

Youth Zone -
Pikes Peak Workforce Center
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RÉSUMÉ WRITING AND FILLING OUT APPLICATIONS: *How To Stand Out From The Rest!*

WHY YOU NEED A RÉSUMÉ

- A brief, concise document to SELL YOU to an employer
- To spark an employer's interest in YOU, like the cover of a book, CD, or DVD

*An effective résumé gets you AN INTERVIEW . . .
not a job offer!*

- Even without experience, you have something to offer!
- Now you're ready to put together a résumé!

CREATING A RÉSUMÉ

- 1st STEP . . . write in your personal information

TIME TO WORK!

- List your contact information on p. 9

- 2nd STEP . . . identify skills and abilities

TIME TO WORK

- Work Skills Checklist - pp. 12 - 13
 - Review the list and mark every skill you possess - use a check mark (✓)
 - These skills can be something you learned from:
 - ♦ Home
 - ♦ School
 - ♦ Volunteering
 - ♦ Playing a sport
 - ♦ In a club or group
 - ♦ On your own
 - Are there other skills/abilities you have that are not on the list? Write them in!
 - Now . . . which of these are your best skills?
 - Review what you marked and circle the top 10
(or 8 or 5 - whatever you think are your best)
 - Which of the skills you circle is #1 skill? . . . #2 skill? . . . #3 skill?

- Rank the skills you circled in order of importance
 - In order of importance, transfer your skills and abilities to the skills section on p. 9 of the Résumé Information Worksheet
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● **3rd STEP . . . create your accomplishment or contribution statements**

What is an Accomplishment statement?

A well-formulated statement sharing the BENEFITS and RESULTS from your efforts (work, school, volunteering, etc.), as well as the ACTION you took to achieve this outcome.

- The elements of Accomplishment or Contribution statement include:
 - ♦ Action Word(s) - Past-tense action verbs - pp. 18 - 20
 - ♦ Use unique and colorful action words
 - ♦ Quantify at all times - #, %, or \$
 - ♦ Benefit or Outcome

Examples of an Accomplishment or Contribution statement:

- Directed a team of 3 classmates who completed our project on time
- Created and managed summer lawn care service and grew to 10 customers in 1st year earning \$2,500
- Raised \$500+ for St. Baldrick's Foundation

TIME TO WORK!

- **The Basics of Accomplishment Statements - pp. 14 - 17**
 - Brainstorm your accomplishments - they can be from
 - ♦ Home
 - ♦ School
 - ♦ Volunteering
 - ♦ Playing a sport
 - ♦ In a club or group
 - ♦ On your own
 - Don't worry about writing them out correctly, just write down ideas
 - Now, work at writing your statements, remember -

- Use action words (past-tense action verbs)
 - Quantify at all times (#, %, or \$)
 - Identify the Benefit or Outcome
 - Take your time - don't rush yourself!
 - After reviewing your accomplishment statements with the instructor, list them on p. 9 of the Resume Information Worksheet
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- **4th STEP . . . list your work experience(s) . . . pp. 9 - 10**
- **5th STEP . . . write down your volunteer experience . . . p. 10**
- **6th STEP . . . list any sports, clubs, or groups you have participated in . . . pp. 10**
- **FINAL STEP . . . write down education and/or training, starting with the most recent . . . p. 11**
- **You just created a draft résumé**
- **Now, on a computer, you can type up your draft to look like the example on pp. 9 - 11**
- **As time goes by:**
 - Add your new work experiences
 - Make sure you keep this resume up-to-date
- **While you do not list references on your résumé, you may want to put together a list of references to be available when asked by an employer . . . p. 11**
 - What is a reference?
Someone who knows you and your habits well, such as:

♦ Teachers	♦ Pastor/Priest/Rabbi
♦ Coaches	♦ Youth Group Leader
♦ Group/Club Sponsor	
- **Additional Résumé Resources are available on p. 21**

FILLING OUT AN APPLICATION

- **Prepare a “cheat sheet” for completing applications**
 - Pocket Resume
 - Make sure you keep it up-to-date!
- **Follow directions carefully**
 - Fill in all fields
 - Spell correctly
 - Use good grammar
 - Print neatly
- **Be extremely nice to the front line staff**
 - Complete the full application at the business
 - Follow directions carefully
- **Additional Job Application Resources are available on pp. 21 - 22**



WORKSHEETS, CHECKLISTS, AND OTHER RESOURCES

SAMPLE RÉSUMÉ

Grant T. Roth

Colorado Springs, CO 80999

Mobile: 719-555-5678 • Email: granttr@internet.com

SKILLS

- Advanced customer service skills working with diverse populations
- Extremely punctual and dependable - always on time!
- Effective public speaking skills developed through speech and theater activities
- Collaborative team player
- Excellent organization skills
- Willing to do any task, big or small
- Enthusiastic, respectful, friendly attitude
- Computer experience including Microsoft Word, Excel, PowerPoint, Publisher, Autodesk Inventor (3D design software), library web-based patron management system

ACCOMPLISHMENTS AND CONTRIBUTIONS

- Served 25+ customers per hour during peak times as a cashier and bagger
- Assisted an average of 25 patrons per hour, included children of all ages and their parents
- Worked directly with SuperCamp staff to develop team-building activities for 48 campers
- Graduated from Air Academy High School with a 3.67 GPA

WORK EXPERIENCE:

Cashier/Bagger 2011 - 2013
ABC Super Market, Colorado Springs, CO

VOLUNTEER EXPERIENCE

Youth Zone Volunteer Staff 2009 - 2013
Pikes Peak Workforce Center, Colorado Springs, CO

Summer Reading Program Volunteer 2007 - 2010
Pikes Peak Library District (Rockrimmon Branch), Colorado Springs, CO

Leadership Team Member 2009
SuperCamp Forum, Colorado Springs, CO

Group Participant 2008
SuperCamp Forum, Seattle, WA

EXTRACURRICULAR ACTIVITIES

Montage (Variety/Sketch Comedy Production) 2010 - 2012
Air Academy High School, Colorado Springs, CO

National Latin Honor Society 2011 - 2012
Air Academy High School, Colorado Springs, CO

Theater (High School & Community) 2009 - 2012
Colorado Springs, CO

EDUCATION

High School Diploma 2012
Air Academy High School, Colorado Springs, CO
• Project LEAD the Way Engineering Track Graduate

RÉSUMÉ INFORMATION WORKSHEET

Name _____

City _____ State _____ Zip Code _____

Phone # _____ Alternate # _____

Email Address _____

Skills: (Abilities and/or Strengths)

- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____

Accomplishments/Contributions:

- _____
- _____
- _____
- _____

Work Experience: (Most recent first)

Position Title

_____ to _____
mm/yyyy mm/yyyy

_____, _____
Name of Company City, State

Position Title

_____ to _____
mm/yyyy mm/yyyy

Name of Company

_____, _____
City, State

Position Title

_____ to _____
mm/yyyy mm/yyyy

Name of Company

_____, _____
City, State

Volunteer Activities (Most recent first):

Position Title

_____ to _____
mm/yyyy mm/yyyy

Name of Organization

_____, _____
City, State

Position Title

_____ to _____
mm/yyyy mm/yyyy

Name of Organization

_____, _____
City, State

Position Title

_____ to _____
mm/yyyy mm/yyyy

Name of Organization

_____, _____
City, State

Extra-Curricular Activities (Most recent first)

Activity

_____ to _____
mm/yyyy mm/yyyy

Name of Organization

_____, _____
City, State

Activity

_____ to _____
mm/yyyy mm/yyyy

Name of Organization

_____, _____
City, State

Education/Training: (Most Recent Only)

Degree/Certificate/Last Grade Completed _____ *GPA (if above 3.0)* _____

Name of Institution _____ *City* _____, *State* _____

Academic Accomplishment/Project/Program/Activity/Distinction _____

Academic Accomplishment/Project/Program/Activity/Distinction _____

References: (3 needed)

Name _____ *Phone #* _____

Type of Reference: _____ Friend _____ Business _____ Volunteer _____
Circle appropriate response

How many years known? _____ *City* _____, *State* _____

Name _____ *Phone #* _____

Type of Reference: _____ Friend _____ Business _____ Volunteer _____
Circle appropriate response

How many years known? _____ *City* _____, *State* _____

Name _____ *Phone #* _____

Type of Reference: _____ Friend _____ Business _____ Volunteer _____
Circle appropriate response

How many years known? _____ *City* _____, *State* _____

WORK SKILLS CHECKLIST

Skills are something you are good at, are observable, and can be repeated. You acquired skills in school and outside of school that are important in a work setting. Check (✓) the skills you have. Think of examples for each skill you have; these can be used in resumes and interviews.

• BASIC SKILLS

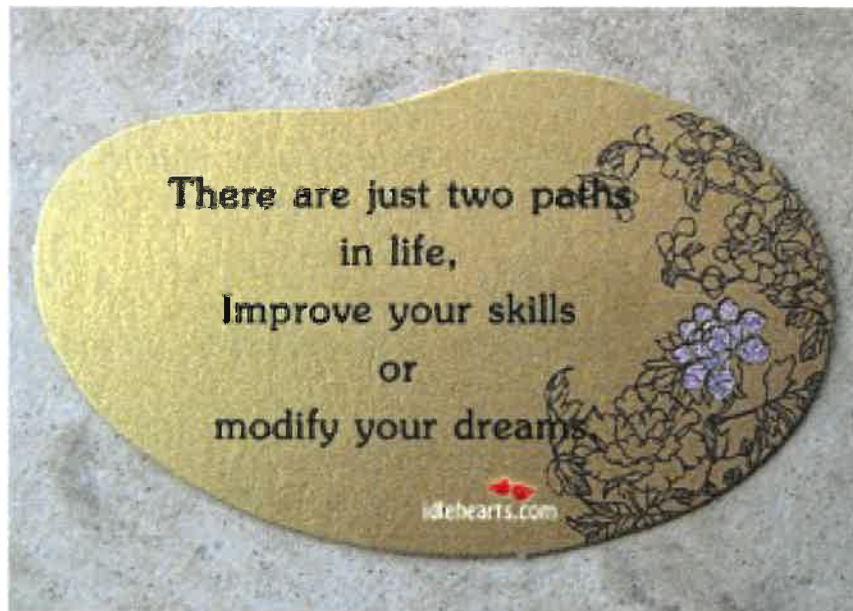
- I'm a self-starter; I begin new assignments without being told
- I complete assigned tasks on time and correctly
- I follow written and verbal instructions carefully
- I have a process to make good decisions
- I adapt to change easily and am flexible
- I like helping and being of service to others
- I listen attentively to others without interrupting
- I think of how to improve tasks and am good at problem solving
- I'm organized and know where to find items that I need
- I'm honest
- I'm reliable and consistently show up for work on time
- I show respect for my supervisor at work
- I show respect for my coworkers
- I use proper spelling and grammar when writing
- I'm proud of the work that I turn in
- I can speak confidently before groups
- I can communicate my ideas clearly and use correct grammar
- I have good keyboarding skills
- I know business software programs including a word processing program
- I have good basic (add, subtract, multiply and divide) math skills
- I'm good at sharing credit for projects and working in teams
- I have a good attendance record
- I'm consistently on time for work and class

LIFE SKILLS

- I budget my money wisely
- I operate machinery safely; e.g., stove, microwave, weedwacker, lawnmower
- I know how to wash and dry clothes
- I can follow written directions; e.g., recipes, craft patterns, model instructions
- I can color coordinate clothes, shoes, and jewelry
- I know how to plan meals and shop for food
- I know first aid basics
- I know the dangers of substance abuse

- ___ I take care of my health by being physically active
- ___ I can organize time, tools and equipment for projects or repairs
- ___ I have good people skills; i.e., courteous, friendly and a good communicator
- ___ I can read and follow a road map

OTHER SKILLS YOU HAVE BUT WERE NOT LISTED



THE BASICS OF ACCOMPLISHMENT STATEMENT

It's easy to write on a résumé what you did in a particular job, but the more challenging part (and at times more important part) is telling the reader how good you are at what you did.

This is done through accomplishment statements.

- **A well-formulated accomplishment statement has two parts:**
 - The results or benefits that came as an outcome of your work. These results/benefits should be stated in terms of the value added, and in as tangible and quantified a manner as possible.
 - The action you took to achieve those benefits/results. (What steps you took or what techniques you used.)
- **The benefits you can expect from creating accomplishment statements include:**
 - Much better awareness of the skills and abilities that will be the foundation for your job search.
 - Concrete credibility for everything you claim in the way of qualifications and abilities. You will have simple documentation of the value you can bring to an employer.
 - Greater confidence in presenting yourself to potential employers. You will understand better that you are not "asking for a job," but rather you are offering a contribution to an employer.

HOW TO WRITE ACCOMPLISHMENT STATEMENTS

1. Always start with a past-tense action word.

- **Good:** "Responsible for leading team for classroom assignments."
- **Stronger:** "Directed team of 3 classmates to complete assignment on time."

2. Use colorful and unique words.

- **Good:** "Started a new program."
- **Stronger:** "Created and implemented a new mentoring program with 80% participation of residents."

3. Avoid wordiness and unnecessary adjectives.

- "Provided training and mentoring to first year students through superior planning."
- "Organized "Teapot Exhibit" for 30 artists presenting interesting work."

4. Attempt to quantify at all times.

- "Handled \$1,000 in transactions on a weekly basis."
- "Routed over 100 calls daily to an Annual Giving staff of 10."
- "Planned 3 campus-wide teas per semester."

5. When different elements are significant to the accomplishment, put them all in one accomplishment.

- "Developed relationship with a local merchant, which increased food offerings at the student-run Miner Coffeehouse and doubled profits."
- "Established recycling program in the residence halls which increased environmental awareness and decreased amount of trash by 10%."

6. State first the benefit to the employer and then what you did to accomplish that result.

- **Good:** "Developed a marketing strategy that Increased student involvement by 15%."
- **Stronger:** "Increased student involvement by 15% through a creative marketing strategy."

EXAMPLES OF ACCOMPLISHMENT STATEMENTS

- Saved \$60 a year in service charges by proposing and acquiring a checking account at a new bank for College Council.
- Instituted residence hall tutoring program that increased average overall GPA from a 2.9 to a 3.3."
- "Increased membership in ABC student club by 50% through creative advertising.
- Presented training for new campus-wide email system to approximately 30% of the student body.

• Brainstorm your accomplishments - they can be from:

- Home
- School
- Volunteering
- Playing a sport
- In a club or group
- On your own

Don't worry about writing them out correctly, just write down ideas

- **Building your accomplishment statements - remember these four points:**
 - Action Word(s) - past tense action verbs (pp. 18 - 20)
 - Unique and colorful action words
 - Quantify at all times - #, %, or \$
 - Benefit or Outcome

DOUBLE-CHECK YOUR WORK

You should be able to answer "yes" to each of the following questions for each statement:

- Does the statement begin with an action word?
- Is that action word as colorful and descriptive as possible?
- Are all other words and adjectives as descriptive as possible?
- Are all unnecessary words eliminated?
- Have you quantified everything that can be quantified?
- Has the statement been put in terms of interest to the employer?
- Have the results been stated before the action that you took to achieve them?
- Is the statement as clear and concise as possible?
- Does the statement speak to only one accomplishment, unless appropriate to include two?
- Is it true?

WHEN ALL THE STATEMENTS ARE FINISHED, LOOK AT THE WHOLE LIST AND CHECK FOR THESE TWO THINGS:

- Is there a variety of verbs used to describe similar events?
- Is quantification stated in different ways for similar accomplishments?

SOME FINAL HINTS

To help list your accomplishments, think of a time when you:

- Increased profits
- Reduced costs
- Reduced errors
- Found an easier solution
- Found a cheaper solution
- Found a new opportunity

- Reduced conflict
 - Reduced losses
 - Improved quality
 - Improved teamwork
 - Made things smoother
 - Made things easier
 - Did what couldn't be done
 - Sped things up
 - Foresaw a need
 - Foresaw a problem
 - Foresaw an opportunity
 - Accomplished the same with less
 - Accomplished more with the same
 - Accomplished more than others
 - Prevented a problem
 - Protected against a hazard
 - Provided new resources
 - Solved a chronic problem
 - Developed a new procedure
 - Created something from scratch
 - Overcame obstacles
 - Received an award
- After reviewing your accomplishment statements with the instructor, list them on p. 9 of the Résumé Information Worksheet

*Adapted from University Career Center - Division of Student Affairs, Union West Bldg., 103 •
www.utep.edu/careers • careers@utep.edu • Source: Career Planning & Resources, Scripps College • Used with permission*

**FOCUS ON
 ACCOMPLISHMENT,
 NOT ACTIVITY.
 WHAT YOU DO ISN'T AS
 IMPORTANT AS WHAT
 YOU GET DONE.**

GOODMORNINGWISHES.COM

PAST TENSE ACTION VERBS

<http://www.resumetoolbox.com/action-verbs.html>

A - B

Accelerated
Accomplished
Achieved
Acquired
Acted
Activated
Adapted
Adopted
Addressed
Administered
Advised
Altered
Analyzed
Anticipated
Applied
Appointed
Appraised
Approved
Arbitrated
Arranged
Ascertained
Assembled
Assessed
Assisted
Assured
Attained
Audited

Briefed
Budgeted
Built

C

Calculated
Cataloged
Charted
Checked
Clarified
Classified
Closed
Coached
Collected
Commanded
Communicated
Compared
Compiled
Completed
Composed
Computed
Conceived
Conceptualized
Concluded
Conducted
Confronted
Conserved
Consolidated
Constructed
Consulted
Continued
Contracted
Controlled
Converted
Coordinated
Corrected
Correlated
Counseled
Created
Critiqued

D

Dealt
Decided
Defined
Delegated
Delivered
Demonstrated
Depended
Designed
Detailed
Detected
Determined
Developed
Devised
Diagnosed
Directed
Discovered
Dispensed
Displayed
Disproved
Dissected
Distributed
Diverted
Doubled
Drafted
Dramatized
Drew
Drove

E

Earned
Edited
Educated
Effected
Eliminated
Enacted

F - G - H

Facilitated
Filed
Finalized
Financed
Fixed
Followed

I

Identified
Illustrated
Imagined
Implemented
Improved
Improvised

Encouraged
Endured
Enforced
Engineered
Enhanced
Enlisted
Ensured
Entertained
Established
Estimated
Evaluated
Examined
Exceeded
Executed
Exhibited
Expanded
Expedited
Explained
Experimented
Expressed
Extracted

Formalized
Formed
Formulated
Found
Founded

Gathered
Generated
Governed
Graduated
Guided

Handled
Headed
Helped
Hired
Hypothesized

Increased
Induced
Influenced
Informed
Initiated
Innovated
Inspected
Inspired
Installed
Instituted
Instructed
Insured
Integrated
Intensified
Interpreted
Interviewed
Introduced
Invented
Inventoried
Investigated

J - K - L

Judged
Justified

Kept

Launched
Lectured
Led
Learned
Licensed
Lifted
Listened
Located
Logged

M

Maintained
Managed
Manipulated
Manufactured
Mapped
Marketed
Measured
Mediated
Memorized
Mentored
Modeled
Modified
Monitored
Motivated

N - O

Named
Navigated
Negotiated
Nominated
Normalized
Noted

Observed
Obtained
Offered
Officiated
Operated
Ordered
Organized
Oriented
Originated
Overcame
Oversaw

P

Painted
Participated
Perceived
Perfected
Performed

Q - R

Qualified
Questioned

Raised
Ranked

S

Satisfied
Scheduled
Secured
Selected
Sensed

Persuaded
Photographed
Piloted
Pinpointed
Pioneered
Placed
Planned
Played
Praised
Predicted
Prepared
Prescribed
Presented
Presided
Printed
Processed
Procured
Produced
Professed
Programmed
Progressed
Projected
Promoted
Proofread
Proposed
Protected
Proved
Provided
Publicized
Purchased

Rated
Realigned
Realized
Reasoned
Received
Recognized
Recommended
Reconciled
Recorded
Recruited
Reduced
Referred
Regulated
Rehabilitated
Reinforced
Related
Rendered
Reorganized
Repaired
Reported
Represented
Researched
Resolved
Responded
Restored
Retrieved
Restructured
Reviewed
Revised
Risky

Separated
Served
Serviced
Shaped
Shared
Showed
Sketched
Simplified
Sold
Solved
Sorted
Specified
Spoke
Stimulated
Streamlined
Structured
Studied
Succeeded
Suggested
Summarized
Supervised
Supplied
Supported
Symbolized
Synthesized
Systemized

T

Tabulated
Talked
Targeted
Taught
Tested
Trained
Transcribed
Transferred
Transformed
Translated
Treated
Traveled
Troubleshoot
Tutored
Typed

U - V - W

Unified
United
Updated
Upgraded
Used
Utilized

Verbalized
Verified

Weighed
Won
Worked
Wrote

ADDITIONAL RÉSUMÉ RESOURCES

NEED HELP WITH YOUR RÉSUMÉ?

- **Your Local Workforce Center**

Workforce Center staff are there to assist you in every step of your career search, offering résumé writing workshops, one-on-one résumé review, work readiness assessments, interview skills practice, and much more!

For a listing of all Colorado Workforce Centers, go to:

<http://www.colorado.gov/cs/Satellite/CDLE-EmployTrain/CDLE/1248095319018>

- **Your Local Library**

Trained staff at your local library branch can provide you with reference materials to help you write résumés and research potential employers.

For a listing of all Colorado Public Libraries, go to:

<http://www.publiclibraries.com/colorado.htm>

- **College Career Center**

Most colleges and universities have a student services or career center. Ask your academic advisor if there is a campus resource where you can get résumé help.

- **On the Web**

<http://www.bestsampleresume.com/>

<http://jobstar.org/tools/resume/index.php>

<http://www.resume-resource.com/>

http://www.teens4hire.org/resource_resume.asp

<http://www.jobdoggy.com/job-articles/entry/10-hot-resume-tips/>

ADDITIONAL JOB APPLICATION RESOURCES

- **Research the company ahead of time**

- On the Internet
- As a customer or through a friend or relative

- **Fully complete your Pocket Résumé beforehand**

- **Talk to employers ALONE or when picking up or dropping off applications**

- No parents, friends, or teachers
- If you can't do this independently, will you be able to work independently?

- **Be *extremely* nice to staff (receptionists, cashiers, servers)**

- These are the gatekeepers to the hiring manager!

- First impressions are crucial - they WILL share every detail about you.
- Depending on their description, you either will see the boss or you won't.
- **Complete the application AT the job business**
 - Use your portfolio as a hard surface if necessary
 - Write legibly and complete ALL areas of the application
 - Never substitute "See Résumé" instead of filling out a section
- **The application is the employer's first way of evaluating you. Don't fail this first test!**

10 Habits of Highly Effective Employees

- **Be Punctual and have Good Attendance**
- **Keeps Work Areas Clean**
- **Takes Direction Well**
- **Works Well with a Team**
- **Works with the End Result in Mind**
- **Admits mistakes**
- **Displays a positive disposition**
- **Is willing to coach others**
- **Presents constructive ideas**
- **Takes advantage of training opportunities**