. font), city, state, and zip code. (street address is not necessary) professional email (remove hyperlink), and telephone number with professional voicemail message.
* It is recommended to use your “Resume Heading” like stationary on all of your job application documents (i.e. resume, cover letter, or writing sample) to create a professional appearance.

**Objective** *(optional section)*

* An optional one-sentence statement that focuses your resume and signals to potential employers your job interests at their organization
* Objectives are tailored to the job description and should include: the title of the position, name of the company, and any knowledge or specialized interests or skills that you have to distinguish yourself.

*EXAMPLE-*

*Seeking the position of Assistant Facilities Manager position, job code number 23567, with LMNOP Services, Utica where education and three years managerial experience can be utilized to best serve the organization.*

**Education**

* List any education institutions that awarded you a degree beyond high school
* Important information to include:
  + Name of institution and location, graduation date (do not indicate expected/anticipated), official name of Degree and program of study, overall GPA and/or major GPA and scale, if 3.0/4.0 or higher

*EXAMPLE-*

*Henry Ford College, Dearborn MI*

*Associate in Applied Science Degree May 2024*

*Radiographer 3.7 GPA*

**Experience**

* Highlight employment, volunteer, military, and school experiences that are related to your desired objective or the job description.
* Breakdown each position into ***position held, company or organization name, start and finish dates and location.*** (This needs to be done for each experience!!) Emphasize the relevant skills, specific accomplishments and/or contributions
* Create bulleted statements that start with an action verb to highlight a transferable skill or task. Use numbers, dollar amounts, or percentages, if appropriate.
* Infuse key words listed in the job description into your bulleted statements to tailor your resume.
* See Constructing Bullets below for additional information

**Additional Sections**

Optional sections based on your background that demonstrate relevant job-related skills (e.g., leadership, organizational, or budget management) or show that you are well-rounded (e.g., community service or study abroad)

* Study Abroad
* Activities or Co-curriculars
* Professional Affiliations
* Certifications
* Notable class projects
* Licensure
* Community Service
* Research, Teaching,
* Honors or Awards
* Volunteer Experience
* Publications
* Leadership Experiences
* Presentations

**Technical or Language Skills** *(optional section)*

* Consider different types you are proficient in and can use “on the job.” Technical/computer skills (e.g. MATLab, Auto CAD, InDesign, etc.)
* Language Skills (e.g, conversational Spanish, fluent in French)
* Microsoft Word and PowerPoint are considered universal skills, only mention Microsoft if you have considerable knowledge of additional Microsoft Office Programs.

**Constructing Bullets**

Under each position you have on your resume, list bullets that explain what you did in the position, how you did it and the results of your actions. The skills you feel you have gained from your related experiences should be represented through your bullets. Brainstorm each experience/position and create bullets unique to you.

**Bullet “Formula” = Action Verb + Example + Result**

Use a variety of action verbs to show the range of skills you possess.

Action Verb: *Collaborated*

**Good Bullet with Action Verb**

Give specifics as to what you did at that position. These details will make you unique.

Example: *Collaborated with colleagues*

**Better Bullet with Action Verb**

State what you achieved from your example; what was the purpose of you doing what you did? Result: *Collaborated with colleagues to develop plans*

***Best* Achievement Statement with Action Verb, Example and Result**

Action Verb + Example + Result: Collaborated with colleagues to develop plans that effectively used marketable resources and reduced costs by 25%.

**Generate a list of your skills and experiences.**

Employers want to know what you have achieved in past jobs to see how you can contribute to their organization. Use this page to compose your skills summary and related work sections with strong and detailed statements. Be specific and descriptive about your experience.

**Use the acronym CAR (Challenge/Context-Approach/Actions-Results):**

**C**hallenge (or Context) - Consider the problems you have faced.

**A**pproach (or Actions) - Your unique contribution.

**R**esults - Benefits that you have imparted.

**Ask the following questions to compose your own accomplishment statements:**

What did you do that…

* Was faster, better, less expensive?
* Increased membership/participation/sales?
* Saved your organization time, money, or eliminate waste?
* Identified and/or helped solve problems?
* Instituted any new methods, systems, or procedures?
* Suggested a new service, product, or project?
* Re-organized or improved an existing system?
* Maintained a consistently high level of performance?
* Demonstrated leadership skills and exhibit good team player skills?
* Achieved results with little or no supervision?
* Accomplished something others thought could not be done?
* Involved in coordinating an event or project?
* Required training another person?
* Acquired industry-specific knowledge?

**Important aspects of resume writing:**

* State facts only! Employers DO NOT want to hear your opinions of yourself!
* Focus on starting your accomplishment statements with strong action verbs.These action words will provide powerful examples of your skills and experience.

o DON’T: Jane Doe is an excellent wedding planner and never went over budget.o DO: Managed numerous small and large events, always staying within budget.

* Do not use complete sentences! The shorter, more concise, the better. Bullet points are preferred! In a resume you also do not have to use the word “the”. Anytime you want to use it just skip over it.
* Quantify as much as you can! How many, how much, how often? This helps you demonstrate your value to the company. Prove you can get the job done faster, better, or most cost effective.
* ***Remember to use present tense for current experience and past tense for prior experience.***
* Always include start date and end date when describing past work experience.

**Onet Code Connector**

Onet Code Connector is a free site that can give you insight into the tasks, skills, and abilities a job requires. Use it to enhance your own experience section or use it to better understand the job you are applying for and match up corresponding points within your resume to the job posting you are applying to.

***https://www.onetcodeconnector.org/***

***www.onetonline.org***

**VERBS TO USE IN RESUME WRITING**

The words below are those that best describe the duties and functions executed in summer, part-time and full- time jobs, internships, co-ops, and while involved in co-curricular activities.

See next page

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Leadership**  Guide  Facilitate  Create Collaborate  Encourage  Develop  Vision  Organize  Analyze  Strategize  Inspire  Represent  Govern  Direct  Advise  Influence  Vision  Empower  Challenge  Advocate  Transform  Impact  Advance  Expand  Model    **Management/**  **Supervision**  Coordinate  Facilitate Plan  Schedule  Delegate  Mediate  Evaluate  Listen  Consult  Monitor  Manage  Supervise    **Marketing**  Review  Assess  Survey  Analyze  Quantify  Identify |  | **Mechanical**  Analyze  Design  Construct  Craft  Troubleshoot  Create  Engineer  Repair  Manipulate Align  Coordinate Balance  **Organizing/**  **Logistics**  Classify  Organize  Assist  Maintain  Liaison  Assist  Support  Arrange  Systematize  Schedule  Coordinate  Streamline Simplify  **Performing**  Create  Present  Play  Interpret  Act  Sing  Dance  Perform  Model  Read  Inspire |  | **Persuading**  Present  Articulate  Clarify  Challenge  Negotiate  Inquire  Reason  Influence  Convince  Arbitrate  Mediate  Reconcile  **Program**  **Development**  Analyze  Design  Construct  Develop  Prepare  Strategize  Coordinate  Formulate  Recommend  Persuade  Implement Monitor  **Public**  **Relations**  Assess  Prepare  Coordinate  Present  Negotiate  Publicize  Strengthen  Promote  Handle  Participate  Facilitate  Troubleshoot |  | **Research &**  **Development**  Identify  Evaluate  Review  Assess  Compare  Analyze  Critique  Explain  Prepare  Recommend  Conclude  Determine  **Selling**  Inform  Educate  Persuade  Provide  Assist  Serve  Trade  Vend  Handle Present  Sell  Convince  **Service/**  **Hospitality**  Serve  Assist  Troubleshoot  Present  Maintain  Help  Coordinate  Prepare  Welcome  Enhance  Anticipate |  | **Teaching**  Educate  Tutor  Stimulate  Inform  Instruct  Facilitate  Awaken  Explore  Advise  Counsel  Entertain Amuse  **Technical**  Conceptualize  Design  Troubleshoot  Inspect  Locate  Edit  Analyze  Implement  Construct  Modify  Operate  **Writing**  Conceive  Construct  Craft  Integrate  Interpret  Capture  Abstract  Express  Inform  Summarize  Conclude |

**Saving the Resume**

• Save your final, error free resume as a PDF to use for uploads or emails to avoid any

changes in appearance, formatting, or length

• Save and store a Word document to make future updates or additions

Applicant Tracking Systems

**What is an applicant tracking system?**

An applicant tracking system (ATS) is computer software that human resource departments use to process the overwhelming number of applications they receive for job openings.

For job seekers, the most important thing to understand about the ATS is that it enables employers to filter resumes based on keywords. The most suitable resumes are then forwarded to the hiring managers for manual review. This is why it’s crucial that you tailor each resume with relevant keywords and use a clear ATS friendly format.

**Tips to, “Beat the Resume Bot!”**

A robot with a blue screen and a blue screen and a pen

Description automatically generated

1. Only apply for jobs you qualify for.
2. Be selective about the jobs you apply for at one company.
3. Use relevant keywords.
4. Connect your keywords to unique experiences.
5. Use basic language.
6. Write out acronyms.
7. Submit a tailored resume for each job.
8. Keep your resume simple.
9. Use basic formatting.
10. Submit the right type of file.
11. Update your information online.
12. Include referrals in your application.
13. Stay up to date on changes to ATS by checking with Jobscan! <https://www.jobscan.co/>

A diagram of a job application

Description automatically generated

**Resume Content Phrases**

***Customer Service***

• Researched and responded to customer concerns.

• Anticipated and dealt with customer issues.

• Served as a point of contact for new customers.

• Marketed and promoted business products to new and existing customers.

• Developed and maintained personal customer base.

• Advised customers on products and services.

• Gave estimates on possible work projects for customers.

• Followed established corporate procedures for responding to customer complaints.

• Referred customers to appropriate departments.

• Answered questions and assigned staff to help customers.

• Processed over two hundred customer orders in an eight-hour shift.

• Developed highest customer satisfaction rating (88%) in entire department.

***Financial***

• Processed all customer payments and transactions.

• Tallied daily sales totals, receipts, and deposited funds.

• Set payment schedules with vendors for services and products.

• Coordinated internal and external billing.

• Liaison with various insurance companies to secure payment from customers.

• Handled all payroll issues and distributed employee paychecks.

• Set pricing for work performed and services rendered.

• Secured financing for customers looking to purchase products.

• Advised customers on payments and financing options.

• Ran all budget projections for calendar year.

• Advised departments as to budget and finance limitations for company.

***Management***

• Supervised a team of eight staff members.

• Assigned tasks and responsibilities to staff.

• Set up and managed all scheduling and employee breaks.

• Coordinated training and performance evaluations of new staff.

• Served as primary point of contact for clients and new customers.

• Responded to emergency situations within the store.

• Interviewed, hired, and trained new staff.

• Advised ownership on sales trends and expenses.

• Paid all bills and dealt with vendors.

• Set and maintained office budgets.

• Designed and executed new policies for staff.

• Awarded “Manager of the Year” award twice in a five-year period.

***Organizational***

• Designed and implemented payroll system.

• Supervised and followed all floor plan designs.

• Developed tracking system to chart employee time usage.

• Created new internal memo system to streamline communications.

• Organized and ran all departmental meetings.

• Set up and ran all supplemental training sessions for employees.

• Track all incoming and outgoing inventory totals.

• Prepared and labeled shipments.

• Categorized payments by both date and amount.

• Tallied all expenditures for business monthly.

***Teamwork***

• Worked as part of a four-person team to accomplish tasks.

• Teamed with three other departments to organize new communication policies.

• Rotated to various job assignments to meet office needs.

• Collaborated with other branches on overall marketing theme for new promotions.

• Worked with senior leadership to create new plan for staff time usage.

• Set daily goals with other staff members and determined project order of importance.

• Served on a team that led division in sales for five straight quarters.

• Helped team achieve highest overall customer service ranking in the state.

• Helped team members complete tasks when own job duties were completed.

• Teamed with outside management group to redo company structure.

***Technical***

• Received certification in Microsoft Office and Comp TIA A+.

• Used internal company computer system to track package delivery statistics.

• Connected and ran various departments to single integrated network computer system.

• Used both Peachtree and QuickBooks when developing tax returns for customers.

• Created Excel spreadsheet that charted all company losses for a three-year period.

• Entered all relevant client data into proprietary company software.

• Advised customers as to which data system would best support their needs.

• Managed all company internal assessments and computer needs.

• Installed and upgraded all company hardware for more than thirty departments and five-hundred individual employee needs.

Sample Resumes

See Below

***Standard***

**Robert Fictional**

Empty Township, MI 48888

Home (555) 555-5555 / Cell (555) 777-7777

example@example.com

***Objective*** Seeking the position of System Control Technician with QRS Technologies where valuable experience can be gained and education can be utilized to the organization.

***Education*** Henry Ford College, Dearborn, MI May 2016

**Associate in Applied Science Degree** GPA 3.5

**Electrical Technology**

***Experience* Control Systems Engineer** Aug 2023 - Present

EFG Manufacturing, Milford MI

* Conduct in-house and on-site testing of control components and systems
* Work with customers, subcontractors, and vendors to reduce system lag and overall wear
* Plan, write, and test PLC and HMI programs based on company guidelines
* Incorporate industrial network infrastructures into designs
* Collaborate with project teams to ensure on-time and budget-compliant project completion.
* Lead or assist in equipment startup and commissioning, troubleshooting issues, and ensuring systems operate as designed
* Prepare project quotes, considering materials, labor, and other relevant factors to meet client expectations and company profitability

**Clerk** May 2020 - Aug 2023

ABC Dollar Store, Some City, MI

* Prepared store for opening and closing
* Marketed store products and services to customers
* Coordinated and scheduled deliveries with various vendors
* Collaborated on projects with other staff members
* Organized and inputted daily sales totals into company computer system

**Ride Coordinator** May 2018 - Sep 2020

AB Funrides, Anywhere, MI

* Researched and responded to customer concerns
* Ensured customer safety
* Processed monetary transactions

**Junior Varsity Lacrosse Coach** Aug 2019 - Dec 2022

Notreal High School, Somewhere, MI

* Managed a team of 16-18 players
* Devised and taught strategic goals and concepts

**Sales Coordinator** May 2019 - Oct 2020

Sample Store, This Place, MI

* Tabulated worked hours and salary
* Marketed company’s services and product to customers
* Established sales goals and sold product to consumers

***Honors & Activities*** Coach- Fictional Youth Baseball Team Sep 2023 - Present

Recipient***-*** Sales Team Excellence Award, ABC Dollar Store May & Jun 2020

Volunteer- Mountain City Nursing Home May 2018

President- Baking Club, Henry Ford College May 2020 - Present

***Computer Skills*** Microsoft Office- Word, Excel, PowerPoint and Google Analytics

***NURSING***

Susan Fictional

False City MI, 48999

(555)999-5432 sfnursing@notrealemail.com

**Objective** Seeking the position of Registered Nurse at Beaumont Hospital where clinical skills and education can be used, and valuable experience can be gained.

**Education** Henry Ford College, Dearborn, MI

**Associate in Applied Science Degree, 5/2024**

**Nursing, 3.6 GPA**

**Clinicals** Medical/Surgical, Garden City Hospital, Garden City MI, 1/2023 – 5/2023

Obstetrics, Beaumont Hospital, Dearborn MI, 2/2023 – 5/2023

Medical/Surgical, Ascension Hospital, Warren MI, 8/2022 – 12/2022

Pediatrics, Matrix Head Start, Detroit MI, 9/2022 – 12/2022

Medical/Surgical, Henry Ford Hospital, Detroit MI, 1/2022 – 5/2022

Psychiatric, Stonecrest Center, Detroit MI, 1/2022 – 5/2022

Medical/Surgical, Beaumont Hospital, Dearborn MI, 9/2021 – 12/2021

**Experience Medical Assistant,** 1/2022 – Present

XYZ Medical Group, Dearborn, MI

* Perform patient health assessments
* Perform basic duties such as feeding, bathing, changing linens, recording vital signs, measuring intake and output, and detecting symptoms
* Administer and distribute patient medications
* Document assessment findings, hourly IV checks, daily care, medication administration, and safety checks
* Work directly with physicians, nurses, certified nurse assistants, and other medical staff
* Assist with activities of daily living
* Communicate with patients and family members on issues and concerns
* Educate patients on medical issues and terminology
* Follow patient safety precautions

**Server,** 3/2019 – 4/2023

Fictional Restaurant, Nowhere MI

* Researched and responded to customer needs and concerns
* Anticipated and dealt with customer issues
* Cleaned and maintained facility
* Worked in a fast pace and high customer volume environment
* Trained new staff on policy and procedures
* Monitored inventory levels
* Coordinated multiple tasks and projects simultaneously
* Worked overtime and added shifts at management’s request
* Set up training sessions for staff members and conducted evaluations
* Rotated to various assignments and tasks as needed

**Certifications** Basic Life Support (BLS) certified by American Heart Association, 5/2024

Recipient, Dean’s List Award, 4/2024

Member, ACEN Student/Faculty Committee, 1/2023 – Present

**Computer** Epic, Powerchart, Soarian, Microsoft Office- Word, PowerPoint, Excel

***Technical/IT Focused***

Harry Hawkster

Detroit MI, 48321

111-222-3333

Hhawkster1@hawkmail.hfcc.edu

***Objective-***

Information Technology student seeking a summer internship where valuable experience can be gained and education can be utilized

***Education-***

Henry Ford College, Dearborn MI

Associate in Applied Science Degree, May 2024

Computer Information Systems

***Technical Experience-***

**Languages**

* Visual Basic
* COBOL
* C, C++
* Pascal

**Operating Systems**

* Windows (all versions)
* MAC OS
* UNIX
* Novel Netware

**Web Development**

* HTML
* FrontPage
* Dreamweaver
* ASP Programming

***Direct Experience***

**Web Coordinator**, BCD Shipping, Maryville, MO, January 2022- May 2024

* Created and maintained public and internal website that saw over 200 visitors daily
* Worked as part of an eight person team to develop, test, and implement a new software system security protocol for entire company which increased overall data security by 28%
* Installed and maintained NT server and handled all server upgrades for a 2 year period

**Lab Monitor**, Henry Ford College IT Services, Dearborn MI, January 2023- January 2024

* Created and verified user accounts
* Worked with students to determine needs and make recommendations to decrease wait time
* Trained 4 new team members on departmental guidelines
* Assisted with the installation of hundreds of new drop points and internal line routes

***Other Experience-***

**Clerk**, QRS Mobil Gas, Dearborn MI, Feb 2024- Present

* Work with vendors to coordinate scheduling and deliveries
* Clean and maintain facilities in accordance with company standards
* Submit daily reports to management
* Manage 3 separate locations and handle all employee scheduling and work assignments

***Volunteer Experience-***

**Volunteer**, Big Brothers/Big Sisters of Michigan, May 2016 – Present

**Volunteer**, VWX Soup Kitchen, Detroit MI, June 2022- Present

***Culinary***

Holly Hawkster

Livonia MI, 48999

999-888-7777

Hhawkster2@hawkmail.hfcc.edu

Linkedin-hhawk1

Culinary student with 8+ years of restaurant experience in both front and back of house

***Education***

Henry Ford College, Dearborn MI

**Bachelor of Science Degree**, January 2025

**Culinary Arts**

**Associate in Applied Science Degree**, May 2024

**Culinary Arts**

**Certificate of Achievement**, August 2022

**Culinary Skills**

***Experience***

Cooperative Education Student, Sous Chef January 2024- August 2024

DEF Restaurant, Dearborn MI

* Worked in a fast paced, high-volume environment that saw over 300 customers every hour
* Monitored four separate stations and relayed information to senior management
* Recruited and trained three new back of house workers
* Oversaw all evening food preparation and inspected for consistency
* Worked with staff members to develop new skills and increase pacing
* Logged operational data and submitted to management
* Coordinated budgeting and cost assignments to all catered events
* Adjusted schedule to meet management needs

Fry Cook September 2020 – December 2023

BCD Food Emporium, Brighton MI

* Cooked and prepared daily specials
* Monitored all kitchen supplies and ordered as needed
* Worked with vendors on pricing, delivery schedules, and distribution
* Prepared daily specials featuring Chinese, Italian, Serbian, Indian, and Moroccan cuisine
* Conducted regular drills on fire safety and de-escalation procedures
* Delegated assignments and responsibilities to team members

Waiter

CDE Eats, Detroit MI March 2013- September 2020

* Developed and maintained a consistent customer base
* Advised customers on products and services
* Coordinated with three separate departments to ensure customer experience was as positive as possible
* Rotated to various tasks and assignments based on need
* Received three separate customer service awards due to performance and customer feedback
* Followed all health and safety guidelines
* Assisted with food preparation and plating when needed
* Trained over 20 new staff members in a 7-year period