



THE RESUME OF THE FUTURE

All the details to make writing a
resume a breeze!

LETHBRIDGE COLLEGE
CAREER DEVELOPMENT
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Master Resume

A master resume is a document or online portfolio that lists ALL of your skills and experiences in one place so that you can choose relevant information to target your resume to the specific position you are applying for. It is a easy and convenient way to keep track of what you have accomplished.

What to include:

Education: list all past education and included dates and institutions.

- Degrees (earned or in progress)
- Courses you have taken (especially those with a high GPA achievement)
- Awards & Honors
- Projects (especially those related to LC Core Competencies)
- Certifications/Licenses



Experience: list all past work, volunteer internship, practicum, and co-op experiences and include associated skills, activities, and responsibilities.

- Work
- Internships, practicums, and co-ops
- Volunteer experience



Other Relevant Information: list all relevant information and include dates, locations, and other details.

- Professional Associations
- Clubs and activities
- Technical skills (Ex. specific software)
- Accomplishments
- Other (Language, etc.)



RESUME CHECKLIST

FORMAT

TASK CHECKLIST

- **LENGTH:** 1-2 PAGES MAXIMUM
- **ORDER:** REVERSE CHRONOLOGICAL
- **DOCUMENT TYPE:** WORD, UNLESS SPECIFIED
- **KEEP IT SIMPLE:** NO BORDERS OR TEXT BOXES. DO NOT USE PRE-MADE TEMPLATES

FONT

TASK CHECKLIST

- **USE:** ARIAL, TAHOMA, CALIBRI
- **SIZE:** NAME (18 PT), HEADINGS (14 PT), BODY (12 PT)
- **USE:** BOLD, UNDERLINE & ITALICS TO CREATE SECTIONS

OTHER

TASK CHECKLIST

- **DATES:** RIGHT-ALIGNED & MONTH/YEAR
- **COMPANY NAME & POSITION/TITLE:** LEFT -ALIGNED
- **ONE EMAIL & ONE PHONE NUMBER:** ENSURE EMAIL & VOICEMAIL ARE PROFESSIONAL

Example of experience written with functional responsibilities only:

Customer Service Representative

Oct 2016-Oct 2017

ABC Company, Lethbridge, AB

- Greet Customers
- Assist customers to find products
- Advanced knowledge of products
- Excellent customer service skills
- Answered phones

Example of experience written with functional responsibilities and results:

Customer Service Representative

Oct 2016-Oct 2017

ABC Company, Lethbridge, AB

Reporting to the Store Manager, as a team of 12. The position consists of assisting customers to choose the best fit product for their needs, while also completing administrative duties as necessary.

Highlights:

- Assisted an average of 50 customers per day, aiding up to 3 customers simultaneously
- In-depth knowledge of over 40 varieties of products with general knowledge of 150 varieties of product.
- Consistently rated 95 or higher (out of 100) by secret shoppers for their experience.

Both examples are of the same job, which is concise?

The second option is more concise as it shows how the skills are used and how the work was actually completed.

Everyone explains what they did, but a really strong resume explains how the skill was used or how the task was accomplished.



RESUME TEMPLATE
CAREER DEVELOPMENT

EDUCATION

EXPERIENCE

VOLUNTEER

CERTIFICATES/OTHER TRAINING

Elizabeth Taylor

587-555-2299 elizabeth.taylor@gmail.com

[linkedin.com/in/elizabeth-taylor-793111113](https://www.linkedin.com/in/elizabeth-taylor-793111113)

Education

Bachelor of Management: Human Resources & Labour Relations

Degree Awarded 2016

Some Random University, Random City, AB

- JDC West Case Competition Delegate: Human Resources, 2013, 2015
- HRIA (Now CPHR Chartered Professionals in Human Resources of Alberta) Case Competition: 2016
- Work Study Internship: Kuala Lumpur, Malaysia, 2014
- Applied Study: Performance Management in a Retail Environment, 2016

Bachelor of Arts: Psychology

Degree Awarded 2016

Some Random University, Random City, AB

- Jason Lang Scholarship 2015
- Psychology of Choice: analyzed choice research across disciplines, with the goal of synthesizing a coherent framework for understanding the fundamental mechanism of adaptive behavior.

Work Experience

Talent Acquisition Coordinator (Temporary Contract)

Aug 2016-Present

Big Multinational Corporation, Somewhere, AB

Reporting to the Human Resources Director of Western Canadian Operations, as a team of 3. Temporary position for recruitment to fulfill the new GES warehouse launch. This position followed the full recruitment cycle for pre-screen to on-boarding of new hires.

Highlights:

- Fulfilled the project requirements of hiring an additional 65 Full-Time and 30 Part-Time positions
- Pre-screened approximately 100 resumes while following up with approximately 25 phone calls per day
- Collaborated with multiple departments and levels of the organization to ensure appropriate candidates were selected, screened and scheduled for interviews
- Maintained a database of over 600 potential candidates and ensured the accuracy of information imputed to reflect where in the process each candidate resided

Shift Leader

Aug 2013- Oct 2016

Random Store, Yonder, AB

Reporting to the Store Manager, supervising up to 7 employees. I was responsible for providing customer services to incoming customers while ensuring the standards of the organization were upheld.

Highlights:

- Initiated and completed a new hire checklist to ensure easier onboarding of new employees
- Assisted Store Manager in interviewing, selection and training of new hires
- Provided human resources advice outside of the scope of my position to the Store Manager

Training & Professional Development

First Responder to Sexual Assault & Abuse

2017

Association of Alberta Sexual Assault Services (2 day course)

- Builds the capacity of an individual to assess and respond effectively to disclosures of sexual assault and sexual abuse

Mental Health First Aid

2017

Mental Health Commission of Canada (2 day course)

- Aides in recognition of a change in behavior, preparation to respond with confident conversation and assisted in the comfort of guiding to appropriate resources & support

Violence Threat Risk Assessment for Post-Secondary (Level 1)

2016

Canadian Centre for Threat & Assessment & Trauma Response (2 day course)

- Facilitates an understanding of the evolutionary process of serious violence and how collecting data will create a clear picture of the escalation of such violence

QPR Gatekeeper Certificate (Question, Persuade, Respond)

2016

QPR Suicide Prevention Gatekeeper Program (1 Hour Session)

- Identify the warning signs of a suicide crisis and how to respond

Volunteer Experience

President (Board of Directors)

August 2017-Present

Awesome Community Organization, Yonder,

The president helps the board as a whole to think strategically about the organization's achievements for mission, vision and long-term goals, in the context in which it operates.

Highlights:

- Provide guidance and support to the Executive Director, through weekly one-on-one meetings
- Collaborate with Executive Director in achieving the mission and mitigating any issues confronting the organization, by meeting ad-hoc for urgent issues and on a monthly basis with the entire board of directors.
- Facilitate board meetings to ensure appropriate action on organizational priorities and governance by ensuring the meeting stays focused and on track

Team Mentor/Advisor

2017, 2018, 2019

KPMG Case Competition, Some Random University, Random City, AB

Representing new alumni as a co-mentor/advisor, providing guidance and support to teams of 2-3 current students in analyzing a real world case and devising a solution and implementation plan.

Highlights:

- Provide industry knowledge to student team regarding real-world case study
- Facilitate the transfer of knowledge without providing specific directives
- Critically analyze case study to assist in creating an action plan for with recommendations for implementation

COVER LETTER CHECKLIST

FORMAT

TASK CHECKLIST

- **LAYOUT:** INCLUDE EMPLOYERS CONTACT INFORMATION (TOP LEFT)
- **FONT:** ARIAL, TAHOMA OR CALIBRI
- **FONT SIZE:** 12 PT

FORMAT

TASK CHECKLIST

- KEEP IT SIMPLE
- DOUBLE CHECK GRAMMAR AND SPELLING
- **LENGTH:** LESS THAN ONE PAGE

CONTENT

TASK CHECKLIST

- DO NOT SUMMARIZE YOUR RESUME
- IT IS THE DIFFERENCES BETWEEN YOU AND OTHER APPLICANTS, WHY YOU ARE A FIT FOR THEM
- SHARE EXPERIENCES THAT YOU LEARNED FROM, ESPECIALLY PERSONAL EXPERIENCE



COVER LETTER TEMPLATE

CAREER DEVELOPMENT

INTRODUCTION:

BODY (TWO PARAGRAPHS):

CLOSING STATEMENT:

Bradley Cooper
Actor, Director, Entrepreneur etc.
Bradley Cooper Inc.
200 4 Avenue South
Lethbridge, AB, T1J 4C9

Dear Mr. Bradley Cooper,

I am a recent graduate of Lethbridge College Business Administration program. I am applying to the position of **Celebrity Water Spritzer** with Bradley Cooper Inc. I am applying to your organization as I feel I can excel at water spritzing in between takes and bring a positive energy to help get you through those hard days.

Over the past few years I have made an effort to travel the world to gain life skills and learn about other cultures and countries. These trips have prepared me for the grueling filming schedule that lays ahead, as I was able to stay awake for long periods, travel at all hours and develop the adaptability to fulfill the needs required for this position.

My love of film and entertainment knows no bounds. I consider myself a pop culture aficionado that can be seamlessly integrated into your support team. While I have no direct experience as a celebrity water spritzer, I believe that the positive attitude I exude as well as my love of the industry makes me the best candidate for the position.

Thank you in advance for considering me for the position with Bradley Cooper Inc., I look forward to hearing back from you at your earliest convenience to schedule an interview to further elaborate on the exception skills and abilities I possess. Please contact me at 587-555-2299 or elizabeth.taylor@gmail.com. Again thank you for your time and consideration.

Sincerely,

Elizabeth Taylor

OTHER INFORMATION

REFERENCES

TASK CHECKLIST

- ALWAYS A SEPARATE DOCUMENT FROM RESUME
- ONLY SUBMIT WHEN REQUESTED
- BRING TO THE INTERVIEW

REFERENCES

TASK CHECKLIST

- MANAGER/SUPERVISOR ONLY
- OUT OF COUNTRY: PROVIDE EMAIL AND TIME ZONE
- INCLUDE A DESCRIPTION OF YOUR RELATIONSHIP TO THE REFEREE

TIPS

TASK CHECKLIST

- USE WWW.JOBSCAN.CO AS AN ADDITIONAL TOOL
- KEEP IT SIMPLE & RELEVANT
- USE PAST STORIES AND EXPERIENCES TO CONVEY SKILLS

Action Verbs

MANAGEMENT

Administered
Analyzed
Assigned
Attained
Chaired
Consolidated
Coordinated
Delegated
Developed
Directed
Evaluated
Executed
Improved
Increased
Organized
Oversaw
Planned
Prioritized
Produced
Recommended
Reviewed
Scheduled
Strengthened
Supervised

COMMUNICATION

Addressed
Arbitrated
Arranged
Authored
Collaborated
Convinced
Corresponded
Developed
Directed
Drafted
Edited
Enlisted
Formulate
Influenced
Interpreted
Lectured
Mediated
Moderated
Negotiated

COMMUNICATION (cont.)

Persuaded
Promoted
Publicized
Reconciled
Recruited
Spoke
Translated
Wrote

RESEARCH

Clarified
Collected
Critiqued
Diagnosed
Evaluated
Examined
Extracted
Identified
Inspected
Interpreted
Interviewed
Investigated
Organized
Reviewed
Summarized
Surveyed
Systematized

TECHNICAL

Assembled
Built
Calculated
Computed
Designed
Devised
Engineered
Fabricated
Maintained
Operated
Overhauled
Programmed
Remodelled
Repaired
Solved
Upgraded

TEACHING

Adapted
Advised
Clarified
Coached
Communicated
Coordinated
Demystified
Developed
Enabled
Encouraged
Evaluated
Explained
Facilitated
Guided
Informed
Instructed
Persuaded
Stimulated
Trained

FINANCIAL

Administered
Allocated
Analyzed
Appraised
Audited
Balanced
Budgeted
Calculated
Computed
Developed
Forecasted
Managed
Marketed
Planned
Projected
Researched

CREATIVE

Acted
Conceptualized
Created
Designed
Developed
Directed

CREATIVE (cont.)

Established
Fashioned
Founded
Illustrated
Initiated
Instituted
Integrated
Introduced
Invented
Originated
Performed
Planned
Revitalized
Shaped

HELPING

Assessed
Assisted
Clarified
Coached
Counselled
Demonstrated
Diagnosed
Educated
Facilitated
Familiarized
Guided
Motivated
Referred
Rehabilitated
Represented

CLERICAL

Approved
Arranged
Cataloged
Classified
Compiled
Dispatched
Executed
Generated
Implemented
Inspected
Monitored
Operated

CLERICAL (cont.)

Organized
Prepared
Processed
Purchased
Recorded
Retrieved
Screened
Specified
Systematized
Tabulated
Validated

ACCOMPLISHMENTS

Achieved
Expanded
Improved
Pioneered
Reduced
Resolved
Restored
Spearheaded
Transformed