



WELCOME

Thanks For Joining Our Resume Webinar  
Starting at 3:00 pm EST

Please remember to put your computer in  
full screen mode

# Moderator



PAULA VIEILLET, the CEO of Employment Options, is a Nationally Certified Vocational Evaluator helping people with physical, mental and emotional challenges find suitable jobs for over 20 years.

Her company, Employment Options is an Employment Network in the Social Security Ticket to Work Program. [www.myemploymentoptions.com](http://www.myemploymentoptions.com) and provides free job placement services to qualified persons receiving SSI or SSDI.

# Moderator



Paula is the author of 3 career books:

**Disabilities/ Different Abilities: A New Perspective for Job Hunters**

**Instructor's Guide to Disabilities/Different Abilities**

**Employment Options: The Ultimate Resource for Job Seekers with Disabilities and Other Challenges**



<http://myemployeroptions.com/resources/books/>

# Presenters



SARAH LIND has been an Employment Counselor for the past 2 years.

Sarah specializes in placing people in community employment.



LISA SEELEY has been an Employment Counselor for the past 4 years.

Lisa specializes in placing people in work from home employment.

## Rev Up Your Resume

# Resumes for People with Disabilities, Gaps in Employment, and Career Changes

\*Excerpts from Books with permission from Publisher



# A Good Resume Gets Results!

- A strong resume can open doors and get results!
- Your resume is your opportunity to highlight your skills, abilities, and experience



# A Good Resume Gets Results!

- The primary purpose of a resume is to obtain an interview
- The average hiring manager or human resources director typically spends about 20 seconds reading a resume



# A Good Resume Gets Results!

A resume is like taking a picture of yourself. It presents an image of your skills, interests and experience.

A Good Resume makes an employer want to know more about you.

A Good Resume gets you an interview!!





# Resume Formatting Tips

- The content of your resume is most important, but your resume should also be visually pleasing
- A one-page resume is preferable
- For high-level positions a two-page resume may be needed



# Resume Formatting Tips

- Font size should be preferably 12, but at least 10
- Any smaller size than 10 is too hard to read



# Resume Formatting Tips

- Set the left and right margins at 1 inch
- Set top and bottom margins at a maximum of 1 inch and minimum of .5 inch

**Thomas Jeffers**  
2052 Monticello Road  
St. Petersburg, FL 33711  
(727) 555-1212  
tjeffers@yahoo.com

**OBJECTIVE: CUSTOMER SERVICE/TECH SUPPORT/SALES**

**SUMMARY OF QUALIFICATIONS:**

- Excellent customer service skills
- Can type 49WPM
- Computer literate– Can navigate through multiple windows
- Strong collections background
- Experienced with Telecommunications



# Resume Formatting Tips

- Choose a font type that is easy to read and understand  
Recommended fonts are:
  - Ariel
  - Calibri
  - Tahoma
  - Times New Roman



# Resume Formatting Tips

- Section headers should be ALL CAPITAL and **BOLD**, they can be either aligned on the left margin or centered
- Bullet points list your most valuable skills, experience, and accomplishments



# Resume Formatting Tips

- Bullets are a one to two line sentence
- Use plain circles for bullets, nothing fancy

## **WORK HISTORY:**

### **Accretive Health, Telecommute/Tampa, FL**

*Collector 2008-2011*

- Consulted with patients to resolve their outstanding medical balances with Ascension hospitals
- Directed patients to appropriate government programs
- Accommodated patients with financial assistance within Ascension hospitals

### **Genesys Regional Medical Center, Tampa, FL**

*Senior Collector 2005-2008*

- Reviewed patient accounts- formed a satisfactory payment arrangements with account holders
- Educated and referred patients to various insurance and financial assistance programs
- Submitted patient's medical claims to the billing department





# Building Your Resume

**NAME**

Address

City, State, Zip

(999) 999-9999

yourname@email.com

*Use bold type for your name, and all capital letters if you like*

*Make sure your email address is professional!*



# Building Your Resume

**OBJECTIVE:** *Your targeted job goal*

*Give employers something specific that focuses on their needs as well as your own.*



# Job Description

## Key Skills - Key Words

**Home Agent - Customer Service Rep (MEO-528E)** [http://myemploymentoptions.com/job\\_opening/meo528e/](http://myemploymentoptions.com/job_opening/meo528e/)

- **Job Description:** Taking calls for customers of a leading national cable, Internet, and telephone company. Taking inquiries from customers. May involve soft sales. Help customers with Internet issues.
  
- **Minimum Requirements:** Ability to multi-task. Several years customer service preferred. Excellent computer skills; ability to navigate multiple screens and programs.
  
- **Other Requirements:**
  - Computer literacy, not afraid of new technology.
  - Able to download programs and email file attachments.
  - Skilled using chat and instant message communications.
  - Knowledge of keyboard short-cuts, such as cut-and-paste.
  - Able to work with seven to twenty browser windows open on desktop and can toggle between multiple windows.
  - Ability to work independently with little supervision.



# Building Your Resume

**OBJECTIVE:** *Your targeted job goal*

*Examples:*

Full-Time Customer Service Representative

Medical Office Clerk



# Building Your Resume

**PROFILE:** *Use a summary statement at the beginning of your resume to sell yourself for the position that you are applying for.*



# Building Your Resume

## **PROFILE:**

*Examples:*

Reliable, results oriented **Customer Service Professional** with 5 years experience assisting customers and resolving various issues.

Dedicated, well organized **Administrative Assistant** with over 10 years experience in managing multiple projects.



# Building Your Resume

## **SUMMARY OF QUALIFICATIONS:**

- *Use your qualifications that best match the type of job you are seeking*
- *Use descriptive words to describe your strengths and skills*
- *List 3 to 5 of your major qualifications*



# Building Your Resume

## **SUMMARY OF QUALIFICATIONS**

*Examples:*

- Computer Savvy – Windows, Internet, Chat, Microsoft Office Suite
- Excellent communications skills—verbal and written
- Able to Multi-task





# Building Your Resume

## **EMPLOYMENT EXPERIENCE:**

*Include 10 to 15 years of work experience*

*If your most relevant experience pre-dates that, you could add a section headed*

**"PRIOR RELEVANT EXPERIENCE"** *and summarize it with or without the dates*



# Building Your Resume

## **EMPLOYMENT EXPERIENCE:**

MM/YY-MM/YY **Job Title**, Company Name, City, State

- Responsibilities and Achievements
- Responsibilities and Achievements
- Responsibilities and Achievements

*If you have had two jobs within the same company, combine them under that company name*



# Building Your Resume

## *Responsibilities and Achievements*

- List 3 or 4 of your major job responsibilities and achievements
- Use action words instead of phrases like “Responsible for...”



# Building Your Resume

## *Responsibilities and Achievements*

### *Examples:*

- Resolved help desk user questions
- Maintained accurate client database
- Exceeded quotas for calls handled



# Building Your Resume

## **EDUCATION:**

- *Include pertinent education*
- *If you completed a real estate program, but you are looking for a job in the medical field, you may not want to include that*



# Building Your Resume

## EDUCATION:

- *No need to show dates when degrees or programs were completed, it may invite age discrimination.*
- *If you are a recent graduate you may want to include date.*
- *If you are still working on a degree, indicate when you expect to receive it*



# Building Your Resume

## **PROFESSIONAL LICENSES**

- *Include any applicable, current licenses*
- *Former licenses can be included if relevant*



# Resume Tips

- Leave off ethnic, political or religious affiliations
- Certain affiliations may invite pre-interview discrimination, so don't include them unless they support your job objective





# Resume Tips

- People sometimes omit hobbies to keep their resumes streamlined, but hobbies can show you are a real person
- Hobbies could be a point of discussion with a prospective employer



# Resume Tips

- Eliminate clutter by removing useless information that potential employers often view as a waste of their time

*Example:*

References available upon request



# Resume Tips

- Be sure to spell check and proofread everything before you send it out!
- Have someone look over your resume for spelling and other errors



# Resume Tips

- Minimize the "job-hopper" image--if you have a fragmented work history with several short-term jobs, combine several similar jobs into one section
- Don't discount a job, even if it lasted for a short time, if you acquired important skills or experience

# **EMPLOYMENT EXPERIENCE:**

## **Hospitality Positions, 08/11-Present**

Currently with Fairfield Inn, Tampa, FL

- Greet and provide services to guests
- Handle reservations and inquiries
- Answer phones and take messages



# Resumes for People With Disabilities

- Never disclose your disability on your resume
- The Americans with Disabilities Act puts the law on your side—you **do not** have to disclose your disability



# Resumes for People With Disabilities

- The goal of your resume is to get an interview—you want to avoid being screened out
- Although it's illegal, discrimination still happens



# Resumes for People With Disabilities

- If your disability is visible, the best time to disclose may be when the interview has been set and you are confirming the arrangements





# Overcoming Gaps in Employment

- If you have not worked in paid employment for over a year, you may want to address the gap
- Most people have been doing something while they were not employed



# Overcoming Gaps in Employment

- Have you been doing volunteer work, being a homemaker, or caring for parents?
- Are you an ebay seller or doing odd jobs?
- Have you been a full time student?



# Overcoming Gaps in Employment

*Example:*

## **Homemaker, 2004-2009**

- Managed household including budgeting and paying bills
- Purchased all food and supplies, handled all household repairs and vehicle maintenance
- Organized and managed schedules for family members



# Overcoming Gaps in Employment

*Example:*

## **Personal Caregiver, 1999-2010**

- Provided personal care for family member
- Handled all financial business for family member
- Scheduled family member's appointments



# Overcoming Gaps in Employment

*Example:*

**Admitting Clerk, Med Center, 2010-present**  
(Volunteer position)

- Greet incoming patients
- Assemble patient information for admitting



# Overcoming Gaps in Employment

*Example:*

**Full Time Student, State University, 2009-2011**

- Managed a full time school schedule
- Maintained a 3.5 GPA



# Overcoming Gaps in Employment

## ***Example:***

01/11-06/11 University Medical Center, New York

### **Medical Education Researcher (Intern)**

- Assisted in planning a study for a diverse population
- Independently recruited and interviewed study participants
- Transcribed tapes and prepared study for evaluation



# Resumes for Career Changes

- Use your resume to emphasize the skills, abilities and education you will utilize in your new career
- Analyze those skills that would be transferable to a new types of jobs





# Resumes for Career Changes

- A food server has experience in customer service and sales—resolving issues and selling restaurant customers on additional menu items
- A military officer has management experience



# Resumes for Career Changes

- Learn the language of your new career field and find ways to include in your resume
- Always put your strongest points first!

Bill Thompson  
9100 Main Street.  
St. Petersburg, Florida 33712  
(727) 956-0199

**OBJECTIVE:** Technical- electrical and Customer Service

**PROFILE:** Well rounded, courteous, creative, and flexible individual

**SUMMARY OF QUALIFICATIONS:**

- Hands-on experience with AC/DC circuiting, hydraulics, pneumatics, magnetics
- Experience with step-up and step-down transformers and familiar with Y+ and Delta
- Electrical wiring up to box - including 240 x 480 volt electric and 3 phase electric and controls
- A/C experience with thermostats, refrigeration, controls, and solenoids
- Computer literate: Windows; Typing, 30 wpm
- Team player - good at interpersonal skills

## **EDUCATION:**

**St. Petersburg Tech Institute**, St. Petersburg, Florida, 3.0 GPA

Certified as Industrial Electrician

VICA member, Vocational Industrial Clubs of America

Air Conditioning and Heating

*Accomplishments:* Rotary scholarship recipient

**Public Works Academy**, St. Petersburg, Florida

## **WORK HISTORY:**

**Minute Press**, St. Petersburg, Florida

Machine Press Operator, 4 years

- Assembly line work collecting and stacking phone books

**Town and Country Yacht Club**, St. Petersburg, Florida

Maintenance/Housekeeping, 1 year

- Maintained facilities - setting up and breaking down banquets

**Suncoast Dome**, St. Petersburg, Florida

Commissary Manager, 2 years

- Working supervisor of seven people including scheduling
- Responsible for distribution, manifesting, stocking, janitorial, and maintenance



# Resumes for Career Changes

- Skills for your new career can be acquired in a variety of ways:
  - On the job
  - Education
  - Life experiences



# Cover Letter Tips

- Your cover letter is another opportunity to sell yourself!
- Use your cover letter to highlight your skills and match for the position



# Cover Letter Tips

- Customize your cover letter for each position you apply for, using key words from the job description
- Keep your cover letter focused and brief



# Cover Letter Tips

- Try to find out who the hiring manager is and personalize your letter by addressing it to them
- Save copies of all your letters



Your Name  
Street Address  
City, State Zip Code  
Phone Number  
Email Address

Date

Dear Hiring Manager (use a name if possible, or title that is in job listing),

I saw your listing for \_\_\_\_\_ position, and I noticed how well your requirements align with my experience, skills, abilities, education (whatever is applicable). While my attached resume provides a good overview of my background, I also have outlined some of my strengths (and/or skills) that are applicable to this position.

(Outline three or four of your skills that the employer can relate to. Use key words that are in the job listing whenever possible. Remember, this is an outline, so keep it concise. Stay employer focused.)

- Strength/Skill
- Strength/Skill
- Strength/Skill

Please contact me at \_\_\_\_\_ to schedule an interview to discuss how my skills could benefit your company. I appreciate your time and consideration, and I look forward to meeting you soon.

***OR***

Since my background and skills fit your requirements so closely, I plan to call you (next week) to arrange a meeting. Please feel free to call me at \_\_\_\_\_

Sincerely,



# Questions & Answers

We hope we have covered most of the questions we received regarding gaps in employment and changing careers

We will also address some of the other questions we received



# Questions & Answers

Q: Debby from Arizona asked: How many resumes should I have and which one should I send into the company?

A: You may want to have different types of resumes for different types of positions that highlight the skills needed for those positions



# Questions & Answers

Q: James from Arizona had this question:  
When posting resume, Recruiters often ask to include "Key Words" as resumes are electronically stored and called-up using these terms. How does a candidate for a position insure the terms selected are effective?



# Questions & Answers

A: Keywords can be taken right from job postings

Be sure to include keywords in your

**OBJECTIVE**

**SUMMARY OF QUALIFICATIONS** or

**SKILLS SUMMARY** section and also in your employment summary with your qualifications and achievements



# Questions & Answers

Q: Mary from Minnesota wrote: How can I re-write my resume so it doesn't scream "mortgage industry". I want to transfer my skills to Office Management, Administrative Assistant or Sales Support. My most recent position in the mortgage industry was an assistant to multiple loan officers so I did everything from data entry, customer service, file management. Basically did what ever it took to get the deal closed on time.



# Questions & Answers

A: Mary made this answer easy!  
She already identified many of the transferable skills she would want to emphasize in other types of positions.

**PROFILE Administrative Office Operations / Client Service Professional** with over 15 years experience managing multiple projects for fast-paced office operations. Well versed in supporting management and meeting department and client goals. Excellent interpersonal skills and the ability to collaborate with customers to identify and remedy quality issues. Strong analytical, research and problem solving skills.

### **CORE COMPETENCIES**

- Strong administrative and organizational skills
- Highly skilled in legal research and documentation on multi-million dollar projects
- Excellent communication skills—verbal and written
- Team player who works well independently
- Computer skills: Microsoft Word, Excel, PowerPoint, Typing Speed 50 wpm





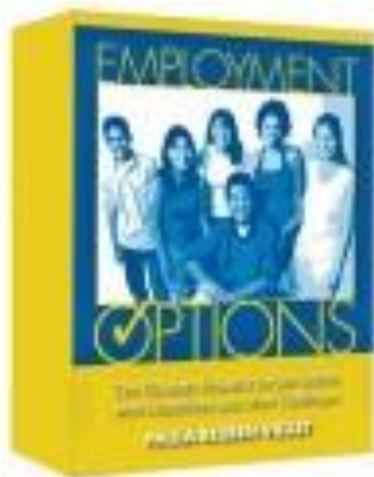
## Resumes for People with Disabilities, Gaps in Employment, and Career Changes

An application asks for specific information. It leaves little room to talk about your interests, goals or transferable skills.

If you are changing careers, it is helpful to have a resume so that you can emphasize those skills and abilities you would use in a new occupation.



For more resume tips and sample career change resumes.



## ***EMPLOYMENT OPTIONS: The Ultimate Resource for Job Seekers with Disabilities and other Challenges***

**by Paula Reuben Vieillet, MA, CVE**

<http://myemployeroptions.com/resources/books/>

**At your local library**



## For Help Getting a Job

# Ticket to Work

Employment Options is a nationally-recognized Certified Social Security Administration (SSA) Employment Network for the Ticket to Work program, which provides employment services to people who receive SSDI or SSI. We have been in business for over 20 years and handle both work-at-home and on-site job placement.



## For More Information

Visit our website

MyEmploymentOptions.com

To find out if you qualify for our work from home positions, you can find the job descriptions on our website.

To find out if you qualify for our program, complete our pre-qualify application on-line.

<http://myemploymentoptions.com/for-job-seekers/pre-qualify/>



## Need Other Resources?

Email: [help@myemploymentoptions.com](mailto:help@myemploymentoptions.com)

Good luck in your job search!