



# WELCOME

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

Please remember to put your computer in  
full screen mode

# Presenters



**SARAH LIND** is a Senior Community Employment Counselor at Employment Options and specializes in helping our clients find work in their local communities in the 47 states that we serve. Sarah has been with the company over 6 years.

**LISA SEELEY** is an Employment Counselor at Employment Options that assists clients in finding Work at Home positions in the 47 states we serve. She is also a participant in the Ticket to Work program and is an SSA Ticket to Work Success Story.

# Resumes that Get Results:

## Is Your Resume Employer Ready?



# Introduction

A strong resume makes an employer want to know more about you and contact you for an interview!



# Introduction

Your resume is your opportunity to get the employer's attention by highlighting your skills, abilities, and experience that make you a great candidate for their job



# Introduction

If an actual human reviews your resume, they may only spend about 6 seconds to determine if you are a good fit

Make every second count!





# General Tips

Practice the KISS principle:

Keep It Short and Simple!

Your resume is not the place to tell your whole life story



# General Tips

Eliminate clutter by removing information that employers already know or that is outdated

*Example:*

References available upon request





# General Tips

## 3 P's of Resumes:

Professional – Your resume should represent the you very well to help you get hired!

Purdy – Your resume should look good

Pleased – You should be pleased with your resume, and it should help build your confidence!



# Resume Formatting Tips

The content of your resume is most important, but your resume should also be visually pleasing

If your resume is cluttered or hard on the eyes, it may wind up in the out basket





# Resume Formatting Tips

A one page resume is preferable

For high-level positions in the community a two-page resume may be needed

If your resume is three or more pages, it needs streamlining



# Resume Formatting Tips

Font size should be 10 to 12 - any smaller than 10 is too hard to read

Using a large font size in places, such as for your name, makes it stand out too much



# Resume Formatting Tips

The top and bottom and left and right margins usually default to 1 inch

This can be changed, if needed, to keep the resume to one page, but less than .5 inch looks too cramped

**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 49 WPM
- Computer literate– Can navigate through multiple windows
- Strong collections background
- Experienced with Telecommunications

**Senior Collector, Bayside Hospital, Tampa, FL**

03/2008-05/2011

- Consulted with patients to resolve their outstanding medical balances
- Directed patients to appropriate government programs
- Accommodated patients with financial assistance within the hospital system

**Collector, Medical Center, Tampa, FL 04/2005-02/2008**

- Reviewed patient accounts and developed payment arrangements
- Educated and referred patients to various insurance and financial assistance programs
- Submitted patient' medical claims to the billing department



# Resume Formatting Tips

Choose a font type that is easy to read and use the same font throughout

Recommended fonts are Calibri or Arial

Times New Roman was once the default font, but it now looks outdated





# Resume Formatting Tips

Use **ALL CAPITAL** and **BOLD** font styles for section headers

There is no need to underline section headers or have a colon after the header, it just clutters the resume

Remember the **KISS** principle--keep it simple!



# Resume Formatting Tips

Section headers can be either aligned on the left margin or centered

However, since people tend to read left to right, having them centered can break up the reading flow



# Resume Formatting Tips

Use bullets to highlight skills, job responsibilities, and accomplishments

Bullet items do not need to be a complete sentence, nor is a period needed



# Resume Formatting Tips

Bullets are used to draw attention to the most important information

You don't want employers to get "killed by bullets" from your resume!





# Resume Building Blocks

## **NAME**

City, State, Zip

(999) 999-9999

clientname@email.com



Having the contact information on the left margin is a matter of preference, but remember people read from left to right!



# Resume Building Blocks

**NAME**

City, State, Zip

(999) 999-9999

yourname@email.com

*You may use bold type for your name, and all capital letters if you like*



# Resume Building Blocks

The words in red type are not needed

Keep it simple, and delete the clutter!!

**SARAH LIND**

St. Petersburg, FL 33777

**Phone:** (999) 999-9999

**Email:** sarahlind@gmail.com



# Resume Building Blocks

Email address and Do's and Don'ts

**DON'T** have an email address that is cute or off color, such as luv4u or sexysally





# Resume Building Blocks

Email address Do's and Don'ts:

DO set up a separate email, if needed, for employment

Employers prefer gmail--it is considered more professional and tech savvy



# Resume Building Blocks

Phone Do's and Don'ts:

DO make sure your phone number(s)  
are correct--call yourself



# Resume Building Blocks

## Phone Do's and Don'ts:

DON'T have a voice message that is unprofessional to a prospective employer

No off color music, family message, overly religious message, etc.



# Resume Building Blocks

## Objective or Summary?

If you have an established career, it is recommended that you use a summary statement to introduce yourself

Objectives are for entry level resumes, or for career changes



# Resume Building Blocks

If you use an objective, give employers something specific that identifies your job goal and focuses on their needs as well as your own

Employers won't pay attention if your objective is too wordy



# Resume Building Blocks

## *Objective Examples:*

Full-Time Customer Service Representative

Medical Office Clerk seeking a permanent,  
part-time position



# Resume Building Blocks

If you use a summary statement, develop one that represents you for the type of position that you are applying for

This is a *statement*, rather than a list of strengths or qualifications



# Resume Building Blocks

## *Summary Examples:*

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

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





# Resume Building Blocks

## **SKILLS & QUALIFICATIONS**

Include 3 to 5, but preferably no more than 7, of your skills and qualifications that best match the type of job you are seeking

Use descriptive words to catch the employer's attention!



# Resume Building Blocks

*Example:*

## **SKILLS & QUALIFICATIONS**

- Strong customer service experience
- Excellent communications skills— verbal and written
- Skilled with multi-tasking and navigating multiple windows
- Computer skills: Microsoft Office Suite, Windows, Internet



# Resume Building Blocks

## **EMPLOYMENT EXPERIENCE**

Include approximately 10 years of experience

Employers are interested in most recent work history



# Resume Building Blocks

If your experience most relevant to your job goals predates 10-15 years, you could add a section like this

## **PRIOR RELEVANT EXPERIENCE**

Summarize experience without the dates, but showing the total years of experience



# Resume Building Blocks

## **EMPLOYMENT EXPERIENCE**

Lead with the job title to emphasize your experience

If the company is an important one the name can be in bold type



# Resume Building Blocks

Most employers like to see **both** the month and the year for employment dates, and placing dates at the end makes them less prominent

***Job Title***, Company Name, City, State 08/2009-10/2011



# Resume Building Blocks

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

This is usually the only reason to put the company name first



# Resume Building Blocks

**XYZ Corporation, City, State**

08/2006-10/2011

***Account Manager***

- Managed 35 client accounts
- *Promoted to Account Manager in 6 months*

***Customer Service Representative***

- Provided customer service
- *Converted 96% of clients to Gold Key accounts*





# Resume Building Blocks

## Responsibilities & Achievements

List 3 to 5 of your major job responsibilities and achievements, but again no more than 7, in your work experience section--this is not a separate section



# Resume Building Blocks

## Responsibilities & Achievements

These are bullets to show an employer what you can do

Use action words instead of phrases like “Responsible for...”



# Resume Building Blocks

## Achievements

One way to highlight achievements is to use italics for the accomplishments

Quantify accomplishments whenever possible



# Resume Building Blocks

## Achievements

Use numbers for exceeding quotas,  
increasing sales, dollars for money saved

Show how many people you supervised,  
how large the payroll you processed



# Resume Building Blocks

*Example:*

**Payroll Clerk, Option Inc, 01/2011-11/2015**

- Processed payroll for over 200 employees
- *Streamlined payroll processes, which saved \$13K annually*



# Resume Building Blocks

## **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



# Resume Building Blocks

## **EDUCATION**

No need to show dates when degrees or programs were completed, it may invite age discrimination, except if you are a recent graduate you may want to include the date

If you are still working on a degree, show when you expect to receive it



# Resume Building Blocks

## **PROFESSIONAL LICENSES**

Include any applicable, current licenses

Former licenses can be included if relevant





# Resume Building Blocks

## **HOBBIES**

Unless they are relevant to the job you applying for, it is a waste of space and the employer's time



# Work from Home Resume Tips

The home-based job market can be super competitive

You need to create a work from home resume that stands out and gets you noticed



# Work from Home Resume Tips

Most Resumes Don't Make it in Front of Human Eyes

The resume you submit is first searched by an applicant-tracking system (ATS)



# Work from Home Resume Tips

This tracking system detects “Keywords”

The first place to track down specific “Keywords” to use is the job advertisement itself



# Job Description Key Skills - Keywords

## Home Agent - Customer Service Rep (MEO-528E)

**Job Description:** Taking calls for customers of a leading national cable, Internet, and telephone company. Taking inquiries from customers. May involve soft sales.

**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.
- Able to toggle between multiple windows.
- Ability to work independently with little supervision.



# Resume Tips

Different types of resume may be needed for various positions

Be sure your objective or summary and your skills sections demonstrate your skills and experience for the identified positions



# Resume Tips

Leave off ethnic, political or religious affiliations

Certain affiliations may invite discrimination, so don't include them unless they support your job goals



# Resume Tips

Eliminate clutter by removing useless information that employers may 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 or other errors



# Resume Tips

Minimize the "job-hopper" image  
If you have had several short-term jobs, including contract jobs, you can combine 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



# Resume Tips

The example in the next slide is a client who worked hostess and front desk positions, and she is now employed in a help desk support position and making much better pay!

# **EMPLOYMENT EXPERIENCE**

**Hospitality Positions, 08/11-Present**  
Currently with Fairfield Inn, Tampa, FL

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



# Resume Tips

Do not use first person “I” or “me” on your resume

Employers know your resume is about you and your experience



# Resume Tips

Describe your past work experience in past tense

*Examples:*

- Resolved help desk user questions
- Maintained accurate client database

Only your current job should be written in the present tense



# Resume Tips

Avoid jargon, spell out acronyms, identify the type of software you used, etc.

*Examples:*

- Coordinated Commission on Accreditation of Rehabilitation Facilities (CARF) compliance
- Computer Skills: Microsoft Word, Excel, Avionte staffing and recruiting software, eEmpACT staffing software



# Resume Tips

Do not include personal information on your resume, such as your marital status

If you are an individual with a disability, 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





# Gaps in Employment

If you have not worked in paid employment for over a year, you would want to address the gap

Most people have been doing something while they were not employed



# 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 student?



# 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



# 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



# Gaps in Employment

Research has shown the majority of employers accept volunteer experience, and the federal government counts this experience!

No need to note that it was unpaid work



# Gaps in Employment

*Example:*

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

University Medical Center, New York 1/2011-6/2011

- Assisted in planning a research study
- Independently recruited and interviewed study participants



# Career Changes

Use your resume to emphasize the skills, abilities, and education you will utilize in your new career

Determine your skills that would be transferable to new types of jobs



# Career Changes

*Example:*

A food server has experience in customer service and sales—resolving issues and upselling additional menu items





# Career Changes

Learn the language of your new career field and find ways to include keywords in your resume

Always put your strongest points first on your resume!



# Sample Resumes

Below are sample resumes, one each for work from home jobs and for employment in the community

Note that for the presentation they are set up on two slides; however, they are actually one-page resumes

# SAMPLE WORK FROM HOME RESUME

**Sally C. Smith**

Kissimmee, FL 34740

(407) 217-8964

sallycsmith@gmail.com

## **CORE QUALIFICATIONS**

- Highly experienced customer service professional
- Skilled with multi-tasking and navigating multiple windows
- Proficient with telecommunications
- Flexible to work all shifts
- High speed Internet connection and capable home computer
- Computer skills: Microsoft Word, Excel, Windows, Internet

## **WORK EXPERIENCE**

### **Sales and Customer Care Representative** (Telecommute), CenturyLink 2015-Present

- Answer incoming calls and resolve customer issues including billing, ordering products, taking payments
- Multi-task utilizing several software systems and screens simultaneously
- Sell TV, internet, and phone products and services

### **Work at Home Customer Service Agent**, TeleTech 2013-2014

- Answered incoming calls from Fortune 500 companies
- Handled customer care needs including taking orders, problem solving, customer satisfaction
- Utilized WorkBooth software and managed multiple screens to handle customer care

# **SAMPLE WORK FROM HOME RESUME (cont.)**

**Office Administrator**, Popp's Prosthetic Orthotic Corp, West Palm Beach, FL 2006-2007

- Managed all accounting functions including accounts payable and accounts receivable
- Coordinated with medical insurance providers such as Medicare and Medicaid
- Utilized various office software: Microsoft Word and Excel, QuickBooks Pro
- Ensured a comfortable environment for both customers and employees

**Car Rental Agent**, Alamo Car Rental, West Palm Beach, FL 2006-2007

- Provided outstanding customer service and responded quickly to needs and complaints
- Practiced listening skills to obtain for customer's needs and budget
- Communicated detailed contracts, rental policies, and procedures
- Marketed and suggested upgrades and high-level amenities

## **EDUCATION**

**Certificates for Microsoft Word and Microsoft Excel**, West Palm Beach Job Readiness Training Center

**Medicaid Billing Procedures**, Medicaid Training Center

**Certified TV, Radio Announcer and Voice Over Artist**, Connecticut School of Broadcasting

**High School Diploma**, West Palm Beach High School

# SAMPLE COMMUNITY EMPLOYMENT RESUME

## NANCY JONES

7777 Clover Leaf Drive  
Birmingham, AL 35217  
(205) 572-3345  
nancyjones77@gmail.com

## SUMMARY & KEY SKILLS

Self-motivated and detail-oriented **Office Support** professional with comprehensive office experience, advanced clerical knowledge, and commitment to completing administrative tasks with accuracy and within deadlines.

- Strong communication skills to listen attentively and effectively convey information verbally and in writing
- Exceptional telephone etiquette and proficient with assisting callers in a variety of situations
- Ability to adapt to changing business needs and meet deadlines
- Skilled with assessing customers' needs and ensuring customers receive needed services
- Computer skills: Microsoft Word, Excel, Outlook, database programs, data entry, Typing 50 WPM

## EMPLOYMENT EXPERIENCE

**Office Assistant I, County Personnel Board**, Birmingham, AL February 2013-October 2016

- Administered written examinations to applicants on and off site
- Answered questions and resolved complaints, routed customers to appropriate departments
- Scored, compiled, and finalized exam scores
- Entered data into systems and established employment registers

**Clerk (Seasonal), United States Postal Service**, Birmingham, AL November 2012-December 2012

- Verified mail to ensure the sorting process was accurate
- Dispatched mail according to separating plans and dispatching schedules

# **SAMPLE COMMUNITY EMPLOYMENT RESUME (cont.)**

***Rural Carrier Associate, United States Postal Service***, Birmingham, AL August 2011-September 2012

- Prepared mail for delivery, recorded address changes, and routed mail to correct destinations
- Signed for COD and registered mail, obtained signed receipts for registered, certified and insured mail
- Answered customers' questions about postal services and regulations
- Sold stamps, money orders, provided change of address cards and other forms all while on daily route

## **PRIOR RELEVANT EXPERIENCE**

***Administrative Assistant-Volunteer Services, University of Alabama Medical Center***, Birmingham, AL 3 years

- Managed 80 volunteers throughout the hospital, created a positive environment, and instilled a high work ethic which boosted volunteers' morale
- Provided administrative support to department including preparing correspondence, weekly report, scheduling and coordinating meetings, and maintaining records

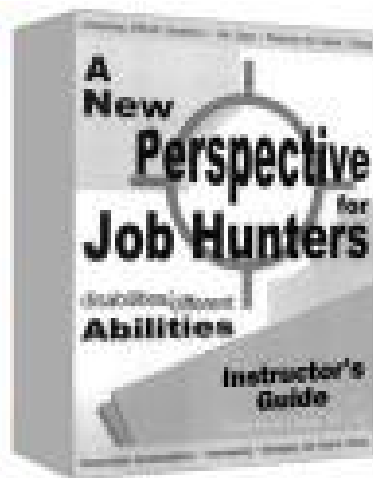
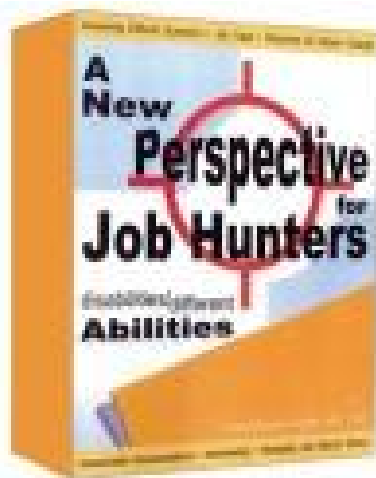
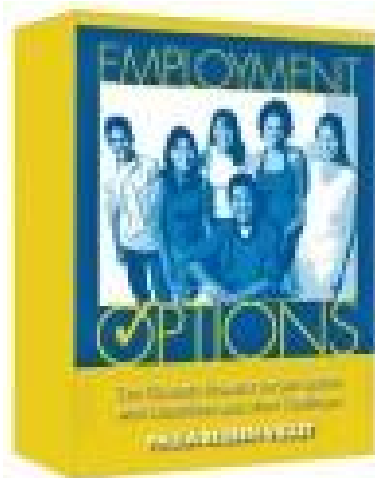
## **EDUCATION**

***Associate of Arts-Business Administration, Lawson State Community College***, Birmingham, AL

***High School Diploma, Wylie E. Groves High School***, Birmingham, AL



# Resources for Resume Tips



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

by Paula Reuben Vieillet, MA, CVE

<https://www.myemployeroptions.com/resources/referral-resources/>

Inquire at your local library



# Ticket to Work Employment Services

Employment Options is a nationally-recognized Authorized 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](http://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:

<https://www.myemploymentoptions.com/apply-now/>



# Questions & Answers

We will address some of the questions we received that were not already answered in our presentation, and we will take live questions if time permits



# Questions & Answers

**Q: Which document format should be used when saving a digital resume?**

**A: 99% of employers want a .doc  
(a Microsoft Word document)**

**Most ATS are compatible with .doc**



# Questions & Answers

Q: Barbara from Michigan asked: Where would I put in the resume' that I am disabled and have a schedule A letter?

A: First, Schedule A refers to a special hiring authority that gives Federal agencies an optional, and potentially quicker, way to hire individuals with disabilities. Applying under Schedule A offers an exception to the traditional competitive hiring process.



# Questions & Answers

A: The place to show Schedule A eligibility is just under your contact information, front and center!

*Example:*

**SPECIAL HIRING AUTHORITY ELIGIBILITY:** Schedule A



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Need Other Resources?

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

Good luck in your job search!