



# Career Navigation:

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# Resumes

[dcgoodwill.org](http://dcgoodwill.org)



# Resumes: agenda

- Think like an employer – what are they looking for and how do your skills and talents match.
- Identify the key words in the job descriptions for positions you're interested in.
- Describe your work and volunteer experience using those key words.
- Highlight your accomplishments – Employee of the Month, rang up \$5,000 in sales.
- Make sure your format is clean, clear and concise – everything lines up.
- Proofread, proofread, proofread!

# Why do we need resumes?

- One page snapshot of skills and experience
- Easy to upload onto on-line applications – less need to type in information (and less opportunity to make mistakes!
- And?



# Think Like an Employer

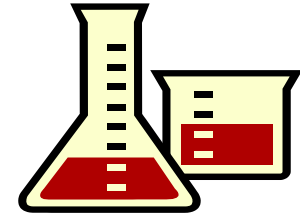
- What is the employer looking for?
- There are very few “perfect” matches, so show that you understand how your previous experience relates to the job you would like to get.
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# Identifying Employment Opportunities

- Identify the job description and requirements you are interested in. Make sure each description includes experience, skills and educational requirements.
- **Really Really Really** read the job descriptions.
- Identify the **KEY** words in the job description – these are the words YOU need in your resume to make that match!
- Use tagcrowd.com to visualize the key words from different postings

# Write down your accomplishments



- **List accomplishments that are specific and measurable.**
- *Use words such as "first," "only," "best," "most," and "highest."*
- ***Always quantify:***
  - *Numerous commendation for customer service;*
  - *Received Safety Award;*
  - *Processed 325 transactions per day*
  - *Scored 100% on Mystery Shop*

# Resume format

- Use bullets and short phrases to describe your work experience.
- Start each bulleted phrase with an action verb.
- Don't use words like “responsible for” – Just because you were “responsible for” something doesn't mean you did it!
- Use the correct verb tense. It will be either the present or past tense.

# Let's start writing!

- Identify the unique qualities and aspects for each job – using the key words from the job descriptions.
- If you have been a Sales Associate for your entire career, list the subtle differences between your jobs. Selling luxury items is very different than selling merchandise in a dollar store.



# Group Information

Group information by skills or relevance when possible. Write descriptions in a logical sequence.

- *(Industry related/technical skills)*
- *(Interpersonal/Soft skills)*
- *(Leadership/Extra responsibilities)*
- *(Achievements)*

# PROOFREAD

## **Doublecheck and triplecheck everything!!!**

- Make sure the capital letters are in the right places, you ~~speled~~ spelled everything correctly, you're not missing information.
- Have several friends or family members look it over. They may catch something you just don't see anymore!

# Examples

**Let's look at a before and after example..**

**How many mistakes can you find?**

# Examples – part 1

Antonio vasquez  
2345 South St, Apt. 475  
Alexandria, VA 22312  
(703) 555-5555

**AutoGenius@hotmail.com**

## *Skills Summary*

### Completed Courses:

Electric  
Transmissions  
Engines and Cooling  
Breaks, Steering, Suspension, etc...  
Management and Shop Procedures

### Additional Skills:

Computers  
Basic accounting and spreadsheets  
Bilingual (english/Spanish)  
An outgoing Team Player  
Costumer Service Skills

# Examples – part 2 – work history

## Work History

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Arlington Garage, Arl., VA 06/18-present

*Auto Service Technician*

Look at and diagnose bad cars; figure out what is wrong and then fix stuff, get the parts from the shelf and write it down, change things and parts and write it down, and work with belts, and axles  
Perform preventative maintenance, such as oil changes, lubrications, and replace transmission, brake and radiator fluids

Booksfree.com      Vienna, VA

10/13-11/16

*Warehouse clerk*

Conducted inventories, stocked merchandise, evaluated merchandise for condition, and removed damaged merchandise from inventory with scanner

Classified outgoing mail by zip codes to save on shipping charges

Cleaned floors, accurately pulled, packed, and shipped up to 400+ orders per day .

CarFast, Inc. Alexandria, Va

12/16-06/18

*Bookkeeper (Part-time)*

Received receipts from employees, added up expenses, entered totals spreadsheet, made payments, and categorized and filed receipts



# Examples – part 3 – education

## Education and Training

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Lincoln Technical Institute      Columbia, MD    10/09-Present

*Automotive Master Technician (Almost done)*

Walter Johnson High School      Bethesda, MD 2003

*High School Diploma*

# Moving towards a new resume

- Let's use key words to really show off his skills
- Clear up the spelling and formatting mistakes
- Put everything in reverse chronological order
- Polish, polish, polish



# Final

## **Antonio Vasquez**

2345 South Street, Apt. 475

Alexandria, VA 22312

(703) 555-5555 • [Vasquez.Antonio@mail.com](mailto:Vasquez.Antonio@mail.com)

**A bilingual (English/Spanish) Automotive Master Technician Student currently enrolled at Lincoln Technical Institute.** Self-motivated, detail-oriented, works effectively independently as well as in a team environment. Energetic, dedicated and committed to customer service.

### **Completed Courses:**

- Basic and Advanced Electric
- Manual and Automatic Transmissions
- Gas Engines and Cooling Systems
- Brakes, Steering and Suspension
- Management and Shop Procedures

### **Additional Skills:**

- Microsoft Office, Internet and Email
- Basic accounting and spreadsheets
- Bilingual (English/Spanish)
- An outgoing Team Player
- Customer Service Skills

## Experience

### Arlington Garage

Arlington, VA

06/18-present

#### *Auto Service Technician*

- Evaluate and diagnose faulty vehicles using Digital Automotive Tester (DAT)
- Repair motors, change valve springs, gaskets, and valve covers; replace timing belts, headers, exhaust systems, transmissions, intake manifolds, brake disks, and radiators

#### *Auto Service Assistant*

- Performed preventative maintenance, such as oil changes (used Oil Light Reset Tool OR300), lubrications, and replaced transmission, brake and radiator fluids
- Promoted to Auto Service Technician after successfully completing training classes and scoring 97% on final exam

### CarFast, Inc.

Alexandria, VA

12/16-06/18

#### *Bookkeeper*

- Received receipts from employees, added up expenses, ordered car parts, entered totals into Excel spreadsheet, made payments to vendors, and categorized and filed receipts
- Recognized as "Employee of the Month" for March 2017, August 2017, and April 2018
- Identified billing error which saved employer \$5,000+ per year

### Booksfree.com

Vienna, VA

10/13-11/16

#### *Warehouse Team Leader*

- Trained and supervised a team of 7 employees to conduct inventory, stocked, evaluated merchandise and removed damaged merchandise from inventory with scanner

#### *Warehouse Clerk*

- Conducted inventory, stocked merchandise, evaluated merchandise for condition, and removed damaged merchandise from inventory with scanner
- Classified outgoing mail by zip codes to save on shipping charges
- Promoted to Warehouse Team Leader for accurately and consistently pulling, packing, and shipping up to 400+ orders per day



## **Education and Training**

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<b>Lincoln Technical Institute</b>	<b>Columbia, MD</b>	<b>10/16-Present</b>
Automotive Master Technician (9 Courses completed out of 12)		
<b>Walter Johnson High School</b>	<b>Bethesda, MD</b>	<b>2013</b>
High School Diploma		







# Think Like an Employer

- Review your resume: Does it match what is the employer looking for?
- Go through it again and make sure it has the key words!

# Questions?



# Career Navigation

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## Cover Letters

[dcgoodwill.org](http://dcgoodwill.org)



# Cover Letters

- Show some love! Customize your cover letter for the specific job AND employer. (A cover letter is not always needed.)
- Let your cover letter "speak" for the way you work.
- Use your cover letter to refer to **highlight** relevant skills or experience.
- You could also mention relevant details that do not show on your resume.
- Cover letters have an opening, body and closing.

## Cover Letters - ACTIVITY

Think about the requirements of your most recent work experience. (Consider skills, knowledge and abilities.)

- *What do you do that makes you stand out in the eyes of your employer? (Transferable skill or quality)*
- *What might you want to say about yourself that doesn't show on your resume?*



# Cover Letters

The cover letter allows you to set yourself apart, provide greater detail about your interest in the job, and highlight your unique qualifications.

*What is different about the information you write in a Cover Letter than the information in your Resume?*

# **Cover Letters**

Your resume is a “list of facts”, whereas your cover letter reflects your interest in the company and demonstrates how the company will benefit by hiring you.

## Generic cover letters are not effective

- Find a real job and review the job description.  
Remember that the job description is like a recipe for the “perfect” employee.
- Some substitutions are acceptable, so let your cover letter do the talking!
- Visit the company’s website to learn more about the company and “why” you want to work for them.

# Cover Letters – The Opening

Today's Date

Dear Recruiter:

The **Line Chef position** currently open at **Johnny's Restaurant** is a great match for the experience I have gained working in a commercial kitchen for over 2 years. I also maintain a smile even under the most stressful situations.

## **Cover Letters – The Body**

While working in a hotel kitchen, I gained expertise in food preparation, which included washing, peeling and cutting a wide variety of foods. I also helped the Cooks to prepare meals and enjoyed the opportunity to interact with guests while serving the food.



## **Cover Letters – Share the “love”**

I want to be part of **Johnny's Restaurant** because you are committed to “providing locally sourced, organic foods to build happier, healthier communities”.

## **Cover Letters – Wrapping it up**

I am collaborative, experienced and eager to join your team. It would be a pleasure to discuss my application with you in person or by phone or video. You may reach me at (XXX) XXX-XXXX or via email at XXXXXXXXXX@gmail.com.

Respectfully yours,

**Your Name**

# Poll, Questions?



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