



Specialized Administrative Staffing

How to Write the Perfect Resume and Cover Letter

Just Two Minutes



What We'll Cover

- Choosing a resume format
- Organizing your resume
- Writing your resume
- Avoiding resume mistakes
- Formatting your resume for print and electronic distribution
- The importance of a good cover letter

Choosing a Resume Format

- Chronological
- Functional
- Combination

Chronological Resume

- Easy-to-follow list of work experience in reverse chronological order
- Shows duties and accomplishments at each job, with focus on current position
- Use if:
 - Applying for position in a field in which you have success
 - Strongest career aspect is reflected in current job

Functional Resume

- Organized around skills, experiences and accomplishments; omits or only broadly mentions work history
- Often viewed with suspicion
- Use if:
 - Entry-level job seeker
 - Re-entering workforce
 - No growth in responsibility in past jobs

Combination Resume

- Combines features of chronological and functional resumes
- Showcases skills and accomplishments and briefly outlines work history
- Use if:
 - Hiring managers haven't responded to your chronological resume
 - Weak link between your experience and the opening

Heading

Sue Ellen

28 Turnbull Road

Southfield, MI 12345

(555) 555-1234

sueellen@website.com

Summary

Administrative professional with 11 years' experience in office support, including two years in facilities management and five years in customer service.

Extensive supervisory and project management experience. Proficient with Microsoft Office, as well as contact management, accounting and personnel software.

Experience

Executive Assistant

XYZ Corporation, Southfield, MI

January 2000-Present

Managed operations budget. Coordinated meetings, events and travel for team of 25. Accomplishments include:

- Reduced department costs by 15 percent within first year.
- Organized and taught series of courses to administrative staff, focusing on negotiation and time management.

Education

A.A. in Administration
Bryman College, CA

Miscellaneous

- Certified professional secretary in Kentucky
- Member of International Association of Administrative Professionals (IAAP)
- Knowledge of Word, Excel, PowerPoint, PhotoShop
- Fluent in Spanish and French

Writing Your Resume

- Avoid “I”
- Keep sentences short
- Write in plain English
- Use bullet points as appropriate

Keywords

- Reflect specific aspects of your background:
 - Job titles
 - Departments
 - Organizations
- The more you have, the better
- Know which ones to use by:
 - Looking at classified ads
 - Looking at resume of recently hired person

Common Questions

- Should I list temporary work?
- How do I apply for multiple jobs with the same company?
- What's the appropriate length?
- How should I address employment gaps?

What to Leave Out

- Reasons for leaving
- Personal information
- “References available upon request”

Common Resume Pitfalls

- Cute and clever language
- Typos/poor grammar
- Misrepresentation
- Vagueness
- Overkill
- Overpersonalizing

Tips for Applying Via E-mail

- Paste your cover letter in the body of an e-mail
- Include title of position in subject line

Getting Your Resume Into Print

- Use formatting elements sparingly
- Avoid graphics and pictures
- Stick to a single font
- Choose a simple paper

The Necessity of a Good Cover Letter

- Your cover letter
 - Is your first chance to make a good impression.
 - Is a way to direct attention to those aspects of the resume that are likely to push the right buttons.
 - Demonstrates your knowledge about the company you are applying at and its industry.
 - Represents your only means of explaining aspects of your work history, that might otherwise portray you as being unqualified.

Developing Your Cover Letter

- What do you want to accomplish?
- Create two or three key points you want to convey.

Building Your Cover Letter

- The basics
- Covering the right bases
- The body of the letter

Avoid Resumania

- “Able to whistle while pretending to drink water at the same time.”
- “I was instrumental in helping the company go through bankruptcy.”
- “Skills: Office management, keyboard skills, Internet, database, communication, sense of humor, writer, designer, published humorist/cartoonist. Stuff.”
- “Am allergic to copy toner and scoundrels.”



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