



STATE OF TENNESSEE
DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT
RE - EMPLOYMENT SERVICES ASSESSMENT
RESUME PREPARATION WORKSHOP

Please complete the following questionnaire relating to the online workshop. In order to receive credit for this workshop all questions need to be answered correctly. You will find the answers in the same order as the questions by watching the online workshop. Once completed, take the questionnaire to your RESA interviewer so they may record the results.

NOTE: IF YOU ARE NOT REQUIRED BY A PROGRAM TO TAKE THIS WORKSHOP, THEN YOU DO NOT NEED TO RETURN THIS QUESTIONNAIRE TO A RESA INTERVIEWER.

1. A resume is a summary of your _____, _____, and _____.
2. Avoid using a _____ to identify yourself.
3. Summary of Qualifications Statement should contain _____ of your overall skills.
4. The relevant courses section should only include courses taken in addition to your _____ or _____.
5. When completing the employment experience section of your resume you should think of what you _____.
6. The experience section should include information such as company name and location, _____, _____, and duties performed.
7. Activities and honors section will include relevant activities and honors that you could discuss with your prospective employer or that have given you valuable _____ or _____.
8. Organize your resume to highlight your unique _____, _____, and _____!
9. The most common resume styles are:
 - i. _____
 - ii. _____
 - iii. _____
 - iv. _____
10. In general, do not include the _____ and _____ of your references on your resume.



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The following information is provided for you to review after the workshop is completed. This information should aid you in your search for employment.

***Use this Personal Data Record for a quick reference guide when completing applications for employment.**

Personal Data Record for:					
Address					
Social Security Number				Alien Card Number	
Phone Numbers		Home	Fax	Email	
Driver's License Number		Class		Endorsements	
Any felony convictions?		If yes, explain:			
Position Desired					
Dates Available			Minimum Wage		
Education	High School	Business, Trade School, College	Undergraduate College/University	Graduate / Professional	Military Training
School Name/GED					
School Location					
Years Completed	Don't complete this information for High School-- it either doesn't apply or can lead to age discrimination	1 2 3 4	1 2 3 4	1 2 3 4	
Did you graduate?		Yes No	Yes No	Yes No	
Diploma/Degree					
Graduation Date					
Course of Study					
Describe any scholastic honors, assistantships, etc.					
Describe any specialized training, assistantships, etc.					
Foreign Languages					
Occupational License, Certifications, Registrations, Professional Affiliations, etc.					

Employment History (list most recent employment first)

Employer Name/Organization

Address

Dates Employed -- From: Month/Year

To: Month/Year

Job Title/Major Responsibilities/Skills, Knowledge and Abilities

Supervisor/Leader

Contact?

Yes No

Phone

Reason for leaving

Ending Salary

EMPLOYER #2

Employer Name/Organization

Address

Dates Employed -- From: Month/Year

To: Month/Year

Job Title/Major Responsibilities/Skills, Knowledge and Abilities

Supervisor/Leader

Contact?

Yes No

Phone

Reason for leaving

Ending Salary

EMPLOYER #3

Employer Name/Organization

Address

Dates Employed -- From: Month/Year

To: Month/Year

Job Title/Major Responsibilities/Skills, Knowledge and Abilities

Supervisor/Leader

Contact?

Yes No

Phone

Reason for leaving

Ending Salary

Cover Letter Samples

Job Match Sample -- When crafting a cover letter, it's always important to match your qualifications to the job and/or employer. Some sources for information include employment advertisements, position descriptions, phone conversations and informational interviews. Generally, this is done in the narrative of the letter. The Job Match letter format uses bulleted comparisons that target the specific requirements and your corresponding qualifications.

Job Match Cover Letter Sample

Your Name
Address
City, State, Zip Code
Phone Number

June 19, 200_

Mr. John Smith, Title
Tennessee Company
5555 Smoky Mountain Street
Reserve, TN 55555

Dear Ms. Smith:

I am very interested in the position of Administrative Secretary listed in the Daily Tennessee Newspaper on May 24, 200_. The skills and qualifications you mention closely match my experience in this career field.

Your Needs

- Detail-oriented, experienced Administrative Secretary
- Assist Customer Relations Manager
- Corporate experience with major clients a must
- PC knowledge a plus

My Qualifications

- Four years Administrative Secretary experience with responsibility for numerous detailed reports
- Assisted Customer Relations Manager for two years
- Regularly served purchasing agents at Fortune 500 companies
- Hands-on experience with Lotus 1-2-3 and WordPerfect on IBM-PC

Enclosed is my resume for your review and consideration. I believe I am an excellent candidate for this position and look forward to meeting with you to discuss it in greater detail. I will plan to call you to determine when an interview might be possible. Thank you.

Sincerely,

(Signature)
Typed Name

Enclosure

Referral-- Through networking, informational interviews and contact with employers, the effective job seeker will receive referrals to job opportunities. These referrals may be to a specific job opening (advertised or unadvertised) or to an employer who may or may not be hiring now. In a referral letter, mention the individual who provided the information about the employer or job.

Referral Cover Letter Sample

Your Name
Address
City, State, Zip Code
Phone Number

July 31, 200_

Mr. John Smith, Manager
Tennessee Company
5555 Smoky Mountain Street
Resume, TN 55555

Dear Mr. Smith:

Jane Smith, Interviewer with the Tennessee Career Center, suggested that I contact you directly regarding my interest in an **Administrative Secretary** position with your organization. Although my resume is actively on file in Human Resources, Ms. Smith felt that you would want to be made aware of my unique qualifications and availability. Consequently, I have enclosed my resume for your consideration.

My background makes me a highly qualified Administrative Secretary with more than four years of experience serving executive management for a large manufacturing company. My qualifications include extensive PC experience with the software used at Tennessee Corp. (PowerPoint, Excel and MS Office 200_), proven customer service skills, itinerary planning and report writing.

I will be in your area on September 19, 200_ (9:00 - 3:00), and would appreciate an opportunity to meet with you to discuss my qualifications in greater detail. I will plan to contact you to arrange a possible meeting time.

Thank you for your time and consideration.

Sincerely,

Your Name

Enclosure

cc: J. Smith

Uninvited or Cold-Contact-- Use this format to contact employers who haven't advertised or published job openings. The focus is on matching your qualifications to the perceived needs of the employer based on [labor market research](#). This strategy requires that a phone or personal contact with the employer either precede or follow the sending of the resume and cover letter.

Cold-Contact Cover Letter Sample

Your Name
Address
City, State, Zip Code
Phone Number

May 20, 200_

Ms. Jane Smith, Manager
Tennessee Company
5555 Smoky Mountain Street
Resume, TN 55555

Dear Ms. Smith:

Perhaps you are seeking an addition to your marketing team. A new person can provide innovative approaches to the challenges of marketing. I am an innovator of new ideas, an excellent communicator with buyers, and have a demonstrated history of marketing success.

Presently, I am marketing computer products for a major supplier using television, radio and news advertising. I have a reputation for putting forth the effort required to make a project succeed.

Enclosed is my resume for your review and consideration. Tennessee Company has a reputation for excellence. I would like to use my talents to market your quality line of technical products. I will call you to further discuss my talents and how I can benefit your company. If you prefer, you may reach me in the evenings at (555) 555-5555.

Thank you for your time. I look forward to meeting you.

Sincerely,

Your Name

Enclosure

Chronological Resume Sample-- Work-to-Work Job Seeker

ELIZABETH B. JOB SEEKER

5555 Lakewood Road
Somewhere, Tennessee 55555
(555) 555-5555

OBJECTIVE: Mechanical Engineer

ENGINEERING EXPERIENCE: 199- to 200-

Industrial Engineer

Tool Incorporated, Memphis, TN

- Designed a plant layout for the shipping department
- Developed a multi-step shipping process improvement plan

Design Engineer

Mechanical Systems, Knoxville, TN

199- to 199-

- Developed a complete safety package for a robot loader
- Designed hydraulic double stack lift
- Redesigned dairy open style conveyor

MANAGEMENT EXPERIENCE:

Supervisor

College Police Department, Nashville, TN

198- to 199-

- Supervised more than 50 student security personnel
- Maintained security accounts and budgets
- Interviewed, hired, field trained and conducted performance appraisals
- Prepared 25-page monthly report

Manager

Building Management Co., Memphis, TN

198- to 198-

- Maintained and performed building improvements

EDUCATION: 199-

Bachelor of Science Degree: Mechanical Engineering

Minor: Engineering Management

University of Tennessee, Nashville, TN

Course Work:

Thermodynamics, Heat Transfer, HVAC,
Machine Design, Fluid Power, IBM Compatible,
AutoCAD 12, FORTRAN, Lotus and Quattro Pro

Chronological Resume Sample-- School-to-Work Job Seeker

DEBRA JOB SEEKER
5555 Lakewood Road
Somewhere, Tennessee 55555
(555) 555-5555

SUMMARY

Highly motivated, dependable **Licensed Practical Nurse**. Proven ability to initiate appropriate action, follow instructions and carry out tasks in an efficient manner. Proficient in patient care, medical management, coordination and emergency room techniques. Team player with effective interpersonal communication skills, and a positive, can-do attitude.

EDUCATION

Certificate: Licensed Practical Nurse Program (GPA: 3.85/4.0) **200_**
Normandale Community College, Bloomtown, TN

Internship: Regions Hospital, Knoxville, TN **200_ (3 months)**

Infection Control	Critical Care	Injections
Catheter Care	Vital Signs	Triage
Blood Draw	Charting	Intake
IV Therapy	CPR	Acute Care

Diploma: Richfield Senior High School, Richfield, TN **199_**

RELATED VOLUNTEER EXPERIENCE

American Red Cross Nashville, Tennessee **199_ - 199_**

- Provided emergency services to persons in crisis.
- Assisted in providing information and services regarding food, shelter, clothing and medical provisions.

Courage Center Memphis, TN **199_ - 199_**

- Assisted disabled patients with daily living activities by writing letters, reading correspondence, feeding, pushing wheelchairs and shopping.

Neighborhood Involvement Program Knoxville, TN **199_ - 199_**

- Organized a block safety program for 26 households, which reduced crime in the area by 15 percent.

MEMBERSHIPS

Elected Secretary: Parent Teachers Association **199_**

Functional Resume Sample-- Work-to-Work Job Seeker

JERRY J. JOB

5555 Lakewood Road
Somewhere, Tennessee 55555
(555) 555-5555

OBJECTIVE

Dependable, enthusiastic worker with more than 10 years of experience seeking a Welding or Building Maintenance position. Self-starter, dedicated to achieving high-quality results.

SUMMARY OF QUALIFICATIONS

Welding--

Developed extensive experience in a wide variety of welding styles and positions including:

MIG	TIG	ARC	Heliarc
Oxyacetylene	Air ARC	Cutting and Gouging	Automatic Seam
Plasma Cutting	Underwater	Water Cooled Spot Welding	

Fabrication--

Skilled in layout and design of sheet metal and pipe. Developed extensive knowledge of sheet rollers and brakes. Followed Manufacturer's Operating Processes (MOP) to detail.

Equipment Operator--

Experienced forklift operator on various sizes and styles of forklifts. Skilled in the use of a variety of power tools and metal fabrication equipment including: drills, drill press, edge planer, end mill, benders, power saws, sanders, and grinders.

Building Maintenance--

Acquired experience in general construction including basic electrical repairs, carpentry, concrete, glass, spray and roller painting, plumbing, patching and sheetrock.

SUMMARY OF EXPERIENCE

Lead Welder

- Maintained strict performance, quality and production standards.
- Trained new employees and monitored their performance during probationary period.

EDUCATION

Certificate:

Welding and Blueprint Reading

Somewhere Technical College - Somewhere, TN

Diploma:

Somewhere Senior High School - Somewhere, TN

Functional Resume Sample-- No Paid-Work Experience

JOE DOER

5555 Lakewood Road
Somewhere, Tennessee 55555
(555) 555-5555

EMPLOYMENT OBJECTIVE

Assembly, Janitorial, Maintenance or Construction Work

SUMMARY OF SKILLS

- Industrious, reliable, highly-motivated and thorough
- Ability to safely operate power machines, tools, saws, sanders and drills
- Operate, repair and maintain mowers, snow blowers, buffers and trucks
- Experience with household repairs, painting, siding and construction

RELATED VOLUNTEER EXPERIENCE

Assembly

- Received, sorted, bundled and placed recycling articles in correct containers
- Assembled, cleaned and packaged toys for children on holidays
- Repaired bicycles, motor bikes and garage doors
- Assisted nursing home residents with making crafts and decorating rooms

Janitorial

- Maintained all aspects of home, and made minor repairs to structures and equipment
- Assisted friends and neighbors with lawn care, mowing, raking, shoveling, painting, buffing, sanding, remodeling and cleaning
- Helped residents repair and clean homes after a flood

Construction

- Assisted in building or remodeling homes for low-income families
- Sanded floors, walls and cupboards
- Laid sheetrock, painted and stained woodwork, mixed cement and sided outside walls

VOLUNTEER WORK HISTORY

- Goodwill Industries Knoxville, TN
- Tennessee Flood Victims Rescue Memphis, TN
- Habitat for Humanity Knoxville, TN

EDUCATION

Diploma: Johnson High School - Knoxville, TN

Honorable Discharge: United States Army - Private E3 Classification

Combination Resume Sample-- No Paid-Work Experience

SHIRLEY I. QUALIFY

5555 Transferability Road
Somewhere, TN 55555
(555) 555-5555

SUMMARY

Dependable **General Office Worker** with more than 10 years of transferable experience. Proven clerical, customer service and communication skills in a variety of settings. Upbeat, positive attitude with a history of producing quality results and satisfied customers. Computer literate.

SELECTED SKILLS

General Office

- Organized and implemented group activities in an efficient manner
- Scheduled appointments and assured timely arrival
- Maintained accurate financial records, and paid all invoices on time
- Answered phones and took accurate messages
- Prepared reports and created documents using MS Word and WordPerfect
- Located desired information using the Internet

Customer Service

- Welcomed customers and visitors in a friendly and courteous manner
- Provided customers/clients with desired information in a timely manner
- Listened, calmed and assisted customers with concerns
- Established friendly and lasting relationships

Communication

- Utilized Internet email as an effective communication tool
- Answered phones in a courteous and professional manner
- Established rapport with diverse individuals and groups
- Demonstrated ability to express ideas in a team environment and influence action

RELATED VOLUNTEER EXPERIENCE

General Office Volunteer	Salvation Army - Knoxville, TN	5 Years
Elected Secretary	Parent Teachers Association (ISD 11) - Anoka, TN	5 Years
Event Coordinator	Neighborhood Involvement Program - Knoxville, TN	3 Years
Group/Activities Leader	Girl Scouts of America - Knoxville, TN	4 Years
Family Manager	Self-employed - Anoka, TN	7 Years

EDUCATION

GED: Ramsey Action Program - Knoxville, TN

