



What is a Resume?

Your resume is your personalized marketing tool. It's your chance to showcase your skills and experience in a way that will encourage employers and recruiters to invite you for an interview. Your resume should highlight your education, experiences, and skills as *they relate to a particular position*.

Creating a Resume, Step by Step

1. Choose a style for your resume

- Use a Microsoft Word resume template
- Use Google to find a free resume template you like
- More comfortable with a computer? **Make your own!**
- Search online for sample resumes and your job title to get ideas

NOTE: In most cases, use simple formatting without graphic flourishes. Recruiters and hiring managers scan resumes quickly, so they should be easy to read, in a clear font.

If applying for an HCA position through their career site, a Word document works better than a PDF.

2. Create a heading

- Include your name, phone number, mailing address and email address.
- You may also include a link to your professional portfolio or LinkedIn profile.

3. Categorize and list your experiences. This may include the following:

- Education
- Work Experience
- Internships
- Licenses/Certifications
- Volunteer Work/Community Service
- Relevant Coursework
- Military Experience
- Personal Accomplishments
- Professional Memberships
- Publications
- Foreign Languages
- Honors/Awards

4. For each experience include the following information:

- Name of the organization/school
- The location of the organization (City, State)
- Job title (i.e.: Environmental Services Tech, Registered Nurse, etc.)
- Start and end dates of the experience (particularly for work)

Create bulleted detail statements for your job duties, big projects or achievements. Make these as applicable to the job you are applying for as possible. (See the Accomplishment Handout below for more help)

- Write 3-5 bulleted statements for each position.
- Eliminate bullets and/or categories that are not pertinent to the job you are applying for.
- Print your current role description and the role description for the positions you are applying for to help you think about the skills you have and the skills they are looking for.
 - If you currently work at Mission, Role Descriptions can be found on MOD – just click “Departments,” then “Human Resources,” then “Leadership Resources” to get there!
- If you're a current employee, think about Mission specific skills, job duties, or knowledge you may have.
 - Have you worked in Cerner? Have you contributed to the BIGG(ER) Aim? Think about specific computer programs or contacts you may have that are valuable as an internal employee.
- Highlight your strengths.
 - What is most relevant to the potential hiring manager? Incoming resumes are typically reviewed in just seconds, so put forth the effort and determine which bullets most strongly support your job search objective.
- Match the need they have.
 - Each position will usually have a brief summary of the position available. Use the keywords and match them to the bullet points and action verbs in your resume.
- Be positive.
 - Above all in your resume and interview - you must be positive. Therefore, leave off negatives and irrelevant points. If you feel your graduation date will subject you to age discrimination, leave it off your resume. If you do some duties in your current job that don't support your job search objective, don't include them. Focus on the items that support your objective, and leave off personal information like your birthdate, etc.

5. Have your resume reviewed!

- Make sure it is up to date and lists all of your previous and current positions at Mission
- Spellcheck!! Is it complete and spelled correctly?
- Ask a trusted friend, colleague, or advisor to review your resume
- Check out the free Career Center resources available through www.NCworks.gov! They have locations in Asheville and throughout WNC.



Resume Examples:

MARC ALVAREZ

Executive Assistant

15 Sunshine Drive | Sometown, NM 87501 | (555) 555-5555 |
bp@somedomain.com | LinkedIn URL

Qualifications

- Accomplished executive assistant with 12 years of administrative experience reporting to CEO of 4,000 employee organization.
- Consummate professional dedicated to making the lives of busy executives easier. Serve as an effective gatekeeper; prepare well-researched and accurate documents; manage busy calendars; and efficiently handle daily office tasks.
- Proficient user of MS Office (Word, Excel, PowerPoint, Access and Outlook). Type 78 WPM.

Professional Experience

Executive Assistant, 2006 to Present | ABC COMPANY | Sometown, NM

- Provide administrative and business support to the CEO of Sometown's largest manufacturing firm and support other members of the executive management team.
- Maintain CEO's calendar – plan and schedule meetings, teleconferences and travel.
- Negotiated favorable terms and pricing agreements with resorts, vendors, caterers and other providers for service at special events, saving at least \$50K annually.
- Improved office efficiency by implementing color-coded filing system and introducing additional time-saving measures.
- Enhanced communication between manufacturing department and executive team, fostering a sense of teamwork and collaboration.

Executive Assistant, 2000 to 2006 | DEF COMPANY, LLC | Sometown, NM

- Supported law firm's senior partner, researching legal documents for LLCs, S corps, C corps, limited partnerships and other entities.
- Handled accounts payable and receivable, prepared bank deposits, controlled inventory, and maintained equipment and technology.
- Planned and coordinated PR initiatives, business development events, partner retreats, holiday parties and more.
- Completed staff orientation seminars for approximately 30 attorneys, paralegals, legal secretaries and support staff.

Previous experience includes administrative assignments for GHI Company (1992 to 2000) and JKL Company (1990 to 1992), both based in Sometown, NM.

Education & Training

AAS in Business Management, 1992 | ABC COLLEGE | Sometown, NM

Training Completed:

- SkillPath: "Managing Multiple Projects, Objectives and Deadlines"
- Fred Pryor: "The Exceptional Assistant" and "Successful Communication Skills for Women"



Tina Kohn

14 E. Ninth St.
Brooklyn, NY 22222
(718) 555-5555

professionalemail@somedomain.com

Professional Summary:

- Dedicated, service-focused professional seeking to transition into healthcare as a nursing assistant.
- Highly motivated to launch nursing career; future goals include education leading to NA certification and RN license.
- Background includes experience caring for terminally ill cancer patient.
- Proficient with MS Excel, Outlook, and Word

Work Experience:

Waitress

8/2014 – Present, Olive Garden, Brooklyn, New York

- Received "exemplary" and "exceeds expectations" ratings on all performance reviews. Cited for excellence in interpersonal communications, teamwork, customer service, flexibility and reliability.
- Demonstrated ability to interact professionally with customers from diverse cultures and backgrounds.
- Transformed "difficult" customers into loyal, repeat guests by leveraging strengths in premium service delivery and ability to find win-win resolutions.
- Commended for multitasking abilities; frequently assigned the largest section of restaurant during peak dining hours.
- Recognized for superior performance and dedicated service commitment through four-time awards as "Employee of the Month."

Primary Care Provider

6/2012 – 3/2013, Brooklyn, New York

- Shared joint responsibility (along with mother) for the care of terminally ill grandparent suffering from cancer.
- Learned the basics of assessing patient vital signs under the tutelage of home healthcare nurse.
- Assisted home nurse and hospice staff with all aspects of daily care, including bathing, feeding and dressing.
- Helped to ensure grandparent's last year was as comfortable, dignified and enriching as possible.

Education

5/2014, Brooklyn High School, Brooklyn, NY

Currently Enrolled: Nurse Aid Program, NYC Community College

Additional Information

Available for all shifts, extended hours and weekend assignments.





Bulleled Detail Statement Examples

Always begin with an **action word** to demonstrate what you achieved:

- Observed, assessed, and monitored patient vital signs
- Outstanding customer service skills; diplomatic and patient with all types of individuals and organizational levels
- Initiated and implemented new quality initiatives in our department

Accomplishment Statements showcase the impact you've had in your role by demonstrating results.

Action Word + **Project** + **Result** = **Accomplishment**

- **Coordinated** annual county-wide **Students@Work** event, bringing 275 middle school students to our facilities for hands on career exploration

Give it a try- write an example of an accomplishment statement using this technique:

Action Word: _____

Project: _____

Result: _____

Accomplishment Statement:

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Action Word: _____

Project: _____

Result: _____

Accomplishment Statement:

Competency Based Action Word Bank:



Communication / Interpersonal Skills

Addressed	Conveyed	Expressed	Mentored	Related
Advertised	Convinced	Familiarized	Moderated	Resolved
Advised	Debated	Furnished	Participated	Solicited
Arbitrated	Defined	Hosted	Persuaded	Spoke
Articulated	Discussed	Influenced	Presented	Suggested
Assured	Drafted	Inspired	Promoted	Translated
Attended	Edited	Intervened	Proposed	Unified
Authored	Elicited	Judged	Publicized	Verbalized
Conferred	Enlisted	Listened	Recruited	Wrote
Contacted	Expedited	Mediated	Reinforced	

Clinical Skills

Admitted	Charted	Evaluated	Practiced	Resourced
Advanced	Charged	Guided	Prevented	Restricted
Advocate	Consoled	Helped	Proceeded	Reviewed
d Aided	Counseled	Influenced	Provided	Secured
Assigned	Diagnosed	Qualified	Referred	Supported
Assessed	Distributed	Listened	Regulated	Sutured
Assisted	Documented	Monitored	Repaired	Trained
Cared	Educated	Nursed	Reset	Volunteered

Creative Skills

Abstracted	Created	Formulated	Introduced	Restructured
Acted	Customized	Founded	Invented	Revamped
Adapted	Designed	Generated	Modeled	Revitalized
Advertised	Developed	Illustrated	Originated	Shaped
Began	Displayed	Imagined	Painted	Solved
Composed	Drew	Improvised	Performed	Synthesized
Conceptualized	Entertained	Innovated	Photographed	Visualized
Condensed	Fashioned	Integrated	Solved	

Data / Financial Skills

Administered	Balanced	Estimated	Projected
Adjusted	Budgeted	Figured	Qualified
Allocated	Calculated	Forecasted	Reduced
Analyzed	Computed	Maintained	Tracked
Appraised	Conserved	Marketed	
Assessed	Corrected	Netted	
Audited	Determined	Planned	

Helping / Teaching Skills

Advocated	Critiqued	Expedited	Instructed	Taught
Aided	Demonstrated	Explained	Insured	Referred
Answered	Diagnosed	Facilitated	Interacted	Rehabilitated
Assisted	Educated	Familiarized	Intervened	Represented
Comfort	Emphasized	Focused	Involved	Simplified
Coached	Enabled	Fostered	Lectured	Supplied
Collaborated	Encompassed	Furthered	Prevented	Supported
Communicated	Encouraged	Guided	Provided	Tested
Contributed	Enforced	Helped	Served	Trained
Cooperated	Enhanced	Individualized	Simulated	Transmitted
Coordinated	Enlightened	Informed	Stimulated	Tutored
Counseled	Evaluated	Instilled	Stressed	Volunteered

Management / Leadership Skills

Achieved	Controlled	Hired	Navigated	Reported
Administered	Decided	Improved	Negotiated	Restored
Appointed	Delegated	Implemented	Oversaw	Reviewed
Assigned	Directed	Increased	Presided	Scheduled
Attained	Eliminated	Initiated	Prioritized	Secured
Authorized	Enforced	Instituted Led	Produced	Selected
Chaired	Enhanced	Managed	Recommended	Streamlined
Considered	Established	Maximized	Reconciled	Strengthened
Consolidated	Evaluated	Merged	Regulated	Supervised
Consulted	Executed	Motivated	Reorganized	Terminated
Contracted	Handled		Replaced	Yielded

Organizational Skills

Approved	Distributed	Ordered	Recorded	Specified
Arranged	Documented	Organized	Reserved	Submitted
Catalogued	Executed	Outlined	Responded	Supplied
Categorized	Filed	Prepared	Retrieved	Standardized
Charted	Implemented	Prioritized	Revised	Systematized
Classified	Incorporated	Processed	Routed	Tabulated
Compiled	Inspected	Provided	Scheduled	Transformed
Corresponded	Logged	Purchased	Screened	Updated

Research Skills

Analyzed	Correlated	Extrapolated	Monitored	Tested
Ascertained	Detected	Gathered	Observed	Utilized
Catalogued	Discovered	Identified	Organized	Validated
Charted	Dissected	Inspected	Researched	Verified
Clarified	Evaluated	Interpreted	Reviewed	
Coded	Examined	Interviewed	Searched	
Collected	Experimented	Investigated	Summarized	
Compared	Explored	Located	Surveyed	
Conducted	Extracted	Measured	Systematized	

