

Resume Samples – Outline of Information

Resume Basics

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Chronological Resumes (organized by dates)

- Using Extracurricular experience Page 7
- Using Clinical experience Page 9
- Using co-op/intern/academic projects Page 11
- Using Summary of Qualifications Page 13
- Using Customer Service & Hospitality Page 14
- Using Dental Hygiene/Health Professions Page 15
- Experienced Job Seeker Page 17
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Functional resume (organized by skill/experience)

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Combination one-page resume

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Combination two-page resume

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Scannable resume

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CHRONOLOGICAL RESUME TEMPLATE

First and Last Name

Address

City, Province and Postal Code

Phone number(s) and email address

OBJECTIVE

Title of position you are applying for/or area of interest and what you have to offer the organization – specifically, one or two skills you want to highlight.

SUMMARY OF QUALIFICATIONS (OR SKILLS SUMMARY)

Whenever possible, this section should be in direct relevance to the position which you are applying for. Some examples of things to include are:

- Number of years experience in relevant paid or unpaid work
- Related special knowledge, training or certifications
- Relevant accomplishments/ soft or hard skills/ attributes
- Languages

EDUCATION

Degree: Major or Concentration

Institution, City, Province

Start date – Present (or completion date)

- Relevant courses (3-6 courses that are related to the requirements of the job)
- Relevant projects/ research
- Thesis
- Awards (if not under a separate section)

Include any other degrees/diplomas which you are currently working on or have completed. Anything else would go under “Additional Education”.

WORK EXPERIENCE (or RELEVANT EXPERIENCE)

Most recent job title

Organization, City, Province

Month/Year – Month/Year

- An Action Statement relevant to the job requirement, highlighting how or why you did the task and results or accomplishment that you had.
- An Action Statement relevant to the job requirement, highlighting how or why you did the task and results or accomplishment that you had.
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- An Action Statement relevant to the job requirement, highlighting how or why you did the task and results or accomplishment that you had.

Name

page 2

2nd Most recent job title

Organization, City, Province

Month/Year – Month/Year

- An Action Statement relevant to the job requirement, highlighting how or why you did the task and results or accomplishment that you had.
- An Action Statement relevant to the job requirement, highlighting how or why you did the task and results or accomplishment that you had.
- An Action Statement relevant to the job requirement, highlighting how or why you did the task and results or accomplishment that you had.
- An Action Statement relevant to the job requirement, highlighting how or why you did the task and results or accomplishment that you had.

Include any other positions which you may have in the same layout.

VOLUNTEER EXPERIENCE

Title

Organization, City, Province

Month/Year – Month/Year

- An Action Statement relevant to the job requirement, highlighting how or why you did the task and results or accomplishment that you had.
- An Action Statement relevant to the job requirement, highlighting how or why you did the task and results or accomplishment that you had.

Only include action statements in your Volunteer Experience if the skills obtained are relevant to the position or if space permits.

EXTRA-CURRICULAR/ ACTIVITES

Most recent position held

Club/ organization/ team, City, Province

Province Month/Year – Month/Year

- If relevant, provide an Action Statement relevant to the job requirement, highlighting how or why you did the task and results or accomplishment that you had.

If space is an issue, include information all on one line omitting the action statements.

AWARDS/SCHOLARSHIPS/MEMBERSHIPS/CERTIFICATIONS

What did you receive, Who issued it

Date

REFERENCES AVAILABLE UPON REQUEST

Other sections may include Publications, Computer Skills, Languages, Clinical Experience, etc.

Action Statements

If you were face-to-face with an employer right now, what would you say? What skills and knowledge would you highlight? This is what employers want to know. To effectively communicate your experiences and accomplishments on your resume, and to also differentiate yourself, use ACTION STATEMENTS to describe your skills and knowledge.

Tips:

- Quantify whenever possible, it adds perspective.
- Results are PROOF that you are effective, so don't forget to include them.
- Avoid language such as "duties included" or "responsibilities were"; the employer wants to hear how and what **YOU** did, not what the responsibilities were on the job.
- Always think "what is my next potential employer going to be looking for in an ideal candidate and what is it that I want them to know about me in response to that".

Action verb + WHAT you did and HOW or WHY + RESULT = Experience/Accomplishment

Wimpy Action Statement	Effective Action Statement
<ul style="list-style-type: none">▪ Responsible for filling outside orders	<ul style="list-style-type: none">▪ Processed corporate customer's orders in excess of twenty thousand dollars while ensuring high customer satisfaction levels were maintained
<ul style="list-style-type: none">▪ Started a new program	<ul style="list-style-type: none">▪ Created and implemented a new youth mentoring program by assessing the needs of youth in the community through one-on-one interviews and focus groups which resulted in 80% participation of local high school students

Examples:

- Collaborated with 12 peers to successfully create and implement a recycling program aimed at reducing the consumption of paper products by 50%
- Resolved 25 client calls per day by responding to inquiries on various financial accounts resulting in improved client relations and decreased client complaints
- Researched and determined status of un-cashed cheques and created a system to help track future unclaimed obligations which resulted in the initial savings of \$184,000 and \$20,000 annually
- Supervised and counselled 80 students on various issues from academic difficulties to peer pressure while observing strict confidentiality at all times
- Reversed engineering parts, designed new parts for equipment and modeled equipment for layouts according to client specifications using AutoDesk
- Identified and investigated discrepancies in financial accounts resulting in overpayments and unbilled revenues saving the department \$10, 000
- Developed an application to replicate tables between databases providing the client with more power in function and flexibility throughout platforms using C and ESQL on a UNIX platform

ACTION VERBS			
Management skills	Communication Skills	Research Skills	Technical Skills
Administered Analyzed Assigned Attained Chaired Coordinated Delegated Developed Directed Evaluated Improved Increased Initiated Integrated Organized Oversaw Planned Prioritized Produced Recommended Reviewed Scheduled Supervised	Addressed Arbitrated Arranged Authored Collaborated Corresponded Developed Directed Drafted Edited Enlisted Formulated Influenced Interpreted Lectured Mediated Moderated Negotiated Persuaded Promoted Publicized Reconciled Recruited	Analyzed Clarified Collected Compared Conducted Critiqued Detected Determined Diagnosed valuated Examined Experimented Explored Extracted Formulated Gathered Inspected Interviewed Invented Investigated Located Measured Organized	Adapted Applied Assembled Built Calculated Computed Constructed Converted Debugged Designed Determined Developed Engineered Fabricated Fortified Installed Maintained Operated Overhauled Printed Programmed Rectified Regulated
Teaching/Helping Skills	Financial Skills	Creative Skills	Clerical Skills
Adapted Advised Assessed Clarified Coached Communicated Coordinated Counseled Demonstrated Educated Enabled Encouraged Evaluated Explained Facilitated Guided Informed Instructed Trained	Administered Adjusted Allocated Analyzed Appraised Assessed Audited Balanced Budgeted Calculated Computed Conserved Corrected Determined Developed Estimated Forecasted Managed	Acted Conceptualized Created Customized Designed Developed Directed Established Fashioned Founded Illustrated Initiated Integrated Introduced Invented Performed Planned Shaped	Approved Arranged Catalogued Classified Collected Compiled Dispatched Generated Implemented Inspected Monitored Operated Organized Prepared Processed Purchased Recorded Retrieved Screened

Results and Accomplishments

Think you don't have any results or accomplishments? Think again. Examine each of your past experiences including jobs, volunteering, athletics, club activities and interests. Think about what you did particularly well and what may have resulted from your involvement. Results or accomplishments of your work are PROOF to employers that you are effective. Make sure to include them in your Action Statements. Here is a list of sample accomplishments/ results:

- Increased efficiency
- Established/ enhanced customer relations
- Developed, designed, tested and applied
- Provide new resource
- Received an award
- Boosted sales
- Expanded the customer base
- Received great feedback from boss or customer Solved problems
- Contributed to the growth and development of a project
- Improved flow of information
- Improved performance
- Reduced waste
- Improved morale
- Created something new
- Revealed your ability to be a team player
- Met deadlines
- Saved time
- Streamlined operations
- Provided better controls
- Achieved dean's honor list standing
- Improved working conditions
- Earned community recognition
- Saved money
- Demonstrated your leadership ability

Resume Check list

- ✓ Did you write your own résumé? (You are the expert on you.)
- ✓ Did you proofread carefully for typos and errors? Did you ask a friend to proofread it?
- ✓ Is your resume organized in a logical fashion?
- ✓ Is it within 2 pages?
- ✓ Did you use industry buzzwords and keywords?
- ✓ Does the overall presentation and layout look professional?
- ✓ Do your headings and sub-headings clearly stand out?
- ✓ Did you tailor your resume to the position you are seeking?
- ✓ Are your contact details up-to-date and does your answering service on your phone numbers sound professional?
- ✓ Did you include accomplishments and results?
- ✓ If you know your resume will be scanned, is it free from formatting?
- ✓ Do most phrases start with an action verb?
- ✓ IF YOU WERE THE EMPLOYER, WOULD YOU CALL YOU FOR AN INTERVIEW?

In this sample, action statements detail the candidate's accomplishments through their experience section and involvement in **EXTRACURRICULAR ACTIVITIES**. Accomplishments are also displayed in the awards section.

Carl Commerce

123 Oxford St. Halifax, NS, B3R 4J2 902.473.2286 ♦ cfurman@mail.com

EDUCATION

Bachelor of Commerce: Business Administration/Marketing 2004

Dalhousie University, Halifax, Nova Scotia

- Relevant Course Work: Business Communications, International Marketing, Marketing Across Generations, Ethics in Business
- Financed over 50% of tuition fees through part time work

AWARDS

- **Recipient P.A.C.E. 5 Awards** (Public Acknowledgment for Conscientious Effort), Red Savior Insurance 2006
- **Deans Award for GPA above 95%**, Dalhousie University 2002 - 2004
- **Lawson Scholarship**, Lawson Centre 2003

COMPUTER SKILLS

- **Operating Systems:** All Microsoft Systems, OS 390, UNIX, and Novell
- **Programming Languages:** C++, Visual Basic, HTML, Assembly, LISP and JAVA
- **Software Applications:** Microsoft Word, Microsoft Excel, Microsoft Power Point

RELEVANT EXPERIENCE

Information Consultant

Red Savior Insurance, Halifax, Nova Scotia 2006 – Present

- Educate public on applicable BC/BS policies, guidelines and procedures through phone and one-on-one interaction
- Resolve complaints and disputes in billing or contract specifications by listening to client issue, offering suggestions and providing follow-ups
- Research and write customer requests for appeal and present findings to the team
- Identify existing problems and provide research data to Ombudsman which contributed to revision of applicable underwriting policy
- Selected to assist the Consumer Relations Department with inquiries from the media and third party inquiries from the Division of Insurance

Senior Information Representative

ABC Inc., Dartmouth, Nova Scotia

2004-2006

- Trained and facilitated orientation for new Information Representatives
- Liaised directly between Research and Law Department on legal cases
- Selected to attend training program on new EDS computer system with subsequent responsibility to train co-workers
- Responded to inquiries and identified and researched subscriber problems which resulted in increased client satisfaction by 15%
- Drafted series of form letters to accompany payments to participating medical providers

Sales Associate

The Clothes Criterion, Sackville, New Brunswick

Summers 2001 - 2004

- Ranked among Top 15 salespeople in the country
- Provided excellent customer service: assessed needs of clients, suggested appropriate products and answered queries
- Designed and arranged merchandise displays meeting company policies and customer need
- Trained 10 employees on computer system, effective merchandising and customer service through orientation sessions and job shadowing

EXTRACURRICULAR ACTIVITIES

Dalhousie Tigers Soccer Team

Dalhousie University, Halifax, Nova Scotia

2000 – 2004

- Provided leadership as the team captain for the 2003/2004 season
- Organized formal and informal meetings to open and improve communication between members
- Received AUS Conference Award for outstanding performance
- Helped Dalhousie Tigers Soccer achieve its first 10 win season in 20 years

Treasurer

Business Club, Dalhousie University, Halifax, Nova Scotia

2003 - 2004

- Managed and maintained accurate financial records for a \$5,000 yearly budget
- Created a detailed budget tracking system using Excel spreadsheets resulting in increased efficiency and accuracy
- Collaborated with the club's executive board of nine members to coordinate project programs

INTERESTS

- Travel (traveled independently throughout Europe, Middle East and South East Asia)
- Reading Canadian history
- Swimming and playing soccer
- Photography

In this sample resume, **CLINICAL EXPERIENCE** is an essential aspect of a resume for students in health related field with limited work experience. Including “Professional Affiliations” indicates a student’s dedication to their field. Achievements show the employer that this person is effective; the work that they’re doing WORKS! “Related Experience” and “Other Work Experience” are separated to allow for more detail on experiences that are relevant to the position.

SANJAY SCIENCE

123 Ellis Street • Halifax, Nova Scotia • B5H 2C8 • (123) 456 7891 • cfrumand@mail.com

EDUCATION

Bachelor of Science, Occupational Therapy

2000 - 2004

Dalhousie University, Halifax, Nova Scotia

- Dean's list four consecutive semesters

ACHIEVEMENTS

- Chosen by Dr. Ling (professor of Occupational Therapy) to be the lead student to research and compile data on the use of Occupational Therapy in nursing homes.
- Published 3 articles on studying Occupational Therapy and the employment trends for Nova Scotia Occupational Therapy Association Monthly newsletter.
- Accepted by and participated in the Occupational Therapy project at the University of Chicago; received a grade of ‘A’.
- Received positive feedback from Clinical supervisors on my in-depth knowledge, patient care and positive attitude.

PROFESSIONAL ASSOCIATION

- **Member**, Nova Scotia Occupational Therapy Association 2004-Present
- **Member**, Canadian Occupational Therapy Association 2004-Present

CLINICAL EXPERIENCE

Assistant Occupational Therapist

LEARNING PREP SCHOOL, Halifax, NS

2003

- Worked one-on-one and in group settings with students having developmental delays, mental retardation and related learning disabilities to perform interventions including Gross and Fine Motor Therapy, Visual-Perceptual-Motor Therapy, Vocational Training and Neurodevelopmental Techniques in individual therapy.
- Supervised community outings, visual-perceptual-motor group, pre-vocational and vocational work centers.
- Analyzed clients' capabilities and expectations related to life activities through observation, interviews and formal assessments

Assistant Occupational Therapist

SPAULDING REHABILITATION HOSPITAL, Halifax, NS Summer 2002

- Handled a case load of over 25 patients with cardiac and pulmonary disorders, lower limb amputations, stroke, brain injury and reflex sympathetic dystrophy.
- Performed interventions including neuron-developmental technique, joint mobilization, deep friction massage, computer assisted cognitive therapy, community mobility, home program planning, home evaluations and evaluations in all related areas.
- Developed strong rapport with clients through open communication, empathy, attentive listening and humour.

Occupational Therapy Internship

MORING PSYCHIATRIC HOSPITAL, Dartmouth, NS Summer 2001

- Worked with adolescent, adult and geriatric patients with affective chronic thought process, social and personality disorders, as well as substance abuse disorders.
- Supervised general activities period; direct involvement ensured a safe and active environment.
- Administered initial evaluations, vocational readiness evaluations, and leisure planning evaluations.
- Motivated clients through encouragement, articulating progress and reward schemes.
- Practiced student project on techniques in occupational therapy in psychiatry, resulting in an "A" grade.

Mental Health Assistant

SUGAR CREEK CHILDREN'S UNIT, Dartmouth Psychiatric Hospital, Dartmouth, NS Fall 2000

- Worked with adolescents ages 12-16 on a 30 patient unit.
- Facilitated Milieu Therapy and one-on-one counselling for behavioural management issues.
- Observed and restrained, when necessary, aggressive or self-abusive patients and provided custodial care.
- Observed strict confidentiality with clients and displayed empathy, strong listening skills and patience with patients at all times.

OTHER WORK EXPERIENCE**Supervisor**, Celtic Corner Public House, Dartmouth N.S. 2003**Bartender/Waiter**, Royal Nova Yacht Squadron, Halifax N.S. 2002**Waiter**, Brisbane City Polo Club, Brisbane, Australia 1999**VOLUNTEER EXPERIENCE****Volunteer**, IWK Children's Hospital, Halifax, NS 2004**Fundraiser**, Canadian Cancer Association, Halifax, NS 2003

In this sample resume, education is listed towards the top because it is recent and very relevant to the career objective. Valuable computer skills are highlighted in a separate section. **CO-OP, INTERNSHIP** and **ACADEMIC PROJECTS** are ALL considered experience. Notice how he includes experience in other countries as well.

Corry Computer

Home Address
123, Ellis Street
Boston, MA, 01234
(123) 456 789

Campus Address
3456 University Ave
Tindle Residence, Room 234
Halifax, NS
(123) 555-8256

EDUCATION

Bachelor of Science in [Information Engineering](#) 2006

Dalhousie University, Halifax, NS

- **Senior Project:** Voice-On-Demand System on Personal Computers for Telephone Networks
- **Relevant Courses:** Integrated Circuit, Microprocessor, Computer Architecture, System Programming Language, Electronic circuits, Physical Electronics, Electromagnetics, Automatic Control, Data Structure and Algorithms, Computer Language & Translator, Data Communication, Linear Algebra, Digital System, Signal and System

TECHNICAL SKILLS

Electronic design automation tools: [National Instrument LabVIEW](#), [Cadence SPW](#), [Synopsys COSSAP](#), [Berkeley Ptolemy](#)

Hardware design tools: Mentor ModelSim, Cadence NC-VHDL, Xilinx, Quick Logic, Magic

Low-level languages: Verilog, VHDL, assembly for TI TMS320C54x, Intel x86, Z80, V40

High-level languages: C, C++, Java, Pascal, Fortran, Basic, Matlab

Scripting languages: csh, sh, tcl/tk, itcl

RELEVANT EXPERIENCE

Summer Co-op

Intel Corporation, Hillsboro, Oregon, US

07/05-12/05

- Developed radio frequency interference mitigation algorithms for narrowband interference rejection
- Assessed and prototyped algorithms to FPGA implementation for MIMO-OFDM Intel platforms
- Demonstrated performance improvement with noise weighting algorithm resulting in one patent submitted and one journal paper under review
- Awarded \$10,000 scholarship in recognition of strong performance during co-op placement

Summer Intern

Samsung Advanced Institute of Technology, Gyeonggi-do, Korea,

06/04-07/04

- Analyzed and verified MIMO-OFDM algorithm with Matlab Simulink
- Simulated finite wordlength effect of core blocks in the baseband receiver
- Optimized wordlength of successive interference cancellation
- Developed 'Multi-Carrier Mode Modem for IMT-2000 User Equipment and ASIC,' in the digital communication circuit team in cooperation with [Samsung](#) in Korea
- Designed and simulated 3X-CDMA multi-carrier digital receiver
- Coded up digital ASIC functions such as digital phase lock loop (PLL), down converter and multi-carrier processor using VHDL
- Optimized data wordlength in digital ASIC functions

RELEVANT ACADEMIC PROJECTS

Project: Data Wordlength Reduction for Low-Power DSP Software

Spring 2004

Class: Embedded Software Systems

- Analyzed number of transition in the digital signal processing blocks for portable devices and reduced wordlength for low power consumption at the software level
- Led a team of four students; delegated work loads, listened to concerns and ideas and offered suggestions

Project: Optimum Wordlengths for Multiplier and Adder

Fall 2003

Class: High Speed Arithmetic

- Analyzed number of gates for the multiplier and adder and found optimum wordlength to minimize the number of gate satisfying given performance
- Project resulted in an 95% mark

Project: Performance Evaluation of Fixed Broadband Wireless Access

Spring 2003

Class: Wireless Communications class

- Analyzed and simulated Orthogonal Frequency Division Multiplexing (OFDM) broadband wireless access system using LabVIEW7
- Simulated broadband wireless channel using the Stanford University Interim (SUI) channel model

Project: Minimum-ISI Time Domain Equalization for Fixed Wireless Access

Fall 2005

Class: Advanced Digital Signal Processing

- Analyzed and simulated time domain equalizations for OFDM broadband wireless access system using MATLAB

In this resume, the **SUMMARY OF QUALIFICATIONS** has included experience, skills and special traits that are specific to the position being sought. It is effective, because it helps the employer make the LINK between what they are looking for and what the applicant can offer.

Social Work

Home Address, City, Phone Number, Email

Objective

A program development and policy analysis position utilizing my strong communication skills and extensive knowledge of the criminal justice system.

Summary of Qualifications

- Experience in the criminal justice and non profit fields working with diverse clientele
- Conversational Spanish; ran a program completely in Spanish
- Excellent crisis management: attended two week training program on crisis intervention and experience mediating relations between courts and juveniles
- Recipient of *Community Volunteer Award* for volunteering over 750 hours in 2006
- Strong communication, interactions and relationship building skills gained through work and volunteer experience

Education

Master of Social Work, Dalhousie University, Halifax, NS 2007

- Thesis: The Evolution of Youth and our Courts and the Impact on Society

Bachelor of Arts: Major in Sociology, Dalhousie University, Halifax, NS 2006

Community Education and Public Policy Experience

Programming Intern/ Co-facilitator

Children's Home Society, Dartmouth, NS 2007

- Created curriculum, developed goals and managed 'Bebes Unidos Resultado Positivos', a Spanish program for Latina mothers and babies
- Implemented activities on parent-child bonding, guiding parents on reading and doing activities with child and providing information on infant development
- Performed research observations and evaluations to assess success of program
- Facilitated prenatal education programs to over 25 participants
- Created a rapport and relationship with women through open, non judgmental communication, active listening and empathy

Intake Intern

Family Crisis Unit, County Court System, Dartmouth, NS 2006

- Worked one-on-one with juveniles to obtain information, provide support and act as a liaison between them and their families
- Followed-up by phone and in person with families and outside agencies to track cases
- Performed study on effectiveness of the agencies involved with the family crisis unit by speaking with staff and reviewing case court documents; recommended changes to manager
- Proposed recommendations were implemented, resulting in a decreased amount of time families were waiting for assistance

Community Advisor (volunteer)

Office of Residence Life, Dalhousie University, Halifax, NS 2005

- Facilitated a cohesive community environment for 55 residents
- Coordinated four social, educational and cultural programs each semester, increasing student participation by 20%
- Developed and presented training program "How to Successfully Plan Community Events"
- One of 30 individuals selected from a competitive pool of 120 student leaders to lead events
- Completed comprehensive training in team building, diversity and crisis management

This sample **CUSTOMER SERVICE/ HOSPITALITY RESUME** highlights “Employment Experience” before “Education”. Sections on a resume can be interchangeable depending on what you want to highlight.

Howie Hospitality

444 University Ave., Halifax, NS, B4H 2Y7

email@dal.ca

(902) 555-5555

EMPLOYMENT

Server/ Caterer (part-time)

Private Catering Company, Toronto, ON, summer 2007

- Set up and dismantled bar and food serving stations ensuring client specifications were met
- Served private parties in client's homes with up to 100 guests
- Bartended and served food for fine dining table service, cocktail and buffet style
- Worked with a team of 1 to 5 people, depending on size of event

Caterer/ Banquet Server (part-time)

The Butler Did It Catering Company, Toronto, Ontario, summer 2007

- Set up and dismantled bar and food serving stations ensuring client specifications were met
- Provided fine dining table service, banquet style and cocktail parties
- Worked in large teams catering both corporate and private parties for up to 500 clients

Food and Beverage Server

Bedford Ballroom, Toronto, Ontario, 2006

- Provided full table service in busy environment: serving up to 500 customers per shift
- Performed opening and closing duties: set up, cleaned, balanced float and ordered inventory
- Provided excellent customer service: friendly, assessed needs, provided suggestions, continually followed up with customers

Food and Beverage Server

Maxwell Plum, Halifax, NS, part time 2005

- Provided full table service; sections of up to 20 tables in busy, high pace environment
- Provided excellent customer service: friendly, approachable and had numerous repeat customers
- Maintained and ordered payment of inventory
- Trained new staff members and produced staff schedules

Food and Beverage Server

Maxwell's Restaurant, Oxford & London, England, 2004

- Provided full table service, opened and closed, balanced cash, provided customer service, bartended and performed employee training

Food and Beverage Server

Banff Lifts Limited, Banff, Alberta, summer 2003

- Accepted payment of purchases in cafeteria, maintained stock in main cafeteria, bartended, provided full table service for large group tours, opened and closed and trained new staff

EDUCATION

Bachelor of Commerce: Marketing and Human Resource Management

Halifax, Nova Scotia

Dalhousie University 2002-2008

In this sample resume, the candidate has used the "Summary of Qualifications", "Clinical Experience" and "Relevant Academic Projects" section to highlight their skills in **DENTAL HYGIENE**. The candidate has also included "Other Experience" to highlight leadership experience.

A M Y S M I T H

123 Main Street • Dartmouth, Nova Scotia • N4J 2B8
Home: (555) 555-1234, Cell: (555) 555-1235 asmith@sample-resume.com

OBJECTIVE

To obtain a position as a Dental Hygienist where I will be able to apply patient centered oral hygiene care to serve the public and add intrinsic value to the practice.

Summary of Qualifications

- Ability to relate to wide array of people: gained through 2 years of advising experience and two clinical experiences treating patients.
- Ability to analyze medical records and prescribed protocol to formulate effective therapeutic treatment plans.
- Experienced leader and facilitator: Train the Trainer and Leaders of the 21st century courses and involvement in leadership activities at Dalhousie University.
- Excellent knowledge of Canadian and institutional regulations and guidelines for the provision of dental outpatient services.
- Sound ability to set up and prepare dental equipment and instrumentation in accordance with established regulations and guidelines.
- Excellent communication skills: ability to articulate technical information to non-technical personnel.

EDUCATION

Diploma of Dental Hygiene
Dalhousie University, Halifax, NS 2005 – 2008

Bachelor of Science Program (1 year completed)
Dalhousie University, Halifax, NS

PROFESSIONAL MEMBERSHIPS

Student Member, Canadian Dental Hygienist Association 2007

CLINICAL EXPERIENCE

Dental Hygienist Internship

Dalhousie University, Halifax, NS May – Oct 2007
Participated in 100 hours of clinical rotations in Dalhousie dental clinic, Veterans Hospital and IWK Children's Hospital

- Provided specialized care for a variety of clients including school aged children, elders, military personnel and Veterans, in many diverse settings.
- Assessed dental condition and needs of patient using patient screening procedures; including medical history review, dental charting, and perio charting.
- Documented dental history or chief complaint; recorded and reported pertinent observations and patient reactions to dental staff, as appropriate; documented lab procedures and ensured follow up on results.
- Implemented individualized dental care plans for patients; performed patient education, discharge planning, and patient/family teaching under the supervision of a qualified dentist.
- Taught clients how to practice good oral hygiene and provided preventive dental care.
- Took and developed dental x-rays and made temporary fillings.
- Implemented infection control procedures: cleaned hygiene room, sterilized instruments, and prepared hygiene room for patients.
- Prepared reports and assisted as required with patient reception, telephone calls, routine triage, and other office duties.

RELEVANT ACADEMIC PROJECTS

Project: Design Educational Material to promote dental health for preschoolers**Class: Population and Health**

- Collaborated with four students to share ideas, develop a plan, delegate work loads and share resources; work accomplished resulted in an A grade.
- Facilitated an educational game to 25 preschoolers on importance of dental health; children remained engaged and entertained.
- Created a range of cartoon characters representing different areas of dental health and incorporated them in posters and activities.
- Designed colourful and playful posters using Photoshop and Adobe publisher.

OTHER EXPERIENCE

Community Advisor

Office of Residence Life, Dalhousie University, Halifax, NS

2005

- Developed leadership skills by facilitating a cohesive community environment for 55 residents
- Coordinated four social, educational and cultural programs each semester, increasing student participation by 20%
- Developed and presented training program, "How to Successfully Plan Community Events", resulted in very positive feedback
- One of 30 individuals selected from 120 student leaders to lead and coordinate events
- Completed comprehensive training in team building, diversity and crisis management

Residence Assistant,

Dalhousie University, Halifax, Nova Scotia,

2005

- Supervised and counselled 80 students on various issues from academic difficulties to peer pressure while observing strict confidentiality at all times
- Created and implemented academic and social related activities to groups of 10-20 students by working collaboratively with other Residence Assistance
- Worked with the team of residence staff to create a positive community environment
- Educated residents about safety and security issues on campus and in residence halls through the use of campus voicemail and monthly seminars

CERTIFICATES

- WHMIS, Environment Health and Safety 2005
- Canadian Red Cross Level "C" CPR 2006

COMPUTER/ TECHNICAL SKILLS

- Proficient in: Axium Software Suite, Pub Med Search Engine, Macro Software, Micro Software, Windows Operating system
- Exposed and developed radiographs

VOLUNTEER EXPERIENCE

- Soccer Coach, St Patrick's Elementary School, Halifax, NS 2006
- Fundraiser, Salvation Army, Digby, NS 2004

In this sample resume, the candidate has used the "Professional Profile" and **PROFESSIONAL EXPERIENCE** section of their resume to highlight their number of year's experience.

Jenny Jobseeker

26 Vernon Street, Halifax, NS B3R 5T9 Ph: (902) 472-9760 ♦ jobseeker@dal.ca

PROFESSIONAL PROFILE

- Licensed Customs Broker, Canada Customs & Revenue Agency
- Ability to look beyond the stated regulations to find the best possible results for clients.
- An innovative, practical and strategic thinker with an established network and a solid reputation with government agencies and stakeholders.
- 9 years experience working with customs brokers and consultants and advising clients involved in international trade at three of Canada's leading accounting firms.
- Trusted advisor and regular speaker at industry events such as the Canadian Importers Association.
- Languages: English, French, Spanish and Korean

EDUCATION

Masters of Business Administration – Concentration on Global Trade 2002
Dalhousie University, Halifax Nova Scotia
Thesis: Effects from the USA/ Canada Free Trade Agreement

Bachelor of Commerce Major: International Business 1996
Dalhousie University, Halifax Nova Scotia

PROFESSIONAL EXPERIENCE

Trade Consultant

Angus Consulting Ltd 2003 – 2006

- Developed and published services brochures for the practice that due to success, relevancy and effectiveness were later adopted and integrated by other tax service lines.
- Successfully appealed and reversed a tariff classification ruling issued by Canada Customs and Revenue Agency which resulted in an annual duty savings in excess of \$250,000.
- Presented before the Canadian Trade Tribunal on behalf of a client seeking duty relief which was successfully granted and a duty free tariff item was inserted into the Customs Tariff.
- Provided assistance to clients on cross border and international trade and customs issues including compliance and border security, self assessments and filing prior disclosures.
- Researched and wrote articles on the Effects of Globalization, International Trade and Free Trade for Trade Publication Weekly, resulting in increased client base.

International Trade Consultant

Baring & Baring Consultants

1999 - 2003

- Advised clients on Canadian, US and international tax legislation and trade issues including tariff classification, NAFTA and other trade agreements, valuation, transfer pricing, drawbacks, refunds, duty deferral and relief programs and compliance requirements.
- Promoted active information sharing amongst members of the practice. Developed procedures and introduced an e-folder containing templates that resulted in higher productivity and time/cost effectiveness when preparing services.
- Provided a 'first-to-market' product line by selling compliance procedures to clients with an ancillary e-copy containing web based links that provided regular updates. Service enabled clients to remain current and receive timely on-line integration of procedures.
- Increased exposure and presence within the market by publishing articles in Commodity Tax News and represented Baring & Baring regularly at the CICA.

Junior International Trade Consultant

ABC Inc.

1997 - 1999

- Researched and developed objectives, goals, and budget plans for fiscal year 2002 for Middle East team consisting of 25 commercial officers in Canada and abroad.
- Drafted team proposal currently being implemented by the division to promote trade opportunities such as International Buyer Program Shows and Educational seminars.
- Contacted international trade liaisons to assess export opportunities for small companies.

COMPUTER

- Microsoft Office Operating System: Word, Excel, Access, Power Point
- FONX, SAP, Orion and Dbase

BUSINESS DEVELOPMENT

- Canadian Securities Course, 2004
- Member, Canadian Importers Association for International Trade Consultants
- Board Member, Trade Winds Consulting Services
- Managerial Leadership Program, Seneca Institute, 2000
- Advanced Executive Program, Hensen College, 2001

COMMUNITY INVOLVEMENT

- Member, Fact or Fiction Committee, Royal Ontario Museum, 2001
- Chair, Publicity Committee National Ballet School, 1992-1996
- Chairperson, ABC Inc, Career Development Program, 1987

This sample resume displays an **ALTERNATE FORMAT** for a 1 page resume. Credentials, education and professional profile are on one side and experience on the other.

MARGARET VARNEY

1546 BARRINGTON ST • HALIFAX, NS B3J 3X7 • HOME: (902)555-5555 • email@dal.ca

Professional Profile

- Ability to prioritize and multi-task while working in busy environments
- Dedicated to deadline commitments
- Confident working independently or in a team environment
- Well developed verbal and written communication skills
- Comfortable taking leadership roles

EDUCATION:

Bachelor of Computer Science (Co-op Program)

Dalhousie University – Halifax, NS
2001 - 2006

Technical Skills

PROGRAMMING LANGUAGES:

- Java
- JSP
- JavaScript
- HTML / CSS
- XML / XSL
- C++
- .NET (C#, ASP)
- PHP
- C
- Perl

DATABASE MANAGEMENT:

- Microsoft SQL Server
- Oracle
- Microsoft Access
- SQL (Transact, MySQL)

DEVELOPMENTAL TOOLS:

- Oracle 9iAS Corporate Portal/Portlets
- Vitria BusinessWare
- Macromedia Dreamweaver
- Microsoft Visual Studio
- Eclipse
- BEA WebLogic

OPERATING SYSTEMS:

- Microsoft Windows 95/98/2000/NT/XP
- Unix

Professional Experience

Programmer, September 2006 – PRESENT xwave (a division of Bell Aliant) – Halifax, NS

- Maintained the productsandservices.aliant.net website and internal websites ensuring 99.9% uptime and client satisfaction.
- Analyzed and solved complex problems to maintain service level metrics on all supported applications and websites.
- Programmed changes and upgrades to supported websites and applications.
- Transitioned new applications into support from the development environment and taught team members how to use and support the applications which ensured everyone on the team would meet the service level metrics.
- Demonstrated quick learning ability and was added to the twenty-four hour on-call support rotation after one month. Regarded as an integral team member on the year-end review.

Website Administrator, May 2006 – August 2006 Career Services Centre, Dalhousie University – Halifax, NS

- Recommended and implemented changes to the website through careful analysis in order to:
 - Improve services for clients allowing them to take advantage of the information presented.
 - Decrease maintenance time of the website allowing staff to focus on other tasks.
- Maintained the CSC website to keep the content up to date.

Help Desk Specialist (Co-op Work Term), May - August 2006 Academic Computing Services, Dalhousie University – Halifax, NS

- Delivered software and hardware support to clients ensuring that their computers ran properly.
- Instructed clients on university computer regulations and services to keep them informed and knowledgeable.
- Accurately handled and accounted for all department revenue.

Programmer Analyst (Co-op Work Term), Jan – August 2005 Atlantic Canada Opportunities Agency – Moncton, NB

- Developed custom web applications using Windows SharePoint Services to solve business problems.
- Demonstrated prototypes and final solutions to clients, collected feedback, and appropriately updated the product.
- Formulated and implemented a bilingual solution for Windows SharePoint Services Site Definitions to satisfy the Government of Canada's Official Language Act.
- Accurately documented all research and development processes to provide easy maintenance in the future.
- Recommended solutions for ACOA's search strategy using Windows SharePoint Services, influencing future plans.

This **FUNCTIONAL** resume highlights relevant skills that the position is requiring and can be effective if 1) you have many years experience in similar positions or 2) if you do not have direct experience to highlight, but have obtained transferable skills from other types of positions. The professional profile provides a snap shot of all the relevant experiences, qualifications and characteristics and can grab the employer's attention.

Holly Hospitality

5274 South St.

Halifax, NS B2N 2A6 klee@mail.com

Mobile: 902-555-1235

PROFESSIONAL PROFILE

- Nine years experience working in the hospitality and customer service industry in Canada and Australia
- Supervisory and assistant manager experience for three different employers
- Major strengths: customer relations, multitasking and leadership
- Instrumental in the set-up and operation of a new restaurant
- French language comprehension and communication skills

EDUCATION/TRAINING

Bachelor of Commerce; Small Business Entrepreneurship (completing part time)
Dalhousie University, Halifax, NS
CPR Life Saving Skills Course, Saint John's Ambulance July 2002
Food and Beverage Responsible Service Course, Servers of Canada July 2002

SKILLS / QUALIFICATION

SUPERVISORY

- Excellent leadership skills: listen to opinions, provide constructive feedback, open communication and delegate work load evenly
- Managed up to eight staff members per shift
- Provided excellent customer service: friendly, ability to assess needs and intervene when problems arise, building rapport and client relations
- Managed flow of bar: coordinated reservations and set up, section allotments for staff, and entertainment set up and coordination

OPERATIONS

- Closely involved in the start up and operations of a new restaurant: consulted on bar set up and floor design, manual labour, influence in hiring/staffing, training and day-to-day trouble shooting
- Opening and closing duties: balancing cash, inventory controls and ordering, sales processing, POS system closing, debit/credit machine closing and balancing, and data base creation of sales purchasing and GST paid

TRAINING

- Led groups and individuals through training processes: familiarized with POS systems, layout, rules and regulations, addressed questions and concerns

COMPUTER

- Microsoft Office Operating System: Word, Excel, Access, Power Point

WORK EXPERIENCE

- **Supervisor**, Celtic Corner Public House, Dartmouth N.S. April 2005 – Current
- **Bartender/Waiter**, Royal Nova Yacht Squadron, Halifax N.S. May 2004- Dec 2004
- **Waiter**, Brisbane City Polo Club, Brisbane, Australia 2003
- **Bartender**, The Seahorse Tavern, Halifax N.S. 2001-2002
- **Bartender** Assistant Manager, Ashburn Golf Course, Halifax N.S. 1999
- **Bartender**, Sulphur Mountain Gondola, Banff, Alberta 1998

This **COMBINATION RESUME** focuses on the relevant skills required for a journalism position with a "Skills Summary" and "Experience" section. "Professional Affiliations" illustrate the student's commitment to his/her field.

J i m J o u r n a l i s m

123 Oxford Street – Halifax, Nova Scotia – (902) 473-2286 – cfurman@mail.com

EDITORIAL SKILLS SUMMARY

Writing/ Editorial Skills:

- Proven writing skills; authored hundreds of pages of fiction in the past three years
- Over three years experience writing articles for various newspapers on topics ranging from politics to theater
- Extremely reliable under pressure and consistently meets deadlines

Computer Skills:

- Knowledgeable in many types of computer software packages, such as Microsoft Word, WordPerfect, and Pagemaker

Communication/ Language Skills:

- Experienced public speaker; lectured to a wide variety of audiences
- Completely bilingual in English and Spanish with some knowledge of French

EDUCATION

Bachelor of Arts (Major: English Literature and Journalism) 2006
King's College, Halifax, Nova Scotia

EXPERIENCE

Journalist Intern, The Coast

Halifax, Nova Scotia Dec. 2005 - Present

- Contributed weekly articles on current events to local newspaper
- Interviewed local businesspeople for experimental section on area residents
- Recipient of "Best and Brightest" junior journalism award for best contributions

Editor, The Literatim

Dalhousie University, Halifax, Nova Scotia Sept. 2005 -May 2006

- Held weekly meetings with up to 25 students to select poetry, short fiction, prose, and art work for school literary magazine, published once per semester
- Collaborated with print and design staff on page layout and cover design
- Expanded reader subscriptions by 20% by increasing marketing, facilitating focus groups and focusing content based on student feedback
- Established deadlines for publication and staff contracts based upon academic calendar and publisher expectations

Feature Writer, The Gazette

Dalhousie University, Halifax, Nova Scotia Sept. 2003 -May 2006

- Wrote weekly articles for Arts and Entertainment Section of campus newspaper reviewing movies, plays, novels, and new music releases
- Guest columnist for viewpoint, sports, and News Sections
- Implemented and managed newspaper budget of \$15,000

AFFILIATIONS

Member, Young Journalists of Canada 2005-Present
Member, English Society, Dalhousie University 2004-2006
Member, Society for Academic Excellence 2004-2006

This **COMBINATION RESUME** highlights relevant courses and skills, academic projects and experience. The student has included *Dining Room Manager* as relevant experience to highlight interpersonal skills.

PETER PLANNER

566 Roadsmith Terrace, Halifax, Nova Scotia, B3R 0A3 • (902)555-8956 • email@dal.ca

OBJECTIVE

To obtain a planning position through which I can contribute and further develop my advanced analytical, communication and project management skills.

EDUCATION

Master of Planning

September 2006- April 2008

Dalhousie University, Halifax, Nova Scotia

- Concentration in urban design

Bachelor of Arts

2001-2005

McMaster University, Hamilton, Ontario

- Major in Sociology, Minor in Anthropology

RELATED COURSES AND SKILLS

Planning

- Relevant courses including: planning history and philosophy, planning law, planning practice, studio (site analysis, site design and urban design), policy analysis and implementation methods and site infrastructure
- Strong understanding of land use planning theories and principles
- Experience with legislation analysis and interpretation

Technical

- Proficient in Windows as well as Macintosh environments
- Design skills: including graphic, document, 2D and 3D representation
- Architectural Technology courses: Land Surveying Fundamentals, Drafting Fundamentals, (Holland College, Charlottetown, PEI)
- Proficient with AutoCAD, GIS, Google Sketch-up, Microsoft Suite (Word, Excel, PowerPoint) and Adobe Design Suite (Illustrator, InDesign, Photoshop)

Management

- Advanced organizational and time management skills
- Strong motivational, problem solving and conflict resolution skills
- Excellent multi-tasker.

Communication

- Extensive experience in researching, interpreting and analyzing information
- Excellent oral presentation skills: confident, prepared and engaged
- Comfortable working both individually and in various sized groups
- First-rate interpersonal skills: understanding and dependable

PROJECTS

Primary Researcher

September - December 2007

Project: Regional Planning in Prince Edward Island

Client: Province of Prince Edward Island

- Conducted an independent research project involving the development of a regional land-use planning model for Prince Edward Island to be used for discussion and education purposes for higher levels of government and possible implementation.
- *Components included: case study research of regional land use planning frameworks, objective formulation for purposes of framework analysis, analysis and evaluation of models, report writing and designing, recommendation formulation.*

PROJECTS (CONT'D)

Team member

January 2008 – Present

Project: Redevelopment Plan for Dartmouth Cove*Client:* Waterfront Development Corporation Limited, Halifax, Nova Scotia

- Worked cohesively with three classmates to create a Redevelopment Plan for six-acre Brownfield site in Dartmouth Cove, Nova Scotia for the purpose of creating a vision for the site for future development.
- *Components included: background research (of site, site context, and policy framework, waterfront uses) stakeholder consultation, public consultation and presentations, evaluation of development options, report writing and designing, market and financial analysis and preparation of visual material including concept sketches and 3D modeling.*

RELEVANT EXPERIENCE

Planning Intern

May – August 2007

Town of Hamilton, Ontario

- Designed town map from GIS data, prepared town overview for reverse side of map and followed the project successfully through to completion.
- Observed and assisted with daily tasks of town planner.
- *Skills employed: research, data compilation, writing, graphic skills/software, editing and consultation.*

Planning Intern

May – August 2006

Province of Prince Edward Island, Charlottetown, PEI

- Researched and compiled information package for local municipal officials on the process and benefits of, the steps to, and the legislation surrounding municipal planning in P.E.I.
- Reviewed municipal submissions for Official Plan and Bylaw amendments to ensure the proper procedure was followed and the correct documentation was included and prepared packages for the minister to approve.
- Various other projects included the gathering of data and documents into an organized system to aid staff in the timely access to information.
- *Skills employed: research, data compilation, writing, program development analysis, organization, familiarity with material and knowledge of legislation.*

Dining Room Manager

2006

Mel's Diner, Hamilton, Ontario

- Successfully trained, supervised and scheduled 20+ employees to ensure outstanding Customer Satisfaction.
- Ensured seamless daily operation of a fast paced family dining room.
- Resolved conflict between both customers and staff through the use of mediation skills such as empathy, listening and respect.
- *Skills employed: communication, organization, multitasking, problem solving and conflict resolution.*

INTERESTS AND ACTIVITIES

Professional Affiliations:**Student Member**

2007 - Present

Canadian Institute of Planners, Atlantic Planners Institute

Volunteering/Professional Development:**Volunteer & Attendee**

2007, 2008

*Dalhousie School of Planning conference, Halifax, Nova Scotia**Atlantic Planning Institute conference, Truro, Nova Scotia**HRM by Design – Regional Centre Urban Design study, Halifax, Nova Scotia**East Coast Music Awards 72 Hour Jam, Halifax, Nova Scotia*

This is an **ELECTRONIC/ SCANNABLE RESUME** sample. There is no formatting so it can be easily read by computer scanning programs. Relevant words section lists industry jargon so when a potential employer searches for relevant applicants, the resume will show up

JENNY JOBSEEKER
226 Vernon Street
Halifax, Nova Scotia
B3R 5T9
(902) 472-9760
jennyjobseeker@dal.ca

EDUCATION

Bachelor of Arts (Major in Psychology) 2004-Present
Dalhousie University, Halifax, Nova Scotia

RELEVANT WORDS

Child care, research, child psychology, counselled, childhood bullying, results

WORK EXPERIENCE

Research Assistant, September 2006-Present
Psychology Department, Dalhousie University, Halifax, NS

- *Planned and implemented a short-term research project to determine the influence early childhood bullying has on middle-aged children
- *Created a series of half hour questionnaires to present to test groups and evaluated outcomes
- *Prepared and presented research findings to supervisor by creating a detailed report

Residence Assistant, September 2005-May 2006
Dalhousie University, Halifax, NS

- *Supervised and counselled 80 students on various issues from academic difficulties to peer pressure while observing strict confidentiality at all times
- *Created and implemented academic and social related activities to groups of 10-20 students by working collaboratively with other Residence Assistants
- *Worked with the team of residence staff to create a positive community environment
- *Educated residents about safety and security issues on campus and in residence halls through the use of campus voicemail and monthly seminars

Student Navigator, September 2004-May 2005
Dalhousie University Killam Library, Halifax, NS

- *Provided technical and informational assistance to Learning Common users by determining overall problem to establish best course of action
- *Navigated the library catalogues, web pages and databases in order to answer general inquiries and update information
- *Referred problems to Technical Lead on an as-needed basis