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NOVA SCOTIA WORKS

Resume Tips

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RÉSUMÉ TIPS

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SOME FACTS ABOUT RÉSUMÉS

1. A résumé is a summary of your skills, abilities and accomplishments supported by relevant evidence about your work history, education and training.
2. Remember that your résumé is your marketing tool and must be in impeccable condition – **presentation is everything!**
3. There is **no such thing** as a perfect résumé. If your résumé is getting you interviews, it is working!
4. Think of your résumé as your personal advertisement of your skills and qualifications. Use clear language, key words and action verbs to describe your skills and qualifications.
5. **Keep it brief** - no more than two pages.
6. Regardless of what résumé layout you choose, list your skills or job experiences in point form for speed and ease of reading for the résumé screener. **OFTEN, AS LITTLE AS 6-7 SECONDS IS GIVEN TO THE INITIAL SCREENING OF YOUR RÉSUMÉ.**
7. Choose a font or print that is clear and easy to read. (Garamond 12, Arial 11, Verdana 10 or Verdana 11, Tahoma 10 or Tahoma 11, Calibri 11 or Calibri 12 are good choices)
8. Be conservative in your résumé presentation unless you are seeking employment in a unique or creative field. Avoid extremes in paper colour, fonts, and graphic design.
9. Use key words from the job description throughout your résumé.
10. Have a clear job objective. **Don't** start your résumé with an objective that is too flowery or general such as "A challenging position that will enable me to fully utilize my skills and abilities."
11. Every word on your résumé should be designed to "sell" you.
12. List interests or hobbies only if they can somehow be related to the job for which you are applying.
13. Make sure you read your résumé as a prospective employer would. Is it giving him/her the information they need about you?
14. Ensure that you can support, with specific examples, any information presented in your résumé.
15. Use dates or places of employment only when they work FOR you, not AGAINST you (i.e., dates can show age, gaps in work history; city names or countries can highlight lack of Canadian work experience).
16. Submit a list of references only after they have been requested. Prepare a separate sheet with references to present at the interview.
17. **PROOFREAD CAREFULLY!** There is no excuse for grammar and spelling errors in your résumé. Do not just rely on spell cheque!
18. Capitalization, **bold** and font effects such as *italics* or underlining can be used to draw attention to words in your résumé, but can easily become overwhelming. Use these techniques sparingly.

TYPES OF RÉSUMÉS



The most basic tool for a successful job search is an effective résumé, one that will get you the interview. There are several styles you can choose from, but the most suitable style for one person may not be the best for someone else. Each of the three major résumé formats has both merits and drawbacks. In developing your job search strategy, you must begin by deciding on the best résumé style for your particular circumstances and your job objective.

REVERSE CHRONOLOGICAL FORMAT

This type of résumé is the most traditional and commonly known. It is a history of the jobs you have held, beginning with the most recent. It includes the duties you performed while in these positions and employment dates are required.

Merits

- Accentuates your formal qualifications for the work you are seeking
- Appropriate format for candidates with linear progression career paths
- Shows track record of pertinent and increasingly responsible experiences
- Recruiters and Human Resource personnel often prefer this format, because it is familiar and straightforward for making preliminary screening decisions

Drawbacks

- For people who are starting a new career (such as recent graduates) or changing careers, this format emphasizes the candidate's lack of related work experience
- It highlights past activity rather than future potential
- Because dates are required, it can show gaps in employment or numerous short-term jobs, or too long in one job with no career advancement
- Does not allow for the insertion of skills and accomplishments from areas other than employment
- Can be a dry, repetitive recitation of job responsibilities
- No emphasis on those all-important "soft skills"

Who Should Use It?

- Effective for people with clear-cut qualifications and related experience
- Good for those who are continuing or advancing in a particular career path



SAMPLE REVERSE-CHRONOLOGICAL RÉSUMÉ

Jitney J. Junction, B.Ed.

1111 Dingleview Drive, Halifax, NS B2B 1X1
Tel: (902) 555-1111

ca.linkedin.com/in/jitneyjunction
e-mail: jjunction@email.com

JOB OBJECTIVE: To obtain employment coordinating and facilitating instructional programming. Special interest in literacy, teaching English as a Second Language, and working with at-risk students.

EMPLOYMENT HISTORY

English Immersion Teacher

The American School of Quito, Quito, Ecuador

Aug. 2015 - June 2017

- Designed and taught classes in English Second Language instruction
- Trained teaching colleagues in use of literacy teaching strategies
- Supported teachers in comprehension of strategies to encourage continued program success

Classroom Teacher

School District #5, Moncton, NB

Sept. 2012 - June 2015

- Planned, organized and taught curriculum for Kindergarten and Grade One
- Mapped student performance compared to provincial averages

First Steps Literacy Consultant

School District #5, Moncton, NB

Oct. 2011 - June 2015

- Implemented CanRead Literacy Resource throughout district
- Trained teachers in CanRead teaching strategies and provided in-class support to teachers
- Assisted an average of 25 students with cognitive challenges success in integrated classrooms annually

Early Literacy Summer Program Coordinator

School District #5, Moncton, NB

June/July 2013

- Planned, organized and budgeted for a literacy program for at-risk students
- Hired, trained and managed a staff of eight (8) people
- Prepared and presented an evaluation report with recommendations for future programs

EDUCATION

- Bachelor of Education (Distinction)** – Mount Allison University, Sackville, NB 2010
- Intermediate French Certificate** - University of Sainte Anne, Quebec, PQ 2010
- Special Event Coordinator Certificate** – NBCC, Moncton New Brunswick 2015

PROFESSIONAL TRAINING

- Reading Recovery Teaching** - Reading Recovery Canada 2010
- CanRead Literacy Tutor** - Johnson Professional Resources 2012
- Beginner / Intermediate Spanish** - Forum Language Services, Quito, Ecuador 2016

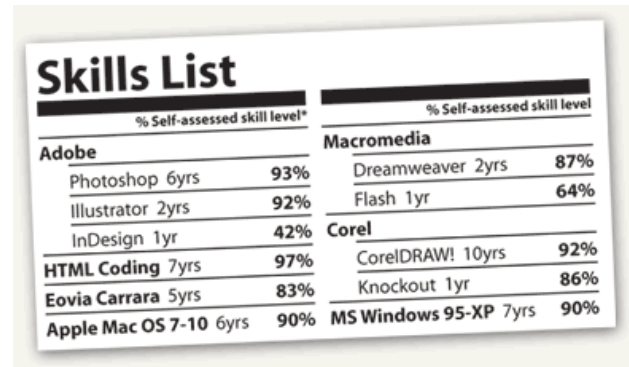
VOLUNTEER / COMMUNITY INVOLVEMENT

- Elementary School Representative** – School District #5 Professional Development Committee
- Stage Manager** – Fredericton Theatre Company
- School Wellness Representative** – School District #5 Teacher Wellness Committee

REFERENCES AVAILABLE UPON REQUEST

FUNCTIONAL FORMAT

The functional résumé highlights key skills, knowledge and related accomplishments. Be prepared to offer relevant and specific examples of skill effectiveness to prove your ability to contribute to the organization. The emphasis with this résumé format is on what you can do for this prospective employer, rather than what you have done for another.



Adobe		Macromedia	
	% Self-assessed skill level*		% Self-assessed skill level
Photoshop	6yrs 93%	Dreamweaver	2yrs 87%
Illustrator	2yrs 92%	Flash	1yr 64%
InDesign	1yr 42%		
HTML Coding		Corel	
HTML Coding	7yrs 97%	CorelDRAW!	10yrs 92%
Eovia Carrara	5yrs 83%	Knockout	1yr 86%
Apple Mac OS 7-10	6yrs 90%	MS Windows 95-XP	7yrs 90%

MERITS

- Focus is on transferable, marketable skills
- Skills are not limited to paid employment
- Widens the scope of informal experiences from every area of your life which can support your career objective (can include special projects, volunteer work, internships, community service, and relevant leisure pursuits)
- Skills are categorized allowing for ease of reading for the screener
- Highlights at a glance the skills you can bring to the job
- Does not highlight career changes, employment gaps, age, etc.
- Dates can be eliminated if they are going to highlight trouble areas
- Most flexible and adaptable format

DRAWBACKS

- Some employment professionals prefer a job-by-job description to trace with clarity exactly what you have done, for whom, where, and when
- Some employers assume that this format hides important background information
- The purely functional résumé can omit key dates/gaps, information that employers may want to see and that can be essential to credibility

WHO SHOULD USE IT?

- Most effective for people without direct experience in their career objective (recent graduates, people making a career change)
- Because it accents skills and achievements, it is also very effective for people who have been well established in a career
- The format has become increasingly popular since a more flexible and adaptable résumé style was needed by job seekers in the 80's and 90's and continues to maintain popularity



JOHN SMITH, B.B.A.

SAMPLE FUNCTIONAL RÉSUMÉ

2222 Lennox Lane - Halifax, NS B3B 1A1 | (902) 555-2222 | jsmithjr@email.com

MARKETING ANALYST

SKILLS / ACCOMPLISHMENTS

MARKETING RESEARCH:

- Successfully completed a Bachelor of Business Administration from the University of Prince Edward Island
- Comprehensive knowledge of Internet-based competitive intelligence to gather detailed market research
- Design marketing materials as part of a design team member for direct marketing campaign
- Use comprehensive market research techniques to generate leads and build strong relationships with clients
- Produce accurate reports using qualitative and quantitative research methods
- Conduct market research interviews to ensure customer’s satisfaction and to identify potential target markets

TECHNICAL:

- Proficient in Microsoft Office software: Word, Outlook, PowerPoint for the development of business correspondence, marketing materials and presentations
- Trained in Lotus Notes and SPSS statistical software for research and analytical purposes
- At ease with e-mail communication and Internet-based research techniques and best practices
- Confident in speaking to large groups of up to 75 and in designing and presenting multi-media presentations

COMMUNICATION/SALES:

- Promote company’s product lines, increasing sales by up to 22% monthly
- Twice awarded top sales associate of the month by Choice Hotels
- Deliver lessons in market research and data collection to groups of up to 30 students
- Clear, concise and complete written communication via business correspondences
- Promote company profile with creative layout designs for posters, brochures and brand imaging

EMPLOYMENT HISTORY

High School Business Teacher

Dufferin Peel Secondary School Board, Brampton, ON

2 years

Loss Prevention Associate

Edulinx, Mississauga, ON

4 years

Sales Associate

Telus Mobility, Toronto, ON

3 years

EDUCATION

Bachelor of Business Administration - Emphasis in Marketing

University of Prince Edward Island (PEI), Charlottetown, PEI

COMMUNITY INVOLVEMENT

Assistant Coach - Dalhousie University Women’s Basketball Team

Dalhousie University, Halifax, NS

2 years

Marketing Consultant

Basketball 101, Halifax, NS

3 years

AWARDS AND RECOGNITIONS

Most Improved Player of the Year Award - University of PEI

Outstanding Rookie of the Year Award - University of PEI

REFERENCES AVAILABLE UPON REQUEST



COMBINATION FORMAT

This style of résumé recognizes the drawbacks in both the Chronological and Functional format when they are used in their purest form. For example:

- The pure chronological résumé is too mundane and repetitive, a bland work autobiography. It is descriptive but tends to not be persuasive about personal qualifications.
- The pure functional résumé can be too free-floating and can read like a set of assertions and claimed abilities, unlinked to verifiable sources of confirmation.

MERITS

- Effectively blends the best of both the Chronological and Functional résumés
- Employers can immediately see your relevant skills for a job and continue on to read a detailed description of your work history and job experiences in chronological order

DRAWBACKS

- Dates should still be included and this makes it less suitable for those with gaps in their work history, recent graduates, people making career changes, etc.
-

WHO SHOULD USE IT?

- Those who wish to use a more modern and comprehensive résumé style, but who also have a fairly consistent and progressive career path
- Should be used by people who want to retain the structure of key skills and accomplishments, while incorporating a section detailing work experience
- This style still requires a fairly consistent job history as dates are required in the chronological section





SAMPLE COMBINATION RÉSUMÉ

Samantha Jones, B.Ed.

3333 Main Drive, Halifax, NS B3B 1V1 | (902) 555-3333 | sjones101@email.com

PROFESSIONAL PROFILE

Creative and resourceful educator with a unique focus on literacy and English language training. Experienced program, project and instructional programming coordinator, able to adapt to a variety of ages, cognitive learning styles and socioeconomic and cultural diversities. Passionate about making a difference in the lives of at-risk youth.

CORE COMPETENCIES

- Facilitation & instruction
- Program development
- ESL certified
- Presentations and Visual Aids
- Trilingual-English/French/Spanish
- Events coordination
- Lesson planning
- Team collaboration
- Cultural Diversity

SKILLS/ACCOMPLISHMENTS

Facilitation / Instruction:

- Bachelor of Education with Distinction from Mount Allison University
- Over 10 years of experience in planning and implementing youth education and recreation programs both nationally and internationally
- Fully certified in various literacy instructional methods
- One year direct practical experience teaching English as a Second Language to students aged 6 – 15 years
- Contributing member to a team of teachers that implemented new curriculum objectives in public schools in accordance with legislative requirements

Coordination / Organization:

- Certified in Special Event Coordination – New Brunswick Community College
- Coordinate special program for at-risk students, adapting delivery to accommodate varied learning needs
- Creation and administration of recreation programs for children from diverse cultural and socio-economic groups
- Manage and organize community theatre productions overseeing between 3 – 8 performances annually

Communication:

- Highly effective in writing reports and lesson plans for delivery to students of diverse populations and ages
- Continuously acknowledged as being able to relate well with individuals and groups, develop rapport and maximize learning experiences
- Proficient in Microsoft Office Suite, Internet and e-mail software for presentations, business correspondence and research

RELATED EMPLOYMENT HISTORY

English Immersion Teacher

The American School of Quito, Quito, Ecuador

2014-2016

- Designed and taught classes in English Second Language instruction utilizing a variety of methods, including visual aids, to ensure student understanding
- Trained teaching colleagues in use of literacy teaching strategies enabling them to be implemented in the classroom to maximize student learning
- Increased literacy levels in the 7 – 8 year old group by 12% in a single academic year

Classroom Teacher

School District #5, Moncton, NB

2011-2014

- Planned, organized and taught age appropriate curriculum for Kindergarten and Grade One children to equip them with basic skills facilitating future development



RELATED EMPLOYMENT HISTORY CONT'D

First Steps Literacy Consultant

School District #5, Moncton, NB 2009-2014

- Implemented CanRead Literacy Resource throughout district utilizing phonics, phonemic awareness and blending of phono-graphemes
- Trained teachers in CanRead teaching strategies for implementation in the classroom and maximal student benefit

Early Literacy Summer Program Coordinator

School District #5, Moncton, NB June/July 2009

- Planned, organized and budgeted for a literacy program for at-risk students to help them overcome personal literacy and learning barriers
- Hired, trained and managed a staff of eight (8) people to deliver a high standard of Early Literacy to students with learning barriers
- Prepared and presented an evaluation report to monitor success of the program

Reading Recovery Teacher

School District #5, Moncton, NB 2004-2009

- Taught an intensive reading and writing program for at-risk students utilizing a range of teaching strategies to maximize learning
- Participated in ongoing training seminars to keep current with new developments and strategies in the teaching field

EDUCATION

Bachelor of Education (Distinction) – Mount Allison University 2004

Intermediate French Certificate - University of Sainte Anne 2004

Special Event Coordinator Certificate - New Brunswick Community College 2011

PROFESSIONAL TRAINING

Reading Recovery Teaching - Reading Recovery Canada 2009

CanRead Literacy Tutor - Johnson Professional Resources 2009

Beginner / Intermediate Spanish - Forum Language Services, Quito, Ecuador 2008

AWARDS

Rotary Youth Merit Award 2003

Theatre New Brunswick Outstanding Student in Theatre Arts and English 2003

St. Cecilia's Alumnae Scholarship 2003

VOLUNTEER / COMMUNITY INVOLVEMENT

Elementary School Representative – *School District #5 Professional Development Committee* 2009-2017

Stage Manager – Fredericton Theatre Company 2006

School Wellness Representative – School District #5 Teacher Wellness Committee 2011

REFERENCES AVAILABLE UPON REQUEST



JOB OBJECTIVE

The most common mistake made by job seekers is to leave out a job objective in the résumé. If you don't show a sense of direction, many employers will not read your résumé.

A Job Objective is a short statement defining your purpose in writing your résumé. Keep it to the point and avoid poetry. An effective job objective gives context and direction to your résumé.

Example: *To obtain a position as an Administrative Assistant.*

OR

To secure employment in the field of customer service / retail sales.

NOT : *To obtain a position where my skills and experience will be recognized and rewarded in a challenging environment.*

****All the skills and experiences on your résumé should support your job objective.***

OBJECTIVE VS. PROFILE

An **objective** is clear, concise and specific for the position and job you are applying for. It is shorter than the profile and should not be more than one or two sentences.

A **profile** is a paragraph description of who you are, describing your skills as they relate to the job you are applying for. A profile is your "sales pitch", describing what you have to offer the employer.

Example: *Human Resources Management professional with more than 10 years of experience in recruiting, career transition, and employee retention. Specialization in developing personalized staff training regiments designed to inspire participation and loyalty. Career average of 25% reduction in staff turnover annually.*

Tip: Before you start to write your profile statement, analyze the job posting and write your résumé to match the requirements of that specific job. Next, explore your unique strengths and add any which you feel will be an asset to this position and which may help sell you. Include all of these in your tailored résumé. Once you have completed writing your résumé, review the skills, achievements and qualifications you have included and use the best of these to inspire your profile statement.



SKILLS

WHAT IS A HARD SKILL?

A hard skill is a specific teachable skill or ability which tends to be specific to a certain task or activity. Some examples of hard skills include:

- Typing
- Proficiency with specific software
- Operating specific machinery
- Cash handling
- Accounts payable
- Data processing
- Small engine repair
- Document management
- Software development

WHAT IS A SOFT SKILL?

Soft skills are essentially subtler non-technical skills. They tend to be people skills, or personality specific skills that determine your personal strengths. Some examples include:

- Adaptability
- Dependability
- Organization
- Listening
- Communication
- Flexibility
- Honesty
- Persuading
- Dedication
- Teamwork
- Integrity
- Multitasking

WHAT IS A TRANSFERABLE SKILL?

A skill is a learned ability or knowledge that allows you to perform a task competently. Once you have learned to do something in one job or life situation, it becomes a skill which you can then use in other work or other areas of your life; that is, it becomes a **transferable skill**.

Job descriptions are often full of transferable skills such as good communication skills, ability to work in a team environment, analytical skills and problem-solving skills. One of the most common mistakes made by job seekers is to simply repeat these skills in interviews, on Résumés and in networking, without backing these claims up with evidence.

Everyone will say they have good communication skills. It is important to show how you have demonstrated communication skills and convince the employer of your ability to communicate effectively in the context of the job description.

For example:

Claim:

- Good communication skills

Evidence:

- Five years' experience in delivering successful sales presentations to stakeholders in the oil and gas industry



HOW DO I WRITE, DESCRIBE OR EXPLAIN TRANSFERABLE SKILLS (EVIDENCE STATEMENTS)?

In order to effectively use transferable skills and to powerfully describe our job experiences, we need to ensure the employer has enough details to understand the skill. Through effective description of your skills and experiences, the employer can begin to place your experience within the context of the employment opportunity. Using the “Evidence Statement” checklist is a helpful way to ensure you are demonstrating your skill effectively.

- ✓ **Skill** (action verb, from the job posting)
- ✓ **Evidence** (where/how/when you used the skill)
- ✓ **Result** (benefit, purpose, success)

IDENTIFYING RESULTS

Quantify — numbers jump out to the employer

1. *Over 10 years’ experience in...*
2. *Successful at increasing monthly sales volume by 30%*
3. *Proven ability to effectively supervise up to 8 staff*

Qualify — where did you perform this skill, who were you working with, what industry?

1. *Over 10 years’ experience as an administrative assistant in the insurance financial industry*
2. *Successful at increasing Halifax branch office monthly cellular sales volume by 30% in 4 months*
3. *Proven ability to supervise up to 30 customer service staff in a busy call center*

Achievements or results — what were the results and how did you achieve them?

1. *Recognized for superior customer service as an administrative assistant with over 10 years’ experience in the insurance financial industry*
2. *Successful at increasing Halifax branch office monthly cellular sales volume by 30% in 4 months by developing and implementing new marketing strategies*
3. *Proven ability to supervise up to 30 customer service staff in a busy call center and ensure sales quotas were met or exceeded.*

Use a range — in cases where you have a lot of experience, try to incorporate ranges

1. *Effective at working in groups of 2 to 20 staff members*
2. *Knowledgeable in a wide range of tasks from small engine repair to calibration of industrial equipment*

Combine experiences — in the case where you don't have a lot of experience, combine experience

1. *Total 2 years of staff training and group facilitation as Team Lead*
2. *Solid customer service experience from positions including cashier, retail sales person and bartender*
3. *3 years of combined education and professional experience in Human Resources*

Explain Why – explain your goals or your motivation, demonstrate your values as they relate to your work

1. *Maintain complete and organized files in readiness for external ISO (International Standards Organization) quality audits*
2. *Clean hotel rooms thoroughly and attentively ensuring safety and exceeding expectations of guests*



SKILLS INVENTORY

This is a good time to take an inventory of all the skills that you have to offer an employer. We now know we have to qualify and quantify these skills. As you make a list of your most marketable skills and the skills required by the job to which you are applying, think about your evidence for each of the ones that you check. This will become your skills inventory.

<i>Organization</i>	<i>Prioritize emails, budgets and projects from 3 income tax departments</i>	<i>Meet month-end and year-end deadlines</i>
Skill	Evidence	Result
<i>"Exceptional organization skills in balancing budgets, projects and correspondences between 3 busy income tax departments to meet all month-end and year-end deadlines"</i>		
Skill	Evidence	Result
Skill	Evidence	Result
Skill	Evidence	Result
Skill	Evidence	Result
Skill	Evidence	Result
Skill	Evidence	Result



SKILL CATEGORIES

Functional and combination résumés may use skill categories to clarify to the employer the key strengths you have to offer. The following is a list of commonly used skill categories for some specific types of careers (you may think of others that are important in your field of work). Typically in these résumé styles, two to four skill areas are highlighted.

Administration

Computer / Technical
Customer Service
Leadership /
Management
Organization
Communication
Accounting / Financial
Scheduling
Data Processing
Media

Business**Development**

Human Resources
Strategic Planning
Reward Management
Recruitment
Training /
Development
Mentorship
Technical
Sales
Forecasting
Project
Implementation
Labour Relations
Administration
Outreach
Media
Research &
Development

Construction / Trades

Organization
Equipment
Certifications
Safety / Quality
Control
Communication
Leadership

Drafting
Inspection /
Evaluation

**Customer Service /
Sales**

Management
Leadership
Sales
Merchandising
Customer Service
Communication
Administration
People
Cash Handling /
Budgeting

Engineering

Technical Skills
Communication
Leadership
Organization
Projects &
Achievements
Writing
Evaluation
Project Management
Lifecycle
Environmental
Software / Design
Drafting

Finance / Accounting

Certifications
Technical / Software
Organization /
Planning
Budgeting
Financial Planning
Sales / Customer
Service

Bookkeeping

IT

Technologies /
Languages
Testing
Organization
Projects
Business Processes
Systems Analyses
Certifications
Interpersonal /
Communications
Quality Assurance /
Control
Graphic Design
Records / Data
Management

Management

Leadership /
Supervision
Customer Service
Sales
Human Resources
Training /
Recruitment
Marketing
Public Relations
Organization
Advocacy
Cash Handling /
Budgeting
Strategic Planning

Personal Care /**Home Care**

Communication /
Interpersonal
Physical / Practical
Medical

Organization
Patient Needs
Assessments
Environmental
Awareness /
Management
Non-Medical
Responsibilities

**Purchasing /
Operations**

Communication
Cost / Inventory
Analysis
Project Management
Supply Chain
Management
Leadership /
Management
Organization
Quality Improvement
Coordination
Negotiations

**Research /
Laboratory**

Lab Equipment
Methodologies
Publications
Testing
Communication
Organization
Public Speaking /
Media
Collaboration /
Teamwork
Academic / Report
Writing
Editing



SKILL QUALIFIERS – A SHORT LIST OF SUGGESTIONS

Qualifiers used to powerfully and accurately describe your skills:

Accurate in	Conscientious	Instrumental in
Capable	At ease in	Integral role in
Certified	Knowledgeable in	Solid background in
Conceptually	Keenly	Tenaciously
Consistent record of	Consistently recognized for	Strategically
Dedicated to	Creative in	Highly qualified in
Demonstrated ability in	Competent in	Practiced in
Diligent in	Diplomatic with	Determined approach to
Discreet	Resilient	Logical approach to
Efficient	Able to	Adaptive in
Enthusiastically	Open-minded	Tactfully
Excellent at	Resourceful	Well versed in
Extensive experience in	Initiated...	Accomplished in
Involved in	Strong----skills	Aggressively
Productive	In-depth knowledge of	Persuasive in
Proficient in	Confident in	Proven performer in
Reliable in	Committed to	Adept at
Resourcefully	Motivated to	Cooperatively
Successful	Familiar with	Achieves “win-win” solutions
Trusted	Responsive to	Effective, or highly effective



SOFT SKILLS - WORDS TO DESCRIBE YOUR PERSONAL CHARACTERISTICS

Interpersonal Skills

- amiable
- competent
- congenial
- cooperative
- courteous
- customer-oriented
- diplomatic
- gracious
- helpful
- likeable
- observe confidentiality
- outgoing
- people-oriented
- personable
- respected
- supportive
- tactful
- team player
- trustworthy

Attitude

- broad-minded
- objective
- open-minded
- positive
- professional
- progressive

- responsible
- businesslike
- calm
- cheerful
- person of integrity
- loyal

Initiative/Drive

- assertive
- diligent
- dynamic
- eager
- energetic
- enjoy challenges
- enterprising
- enthusiastic
- goal-oriented
- leader
- meet deadlines
- motivated
- optimistic
- profit-oriented
- proactive

Flexibility/ Resourcefulness

- adaptable

- contemporary
- creative
- current
- flexible
- imaginative
- open to new ideas
- original
- resourceful
- self-motivated
- self-reliant
- self-starter
- versatile

Communication

- analytical
- articulate
- clear thinker
- decisive
- discreet
- good listener
- intuitive
- investigative
- lateral thinker
- logical
- perceptive
- persuasive
- problem-solver

- proven negotiator
- quick learner
- sound judgment
- trouble-shooter

Work Habits

- able to prioritize
- accurate
- constructive
- dedicated
- efficient
- focused
- hardworking
- methodical
- meticulous
- orderly
- persistent
- precise
- productive
- prompt
- punctual
- reliable
- systematic
- task oriented
- thorough
- well-groomed
- well-organized



A WORD ABOUT REFERENCES

Carefully choose people who can attest to your skills and abilities as they relate most closely to the type of work for which you are applying. References may change if you change the focus of your job search!

Appropriate References:

- Former supervisors
- Former managers
- Supervisors of another unit/section who were familiar with your work
- Customer/supplier of service
- Former teachers, professors, adult education instructors
- Persons with whom you have worked in a volunteer capacity (service organization, PTA, community groups)

Inappropriate References:

- Ministers, doctors, friends, political fellows
- Relatives (unless you worked directly for them), people with same address

Preparing Your Reference Sheet

List at least five persons who are aware of you as a worker. Choose from that list the three who are most articulate and who would be expansive in their comments about your talents!

After you have chosen your three references, you must contact them to:

- a) Determine if they are willing to have their names on your reference list
- b) Obtain their present occupation/title, current business address and phone number(s) where they can be easily contacted, preferably during business hours
- c) Remind them of the dates you worked for/with them and what job you did while there
- d) Find out what are they going to say about you, if phoned
- e) As a courtesy, offer to send to your references a copy of your Résumé and some networking cards

Once information is gained and permission given, prepare a reference sheet like the example on the next page.

As a general rule, a reference sheet is not part of your résumé. Instead, the statement “References available on request” appears on your résumé. If called for an interview, or if specifically requested, you send or bring along your reference sheet.



SAMPLE REFERENCE SHEET

SUSAN FORBES, P. ENG.

34 Vista Drive

Dartmouth, NS B3R 6R4

(902) 555-6040

E-mail: forbes@email.com

Chris Maxwell, Supervisor

ABC Instant Printing Co.

Suite 3, Central Plaza

Bedford, NS B4A 1E8

(902) 555-9999

*Previously: Regional Sales Manager
Shell Canada Ltd. (My former supervisor)*

Leslie MacIntyre, Manager

Dynamix Sales Ltd.

Suite 7, 2222 Barrington Street

Halifax, NS B3L 4N9

(902) 555-8888

(My former supervisor)

Pat Morrison, Department Head

Acme Manufacturing Inc.

111 Lady Hammond Road

Halifax, NS B2Y 4B6

(902) 555-1313

*Human Resources Division
(My Current Supervisor)*

NOTES